

EMERGENCY PROCEDURES

LEARNING OUTCOME

On successful completion of this unit, participants will be able to describe the legislative requirements of the State Government's current legislation relating to the provision of emergency procedures.

ASSESSMENT CRITERIA

- Describe the various types of emergencies
- Describe the process required for the development of Emergency Plans
- Describe the functions of the Emergency Control Organisation
- Describe the various consultation and information sources

REFERENCES

- Work Health and Safety Act 2011, Part 2 Health and Safety Duties
- Work Health and Safety Regulation 2011, Section 43 Emergency Plans
- Managing the Work Environment and Facilities Code of Practice 2011 Part 5 - Emergency Plans
- Fire Emergency Services Act 1990
- Queensland Fire Service – Building Fire Safety Regulation 2008
- AS 3745 – Planning for emergencies in facilities
- AS 1678 – Emergency Procedures Guides
- AS 1851 – Routine Service of Fire Protection Systems and Equipment
- AS 2293 – Emergency Escape Lighting and Exit Signs for Buildings
- AS 2444 – Portable Fire Extinguishers & Fire Blankets – selection and location
- AS 2931 – Selection and use of emergency procedure guides for the transport of dangerous goods.
- AS/NZS 3009 – Electrical Installations – Emergency Power Supplies in Hospitals
- AS 4083 – Emergency responses for health care facilities

ATTACHMENT

[Safe Work Australia Emergency Plans Fact Sheet](#)

EMERGENCY PROCEDURES

EMERGENCY PLANNING – THE PCBU’S AND OCCUPIERS DUTY

All persons within a workplace should be given adequate instructions in what to do in the event of an emergency.

Every person should be given instructions in relation to:

- The telephone numbers of external and internal persons and/or organisations to contact, depending on the particular emergency.
- The means of escape from the premises in case of fire and/or evacuation.
- The position, type and method of operation of fire fighting and other equipment installed.
- The position and method of operation of any means for giving warning in case of fire or other emergency.

An ‘emergency’ may be considered as a situation:

- Which may not be contained immediately by the people on duty using the available resources;
- Where injuries have been, or could be, incurred;
- Where damage has occurred or property is placed in jeopardy; or
- With the potential to seriously damage the environment.

Within a workplace there is the potential for any number of emergencies to occur. Examples are as follows:

- Collapse of floors or stock
- Armed Hold ups
- Fire or explosion within the building
- Gas leak (flammable or toxic)
- Chemical spills (or other liquids, solids or radioactive materials)
- Ventilation system contamination
- Fire in an adjacent building
- Building sustaining structural damage
- Bomb threat
- Civil disorder
- Structural failure
- Loss of Power

- Natural disaster
- Impact event (road, rail or aircraft)

The role of a work health and safety officer (WHSO) may be to assist in the development and implementation of procedures for each event and to assist with the identification of which emergencies are applicable to their workplace. Once the emergencies have been identified, they should be assessed and prioritized so that plans can be developed. The plans may be developed through external agencies such as consultants, emergency services, etc., or be developed in-house. The student notes will provide the WHSO with a guide on where information can be obtained to develop the procedures, samples of emergency procedures that may be utilized within a workplace and what records are required to be held.

EMERGENCY PLAN

The work health and Safety Regulation 2011 (Regulation) s43 places a duty on a PCBU to prepare, maintain and implement an emergency plan. An emergency plan is a written document detailing how a workplace and its occupant deal with or manage an emergency.

An effective emergency plan consists of the preparedness, response and recovery activities including the roles/responsibilities and arrangements.

The level of detail in the emergency plan will depend on the complexity of the activities at the workplace involved, how much and what types of hazardous materials are stored or used at the site.

Typical emergencies include:

- Fire
- Security
- Medical
- Electrical outage
- Mechanical or process failure
- Natural events such as storms or cyclones; and
- Hazardous materials releases.

