



## CS ENERGY PROCEDURE FOR SPECIFIC THREAT / ATTACK CS-SBC-02

Responsible Officer: Head of Health and Safety  
Responsible Executive: Chief Executive Officer

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### DOCUMENT HISTORY

Key Changes	Prepared By	Checked By	Approved By	Date
New Format and revised to align to Security Plan CS-SBC-06	M Kelly	H&S Taskforce	K Ussher A Brown	09/04/2014
Add Brisbane site duress arrangements. Refer 3.4.2 and Attachment 3	H Lonsdale	H Gorniak C Giemsch	D Clarke	13/01/2014



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## 1 PURPOSE

This procedure defines the actions to be taken in the event of a warning of a specific threat or an actual attack on CS Energy people, plant or facilities at a specific site and actions to be taken should an item thought to be an explosive device be found on site

## 2 SCOPE

This procedure will apply in the event of:

- Notification by authorities (e.g. ASIO) of a direct CS Energy threat.
- A bomb threat or other threat of extreme violence made by any means.
- An actual attack on facilities or staff.
- A suspicious item found on site.

Note that this procedure **will not apply to an increase in national counter-terrorism alert level** (refer Procedure CS-SBC-03 NATIONAL COUNTER TERRORISM ALERT LEVELS).

The national counter-terrorism alert levels are a mechanism for publicly indicating the overall risk of terrorist attack in Australia. The levels are determined by the Australian Government and are based on ASIO advice.

## 3 ACTIONS

### 3.1 Threat Advice or Attack

The recipient of advice of a specific threat by the authorities, or of an actual threat communicated directly or attack, will firstly (if necessary and practical) complete the Phone Threat Checklist (Form S1845) then immediately attempt to make contact those listed below in the following order ***until the first of them is successfully reached.***



***The first of these contacted will take full control.***

Contact information found in CS-IM-05 Emergency Contact Information;

The Shift Supervisor or Site Crisis Controller will assume full control, acting with senior management authority, in the event of inability to contact others listed.

### 3.2 Initial Actions

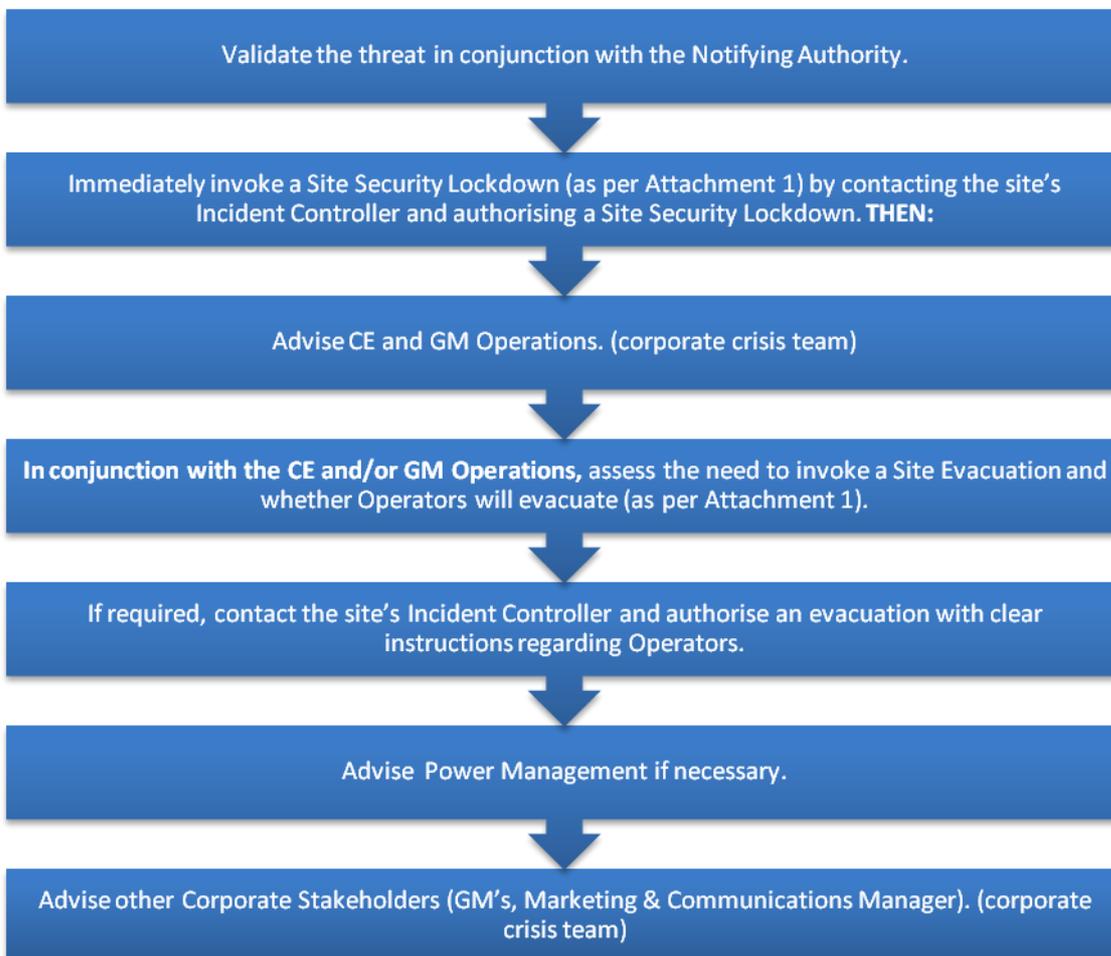
The person who takes full control (the “Threat Controller”) will take actions as appropriate to the circumstances to protect lives. As a guide:



**3.2.1 If the threat is communicated directly or an attack occurs:**



**3.2.2 If the threat is communicated by a Notifying Authority:**



### 3.2.3 Substantive Site Actions

The Threat Controller in consultation with the Incident Controller will:



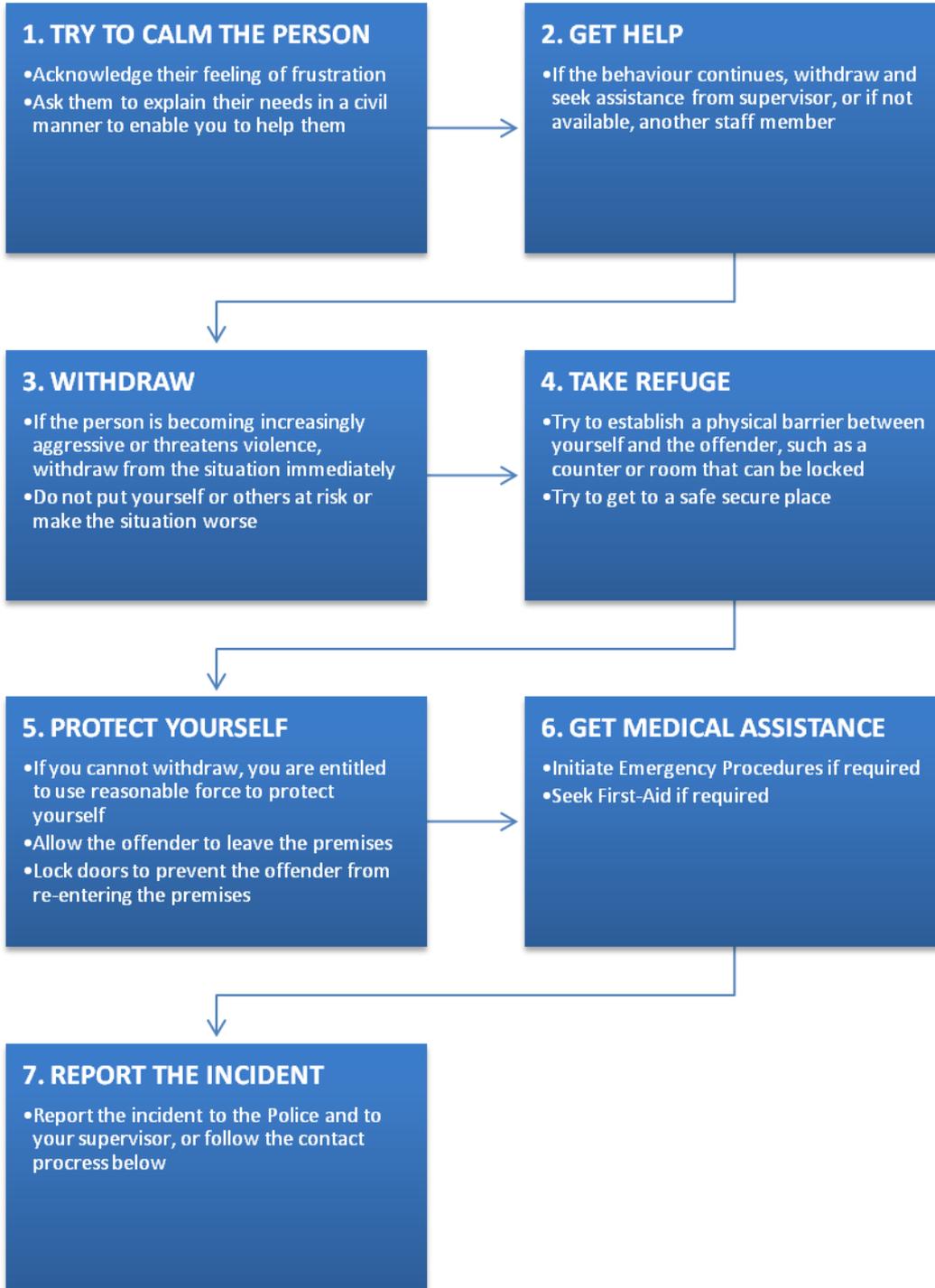
### 3.3 Crisis Management Plan

The GM Operations as Corporate Crisis Controller will determine whether the Crisis Management Plan will be invoked.



### 3.4 Personal Threat

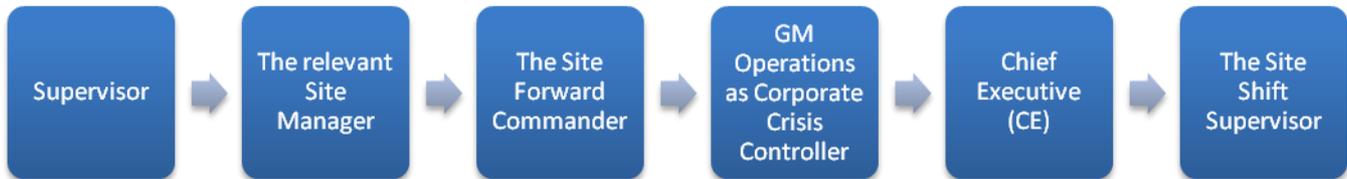
In a situation where a member of staff is subject to a personal threat as a consequence of their employment, follow the steps below to manage personal threat / incident of physical or armed assault



Following a personal threat event, allow and assist staff and other witnesses to contact their families to advise them of the situation. Where required assist staff and other witnesses with transport and for personnel involved in the incident provide assistance with accessing post-trauma counselling.

### 3.4.1 Contact Process Personal Threat

Attempt to make contact with those listed below in the following order **until the first of them is successfully reached.**



