Contingency Plan for the Regional Processing Centre Manus Island PNG

Contingency Plan V 1.1
Approved MD Immigration Services G4S
Approval Date 25 Jun 2013

Document Control

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Version	Description
1.1	**Minor modifications to Evacuation Plan (Appendix H)**
1.2	**Further modifications following DIAC comments**

1 Introduction

This Contingency Plan sets out the control arrangements, communications, and procedures to ensure the safety and security of all people at the Regional Processing Centre (RPC).

2 Scope

The plan, which refers to the relevant elements in the contracts where applicable, sets out:

- The Emergency Control Organisation (ECO) (as set out in the Safety and Security Plan)
- Procedures for notifying the Department and other Service Providers that the Contingency Plan is in effect. (Clause 15.11.1 a i)
- Notification Procedures with the Department and other authorities. (Clause 15.11.1 a ii)
- The process for communicating emergency procedures to Transferees, Service Provider, Service Provider Personnel and anyone else at the Site to ensure they understand the emergency procedures. (Clause 15.11.1 a iii)
- Procedures for Emergency Situations. (Clause 15.11.1 a iv)
- The Frequency of Emergency Drills and Tests. (Clause 15.11.1 a v)

3 Procedure for Notifying DIAC, and Coordinating with Service Providers and Emergency Services

3.1 A significant event will generally require the rapid activation of the Command Centre (which is made up of the Emergency Control Organisation (ECO)). The ECO on Manus Island RPC consists of the following:

G4S Risk and Intelligence Manager (or the
DIAC Team Leader or Coordinator
IHMS HSM
TSA Contract Manager
STC Team Leader
Mobile Squad Liaison Officer
PNG ICSA Operations Manager as required.
Emergency Services as required.

The ECO is to meet every quarter to review Emergency Procedures.

3.2 The functions of the Command Centre are to:

- Act as a focal point for reporting the management of the incident to allow DIAC and each service provider to report to their own management chain on the management of the incident.
- Access the resources required to support the Incident Response Officer on the ground.
- Act as a coordination point for gathering the support of the Emergency Services.
- Keep respective DIAC NatO/Service Provider Head Offices informed.

- Recording events as they unfold in an Incident Log.
- Relieve the Incident Controller of the burden of unnecessary reporting.

3.3 The Structure of the Incident Response Model is as follows:

- Duty Manager – Ops Manager, GM, Business Manager
- Duty Incident Response Officer – Property Coordinator, Training Coordinator, Transport Coordinator, Residential Coordinator.
- Duty Camera Operator – Procurement Officer, Accommodation Officer, Stores Officer.
- Duty Command Centre Manager – Normally the Risk and Intelligence Manager, or whoever is standing in in the role, or a Manager appointed by the Duty Manager.
- Duty Command Centre Scribe – Stores Assistant, Admin Officer, or a staff member appointed by the Duty Manager.

3.4 When an officer, a Service Provider staff member or the Shift Supervisor calls a code or declares an incident, the Duty Incident Response Officer is to enter the Compound and assess the severity of incident and determine the level of response required. If the incident is being managed successfully by the Shift Supervisor, he should report back to the G4S Duty Manager and recommend no further action, standing down the code as required. DIAC is to be informed of the incident in all instances within 30 minutes by phone by the G4S Duty Manager.

3.5 The camera operator must deploy for all Codes.

3.6 If the event is more serious, then he should report to the G4S Duty Manager, and recommend one or all of the following:

- Activating the Command Centre.
- Standing-to an Incident Response Team (IRT) (Alpha Response (8 officers))
- Activating Bravo Response (further 8 officers).

3.7 In the event that the Command Centre is activated, the ECO will assemble under orders of Control. The Duty Manager will then take over management of the incident from the Incident Response Officer.

3.8 An Incident Control Point (ICP) may be established, together with a cordon if an area has to be secured or cordoned off. Whether a specific point is established or not, the incident will be managed by the G4S GM, Operations Manager or Duty Manager, depending on its severity.

3.9 After an incident, the following is to occur:

- an operational de-brief is conducted for staff directly involved in the emergency event;
- appropriate support is provided by the G4S employee assistance program;
- any psychological support and mental health resources are to be available to support staff and transferees as required;
- Centre operations are normalised as quickly as possible and full services restored;
- community stakeholders are briefed where appropriate and their service provision and support activated;
- all documentation, reporting and associated material is collated in an incident file.

4 Procedure for Communicating Emergency Procedures to Staff and Transferees

4.1 During the induction process, Transferees will be shown the Emergency Evacuation Points (shown in Green at Appendix A), and they will have the emergency communication siren played to them. This will be repeated once per week at 1400 hours on Mondays. Until the RPC siren is installed, hand held loudhailers are to be used. One is to be held at G2, A6 and Control and sounded when there is a fire or evacuation is required.

4.2 Staff induction includes reference to the emergency alarm signal. Staff are shown the emergency Evacuation Points when they carry out the Induction walkround.

5 Frequency of Exercises and Drills

5.1 The Evacuation Siren is to be sounded every Monday at 1400 hours.

5.2 There are to be two exercises per month of a selection of the scenarios enclosed in the Appendices attached.

5.3 Exercises will take the form of the following:

- ECO Table Top Exercise at the DIAC Verandah
- ECO Walk-through Talk-through/Site Tour
- Service Providers' Walk-through Talk-through/Site Tour.

5.4 A forecast of exercises for the next quarter is to be published by the Ops Manager by the end of each quarter (i.e. 31st March, 30th June, 30th September and 31st December.

5.5 Consideration may be given to not exercising in the event that incidents practicing procedures have taken place in that month, after consultation with the Department.

6 Access for Emergency Vehicles

6.1 Emergency Vehicles are to access Mike Compound through Gate Golf 2, via Route Pugwash.

6.2 Emergency Vehicles are to access Foxtrot Compound through Gate Alpha 6.

6.3 Emergency Vehicles consist of the Ambulance, which is located at IHMS, and the Fire Vehicle which is parked outside the Control Building.

6.4 All emergency vehicles are to be first parade checked every morning. The Ambulance and Fire Truck are to be checked for specialist equipment.

7 Radio Callsigns

7.1 The framework for radio callsigns is shown below. Revisions will be published from time to time.

Alpha: G4S

0A – Managing Director G4S

A1 – General Manager

A2 – Operations Manager

A5 – Kitchen Guard

A6 – Compound Access

Charlie: G4S – Control room

Delta: G4S – Day supervisor

Echo: G4S – Evacuation areas (E1 – E5)

Golf – G4S – Gate posts (G1 – G2)

Hotel: IHMS

H1 – Medical emergency

H2 – Health services manager

H3 – Doctor

H4 – Mental health

India: DIAC

Kilo: Eurest - Kitchen

Lima: Spic n Span - Cleaners

November 4: G4S Shift Manager

Quebec: G4S – Stores

Romeo: G4S – Incident Response

Sierra: G4S – Security and Intelligence

Tango: Eurest – Facilities Manager

Victor: G4S - Transport

Yankee: Save the Children

Zulu: The Salvation Army

8 Emergency Codes

- Code Red – Fire
- Code Aqua – Sit in/Barricade
- Code Green – Escape – Attempted Escape
- Code Brown – Hostage Situation
- Code Lilac – Industrial Action
- Code Black – Serious Injury/Death
- Code Grey – Major Disturbance
- Code White – External Threat
- Code Yellow – Natural Disasters/Tsunami
- Code Orange – Bomb Threat
- Code Blue – IMAs Fighting
- Code Purple – Officer Requires Assistance

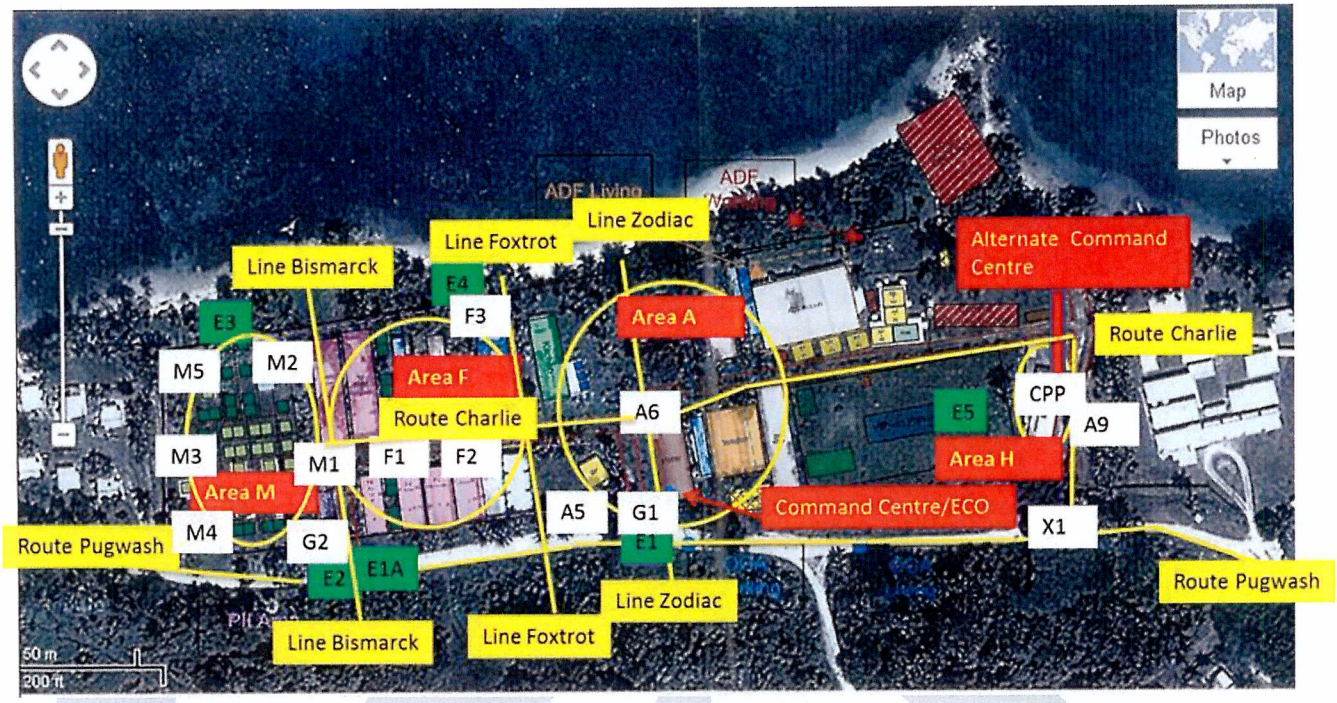
9 Report Lines, Zones and Codes

The site plan attached at Appendix A has three report lines (Zodiac, Foxtrot and Bismarck), and route designations (Routes Charlie and Pugwash), Zones M1 and F for Single Adult Male accommodation and Evacuation Points E1, E1A, E2, E3, E4, E5. These code notations are for ease of reference during incidents.

Appendix:

A. Plan of the RPC with Code Words and Evacuation Areas.
B. Incident Reporting form.
C. Site Plan.
D. Roof Top Protest.
E. Self-Harm/Attempted Suicide.
F. Unauthorised egress from the RPC
G. Failure of main services
H. Evacuation of the Centre

Air Photo of the Centre with Report Lines, Zones and Officer Stations.