The emergency plan must provide for the following:

- Emergency procedures, including;
 - An effective response to an emergency
 - Evacuation procedures; and
 - Notifying emergency service organisations at the earliest opportunity; and
 - Medical treatment and assistance; and
 - Effective communication between the person authorised by the PCBU to coordinate the emergency response and all persons at the workplace

- Testing of the emergency procedures, including the frequency of testing;
- Information, training and instruction to relevant workers in relation to implementing the emergency procedures

A PCBU at a workplace must maintain the emergency plan to that it remains effective and must have regard to all relevant matters including –

- The nature of the work being carried out at the workplace; and
- The nature of the hazards at the workplace; and
- The size and location of the workplace; and
- The number and composition of the workers and other persons at the workplace

A PCBU must implement the emergency plan for the workplace in the event of an emergency.

EMERGENCY PLAN – SPECIFIC WORKPLACE REQUIREMENTS

If the quantity of Schedule 11 (Regulations) hazardous chemicals used, handled or stored at the workplace exceeds the manifest quantity for that hazardous chemical, then section 361 of the Regulation also applies.

This section outlines that a PCBU at a workplace must give a copy of the emergency plan prepared for the workplace s43 of the Regulation to the primary emergency service organisation.

If the primary emergency service organisation gives the person a written recommendation about the content or effectiveness of the emergency plan, the person must revise the plan in accordance with the recommendation.

The operator of a determined major hazard facility must comply with s557 of the Regulation in regards to Emergency Plans.

RECORDS

Record of Fire Instruction:

The occupier of a building must keep in the building a record of fire training, containing the following details in relation to each occasion that instruction were given to workers in the workplace. Information must include but is not limited to:

- The date of the training session;
- The name of the instructor (and/or organisation);
- A description of which workers were instructed (course attendance record); and
- A brief description of the instruction given.

The occupier must produce these records for inspection if required.

The Building Fire Regulation 2008 states that:

- The occupier of a building must give general evacuation instructions for the building to each person working in the building at intervals of not more than one year.
- The occupier must give general evacuation instructions for the building to a person who starts working in the building, as soon as practicable but no later than two days after the person starts working in the building.
- If there is a material change to the location of a fire safety reference point for the building; or the procedures for evacuating the building safely in the event of a fire or hazardous materials emergency. The occupier must give the general evacuation instructions for the building, as changed, to each person working in the building as soon as practicable but no later than one month after the change.
- The occupier of a building must give first-response evacuation instructions for the building to each person working in the building at intervals of not more than two years.
- The occupier of a building must ensure that each prescribed fire safety installation in the building is tested and tagged as per the Australian Standard that relates to the equipment or at any other prescribed interval.

The records of this must include, but are not limited to:

- The date of the test;
- The name of the person (or organisation) that conducted the test;
- Whether or not the service was found by the competent person to be properly maintained; and
- The details of any repairs or maintenance undertaken.

These records must be kept in a way that will preserve it in the event of fire.

SOURCES OF INFORMATION:

Consultation with various organisations may be required in the development of appropriate emergency evacuation procedures. These Emergency Services groups and other Authorities are able to assist persons at workplaces with both pre and post emergency procedures. Telephone numbers must be provided to the contacts that are most suitable for the business and be included in the emergency procedure documentation.

Some of the contacts may include:

- Work Health and Safety
- Police Department
- Fire Department
- Ambulance
- Electricity Board (Loss of Power)

- Gas Board
- Environmental Protection Agency
- Poisons Information Centre
- Chemical Hazards and Emergency Management Unit
- Alcohol and Drug Information Centre
- Queensland Aids Centre
- Trauma Counselling centres

FIRE SAFETY ADVISER

A Fire Safety Adviser (FSA) is required to be appointed and trained for **high occupancy** buildings as defined under the *Building Fire Safety Regulation 2008*.

High occupancy buildings include:

- Class 2, 3, 5, 6, 7b, 8, 9a or 9b buildings that are workplaces where 30 or more workers are normally employed.
- Class 2 or 3 buildings that are more than 25 metres in height.
- Licensed premises that have been identified by the Commissioner as at risk of overcrowding.