### 3.4.2 Specific arrangements for Brisbane site Trading staff and Reception

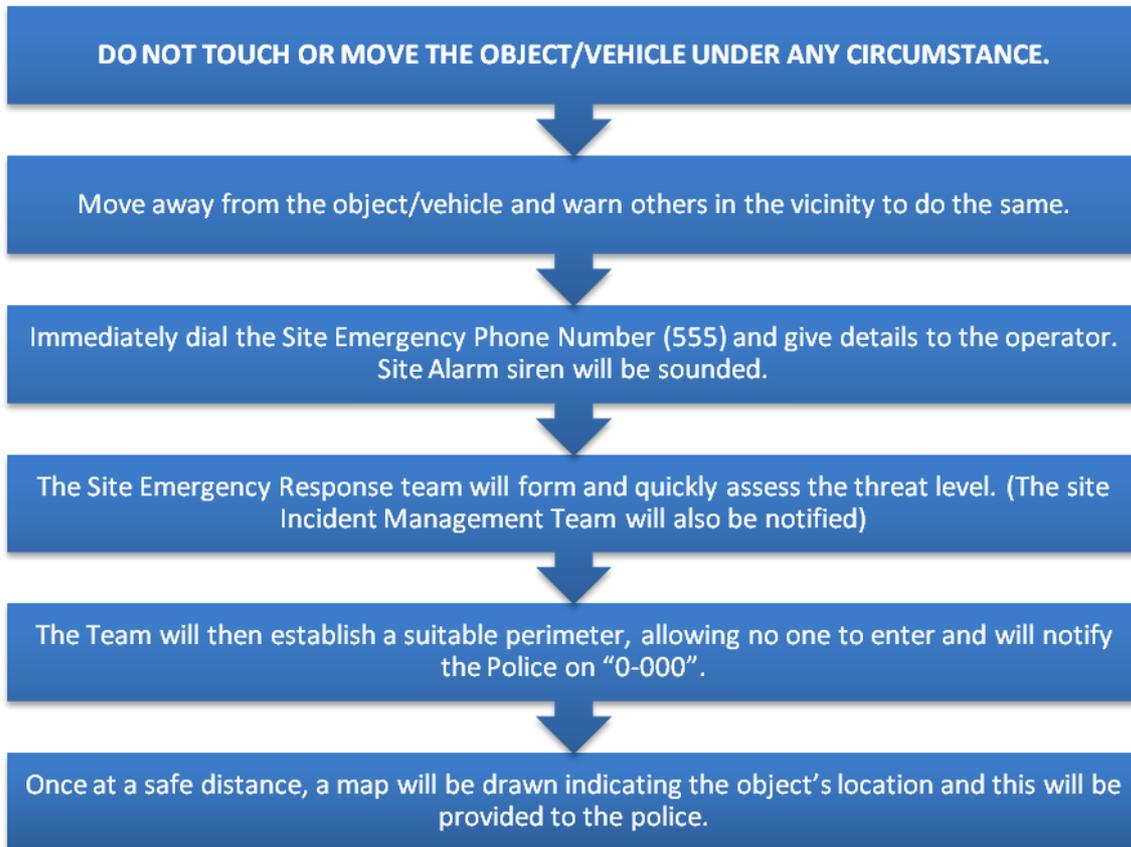
Trident Security provides a Duress/Panic system monitoring service for the Brisbane site. Traders work 24/7 and are provided with a wireless dual button panic pendant to be worn when working after hours. When both buttons on the pendant are pushed a silent alarm is triggered at the Trident Security monitoring station.

The reception desk at the Brisbane site is isolated from the rest of the office by card access operated doors. A duress button is fitted to the underside of the desk that activates a silent alarm if pressed. In addition, as the desk is only likely to be manned during business hours, an audio/visual alarm is located on the ceiling in the Trading room near the door connected to the reception area.

Attachment 3 sets out the process flow for alarm activation and the associated procedures, including testing.

### 3.5 Suspicious Item Found on Site

The following actions will be taken if any employee or contractor discovers a suspicious item on site that they suspect may be a potentially explosive or a biological threat. The item may range from a letter or parcel to luggage or to a motor vehicle that is unusually parked. Any suspicion of this sort must be reported to the Police.





## 4 DEFINITIONS

Term	Definition
Threat Controller	Whoever takes management control of the incident
Crisis Controller	a designated person with appropriate knowledge and skills to undertake the corporate role defined
Notifying Authorities	State or Federal Government ASIO Federal or State Police
Security Service Provider	Currently Group 4 Securitas

## 5 REFERENCES

Reference No	Reference Title	Author
<a href="#">"B/D/13/14430"</a>	CS-SBC-06 - Security Plan	CS Energy
<a href="#">"B/D/13/13438"</a>	CS-SBC-03 - National Counter Terrorism Alert Levels	CS Energy
<a href="#">"B/D/12/13849"</a>	CS-IM-05 - Emergency Contacts List	CS Energy
<a href="#">"B/D/12/17269"</a>	Form - S1845 - Phone / Bomb Threat Checklist	CS Energy
<a href="#">"B/D/11/43851"</a>	CS-IM-02 - Crisis Management Procedure	CS Energy

## 6 RECORDS MANAGEMENT

In order to maintain continual improvement, suitability, safety and effectiveness of the organisation, registered documents will be reviewed on a two yearly basis, or where it has been identified that there are changes in technology, legislation, standards, regulations or where experience identifies the need for alteration to the content. Registered documents should also be reviewed following an incident, change management process, modification or where directed as part of a risk assessment process.