Colour Codes:

White - Officer Stations and Gates/Access Control Points

Yellow - Routes and Report Lines

Red –Main Reference Points

Green – Evacuation Points

APPENDIX B

G4S Use Only

IR Number: MI_____

Officer Report Form

Manus Island Regional Processing Centre

Reporting Person's Name:		Date:	
Reporting Person's designation:		Time of the Incident (24Hrs)	
Reported to verbally:			

Subject of Report:		Date (Report Created)	
Location (Exactly where did it happen)		Time report created (24Hrs)	

Transferees involved	Boat ID No:	Names of staff/others involved(specify)

Details: Please provide - time, place, what did you see/hear, what did you do, what was the outcome?

Continuation of Officer's Report:
Signature:

Action taken:						
Feedback provided to staff	**Y**		**N**		**Signature**	

- Note any action taken on Transferee Personal File/Care Plan

Now forward all reports and paperwork to the Duty Manager

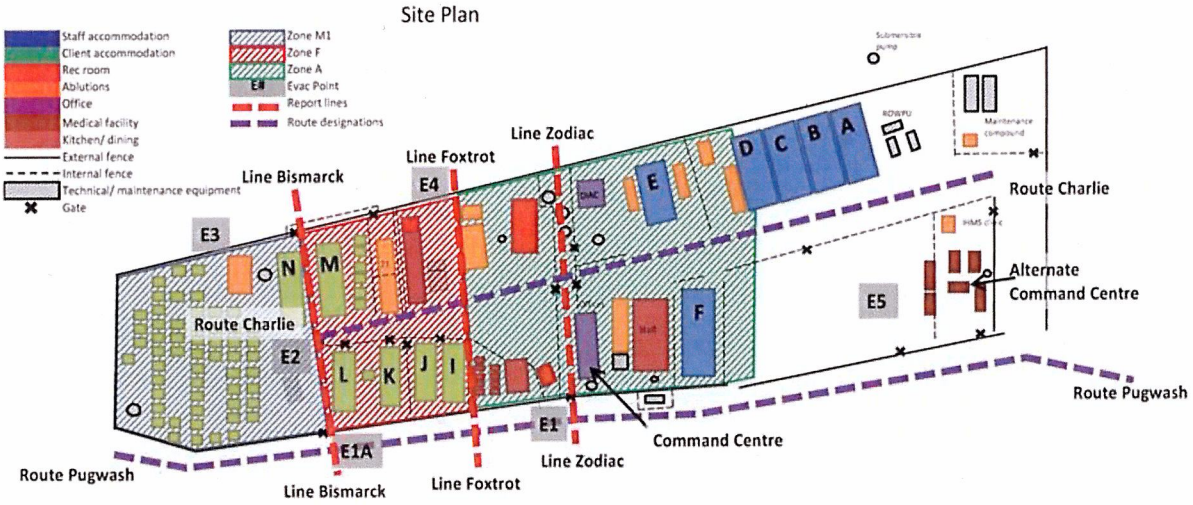
Duty Manager Action

Action taken:		
Name:	**Signature:**	**Date:**

Please attach to the Incident Report (IR) if an IR has been generated in response to this incident

APPENDIX C

Site Plan



APPENDIX D

Procedure for the Management of a Roof Top Protest

First on scene

1. If first to sight a transferee climbing on the roof, raise the alarm to the Control Room using a radio, calling a Code Grey, Roof Top Protest. Advise of location, numbers of transferees involved, presence of weapons and whether any transferees are in immediate danger.
2. Attempt to establish dialogue with the transferee but do not enter into negotiations or make any concessions or undertakings.
3. If casualties, apply first aid and then await IHMS arrival.
4. Minimise radio traffic, maintain safe distance and await instructions.

Command Centre

1. G4S Duty Manager may activate Command Centre.
2. Key representatives of DIAC, STC, G4S Ops Manager, TSA and IHMS will be summoned by phone to the Command Centre if safe.
3. Account for all staff and transferees – using Nominal Roll and Sign In Register.
4. Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
5. Contain areas as required.
6. Cease all movement into incident area except for required personnel.
7. Ensure ample drinking water and suitable clothing is available for the conditions.
8. Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
9. Obtain approval from DIAC Centre Coordinator for use of minimum force if transferees' safety is at risk and to prevent the immediate threat of danger. Relay approval to IRT.
10. Arrange appropriate transportation and alternative accommodation if required. Ensure all vehicle keys are removed from vehicles and all vehicles secured.
11. If required, inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, inform the Police.
12. Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Incident Control Point (ICP)

1. If required, ICP takes control of the incident from a close but safe distance.
    - G4S - Establish a supply of cold water and food. Ensure that sunscreen and insect repellent is available for transferees. Assist in the negotiation with transferees. Direct non-involved transferees from the area. Ensure any incidents of aggression or property damage are recorded on video camera.

- IHMS – Monitor health of transferees and treat medical needs. Ensure adequate medical supplies are available to treat medical conditions. If safe to do so, escort injured transferees to IHMS clinic for treatment. If condition serious, despatch ambulance.
- TSA – Employ de-escalation tactics to defuse tensions and negotiate with transferees to resolve incident. Engage other transferees not involved in the incident through programs and activities.
- STC – Attend ICP if required. Provide support to children and parents, and liaise with G4S and Salvation Army to manage incident.

2. Maintain communications with the Command Centre.
3. Command Centre will collapse ICP once incident has been managed.

Incident Response Team (IRT)

1. G4S Duty Manager will activate the IRT if required, calling for Alpha Response (see Paragraph 3.6).
2. Cordon off the incident area and try and prevent transferee interference.
3. Assist non-involved transferees to withdraw to safe areas and evacuation points.
4. Minimum force may be used if transferees' safety is at risk and to prevent the immediate threat of danger. Approval must be sought from the DIAC Centre Coordinator.

Post-incident

G4S Operations Manager ensures:

- Accident/Injury Register is completed.
- Incident reports are completed, submitted and recorded within required timeframes.
- Employee Assistance Programme is available to affected staff.

A post-incident review will be conducted within seven days.

APPENDIX E

Procedure for the Management of Attempted Self-Harm

First on scene

1. If first to identify self-harm, raise the alarm to the Control Room using a radio.
2. Apply Cut-Down procedures if applicable.
3. If casualties, apply first aid and then await IHMS arrival.
4. Minimise radio traffic, maintain safe distance and await instructions.

Command Centre

1. G4S Duty Manager will activate Command Centre.
2. Key representatives of DIAC, STC, G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre if safe.
3. Command Centre establishes ICP, appoints an ICP Manager, and summons key personnel to the ICP (including G4S, TSA, IHMS and STC where required).
4. Maintain Occurrence Log.
5. Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
6. Contain areas as required.
7. Cease all movement into incident area except for required personnel.
8. Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
9. Arrange appropriate transportation and alternative accommodation if required.
10. Ensure all vehicle keys are removed from vehicles and all vehicles secured.
11. Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Incident Control Point (ICP)

1. If required, G4S Duty Manager establishes ICP.
2. Duty Manager takes control of the incident from a close but safe distance.
    - IHMS – Monitor health of transferees and treat medical needs. Ensure adequate medical supplies are available to treat medical conditions. If safe to do so, escort injured transferees to IHMS clinic for treatment. If condition serious, despatch ambulance.
    - TSA – Employ de-escalation tactics to defuse tensions and negotiate with transferees to resolve incident. Engage other transferees not involved in the incident through programs and activities.
    - STC – Attend ICP if required. Provide support to children and parents. Assist G4S and TSA in managing the incident.
    - G4S - Establish a supply of cold water and food. Ensure any incidents of aggression or property damage are recorded on video camera. With sensitivity and respect, clear non-essential staff/transferees from the area.
3. Maintain communications with the Command Centre.
4. Command Centre will collapse ICP once incident has been managed.

Post-incident

G4S Operations Manager ensures:

- Accident/Injury Register is completed.
- Incident reports are completed, submitted and recorded within required timeframes.
- Employee Assistance Programme is available to affected staff.

A post-incident review will be conducted within seven days.

Procedure for the Management of Unauthorised Egress from the RPC

First on scene

1. If first to identify unauthorised egress from the RPC by a Transferee, raise the alarm to the Control Room using a radio, calling a Code Green. Advise location, name of participant, physical description, means of travel, injuries and weapons.
2. Minimise radio traffic, maintain safe distance and await instructions.

Command Centre

- G4S Duty Manager may activate Command Centre.
- Key representatives of DIAC, STC, G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre if safe.
- Command Centre establishes ICP at point of egress, appoints an ICP Manager, and summons key personnel to the ICP (including G4S and the Salvation Army for all incidents, and IHMS and Save the Children where required).
- Maintain Occurrence Log.
- Inform PNG DF Base Commander and Police.
- Maintain communication with staff in proximity of the absent transferee/s and relay details to Police.
- Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
- Contain areas as required.
- Coordinate collection and inventory of all personal property belonging to the absent transferee/s.
- Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
- Arrange appropriate transportation and alternative accommodation if required. Ensure all vehicle keys are removed from vehicles and all vehicles secured.
- Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Incident Control Point (ICP)

1. If required, G4S Duty Manager establishes ICP.
2. Duty Manager takes control of the incident from a close but safe distance.
    - IHMS – Monitor health of transferees and treat medical needs. Ensure adequate medical supplies are available to treat medical conditions. If safe to do so, escort injured transferees to IHMS clinic for treatment. If condition serious, despatch ambulance.
    - TSA – Employ de-escalation tactics to defuse tensions and negotiate with transferees to resolve incident. Engage other transferees not involved in the incident through programs and activities.
    - STC – Attend ICP if required. Provide support to children and parents. Assist G4S and TSA in managing the incident.
    - G4S - Establish a supply of cold water and food. Ensure any incidents of aggression or property damage are recorded on video camera. Secure egress point. Ensure that staff observe crime scene/preservation of evidence protocols. Send staff in pursuit of absent transferee/s if safe.

Staff in proximity to absent transferee/s will establish a dialogue and attempt to negotiate their return to the RPC. If the transferee/s are unwilling to return to the RPC, staff on the scene will establish a constant line of sight with the transferee/s, maintain communication with the Command Centre and await the arrival of the Police.

- Command Centre will provide Police with directions to transferee

3. Maintain communications with the Command Centre.
4. Command Centre will collapse ICP once incident has been managed.

If the egress occurs while on excursion into the local community, staff at the scene will immediately raise the alarm to the Control Room by radio or the G4S Duty Manager by phone. Staff will establish a dialogue with the transferee/s if safe to do so and attempt to negotiate their return to the RPC. If the transferee/s are unwilling to return to the RPC, staff on the scene will establish a constant line of sight with the transferee/s, maintain communication with the Command Centre and await the arrival of the Police.

Post-incident

G4S Operations Manager ensures:

- Accident/Injury Register is completed.
- Incident reports are completed, submitted and recorded within required timeframes.
- Employee Assistance Programme is available to affected staff.

A post-incident review will be conducted within seven days.

Procedure for the Management of Failure of Main services

First on scene

1. If first to identify a failure of main services (sewerage, electricity, water, refrigeration, medical clinic) raise the alarm to the Control Room by radio.
2. Minimise radio traffic, maintain safe distance and await instructions.