Building Classifications:

- A class 2 building is a residential building containing 2 or more apartments or units.
- A class 3 building is a residential building such as a residential part of a motel, hotel or resort.
- A class 5 building is an office building.
- A class 6 building is a shop or other part of a hotel.
- A class 7b building is a storage facility or display area.
- A class 8 building is a laboratory or a factory.
- A class 9a building is a health care building.
- A class 9b building is an assembly building such as a night club.

Appointment of a Fire Safety Adviser

It is the occupier's responsibility to appoint and train a FSA for buildings that are classified as high occupancy.

What is a Fire Safety Adviser?

A FSA is a person who holds a building fire safety qualification for an approved building fire safety course, issued within the last 3 years.

An approved building fire safety course comprises 8 competencies in Workplace Emergency Response within the Australian Quality Training Framework.

Fire Safety Adviser Training

The FSA qualification must be gained through a Registered Training Organisation (RTO). Any RTO which has the identified competencies within its scope may deliver the approved qualification.

Duties of a Fire Safety Adviser

The occupier is responsible for ensuring that all workers receive adequate instruction building evacuation in the event of fire or emergency. The occupier can be assisted in this by the FSA.

In addition, the occupier is responsible for:

- Fire safety management plans (where applicable)
- Evacuation instructions to workers
- Evacuation plans and procedures
- Annual practicing of evacuation procedures
- Prescribed record keeping

A FSA can provide:

- General evacuation instructions
- First response evacuation instruction
- Evacuation coordination instructions
- Coordination of evacuation procedures practice
- Review of evacuation plans and procedures

Fire Safety Adviser Does Not Have to be a Person on Staff

There is no requirement for the FSA to be a person on staff. However, it is recommended that where practical the FSA be an existing staff member. Some reasons for this recommendation are:

- The occupier and staff have an easily accessible point of contact about fire safety matters,
- The FSA is likely to have familiarity with the occupier's buildings and knowledge of protocols and fire safety arrangements internal to the organisation
- The FSA is more easily accessible for coordination of fire safety arrangements
- The FSA may easily be made aware of changes within the building or staff appointments or changes within the organisation

- Attending fire officers and licensed contractors engaged to maintain the fire safety installations for the organisation have a point of contact
- The FSA may, on behalf of the occupier, liaise with other FSAs in a multi-tenanted building to ensure that evacuation plans and procedures are coordinated.

How Many Fire Safety Advisers Should the Occupier Appoint?

One FSA can be appointed for more than one building.

For example, a university may have one or more FSAs to cover the campus, or a company which has suites of offices in one or more buildings in any city or town may appoint one or more FSAs to cover those buildings. When considering how many FSAs to appoint for high occupancy buildings, assessment should be made of the workload of the FSA to be effective in this important workplace role and the risk factors applicable to those building(s).

Risks could include:

- The nature of occupants (such as physical or intellectual impairment)
- Building structure (such as age or flammability of fixtures and fittings)
- Building use (such as sleeping quarters or storage of hazardous materials)
- The local environment (such as in a bushfire prone area),

Building Wardens Are Still Required

Having a FSA does not mean that building fire wardens are no longer required. A FSA is not necessarily building-specific and so may not be present in the building if a fire occurs. However, building fire wardens are building-specific.

Occupiers still need to appoint and instruct a staff member to be responsible for evacuation coordination of a building (Chief Warden) as well as those responsible for carrying out the evacuation procedures in a building (building wardens).

Appointment of a Fire Safety Adviser

If a FSA ceases to act as the FSA, or the FSA's building fire safety qualification is no longer current, the occupier must appoint a person to be the FSA within one month of the change.

Additionally, according to the *Building Fire Safety Regulation 2008*, the occupier is not required to appoint a fire safety adviser for the building until 1 month after the occupier starts to occupy the building.

Where Can I Get More information?