CS Energy must ensure that records are retained according to accountability, legal, administrative, financial, commercial and operational requirements and expectations. In compliance with records retention and disposal, all documentation created in relation to CS Energy business must be retained in line with minimum retention periods as detailed in legal retention and disposal schedules.



## 7 ATTACHMENTS

### 7.1 Attachment 1 – Site Security Lockdown / Evacuation Procedure

ACTION	COMMENT	ACTION BY?
<b>LOCKDOWN:</b>		
Lock all gates and increase security guarding.	2 guards on front gate, mobile patrol on site, 1 guard on any other gate in use, 1 guard on coal conveyor, all 24 hours/7days	Threat Controller Security to lock gates
Lock all plant rooms and buildings where practicable.		Threat Controller
Gather a key for each locked area and gate.		Threat Controller
Disable swipe card access system.		Security
Restrict site entry to those with CSE photo security ID, emergency services and alert-related staff. ID to be worn.		Security
Provide entry to emergency and essential vehicles only.	Coal trucks, delivery vehicles and fly ash trucks may be essential in an extended lockdown.	Security
Search all vehicles entering including under body, bonnet & boot. Confirm driver ID and load details as required.		Security
Monitor coal conveyors at trip activation point.		Security
Search all personal baggage prior to entry.		Security
Cease all mail delivery to site.		Threat Controller
Monitor all CCTV from a secure point.	Monitored at all times during threat	Security
Request all staff to actively search the site for suspicious items.		Threat Controller
<b>EVACUATION:</b>		
Initiate the Site Evacuation Procedure (evacuate Operators if required). NB: Use an alternate evacuation assembly area or check that the normal area is clear before use.		Threat Controller
Collect keys for all locked areas and gates - remove from site for emergency services use.		Threat Controller
Shut down plant and/or move to unmanned operations if required.		Crisis Controller



7.2 Attachment 2 – Phone / Bomb Threat Checklist

csenergy

Title: PHONE / BOMB THREAT CHECKLIST  
 Form: S1845  
 Version: 05/12

### PHONE / BOMB THREAT CHECKLIST

Relates to Security Procedure – Specific Threat / Attack CS-SBC-02  
 DO NOT HANG UP – KEEP THE CALLER TALKING!

**1. INITIAL ACTIONS:**

Call Start Time:  :  :  AM -  PM -  Date of Call:

**2. EXACT WORDING OF THREAT:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3. QUESTIONS TO ASK:**

When is the bomb going to explode?	
When exactly is the bomb?	
When did you put it there?	
What does the bomb look like?	
What kind of bomb is it?	
What will make the bomb explode?	
Did you place the bomb?	
Why did you place the bomb?	
What is your name?	
Where are you?	
What is your address?	

**4. LISTEN FOR:**

VOICE:	<input type="checkbox"/> Accent	<input type="checkbox"/> Impediment	<input type="checkbox"/> Tone	<input type="checkbox"/> Speech	<input type="checkbox"/> Diction	<input type="checkbox"/> Manner
LANGUAGE:	<input type="checkbox"/> Polite	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Irrational	<input type="checkbox"/> Taped	<input type="checkbox"/> Read Out	<input type="checkbox"/> Abusive
NOISES:	<input type="checkbox"/> Traffic	<input type="checkbox"/> Voices	<input type="checkbox"/> Machinery	<input type="checkbox"/> Taped	<input type="checkbox"/> Read Out	<input type="checkbox"/> Abusive
OTHER:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Estimated Age			