Command Centre

1. G4S Duty Manager will only activate Command Centre if incident poses a great and immediate threat to the safety and security of the site.
2. Control Room establishes ICP and summons key personnel to the ICP (Facilities Manager and any other staff if required).
3. Maintain Occurrence Log.
4. Account for all staff and transferees – using Nominal Roll and Sign In Register.
5. Contain areas as required.
6. G4S Duty Manager will activate the IRT if required, calling for Alpha Response (see Paragraph 3.6).
7. Cease all movement into incident area except for required personnel.
8. Ensure all areas staffed adequately.
9. Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
10. Arrange appropriate transportation and alternative accommodation if required. Ensure all vehicle keys are removed from vehicles and all vehicles secured.
11. Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Incident Control Point (ICP)

1. If required, G4S Duty Manager establishes ICP.
2. ICP takes control of the incident from a close but safe distance.
    - G4S – Facilities Manager will take action to rectify the problem. If incident is an apparent act of property damage, ensure that staff observe crime scene/preservation of evidence protocols. Isolate and secure possible suspects. Make note of persons present at scene. Ensure any incidents of aggression or property damage are recorded on video camera.
    - IHMS – If required, monitor health of transferees and staff; treat medical needs. Ensure adequate medical supplies are available to treat medical conditions. If safe to do so, escort injured persons to IHMS clinic for treatment. If condition serious, despatch ambulance.
    - TSA/STC – If summoned employ de-escalation tactics to defuse tensions and provide support to transferees.
3. Maintain communications with the Command Centre.
4. At completion of incident, announce 'Stand Down Code...' over radio.
5. G4S Duty Manager will collapse the Command Centre.

Incident Response Team (IRT)

1. G4S Duty Manager will activate the IRT if required, calling for Alpha Response (see Paragraph 3.6).
2. Cordon off the incident area and try and prevent transferee interference.
3. Assist transferees to withdraw to safe areas and evacuation points.

Post-incident

G4S Operations Manager ensures:

- Accident/Injury Register is completed.
- Incident reports are completed, submitted and recorded within required timeframes.
- An analysis of the incident is undertaken which identifies future risks and contingencies.

APPENDIX G

Procedure for the Evacuation of the Centre

Concept of Operations

1. This order could be to meet the requirements of a Fire Evacuation or Tsunami warning. The evacuation will take place in two phases. Phase 1 will be the safe and orderly egress from the Centre to Emergency Assembly Points. Phase 2 will be the move to the Emergency Alternate Location (EAL) on foot and by bus. The priority will be to evacuate Families by bus to the Alternate Location on Route Pugwash moving East. Single Adult Males and Staff will move to the EAL on foot going West and then South. All staff are to have grab-bags packed at all times in the event of a sudden evacuation. All Service Providers are to have crash boxes prepared for an emergency evacuation.

Command Centre

1. G4S Duty Manager will activate Command Centre provided it is safe to do so. The Alternate Command Centre is located at IHMS if needed.
2. The decision to evacuate will be made by the ECO once assembled at the Command Centre.
3. Inform PNG DF.
4. Inform Police.
5. An Incident Control Point (ICP) will be established at Evacuation Point E1 to manage the Evacuation on the ground.
6. Maintain Occurrence Log.
7. Account for all staff and transferees – using Nominal Roll and Sign In Register.
8. When all Transferees and staff evacuated, and the ICP has been established at the EAL, move to the new location.

Control

9. On orders from the ECO at the Command Centre, sound the evacuation alarm (hand-held siren). Ensure that November 4 and Alpha 6 sound their alarms too.

Incident Control Point (ICP)

1. G4S Duty Manager establishes the ICP at E1.
2. Maintains communications with the Command Centre.
3. Controls the Evacuation.
4. Move to EAL when Transferees complete in the new location.
5. Maintain command from EAL.
6. Satphone is retained by G4S Duty Manager in the event that Mobile comms break down.

Shift Supervisor - November 4

1. On orders to evacuate the Centre, November 4 is to evacuate SAMs to E2, ensuring that M1 to M5 systematically clear each tent.
2. Report to Control when all complete at E2.
3. On orders, escort all SAMs on foot to EAL going west then south down the track to the EAL.
4. On arrival, remain at the EAL, use all Mike Compound guards to secure the EAL.
5. Keep SAMs separate from Families.

Incident Response Officer - Romeo 1

1. Incident Response Officer, Romeo 1 is to ensure that F1, F2 and F3 clear all buildings and evacuate the Families to Evacuation/Assembly point E1.

2. Report to the Command Centre.
3. On orders, load buses with escorts and women and children first (there are currently 24 women and 12 children at the Centre). There is sufficient lift to move these in one go from E1 to the EAL.
4. On arrival, remain at the EAL, take control of the EAL until the ICP and the Duty Manager arrive to take over. Liaise with November 4 re guarding, and keep families separate from SAMs.

Training Coordinator - Romeo 2

1. Training Coordinator is to evacuate the Admin Area, using the CPP to clear each building, ensuring that all rooms are clear. Staff not on duty are to be evacuated to E5.
2. Once all buildings have been cleared, all staff not engaged with Transferees are to move on foot to the EAL moving west up Route Pugwash under the control of Romeo 2.
3. On arrival at EAL, all off duty staff to report to the ICP to assist with Transferee engagement.

Transport Coordinator - Victor 1

1. The Transport Coordinator is to call in all drivers available and assemble the vehicles on Route Pugwash, facing East, opposite the Control Room. Drivers are to remain with their vehicles.
2. Report to the Command Centre when all vehicles ready to move.
3. Forklift driver to man the Forklift and start moving food and water containers, then drums of fuel, under the orders of Kilo 1.
4. Move all available camp beds and bedding up the hill using Hino transport using the off-duty staff as a working party.

Eurest Project Manager - Kilo 1

1. Maintain 2 Contingency Containers with emergency supplies of water and dry food, together with plates, tables and chairs at the EAL.
2. If time allows, move all available food and water containers to the EAL.

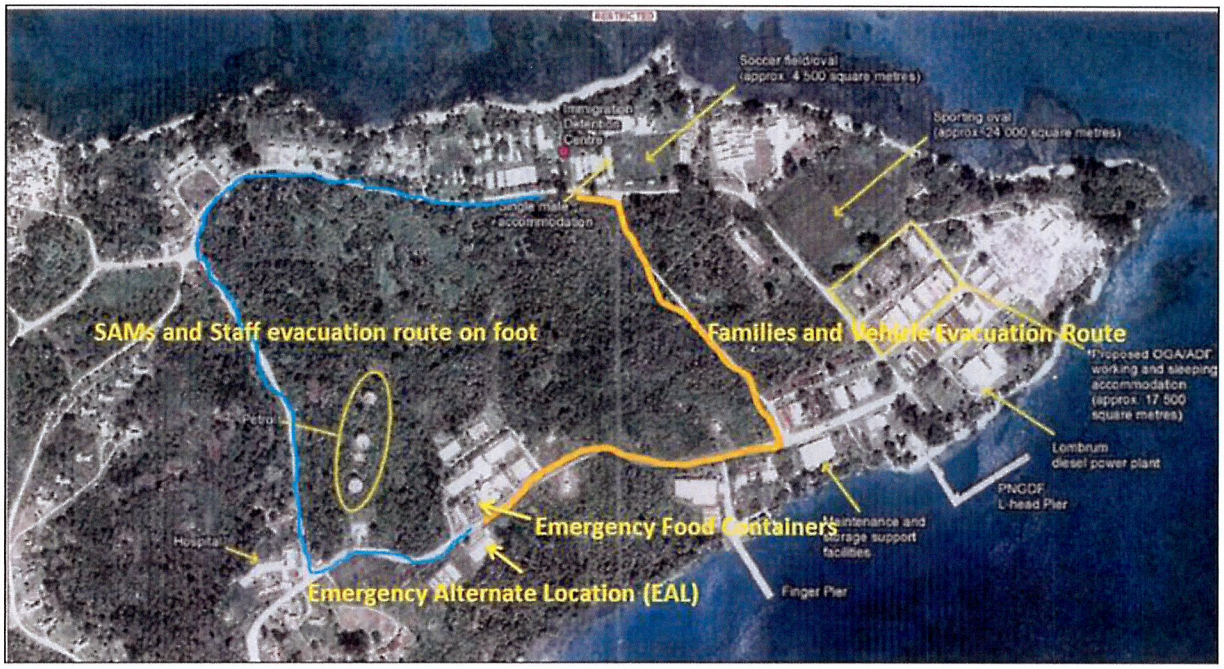
IHMS – Hotel 1

1. Send Ambulance to ICP at E1. To remain there until evacuation complete, then patrol the route collecting anyone overcome by the heat.
2. On orders Command Centre, evacuate Medical Facility to EAL.

TSA and SCA.

1. Assist G4S staff to evacuate Transferees in SAMs and Families.
2. Assist with loading and unloading stores for the move to the EAL.
3. Assist with activities on arrival at EAL.

Schematic 1 – Evacuation Routes to EAL



Emergency Management Plan
Manus Island Offshore Processing Centre PNG

Document Control

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Distribution Table:

Version	Description
1.1	Minor Amendments to reflect DIBP comments
1.2	DIBP Amendments
1.3	Revision and update

Copies to:

Serial	Appointment
1	DIBP Coordinator
2	TSA Contract Manager
3	G4S RGM, DRGM, SOM, CM, COM
4	IHMS
5	PNG ICSA Centre Ops Manager
6	Contract Administrator NatO

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1. Introduction

This Emergency Plan sets out the control arrangements, communications, and procedures to ensure the safety and security of all people at the Offshore Processing Centre (OPC) in an emergency.

2. Scope

The purpose of the Emergency Plan is to set out the organisational arrangements, systems, strategies, and procedures relating to the response to, and management of, emergencies. It extends only to events which arise from within, or impact on the Offshore Processing Centre (OPC) from outside the Centre.

3. Definitions

Term	Definition
MIOPC	Manus Island Offshore Processing Centre
CM	Centre Manager
OPC	Offshore Processing Centre
SP	Service Providers
DIBP	Department of Immigration & Border Protection
TSA	The Salvation Army
PNG ICSA	Papua New Guinea Immigration Customs Service Authority
SRA	Security Risk Assessment
IHMS	International Health Medical Services
ODOM	On Duty Operations Manager
RSOM	Regional Senior Operations Manager
DRGM	Deputy Regional General Manager
RGM	Regional General Manager
EAP	Employee Assistant Program
EAL	Evacuation Alternative Location
ECO	Emergency Control Organisation
ECP	Emergency Planning Committee
PSP	Psychological Support Program
ICP	Incident Control Point
IRT	Incident Response Team
PIR	Post Incident Review
IR	Incident Report
TAE	Training and Assessment

Term	Definition
Must / Shall	Mandatory requirement

4. Emergency Planning Committee

This Emergency Plan will be managed by the Emergency Planning Committee (EPC) for the MIOPC. It will meet monthly. The EPC membership will be:

a) PNG ICSA Operations Manager
b) DIBP Coordinator
c) DIBP Team Leader
d) DIBP Service Delivery Lead
e) G4S RGM
f) G4S Deputy RGM
g) G4S Regional Senior Operations Manager
h) G4S OPC 1 Centre Manager
i) G4S OPC 1 Centre Operations Manager
j) TSA Contract Manager
k) IHMS Senior Representative

The roles of the EPC are to:

a) Identify events that could reasonably produce emergency situations.
b) Develop an Emergency Plan.
c) Ensure that resources are provided to enable the development and implementation of the Emergency Plan.
d) Nominate the validity period for the plan and evacuation diagram.
e) Ensure that the Emergency Plan is readily identifiable and available to the appropriate persons.
f) Establishing an Emergency Control Organisation (ECO) to operate in accordance with the Emergency Plan.
g) Establishing a specialist Emergency Response Team (ERT) / Incident Response Team (IRT).
h) Ensuring that the plan is disseminated to the other Service Providers (SPs).
i) Ensuring that a training schedule is developed to ensure that relevant training is provided to ECO members and occupants. The training program shall be based on the emergency response procedure.
j) Ensuring that the emergency procedures are tested once the ECO has been trained.
k) The effect of the procedures on an organisation should be monitored at all stages of the implementation process.