If you require further information regarding FSAs or the *Building Fire Safety Regulation 2008*, additional guidance may be sought from qfes.qld.gov.au

ROLES OF THE EMERGENCY CONTROL ORGANISATION (ECO)

The roles and responsibilities of the members of the ECO should form the basis of the emergency evacuation procedure. The one page displayed procedure should show the names (by position) and the key functions that each person is required to carry out during an evacuation.

The Emergency Control Organisation is composed of staff by position (not name) drawn from the Workplace.

The responsibilities of the ECO during an emergency are:

- To provide a list of emergency contact telephone numbers.
- To conduct an orderly evacuation of the building's occupants to a safe place of assembly. Members of the public, who are in the Workplace at the time, may require special assistance.
- To assist the Emergency Services.
- To operate portable fire fighting equipment, if it is safe to do so.

These positions could include trained First Aiders and members of Security staff.

IT SHOULD BE CLEARLY UNDERSTOOD THAT THE PRIMARY DUTY OF THE ECO IS NOT TO COMBAT EMERGENCIES, BUT TO ENSURE, AS FAR AS REASONABLY PRACTICABLE, THE SAFETY OF ALL PERSONS AND THE ORDERLY EVACUATION FROM THE DANGER ZONE.

Head warden: senior person on duty

The Head Warden during an Emergency situation is required to respond immediately to the alarm, determine what emergency procedures should be implemented and bring the ECO promptly into operation.

The Head Warden's duty will be to assume control of the occupants of the Workplace, from the time that the alarm is given, until the arrival of the fire brigade or other emergency services.

The Head Warden will be a person who is most in charge at the time of the emergency and will only be a member of the Workplace Management Team.

Should the Head Warden be able to activate an audible alarm, then the Head Warden should activate the alarms. Otherwise, the Head Warden is to orally communicate the order to evacuate to appropriate personnel and provide instruction to those members of staff.

The Senior Officer from the Fire Brigade or other authority, may take over these duties on arrival at the Workplace. The Head Warden should render assistance as necessary.

Area Wardens

The Area Wardens will be the understudies of the Head Warden. The Area Wardens will assist the Head Warden during the emergency.

It will be a matter of careful arrangement for which the Head Warden will be responsible, that at no time, will both the Head Warden and Area Wardens be simultaneously absent during working hours.

Area Wardens should have the authority to evacuate their area if they consider any emergency to be life threatening.

Area Wardens should:

- Familiarise themselves thoroughly with their areas.
- Note all exits and alternative escape routes.
- Know the existence of cash rooms, office areas, blind passages, toilets, locker areas, obscure storage areas in which a person could be located.
- Know the location and type of fire fighting equipment.
- Be familiar with the operation of equipment installed to assist in the safe evacuation of personnel and members of the general public from the Workplace.
- Be aware of any mobility impaired, sight or hearing impaired person in their area.
- A mobility impaired person is a person with physical, mental or sensory impairment – either temporary or permanent – who requires assistance during any emergency evacuation.

On becoming aware of a Fire in their area, Area Wardens will:

- Ensure the alarm has been raised and the Fire Brigade notified.
- Evacuate the members of general public and the staff from the immediate fire area.
- Attempt to extinguish the fire (Only if it is safe to do so).
- Establish communication with the Head Warden, if he/she is on site.
- If the fire cannot be contained, order the fire party to withdraw and close the doors to slow the progress of the fire.
- Order the evacuation of the area and notify the Head Warden.

On becoming aware of a Fire in another area, the Area Wardens will:

- Conduct an investigation of their area and standby until either instructed to evacuate or informed that the “ALL CLEAR” is given.
- Control all operations in their area.

If an Evacuation is ordered:

- Direct all members of the general public and staff that are not required to assist to the nearest exit and ensure clear direction is given to the 'Assembly Point'.
- Instruct staff to check toilets and all other rooms in the vicinity (if it is safe to do so) and to report back when clear.
- Conduct a final check of the area to ascertain all areas are clear.
- Make way to join the group at the 'Assembly Point'.
- Ensure that the Head Warden is informed that the area has been checked and is clear.