**DO NOT HANG UP**

**5. AFTER THE CALL – PHONE THREAT RECIPIENT DETAILS:**

Call End Time:  :  :  AM -  PM -  Date:

Recipient Name:

Recipient Signature:

**REPORT THE CALL TO YOUR LOCAL POLICE**

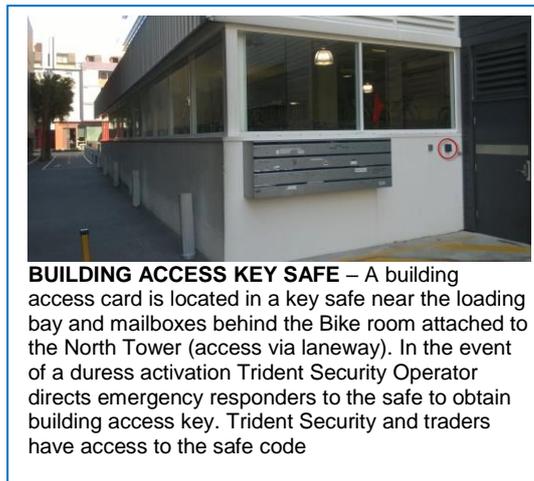
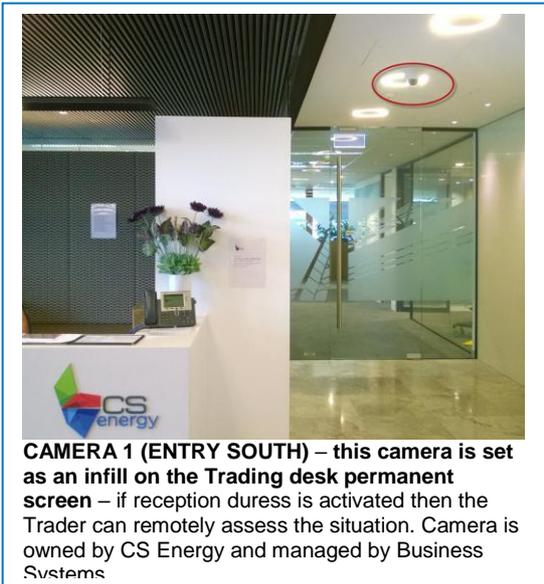
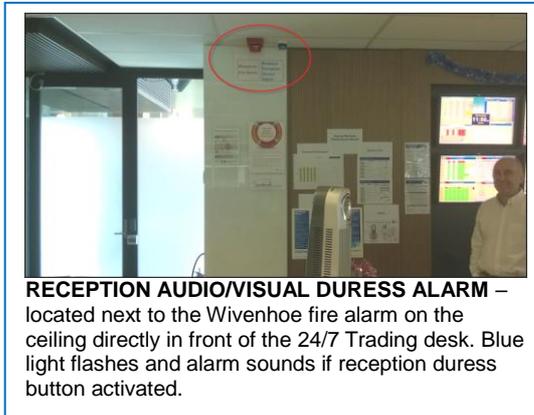
STAY ON TOP OF YOUR GAME

THIS DOCUMENT IS UNCONTROLLED IN HARD COPY FORMAT

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### 7.3 Attachment 3 – Brisbane site duress procedure