5. Identification of Emergencies

The emergency events arising from events Internal and external to the MIOPC that G4S have identified are as follows:

5.1 Internal

a) Roof Top Protest
b) Self-Harm/Attempted Suicide
c) Unauthorised egress from the OPC
d) Failure of main services
e) Evacuation of the Centre
f) Serious Medical Incident
g) Transferee Unrest
h) Transferees Fighting
i) Death of a Transferee
j) Fire
k) Hostage situation
l) Management of Serious Unrest.

5.2 External

a) Localised flooding
b) Tsunami Warning or Storm Surge
c) Severe Storm.

6. Notifying DIBP, and Coordinating with Service Providers and Emergency Services

6.1 ECO/Command Centre Activation

The way in which DIBP, Coordinating Agencies, Service Providers and Emergencies are notified of an emergency is initially through the calling of a 'code', and then, if required, through the activation of the Command Centre. This will normally be carried out through by radio or mobile phone. A significant event will require the rapid activation of the Command Centre (which is made up of the Emergency Control Organisation (ECO)). The ECO on Manus Island OPC consists of the following:

a) G4S OPC 1 Centre Manager DIBP Team Leader or Coordinator
b) IHMS HSM
c) TSA Contract Manager
d) Mobile Squad Liaison Officer
e) PNG ICSA Operations Manager as required.
f) Emergency Services as required.

The ECO is to meet every quarter to review Emergency Procedures.

6.2 ECO Function

The functions of the Command Centre are to:

a) Act as a focal point for reporting the management of the incident to allow DIBP and each service provider to report to their own management chain on the management of the incident.
b) Access the resources required to support the Incident Response Officer on the ground.
c) Act as a coordination point for gathering the support of the Emergency Services.
d) Keep respective DIBP NatO/Service Provider Head Offices informed.
e) Recording events as they unfold in an Incident Log.
f) Relieve the person responsible for the Incident Control Point of the burden of unnecessary reporting.

6.3 Structure

The Structure of the Incident Response Model is as follows:

a) Compound Supervisors/ Officers
b) Duty Incident Response Officer – Incident Response T/L Duty Camera Operator – Camera operator nominated and marked on daily disposition sheet
c) Duty Ops Manager
d) Duty Command Centre Manager – Centre Manager or whoever is standing in the role, or a person appointed by the Duty Operations Manager
e) Duty Command Centre Scribe – nominated and marked on daily disposition sheet.

6.4 Code Calls

When an officer, a Service Provider staff member, or the Shift Supervisor calls a code or declares an incident, the Duty Incident Response T/L is to enter the Compound and assess the severity of incident and determine the level of response required. If the incident is being managed successfully by the compound Supervisor, he should report back to the G4S Duty Operations Manager and recommend no further action, standing down the code as required. DIBP is to be informed of the incident as per DIBP incident reporting guide line, to DIBP duty officer by the G4S Duty Ops Manager. *Refer Appendix 1 Officers Report*

6.5 Camera Operator Deployment

The camera operator must deploy for all Codes to support documented evidence collated as a result of the incident. If the event is more serious, then

he should report to the G4S Duty Operations Manager, and recommend one or all of the following:

a) Activating the Command Centre.
b) Standing-to an Incident Response Team (IRT - 30 officers)
c) Activating second Response team (further 30 officers).

In the event that the Command Centre is activated, the ECO will assemble under orders of Control. The Duty Manager will then take over management of the incident from the Incident Response Officer.

6.6 Incident Control Point (ICP)

An Incident Control Point may be established, together with a cordon if an area has to be secured or cordoned off. Whether a specific point is established or not, the incident will be managed by the G4S CM, Deputy CM, depending on its severity. The composition of the ICP will depend on the incident. For example a serious medical incident would be likely to involve a representative of IHMS at the ICP.

6.7 Post Incident Process

After an incident, the following is to occur:

a) An operational de-brief is conducted for staff directly involved in the emergency event. A scribe is to record the de-brief;
b) Appropriate support is provided by the G4S employee assistance program;
c) Any psychological support and mental health resources are to be available to support staff and transferees as required;
d) Centre operations are normalised as quickly as possible and full services restored;
e) Community stakeholders are briefed where appropriate and their service provision and support activated;
f) All documentation, reporting and associated material is collated in an incident file. *Refer Officers Report Appendix 1*
g) A Post Incident Review (PIR) is to be completed within 7 days of the incident if a critical or major event.

7. Emergency Vehicles are to access Mike Compound through Gate Golf 7, via Access for Emergency Vehicles

The following access routes shall apply for emergency response vehicles:

a) Emergency Vehicles are to access Mike Compound through Gate Golf 7, via Route Pugwash.
b) Emergency Vehicles are to access Foxtrot Compound through Gate Alpha 6.

c) Emergency Vehicles are to access Oscar compound through Gate Golf 3
d) Emergency Vehicles are to access Delta/ Charlie/ Bravo compound through Gate Golf 4
e) In the event that there is Transferee unrest or other issues, vehicle access will be adjusted as required.
f) Emergency Vehicles consist of the Ambulance, which is located at IHMS, and the Fire Truck which is parked outside the E block.
g) All emergency vehicles are to be 'pre-start' checked every morning in accordance with Transport Dept procedural checklist. The Ambulance and Fire Truck are to be checked for specialist equipment.

Refer Site Map Appendix 2

8. Radio Call signs

The framework for radio call signs is shown below.

Revisions will be published from time to time. Not everyone will be issued with a radio, so staff are to ensure that those without a radio are given instructions for what to do.

Call Sign	Description
Zero Alpha (0A)	Regional Senior Operations Manager
Alpha 1 (A1)	Centre Manager
Alpha 2 (A2)	Deputy Centre Manager
Alpha 3 (A3)	Duty Day Shift Operations Manager
Alpha 4 (A4)	Duty Night Shift Duty Operations Manager
Alpha 5 (A5)	Kitchen Guard
Alpha 6 (A6)	Foxtrot Compound Access
Alpha 7 (A7)	PNG G4S Site Coordinator
Control	G4S Control Room
Sierra 1	G4S – Security and Intelligence
Compound Supervisors	Compound + Sierra i.e. Delta compound Supervisor: Delta Sierra One
Quebec	G4S – Stores
Romeo	G4S – Incident Response
Victor (1) (2)	G4S - Transport
Golf (1) (2) (3) (4)	External Gate Posts
Compounds	
Bravo	Bravo Compound

Call Sign	Description
Charlie	Charlie Compound
Delta	Delta Compound
Foxtrot	Foxtrot Compound
Oscar	Oscar Compound
IHMS	
Hotel	IHMS
Hotel 1 (H1)	Medical emergency
Hotel 2 (H2)	Health services manager
Hotel 3 (H3)	Doctor
Hotel 4 (H4)	Mental health
Hotel 5 (H5)	HSM
Hotel 6 (H6)	Site Manager
Department of Immigration and Border Protection	
India	DIBP
The Salvation Army (TSA)	
Zulu	The Salvation Army
Zulu 1	Senior TSA Manager
Service Providers	
Tango 1	Eurest – Facilities Manager
Kilo 1	Eurest - Kitchen
Lima 1	Spic n Span Cleaners
PNG Police – Mobile Squad	
Papa	PNG Mobile Squad
Emergency Areas	
Echo	Evacuation areas (E1 – E5)

9. Emergency Codes

Code	Description
RED	Fire
AQUA	Sit in / Barricade
GREEN	Escape / Attempted Escape
BROWN	Hostage Situation

Code	Description
LILAC	Industrial Action
BLACK	Serious Injury / Death
GREY	Major Disturbance
WHITE	External Threat
YELLOW	Natural Disaster
ORANGE	Bomb Threat
BLUE	Transferees Fighting
PURPLE	Staff Requires Assistance

10. Emergency Exercises

Emergency exercises must take place every week. The Department and the Garrison Service Provider will agree the schedule of exercises to take place. Records will be maintained of all exercises conducted.

11. Emergency Management of a Serious Medical Incident

CODE BLACK

11.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage a serious medical incident within, or in the vicinity of the Manus Island Offshore Processing Centre.

The goal remains to provide Transferees, Department Personnel, Service Provider Personnel, and all other people at the Site, with prompt first aid and subsequent medical attention during a medical incident.

11.2 Task

11.2.1 First on scene

a) If first to identify a serious medical incident, raise the alarm using the radio, calling a Code Black, Serious Injury or Death.
b) Apply first aid and then await IHMS arrival.
c) Minimise radio traffic, maintain safe distance, and await instructions.

11.2.2 Incident Control Point (ICP)

a) ICP takes control of the incident from a close but safe distance.
b) IHMS – Monitor health of transferees and treat medical needs. Ensure adequate medical supplies are available to treat medical conditions. If safe

to do so, escort injured transferees to IHMS clinic for treatment. If condition serious, despatch ambulance.

c) TSA – Employ de-escalation tactics to defuse tensions (if required). Engage other transferees not involved in the incident through programs and activities.
d) G4S – Establish a supply of cold water and food. Ensure any incidents of aggression or property damage are recorded on video camera.
e) Maintain communications with the Command Centre.
f) Command Centre will collapse ICP once incident has been managed.

11.2.3 Logistics

a) Food and Water – Food and water will be provided to any transferees effected by the incident. The intention of G4S is that only extreme circumstances will see a food contingency activated where meals will not be delivered to transferees in the normal fashion.
b) Transport – All drivers to report to Control and await instructions. In the case where the ambulance is deployed, it will be driven by IHMS staff.
c) Medical – IHMS will continue to operate as normal and will be prepared to treat casualties as required. An emergency evacuation capability will be required for IHMS. In the event of the need to withdraw, the IHMS evacuation point will be the Wardroom.

11.2.4 Command and Signal

Command

a) G4S Centre Manager or Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, G4S Operations Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre if safe to do so.
c) Command Centre manages ICP, appoints an ICP Manager, and summons required personnel to the ICP. IHMS must be summoned immediately and provided with details of the medical condition.
d) If required, inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, inform the Police.
e) Account for all staff and transferees – using Nominal Roll and Sign In Register.
f) Ensure all sharp knives from the kitchen and medical sharps are secured and locked if necessary.
g) Contain areas as required.
h) Cease all movement into incident area except for required personnel.

i) Ensure ample drinking water and suitable clothing is available for the conditions.
j) Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
k) Arrange appropriate transportation and alternative accommodation if required. Ensure all vehicle keys are removed from vehicles and all vehicles secured.
l) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

11.2.5 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting. *Refer Appendix A*
c) Security Risk manager will update Individual Risk Assessment and assess the overall centre risk.
d) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
e) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

12. Emergency Management of Transferees Fighting

CODE BLUE

12.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage a fight between transferees within the Manus Island Offshore Processing Centre. The goal is to maintain Transferees, Department Personnel, Service Provider Personnel, and all other people at the Site, security, and safety during a medical incident. All assaults must be reported to the police by the Duty Operations Manager.

12.2 First on scene

a) If first to identify transferees fighting, raise the alarm to the Control Room using a radio, calling a Code Blue, Transferees Fighting. Advise location and approximate numbers involved.
b) If casualties, apply first aid and then await IHMS arrival.
c) Minimise radio traffic, maintain safe distance and await instructions.

12.3 Incident Control Point (ICP)

a) If required, G4S Centre Manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) At completion of incident, announce 'First Response - Stand Down' over radio and Command Centre will collapse ICP once incident has been managed.

12.4 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for IRT.
b) Cordon off the incident area and try and prevent transferee interference.
c) Assist in separation of participants using minimum force and only if safe to do so.
d) Assist non-involved transferees to withdraw to safe areas and evacuation points.