Duties of Area Wardens in Areas Where There Are Fire Stairs:

- Ensure the stairwell is free from fire and smoke. Ensure that the stairwell is not congested with staff or members of the general public from other areas. Wait for a moment and check again or find an alternative exit.
- Lead the public and staff down the stairs, preventing running or lagging.
- Provide assistance to any person falling or tripping.
- Ensure noise levels are kept to a minimum.
- Follow the group and ensure everyone stays together.
- Allow room for the Emergency Services Personnel who may also be using the fire stairs.
- Prevent any person from re-entering the upper levels, unless authorised by the Head Warden or Officer-in-Charge of the Emergency Services.
- Disallow substances such as food, drinks, lighted cigarettes from being taken into the fire stairs.
- Permit only personal items, such as purses, wallets or handbags to be carried into the fire stairs.
- Ensure a staff member is provided to provide the comfort, reassurance and safety of any mobility impaired person.

Person Refusing To Comply With The Area Warden's Directions:

Should any person refuse to comply with the directions given by the Area Warden:

- Ensure the person has been clearly advised they are required to evacuate the building because of an emergency situation.
- Notify the Head Warden, who will advise the Officer-in-Charge of the Emergency Services who may take the appropriate action under law to remove the person.

Fire Procedures for Area Wardens:

Upon the outbreak of fire or the presence of smoke being reported to the Area Warden, the Area Warden should take the immediate action.

IF IN DOUBT – ALWAYS COMMENCE EVACUATION**PROCEDURES FOR FIRE FIGHTING**

Procedures should consider the areas of the workplace and the types of fires that may occur. A brief outline of the procedure to take should be drawn up for all the critical areas of the workplace, in particular chemical or dangerous goods storage areas, etc. Staff should be trained to carry out the procedures.

EXAMPLE ONLY**Procedure for Kitchen Fires:****Kitchen and Food Preparation Areas:**

Kitchen areas are high risk areas as heat and flames are used in food preparation and can cause fires. Special considerations are necessary.

- All areas must be kept clean and grease free.
- Oils, spirits and fats must be stored away from a possible ignition source.
- All kitchen staff must be aware of the location, type and use of any alarm system, use of extinguishers and fire blankets and the location of gas valves and taps and electrical main switches.

Oven Fires:

- Raise the alarm.
- Ensure the oven door is closed.
- Turn off the power (if it is safe to do so).
- Obtain either a CO2 or DCP type extinguisher.

For oven with pull down door:

- Stay at the side of the oven, open the door, extinguish and shut the door.

For oven with side opening door:

- Keep below the top of the door, open the door, extinguish and shut the door.

Deep Fat Fryer Fires:

- Raise the alarm.
- Turn off the power (if it is safe to do so).
- Slide a close fitting metal lid over the vat – if one is available.
- Approach the fire with the fire blanket, holding the blanket in the correct manner. Place the blanket gently over the fryer and seal the edges. Leave the blanket in that position and do not lift the edges to check whether the fire is out.
- If a fire blanket is not available, a Wet Chemical, CO2 or Dry Chemical Powder type extinguisher may be used. Take care not to place too much force into the fat and blow the burning fat out of the fryer.

**DO NOT USE WATER EXTINGUISHERS OR FIRE HOSE REELS ON FAT OR ELECTRICAL FIRES.
KNOW THE LOCATION OF THE GAS MAIN SWITCHES.**

EXAMPLE ONLY**FIRE PREVENTION CHECKLIST****Inspection Format:**

Fire prevention inspections are of little value unless they are conducted regularly and are comprehensive. It is suggested that a checklist is developed that is suitable to your organisation and your building and that you use the checklist on a weekly basis to conduct the inspection.

Obviously the detailed points to be checked will vary from building to building and from industry to industry. The following are a few general points to consider.

Remember, a fire prevention inspection is aimed at identifying anything or any action that could contribute to the fire triangle – 'heat', 'fuel' or 'oxygen'.