#### 7.3.1 Equipment – location, operation and testing



### Equipment Testing and Drills

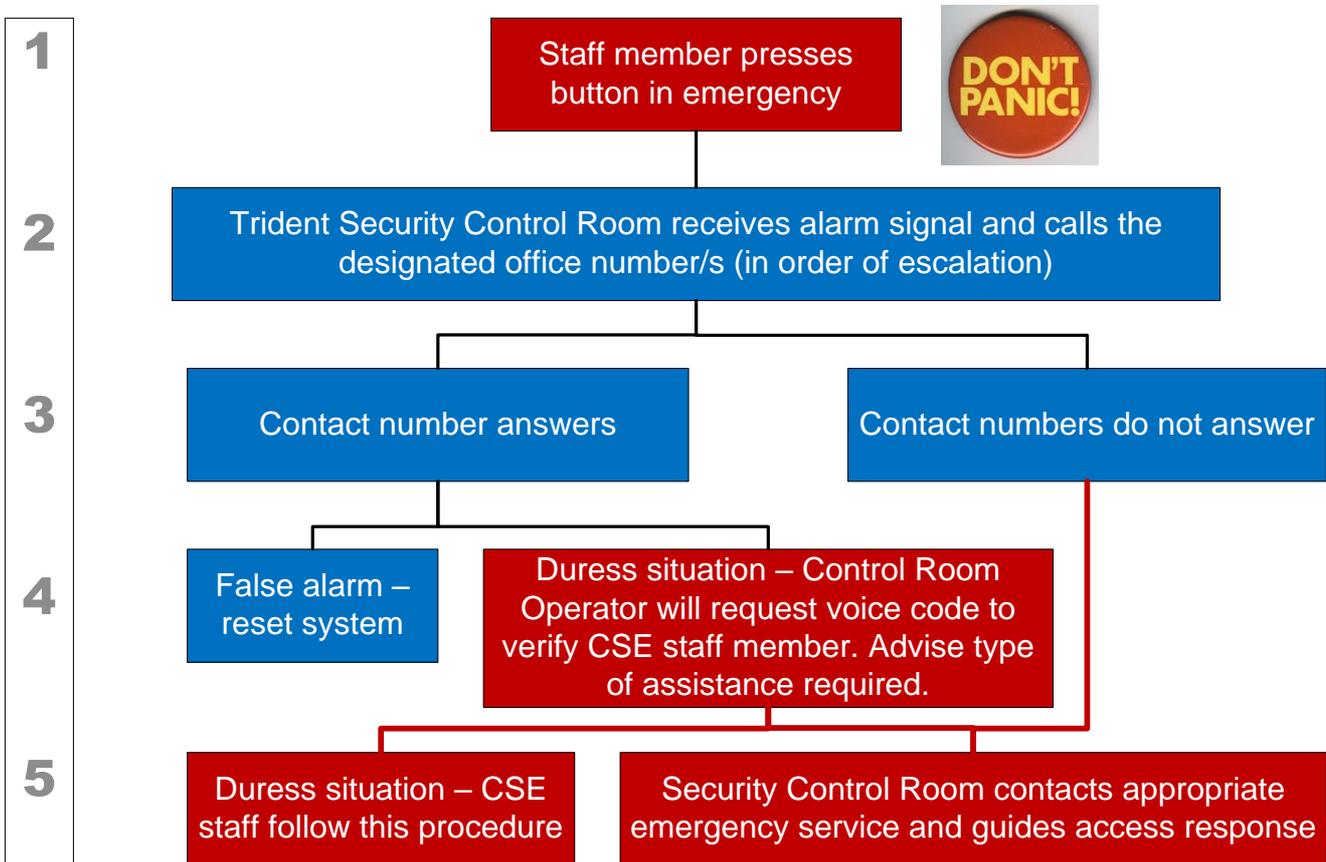
Physical Trading Manager is responsible for:

1. Arranging for the building access key stored in the key safe to be tested each week – the key is retrieved from the safe and used to open the Trading room entry door then returned to the safe.



2. Conducting a duress drill biannually in conjunction with the Manager Administration. Arrangements should include:
  - a) Liaison with Trident Security for system test
  - b) Review and update of contact details held by Trident Security (ensuring contact officers are aware of the voice code and key safe code)
  - c) Activation of reception duress button and both mandown lanyards to confirm working order
  - d) Check Camera 1 is working
  - e) Check and operate key safe
  - f) Practice safe withdrawal / removal techniques with Receptionist (including relief reception staff)
  - g) Document and file outcomes and any follow up action items

**7.3.2 What happens if an alarm is activated?**



**NOTE:** In the event that a duress call is triggered and at the discretion of the CS Energy Management security contact who takes the call from Trident Security, the Executive General Manager Operations (in their capacity as Corporate Crisis Controller) may need to be contacted to provide details of the situation.

**7.3.3 Reference documents**

All reference documents relating to these duress arrangements are located in TRIM folder ["F/12/1826"](#). This procedure is also linked to the folder.