12.5 Logistics

G4S

a) Establish a supply of cold water and food.
b) Negotiate with transferees. E
c) nsure any incidents of aggression or property damage are recorded on video camera.
d) Use 'minimum force' to separate participants if safe (if excessive number of participants, IRT will separate transferees).
e) Once fighting has ceased, monitor offending transferees to prevent further incidents.
f) Ensure that staff observe crime scene/preservation of evidence protocols.

IHMS

a) Monitor health of transferees and treat medical needs.
b) Ensure adequate medical supplies are available to treat medical conditions. If safe to do so, escort injured transferees to IHMS clinic for treatment.
c) If condition serious, dispatch ambulance.

TSA

a) Employ de-escalation tactics to defuse tensions and negotiate with transferees to resolve incident.
b) Engage other transferees not involved in the incident through programs and activities.
c) Be prepared to withdraw if advised by G4S.

12.6 Command and Signal

Command

a) G4S Centre Manager/ Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, G4S Operations Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre if safe to do so.
c) Command Centre manages ICP, appoints an ICP Manager, and summons required personnel to the ICP.
d) If necessary, deploy the IRT.
e) If required, inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, inform the Police.
f) Ensure all sharp knives from the kitchen and medical sharps are secured and locked if necessary.
g) Contain areas as required.
h) Cease all movement into incident area except for required personnel.
i) Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
j) Arrange appropriate transportation and alternative accommodation if required. Ensure all vehicle keys are removed from vehicles and all vehicles secured.
k) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

12.7 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.

b) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
c) Security Risk manager will update Individual Risk Assessment and assess the overall centre risk.
d) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
e) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

13. Emergency Management of Flooding at the OPC

CODE YELLOW

13.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage flooding at the Manus Island Offshore Processing Centre. The goal is to maintain Transferees, Department Personnel, Service Provider Personnel, and all other people at the Site, security, and safety during a flood and subsequent evacuation if necessary.

13.2 First on scene

a) If first to identify a flood, raise the alarm to the Control Room using a radio, calling a Code Yellow. Advise location and severity of the flood.
b) If casualties, apply first aid and then await IHMS arrival.
c) Minimise radio traffic, maintain safe distance and await instructions.

13.3 Incident Control Point (ICP)

a) If required, G4S Centre Manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) Assist with any evacuation ordered by the Command Centre.
e) At completion of incident, announce "First Response - Stand Down" over radio.
f) Command Centre will collapse ICP once incident has been managed.

13.4 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for IRT.
b) Cordon off the incident area and try and prevent transferee interference.
c) Assist effected transferees to evacuate to evacuation points and or alternate accommodation.

d) Assist effected staff / service providers to evacuate to evacuation points and or alternate accommodation.

13.5 Logistics

a) G4S - Establish a supply of cold water and food to the emergency evacuation point and distribute amongst transferees. Provide a security cordon and complete and document a welfare check.
b) IHMS – Monitor health of transferees and treat medical needs. Ensure adequate medical supplies are available to treat medical conditions. If safe to do so, escort injured transferees to IHMS clinic for treatment.
c) TSA – Assist with maintaining calm and deescalating any tension or transferee fear. Engage other transferees not involved in the incident through programs and activities. Be prepared to withdraw if advised by G4S.

13.6 Command and Signal

Command

a) G4S Centre Manager/ Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, , G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Facility Manager and DIBP Infrastructure if safe.
c) Command Centre establishes ICP at nearest safe Evacuation Point, appoints an ICP Manager, and summons required personnel to the ICP, including the Facilities Manager.
d) Maintain Occurrence Log.
e) Initiate evacuation of affected areas to the Emergency Alternate Location.
f) If required, inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, inform the Police.
g) Property and stores to provide extra bedding and dry clothing if required.
h) Additional welcome pack to be issued if required.
i) Additional guard for area evacuated to be established without collapsing guard for the main centre.
j) Account for all staff and transferees – using TSA Nominal Roll and Sign In Register.
k) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
l) Contain areas as required.
m) Cease all movement into incident area except for required personnel and only if safe to do so.
n) Direct medical resources to evacuation.

o) Ensure ample drinking water and suitable clothing is available for the conditions.
p) Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
q) Facility Manager to make flood affected area safe in terms of Sewerage Treatment Plant and electrical points.
r) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

13.7 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) Complete the accident / injury register.
c) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
d) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
e) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

13.8 Evacuation Codes

Term	Definition
Hamlyn	Evacuate Foxtrot Compound
Wewak	Evacuate Mike Compound
Sleaford	Evacuate Charlie Compound
Duntroon	Evacuate Delta Compound
Hereford	Evacuate Foxtrot Compound
Sandhurst	Evacuate Oscar Compound
Kokoda	Evacuate Non-Essential Staff to the Wardroom
Gallipoli	Evacuate Vulnerable SAM's
Dunkirk	Evacuate Centre completely to EAL using the Evacuation Plan in the G4S Contingency Plan

14. Emergency Management for the Death of a Transferee

CODE BLACK

14.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage the death or suspected death of a transferee at the Manus Island Offshore Processing Centre. The goal is to maintain calm, provide first aid, and provide respect and dignity to the deceased. Any death must be reported to the police by the Centre Manager.

14.2 First on scene

a) If first to identify an apparent death, raise the alarm to the Control Room using a radio, calling a Code Black, Serious Injury or Death.
b) Apply Cut-Down procedures if applicable.
c) Apply first aid and then await IHMS arrival.
d) Minimise radio traffic, maintain safe distance and await instructions.

14.3 Incident Control Point (ICP)

a) If required, G4S Centre manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) Cordon the area allowing first aid / medical treatment to be administered.
e) Assist the Salvation Army staff deescalate any tension or concern exhibited by transferees.
f) Assist in the relocation of the deceased if ordered to by the Command Centre.
g) Maintain the crime scene.
h) At completion of incident, announce 'First Response - Stand Down' over radio.
i) Command Centre will collapse ICP once incident has been managed.

14.4 Incident Response Team (IRT)

a) G4S Centre Manager/ Duty Operations Manager will activate the IRT if required, calling for IRT.
b) Cordon off the incident area and try and prevent transferee interference.
c) Commence log.
d) Establish and maintain an egress from the Incident Point.
e) Escort medical personnel to and from the incident point.
f) Isolate and secure any suspects.
g) Maintain a presence during the incident.

14.5 Logistics

G4S

a) Cordon off the incident area and try and prevent client interference in order to preserve the crime scene.
b) With sensitivity and respect, clear non-essential staff/transferees from the area.
c) Isolate and secure possible suspects.
d) Make note of persons present at scene.
e) Ensure that staff observe crime scene/preservation of evidence protocols. Record and receipt items removed by Police.
f) Ensure any incidents of aggression or property damage are recorded on video camera.

IHMS

a) Monitor health of transferees and treat medical needs.
b) Ensure adequate medical supplies are available to treat medical conditions.

TSA

a) Employ de-escalation tactics to defuse tensions and negotiate with transferees to ensure the Centre remains calm.
b) Engage other transferees not involved in the incident through programs and activities.

14.6 Command and Signal

Command

a) G4S Centre manager/ Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, , G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Facility Manager and DIBP Infrastructure if safe.
c) Post guard where crime scene is with occurrence log.
d) Maintain Occurrence Log.
e) Inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, contact the Police.
f) Account for all staff and transferees – using Nominal Roll and Sign In Register.
g) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
h) Contain areas as using sensitivity and respect.
i) Cease all movement into incident area except for required personnel and only if safe to do so.

j) Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
k) Ensure all vehicle keys are removed from vehicles and all vehicles secured as far away from the Incident scene as possible.
l) Ensure that the relevant religious/spiritual representative is contacted and asked to attend the facility.
m) Police will coordinate transfer of the deceased from the OPC to the local morgue.
n) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

14.7 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) All reports are supplied to the police and staff assist the police with their inquiries.
c) Next of kin contact details are sought and provided to PNG ICSA Operations Manager. Next of kin are contacted to advice of death. It is the responsibility of the PNG Government to arrange notification to the next of kin of a transferee's death.
d) Any enquires from relatives or other interested parties will be referred to the Chief Migration Officer. Information will not be given to any person by DIBP or service provider staff.
e) Property Manager is to collect the deceased's property/monies are sealed and stored securely.
f) Complete the accident / injury register.
g) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
h) Security Risk manager evaluate the centre risk.
i) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
j) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

14.8 Evacuation codes

Term	Definition

Term	Definition
Hamlyn	Evacuate Foxtrot Compound
Wewak	Evacuate Mike Compound
Sleaford	Evacuate Charlie Compound
Duntroon	Evacuate Delta Compound
Hereford	Evacuate Foxtrot Compound
Sandhurst	Evacuate Oscar Compound
Kokoda	Evacuate Non-Essential Staff to the Wardroom
Gallipoli	Evacuate Vulnerable SAM's
Dunkirk	Evacuate Centre completely to EAL using the Evacuation Plan in the G4S Contingency Plan

15. Emergency Management of a Fire

CODE RED

15.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage a Fire at the Manus Island Offshore Processing Centre. The immediate goal is to preserve life, fight the fire if safe to do so and provide care and assistance to those displaced as a consequence of the fire.

15.2 First on scene

a) If first to identify a fire, raise the alarm to the Control Room using a radio, calling a Code Red, fire and provide details of the severity and location.
b) Direct transferees and staff members in the area to evacuate to the nearest safe Evacuation Point.
c) Apply first aid to any casualties and then await IHMS arrival.
d) Deploy and use firefighting equipment if safe to do so.
e) Minimise radio traffic, maintain safe distance and await instructions.

15.3 Incident Control Point (ICP)

a) If required, G4S Centre Manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) Evacuate the fire ground of all transferees and staff and direct them away from the fire.
e) Cordon the area allowing first aid / medical treatment to be administered to any casualties.

f) Assist the Salvation Army staff deescalate any tension or concern exhibited by transferees.
g) Assist in the relocation of the all transferees to the established and safe muster point as directed by the Command Centre.
h) Maintain the crime scene.
i) At completion of incident, announce 'First Response - Stand Down' over radio.
j) Command Centre will collapse ICP once incident has been managed.

15.4 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for IRT.
b) Cordon off the incident area and try and prevent transferee interference.
c) Establish and maintain a clear entry and egress to and from the FRT.
d) Escort Fire Response Team personnel to and from the incident point.
e) Isolate and secure any suspects.
f) Maintain a presence during the incident, at a safe distance.

15.5 Fire Response Team (FRT)

a) G4S Duty Fire Section Manager will activate the FRT if required, calling for Fire Response.
b) Attend Appliance 1 and Appliance 2.
c) Don Fire Response PPE.
d) Attend the fire ground using the predetermined route.
e) Preserve life if safe to do so.
f) Extinguish fire if safe to do so.
g) Maintain a presence if / once the fire has been extinguished until directed to stand down by the Command Centre.

15.6 Logistics

a) G4S Ensure area is sealed off. Establish a supply of cold water and food. Brief and provide assistance to FRT. Assist in negotiations with transferees. Ensure any incidents of aggression or property damage are recorded on video camera. Assist in evacuation. Ensure that staff observe crime scene/preservation of evidence protocols.
b) IHMS attend with first aid kit or ambulance if required. Monitor health of transferees and treat medical needs. Ensure adequate medical supplies are available to treat medical conditions. Be prepared to establish a Treatment Area in the Evacuation Site. Be prepared to move the Medical Team, Ambulance, secondary vehicle and essential medical supplies to un-flooded ground.

c) TSA Employ de-escalation tactics to defuse tensions and negotiate with transferees to ensure the Centre remains calm. Provide support to transferees. Assist in evacuation.

15.7 Command and Signal

Command

a) G4S Centre Manager/ Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, , G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Facility Manager and DIBP Infrastructure if safe.
c) Maintain Occurrence Log.
d) Initiate evacuation of affected areas to nearest safe Evacuation Point.
e) If accommodation at risk, transfer affected residents to alternative accommodation (either on-site or in off-site Contingency Facility).
f) Deploy the FRT and appliance 1 and 2 to incident area.
g) If required inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, contact the Police.
h) Alert the kitchen to supply refreshments to displaced transferees.
i) Account for all staff and transferees – using Nominal Roll and Sign In Register.
j) Property and stores to provide extra bedding and dry clothing if required.
k) Additional guard for evacuation point to be established without collapsing guard for the main centre.
l) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
m) Contain areas as required.
n) Cease all movement into incident area except for required personnel and only if safe to do so.
o) Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
p) Ensure all vehicle keys are removed from vehicles and all vehicles secured as far away from the Incident scene as possible.
q) If arson is suspected, G4S will contact the police.
r) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.

c) If available, incident command and the ICP should transfer to the emergency channel.

15.8 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) All reports are supplied to the police and staff assist the police with their inquiries.
c) Complete the accident / injury register.
d) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
e) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
f) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

15.9 Evacuation codes

Term	Definition
Hamlyn	Evacuate Foxtrot Compound
Wewak	Evacuate Mike Compound
Sleaford	Evacuate Charlie Compound
Duntroon	Evacuate Delta Compound
Hereford	Evacuate Foxtrot Compound
Sandhurst	Evacuate Oscar Compound
Kokoda	Evacuate Non-Essential Staff to the Wardroom
Gallipoli	Evacuate Vulnerable SAM's
Dunkirk	Evacuate Centre completely to EAL using the Evacuation Plan in the G4S Contingency Plan

16. Emergency Management of a Hostage Situation

CODE BROWN

16.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage a hostage situation at the Manus Island Offshore Processing Centre. The immediate goal is to prevent injury to the hostage, restrict the interference of other transferees and service provider staff, and maintain a perimeter until the police can provide negotiating services.

16.2 First on scene

a) If first to identify incident, raise the alarm to the Control Room using a radio, calling a Code Brown, Hostage Situation. Advise location and details of who is involved.
b) Engage in calm dialogue with hostage taker but do not make any concessions or promises to the hostage taker.
c) Apply first aid to any casualties and then await IHMS arrival.
d) Minimise radio traffic, maintain safe distance and await instructions.

16.3 Incident Control Point (ICP)

a) If required, G4S Centre Manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) Evacuate the immediate area restricting the outside influence of other transferees / staff.
e) Cordon the area allowing first aid / medical treatment to be administered to any casualties.
f) Assist the Salvation Army staff deescalate any tension or concern exhibited by transferees.
g) Assist in the relocation of the all transferees to the established and safe area as directed by the Command Centre.
h) At completion of incident, announce "First Response - Stand Down" over radio.
i) Command Centre will collapse ICP once incident has been managed.

16.4 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for IRT.
b) Cordon off the incident area and try and prevent transferee interference.
c) Assist non-involved transferees and staff to withdraw to a pre-determined evacuation point.

d) Establish and maintain a clear entry and egress to and from the police.
e) Escort police personnel to and from the incident point.
f) Minimum force may only be used if transferees safety is at risk and to prevent the immediate threat of assault in line with Use of Force guidelines.
g) Maintain a presence during the incident, at a safe distance.

16.5 Logistics

G4S

a) Establish a supply of cold water and food.
b) Clear those not involved in the management of the incident from the area.
c) Ensure any incidents of aggression or property damage are recorded on video camera.
d) If a serious injury has been sustained, ensure these person/s are prevented from disposing of clothing/any item in their possession/washing any part of their body, clothing/communicating with others persons.
e) Collect and preserve evidence appropriately.

IHMS

a) Attend with first aid kit or ambulance, but maintain a safe distance and do not engage with the hostage taker/s.
b) Ensure adequate medical supplies are available to treat medical conditions, should the hostage be injured.

TSA

a) Employ de-escalation tactics to defuse tensions. Engage other transferees not involved in the incident through programs and activities.
b) Be prepared to withdraw if advised by G4S.

16.6 Command and Signal

Command

a) G4S Centre Manager/ Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, , G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Regional General Manager or delegate and DIBP Infrastructure if safe to do so.
c) Maintain Occurrence Log.
d) Ensure the integrity of the radio system and confirm that all radio handsets are accounted for.
e) Initiate evacuation of affected areas to nearest safe Evacuation Point.
f) If required inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, contact the Police.

g) Assist police with access to the OPC and management of the incident.
h) Obtain approval from DIBP Centre Coordinator for use of minimum force, if staff or transferees' safety is at risk and to prevent the immediate threat of danger. Relay approval to IRT.
i) Ensure all visitors safely vacate the OPC.
j) Alert the kitchen to supply refreshments to displaced transferees.
k) Account for all staff and transferees – using Nominal Roll and Sign In Register.
l) Property and stores to provide extra bedding and dry clothing if required.
m) Additional guard for evacuation point to be established without collapsing guard for the main centre.
n) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
o) Contain areas as required.
p) Cease all movement into incident area except for required personnel and only if safe to do so.
q) Call in off-duty staff as required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times.
r) Ensure all vehicle keys are removed from vehicles and all vehicles secured as far away from the Incident scene as possible.
s) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

16.7 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form. *Refer Appendix A*
b) All reports are supplied to the police and staff assist the police with their inquiries.
c) Complete the accident / injury register.
d) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
e) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
f) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program. (EAP)

16.8 Evacuation codes

Term	Definition
Hamlyn	Evacuate Foxtrot Compound
Wewak	Evacuate Mike Compound
Sleaford	Evacuate Charlie Compound
Duntroon	Evacuate Delta Compound
Hereford	Evacuate Foxtrot Compound
Sandhurst	Evacuate Oscar Compound
Kokoda	Evacuate Non-Essential Staff to the Wardroom
Gallipoli	Evacuate Vulnerable SAM's
Dunkirk	Evacuate Centre completely to EAL using the Evacuation Plan in the G4S Contingency Plan

17. Emergency Management of Major Disturbance in the Compound

CODE GREY

17.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage a Major Disturbance at the Manus Island Offshore Processing Centre. The immediate goal is to de-escalate the situation by talking and mixing with gathering transferees. The next objective will be containment, vulnerable transferees to Bravo compound, and other staff to the Wardroom. Therefore, we will contain the problem.

17.2 First on scene

a) If first to identify incident, raise the alarm to the Control Room using a radio, calling a Code Grey, Major Disturbance. Advise location and details of who is involved.
b) G4S and Salvation Army engage with transferees and de-escalate, negotiate and normalise.
c) Salvation Army reinforce other compounds and provide reassurance.
d) Reinforce G4S staff presence on the perimeter to prevent impromptu escapes.
e) Apply first aid to any casualties and then await IHMS arrival; and
f) Minimise radio traffic, maintain safe distance and await instructions.

17.3 Incident Control Point (ICP)

a) The G4S Centre Manager / Duty Operations Manager will establish the ICP;
b) ICP takes control of the incident from a close but safe distance.

c) Maintain communications with the Command Centre.
d) Evacuate non-participating (compliant) transferees and non-essential staff to a safe predetermined Evacuation Point.
e) All off duty G4S staff deploy to a pre-determined location and take up positions determined by call sign A1 at key points outside the compound and on the interface between other compounds.
f) Assist the Salvation Army staff de-escalate any tension or concern exhibited by transferees.
g) Direct camera operator to record the disturbance from a safe location.
h) Assist in the relocation of the all transferees to the established and safe area as directed by the Command Centre.
i) At completion of incident, announce "First Response - Stand Down" over radio.
j) Command Centre will collapse ICP once incident has been managed.

17.4 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for First and second IRT.
b) Cordon off the incident area and try and prevent external transferee interference.
c) Assist non-involved transferees and staff to withdraw to a pre-determined evacuation point.
d) Establish and maintain a clear entry and egress to and from the police.
e) Minimum force may only be used if transferees safety is at risk and to prevent the immediate threat of assault in line with 'Use of Force' guidelines.
f) Maintain a presence and assist staff and transferees not involved in the incident depart the location safely.

17.5 Police Mobile Squad (MS)

a) The Mobile Squad will deploy if illegal activity or risk to life is occurring as part of the disturbance.
b) Assist the G4S IRT.
c) Take statements post incident.

17.6 Logistics

G4S

a) Establish a supply of cold water and food for displaced, compliant transferees.
b) Clear those not involved in the management of the incident from the area.
c) Ensure any incidents of aggression or property damage are recorded on video camera.

IHMS

a) Prepare to set up a remote triage, first aid kit or ambulance, maintain a safe distance from the incident.
b) Ensure adequate medical supplies are available to treat injured transferees / staff if the medical centre needs evacuating.

TSA

a) Employ de-escalation tactics to defuse tensions and negotiate with transferees to resolve incident.
b) Engage other transferees not involved in the incident through programs and activities.
c) Be prepared to withdraw if advised by G4S.

17.7 Command and Signal

Command

a) G4S Centre Manager/ Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Regional General Manager or delegate and DIBP Infrastructure if safe.
c) Deploy first IRT and second IRT in PPE.
d) Allocate additional PPE to back up IRT staff.
e) Maintain Occurrence Log.
f) Call in off-duty staff as (all Service Providers) required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times;
g) Initiate evacuation of compliant transferees and non-essential staff to a safe Evacuation Point.
h) If required inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, contact the Police.
i) Assist police with access to the centre or compound.
j) Obtain approval from DIBP Centre Coordinator for use of minimum force if staff or transferees' safety is at risk and to prevent the immediate threat of danger. Relay approval to IRT.
k) Ensure all visitors safely vacate the OPC.
l) Account for all staff and transferees – using Nominal Roll and Sign In Register.
m) Identify transferees involved in the disturbance.
n) Property and stores to provide extra bedding and dry clothing if required.
o) Additional guard for evacuation point to be established without collapsing guard for the main centre.
p) Attempt to reassure transferees in neighbouring compounds.

q) Maintain business as usual in neighbouring compounds.
r) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
s) Contain areas as required.
t) Cease all movement into incident area except for required personnel and only if safe to do so.
u) Cease all non-essential movement into the OPC.
v) Ensure all vehicle keys are removed from vehicles and all vehicles secured as far away from the Incident scene as possible.
w) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

17.8 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) All reports are supplied to the police and staff assist the police with their inquiries.
c) Complete the accident / injury register.
d) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
e) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
f) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

17.9 Evacuation codes

Term	Definition
Hamlyn	Evacuate Foxtrot Compound
Wewak	Evacuate Mike Compound
Sleaford	Evacuate Charlie Compound
Duntroon	Evacuate Delta Compound
Hereford	Evacuate Foxtrot Compound
Sandhurst	Evacuate Oscar Compound
Kokoda	Evacuate Non-Essential Staff to the Wardroom
Gallipoli	Evacuate Vulnerable SAM's

Term	Definition
Dunkirk	Evacuate Centre completely to EAL using the Evacuation Plan in the G4S Contingency Plan

18. Emergency Management of a Roof Top Protest

CODE AQUA

18.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage a roof top protest, sit in, or barricade at the Manus Island Offshore Processing Centre. The immediate goal is to de-escalate the situation and engage the protesters in a non-threatening way. The next objective will be to clear the immediate area from external influences.

18.2 First on scene

a) If first to sight a transferee climbing on the roof, raise the alarm to the Control Room using a radio, calling a Code Aqua, Roof Top Protest. Advise of location, numbers of transferees involved, presence of weapons and whether any transferees are in immediate danger.
b) Attempt to establish dialogue with the transferee but do not enter into negotiations or make any concessions or undertakings.
c) G4S and Salvation Army engage with transferees, negotiate and normalise.
d) Reinforce G4S staff presence on the perimeter to prevent impromptu escapes.
e) Apply first aid to any casualties and then await IHMS arrival.
f) Minimise radio traffic, maintain safe distance and await instructions.

18.3 Incident Control Point (ICP)

a) The G4S Centre Manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) Relocate non-participating (compliant) transferees and non-essential staff to a safe predetermined area.
e) Assist the Salvation Army staff deescalate any tension or concern exhibited by non-participating transferees.
f) Direct camera operator to record the disturbance from a safe location.
g) At completion of incident, announce "First Response - Stand Down" over radio.
h) Command Centre will collapse ICP once incident has been managed.

18.4 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for First and second IRT.
b) Cordon off the incident area and try and prevent external transferee interference.

c) Assist non-involved transferees and staff to withdraw to a pre-determined location.
d) Establish and maintain a clear entry and egress to and from the police.
e) Minimum force may only be used if transferees safety is at risk and to prevent the immediate threat of assault in line with DIBP Use of Force guidelines.
f) Maintain a presence and assist staff and transferees not involved in the incident.

18.5 Logistics

G4S –

a) Establish a supply of cold water and food for displaced, compliant transferees.
b) Clear those not involved in the management of the incident from the area.
c) Ensure any incidents of aggression or property damage are recorded on video camera.

IHMS

a) Prepare to set up a remote triage, first aid kit or ambulance, maintain a safe distance from the incident.
b) Ensure adequate medical supplies are available to treat injured transferees / staff.

TSA

a) Employ de-escalation tactics to defuse tensions and negotiate with transferees to resolve incident.
b) Engage other transferees not involved in the incident through programs and activities.
c) Be prepared to withdraw if advised by G4S.

18.6 Command and Signal

Command

a) G4S Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Regional General Manager and DIBP Infrastructure if safe.
c) Deploy first IRT and second IRT in PPE.
d) Maintain Occurrence Log.
e) Initiate relocation of compliant transferees and non-essential staff to a safe area.
f) If required, inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, contact the Police.

g) Assist police with access to the area.
h) Obtain approval from DIBP Centre Coordinator for use of minimum force if staff or transferees' safety is at risk and to prevent the immediate threat of danger. Relay approval to IRT.
i) Ensure all visitors safely vacate the OPC.
j) Account for all staff and transferees – using Nominal Roll and Sign In Register.
k) Identify transferees involved in the disturbance.
l) Property and stores to provide extra bedding and dry clothing if required.
m) Additional guard for evacuation point to be established without collapsing guard for the main centre.
n) Attempt to reassure transferees in neighbouring compounds.
o) Maintain business as usual in neighbouring compounds.
p) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
q) Contain areas as required.
r) Cease all movement into incident area except for required personnel and only if safe to do so.
s) Cease all non-essential movement into the OPC.
t) Ensure all vehicle keys are removed from vehicles and all vehicles secured as far away from the Incident scene as possible.
u) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

18.7 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) All reports are supplied to the police and staff assist the police with their inquiries.
c) Complete the accident / injury register.
d) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
e) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
f) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

18.8 Evacuation codes

Term	Definition
Hamlyn	Evacuate Foxtrot Compound
Wewak	Evacuate Mike Compound
Sleaford	Evacuate Charlie Compound
Duntroon	Evacuate Delta Compound
Hereford	Evacuate Foxtrot Compound
Sandhurst	Evacuate Oscar Compound
Kokoda	Evacuate Non-Essential Staff to the Wardroom
Gallipoli	Evacuate Vulnerable SAM's
Dunkirk	Evacuate Centre completely to EAL using the Evacuation Plan in the G4S Contingency Plan

19. Emergency Management of Unauthorised Egress from the OPC

CODE GREEN

19.1 Execution

The purpose of this plan is to provide details to G4S staff on how to manage an unauthorised egress or exit of a transferee self-harm at the Manus Island Offshore Processing Centre. The immediate goal is to provide immediate assistance e.g. cut down in the case of a hanging, and provide immediate first aid, whilst notifying the on-site medical team.

19.2 First on scene

a) If first to identify unauthorised egress from the OPC by a Transferee, raise the alarm to the Control Room using a radio, calling a Code Green. Advise location, name of participant, physical description, means of travel, injuries and weapons.
b) Minimise radio traffic, maintain safe distance and await instructions.

19.3 Incident Control Point (ICP)

a) The G4S Centre Manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) Direct medical response to the area and provide security support.
e) Secure egress point.
f) Send staff in pursuit of absent transferee/s if safe.
g) Staff in proximity to absent transferee/s will establish a dialogue and attempt to negotiate their return to the OPC.

h) If the transferee/s is unwilling to return to the OPC, staff on the scene will establish a constant line of sight with the transferee/s, maintain communication with the Command Centre and await the arrival of the Police.
i) At completion of incident, announce "First Response - Stand Down" over radio.
j) Command Centre will collapse ICP once incident has been managed.

19.4 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for IRT.
b) Cordon off the incident area and try and prevent external transferee interference.
c) Maintain a presence and assist security officers.

19.5 Logistics

G4S

a) Establish a supply of cold water and food.
b) Ensure any incidents of aggression or property damage are recorded on video camera.

IHMS

a) Treat any injured transferee.
b) Ensure adequate medical supplies are available to treat the transferee at the incident.

TSA

c) Employ de-escalation tactics to defuse tensions and negotiate with transferees to resolve incident. Engage other transferees not involved in the incident through programs and activities.

19.6 Command and Signal

Command

a) G4S Centre Manager/ Duty Operations Manager will activate Command Centre if necessary.
b) Key representatives of DIBP, , G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Regional General Manager or delegate and DIBP Infrastructure if safe to do so.
c) Deploy IRT Alpha if necessary.
d) Maintain Occurrence Log.
e) Ensure staff observe crime scene/preservation of evidence protocols.
f) Notify Police.

g) Identify transferees involved in the unauthorised egress.
h) Maintain business as usual in neighbouring compounds.
i) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
j) Contain areas as required.
k) Coordinate collection and inventory of all personal property belonging to the absent transferee/s.
l) Cease all movement into incident area except for required personnel and only if safe to do so.
m) Ensure all vehicle keys are removed from vehicles and all vehicles secured as far away from the Incident scene as possible.
n) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

19.7 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) All reports are supplied to the police and staff assist the police with their inquiries.
c) Complete the accident / injury register.
d) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
e) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
f) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

20. Emergency Evacuation of the Centre

20.1 Execution

This order could be to meet the requirements of a Fire Evacuation or Tsunami warning. The evacuation will take place in two phases. Phase 1 will be the safe and orderly egress from the Centre to Emergency Assembly Points. Phase 2 will be the move to the Emergency Alternate Location (EAL) on foot and by bus. Transferees and Staff will move to the EAL on foot going West and East. All staff are to have grab-bags packed at all times in the event of a sudden

evacuation. All Service Providers are to have crash boxes prepared for an emergency evacuation.

20.2 First on scene

a) If first to identify incident, raise the alarm to the Control Room using a radio.
b) Apply first aid to any casualties and then await IHMS arrival.
c) Minimise radio traffic, maintain safe distance and await instructions.

20.3 Incident Control Point (ICP)

a) The G4S Centre Manager/ Duty Operations Manager will establish the ICP.
b) ICP takes control of the incident from a close but safe distance.
c) Maintain communications with the Command Centre.
d) G4S and Salvation Army engage with transferees and provide information regarding the need to evacuate that area.
e) Salvation Army reassurance and deescalate tension or fears.
f) Reinforce G4S staff presence on the perimeter.
g) All off duty G4S staff deploy to a pre- determined location and take up positions and assist as directed.
h) Direct camera operator to record any disturbance from a safe location.
i) Assist in the relocation of all the transferees to the established and safe Evacuation point as directed by the Command Centre.
j) At completion of incident, announce 'First Response - Stand Down' over radio.
k) Command Centre will collapse ICP once incident has been managed.

20.4 Incident Response T/L - Romeo 1

a) Incident Response Officer, Romeo 1 is to ensure that Foxtrot and Mike compound clear all buildings. Report to the Command Centre.
b) On orders, load buses with any unwell transferees. If there is sufficient space to move these in one move from E1 to the EAL.
c) On arrival, remain at the EAL, take control of the EAL until the ICP and the Duty Operations Manager arrive to take over. Liaise with compound supervisor Incident Response T/L - Romeo 2.
d) IR T/L is to ensuring that all rooms are cleared in Delta, Oscar, Charlie & Bravo compound. Staff not on duty are to be evacuated to Golf 3 & 4 gates;
e) Once all buildings have been cleared, all staff not engaged with Transferees are to move on foot to the EAL moving west up Route Pugwash under the control of Romeo 2 and compound supervisors. *Refer Appendix 3*
f) On arrival at EAL, all off duty staff are to report to the ICP to assist with Transferee engagement.

20.5 Incident Response Team (IRT)

a) G4S Duty Operations Manager will activate the IRT if required, calling for First and second IRT.
b) Assist transferees and staff to withdraw to a pre-determined evacuation point.
c) Establish and maintain a clear entry and egress to the evacuation point.
d) Maintain a presence and assist staff and transferees until the issue is resolved.

20.6 Transport Coordinator

a) The Transport Coordinator is to call in all drivers available and assemble the vehicles on Route Pugwash, facing East, opposite the Control Room. Drivers are to remain with their vehicles.
b) Report to the Command Centre when all vehicles are ready to move.
c) Forklift driver to man the Forklift and start moving food and water containers (if required), then drums of fuel, under the orders of Regional Logistic Manager.
d) Move all available camp beds and bedding up the hill using Hino transport and the off-duty staff as a working party.

20.7 Eurest Project Manager

a) Maintain two (2) Contingency Containers with emergency supplies of water and dry food, together with plates, tables, and chairs at the EAL.

20.8 Compound Supervisors

a) On orders to evacuate the Centre, Foxtrot compound Supervisor to evacuate Transferees to E2.
b) Report to Control when all complete at E2.
c) On orders, escort Mike and Foxtrot transferees on foot to EAL going west then south down the track to the EAL.
d) On arrival, remain at the EAL, use all Mike Compound guards to secure the EAL.
e) On order to evacuate Delta, Charlie, Bravo, and Oscar compound Supervisor to evacuate Transferees to Golf 3 (main gate to Oscar compound).
f) Report to command when all complete at Golf 3.
g) On orders, escort all Delta, Charlie, Bravo, and Oscar Transferees on foot to EAL going south then east up the hill to the EAL.
h) Report to command when all complete at Golf 3 & 4.
i) On arrival, remain at the EAL, use all Foxtrot Compound guards to secure the EAL.

20.9 Logistics

G4S

a) Establish a supply of cold water and food for displaced transferees.
b) Clear those not involved in the management of the incident from the area.
c) Ensure any incidents of aggression or property damage are recorded on video camera.

IHMS

a) Prepare to set up a remote triage, first aid kit or ambulance, maintain a safe distance from the incident.
b) Ensure adequate medical supplies are available to treat injured transferees / staff if the medical centre needs evacuating.

TSA

a) Employ de-escalation tactics to defuse tensions.
b) Prepare to engage transferees at the evacuation point and ease any tension or fears.
c) Provide programs and activities if possible.

20.10 Command and Signal

Command

a) G4S Centre Manager/ Duty Operations Manager will activate Command Centre.
b) Key representatives of DIBP, G4S Ops Manager, the Salvation Army and IHMS will be summoned by phone to the Command Centre, including the G4S Regional General Manager or delegate and DIBP Infrastructure if safe.
c) Deploy first IRT and second IRT in PPE.
d) Allocate additional PPE to back up IRT staff.
e) Maintain Occurrence Log.
f) Call in off-duty staff as (all Service Providers) required and arrange reliefs to ensure that adequate staff are available to manage the incident at all times;
g) Initiate evacuation of compliant transferees and non-essential staff to a safe Evacuation Point.
h) If required inform PNG Defence Force and request Police access to Lombrum Naval Base. Once access is granted, contact the Police.
i) Assist police with access to the centre or compound.
j) Obtain approval from DIBP Centre Coordinator for use of minimum force if staff or transferees' safety is at risk and to prevent the immediate threat of danger. Relay approval to IRT.
k) Ensure all visitors safely vacate the OPC.

l) Account for all staff and transferees – using Nominal Roll and Sign In Register.
m) Identify transferees involved in the disturbance.
n) Property and stores to provide extra bedding and dry clothing if required.
o) Additional guard for evacuation point to be established without collapsing guard for the main centre.
p) Attempt to reassure transferees in neighbouring compounds.
q) Maintain business as usual in neighbouring compounds.
r) Ensure all sharp knives from the kitchen and medical sharps are secured and locked.
s) Contain areas as required.
t) Cease all movement into incident area except for required personnel and only if safe to do so.
u) Cease all non-essential movement into the OPC.
v) Ensure all vehicle keys are removed from vehicles and all vehicles secured as far away from the Incident scene as possible.
w) Collapse ICP and Command Centre once incident has been managed and it is safe to do so.

Signal

a) All radio communications must be kept to a minimum.
b) All radio communication should be clear and concise.
c) If available, incident command and the ICP should transfer to the emergency channel.

20.11 Administration

a) All staff associated with the management or witness to the incident are required to submit an Officers Report Form.
b) All reports are supplied to the police and staff assist the police with their inquiries.
c) Complete the accident / injury register.
d) The duty Operations Manager will submit an Incident Report in line with SOP 6.0 – Incident Reporting.
e) The Operations Manager will conduct and incident debrief in accordance with SOP 19.0 – Critical Incident Debriefing.
f) The Human Resource Manager will offer all staff the opportunity to contact the G4S Employee Assistance Program.

20.12 Evacuation codes

Term	Definition
Hamlyn	Evacuate Foxtrot Compound

Term	Definition
Wewak	Evacuate Mike Compound
Sleaford	Evacuate Charlie Compound
Duntroon	Evacuate Delta Compound
Hereford	Evacuate Foxtrot Compound
Sandhurst	Evacuate Oscar Compound
Kokoda	Evacuate Non-Essential Staff to the Wardroom
Gallipoli	Evacuate Vulnerable SAM's
Dunkirk	Evacuate Centre completely to EAL using the Evacuation Plan in the G4S Contingency Plan

Appendix 1 Officer Report Form

Officer Report Form

Manus Island Regional Processing Centre

G4S Use Only
IR Number: MI_____

Reporting Person's Name:		Date:	
Reporting Person's designation:		Time of the Incident (24Hrs)	
Reported to verbally:			

Subject of Report:		Date (Report Created)	
Location (Exactly where did it happen)		Time report created (24Hrs)	

Transferees involved	Boat ID No:	Names of staff/others involved(specify)

Details: Please provide - time, place, what did you see/hear, what did you do, what was the outcome?

Continuation of Officer's Report:
Signature:

Action taken:						
Feedback provided to staff	Y		N		Signature	

- Note any action taken on Transferee Personal File/Care Plan

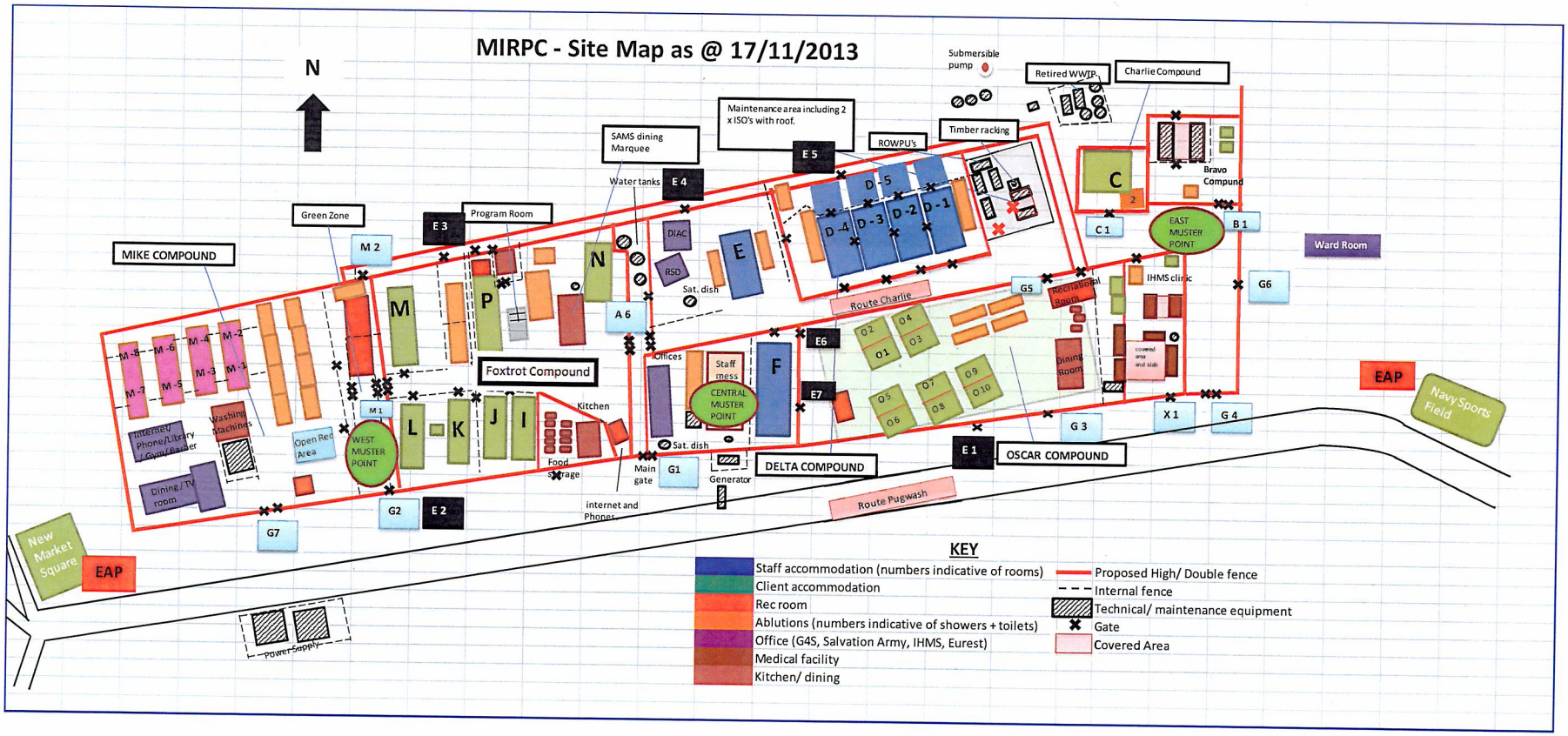
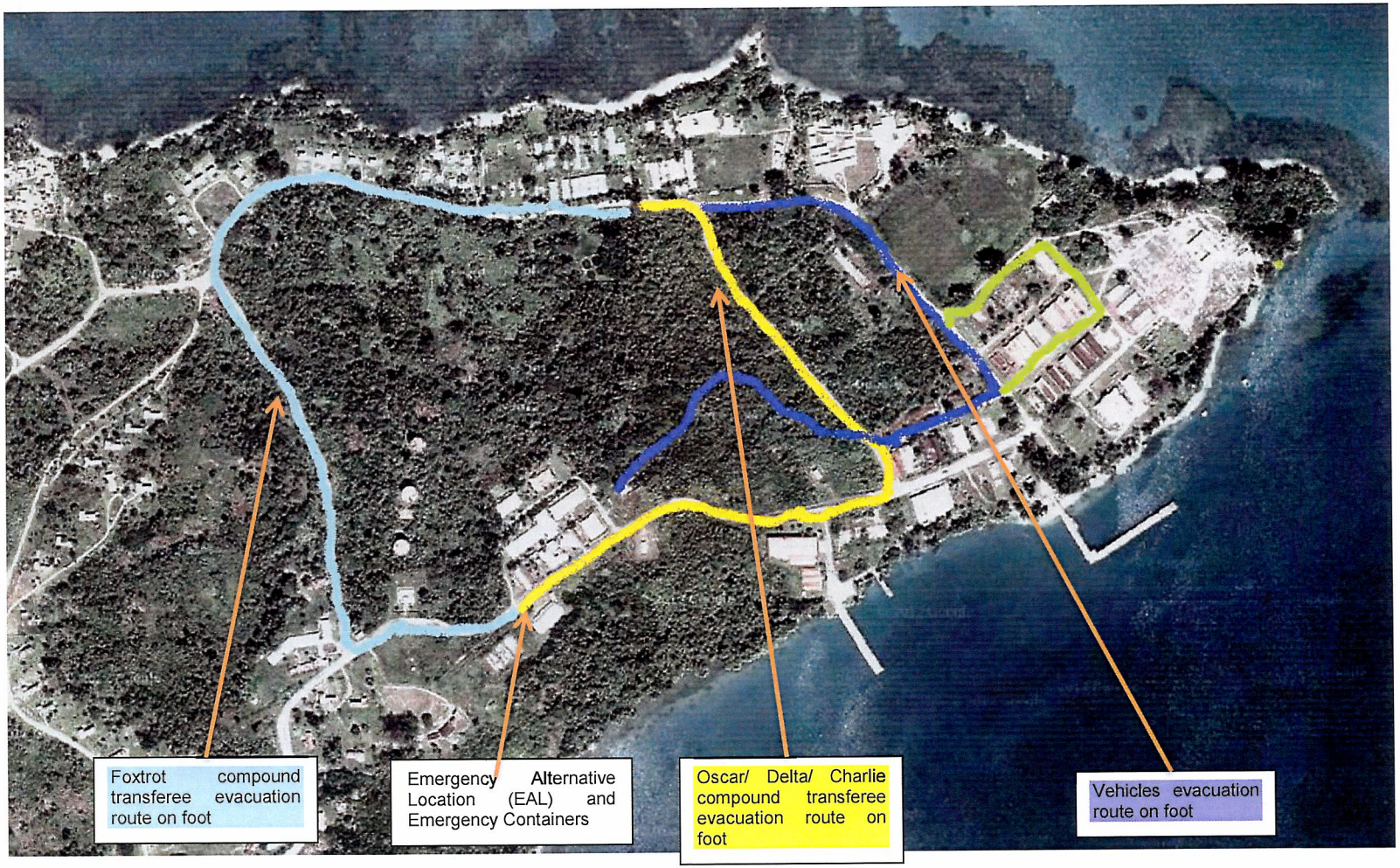
Now forward all reports and paperwork to the Duty Manager

Duty Manager Action

Action taken:		
Name:	Signature:	Date:

Please attach to the Incident Report (IR) if an IR has been generated in response to this incident

Appendix 2 MIOPC Site Map



Appendix 3 Evacuation Routes to EAL