Means of Escape:

- Are they free from obstacles?
- Are they clearly marked?
- Are all the doors operating correctly and easy to open and close?
- Do the fire exit doors have proper door hardware attached that meets the Fire Act and the Building Code of Australia?
- Are any doors locked with a padlock?
- Ensure the doors protecting the fire escape routes are not held open by wedges or other improvised means?

- Are the escape routes free of tripping hazards?
- Are the fire escapes constructed of low flammability or non-flammable materials?
- Is material being stored in the escape routes or stairways?
- Is there an alternate means of escape if the primary escape route is blocked by fire?

Emergency Lighting:

- If the power fails, as can occur during a fire, is there adequate emergency lighting to illuminate the exits and fire escape stairs?
- Has the emergency lighting been tested in the last month?
- Does it work?

Fire Fighting Equipment:

- Is there adequate and appropriate fire fighting equipment?
- Is there equipment available to cover the special risk areas such as kitchens, electrical switchboards and petrol refuelling points?
- Has the equipment been serviced within the specified time?
- Can people access all the fire fighting equipment easily?

Fire Alarm Equipment:

- What type of alarm system exists?
- Do the staff know the type of alarm that will be sounded?
- Can the alarm be heard in all work areas?
- Has the alarm been tested as per the Service Standards?
- Will it activate during a Loss of Power?
- Is the alarm connected to the Fire Department, or does someone have to dial '000'.

Housekeeping:

- Is there any area where there is excessive accumulated rubbish?
- Are there any combustible materials stored against the outside of the buildings (pallets, packing cases, timber, etc)?
- Is there any long grass or weeds outside the building?
- Are there any untidy areas that could create a tripping hazard in an emergency situation?
- Does the storage of goods encroach in the aisles and egress pathways leading to the exits?
- Are the Dangerous and flammable goods stored properly?
- Is there a suitable fire extinguisher in the chemical/Dangerous Goods storage area?

- Are the fuels, gases and chemicals stored as per the Material Safety Data Sheets?

Electricity and Electrical Equipment:

- Is the electrical wiring in good condition?
- Are the electrical equipment serviced and checked as per the Electrical Regulation?
- Are the power points being used properly and not being overloaded?
- Is the electrical equipment switched off, when not in use?
- Is the electrical heating equipment thermostatically controlled and kept clean of combustible material?
- Does any electrical equipment overheat?

Evacuation Plan

- Has an emergency evacuation plan been prepared?
- Have the persons listed on the plan been trained to control an evacuation?
- Has the plan been practiced lately?
- Is there an up to date roll of staff names in case of fire and/or emergency evacuation?
- Is there provision in the plan for checking that all visitors have been accounted for?

Worker Training:

- Have the staff been trained in:
 - What to do if an evacuation is called?
 - What to do if a fire is detected?
 - How to use the fire fighting, rescue and first aid equipment?

Work Practices:

- Do combustion motors get switched off during refuelling procedures?
- Does any welding occur in an explosive atmosphere (near fuels, flames etc) or when surrounded by flammable materials?
- Is all the LPG decanting equipment in good order?

End of Work Practices:

- Is all the electrical equipment switched off?
- Are all motors switched off?
- Is all heating equipment switched off?
- Is the workplace clear of rubbish?
- Are all cigarette butts and ashtrays correctly disposed of?

RESCUE EQUIPMENT

If persons require rescue at the scene of any emergency, the rescue will usually be carried out by professional persons who are competent to deal with particular situations. It is essential that details of what has occurred and where it has occurred are forwarded to the proper authorities.

Rescue equipment at a workplace will be dependent on the design of the workplace and nature of work being carried out.

Rescue equipment at a workplace may include:

- Harness equipment
- Axes
- Face Shields
- Breathing apparatus
- Ropes
- Cyclone kits
- Torches
- Chalk
- Two way radios

CRITICAL INCIDENT STRESS

All workplaces will actively support any worker who is traumatised by any work related events, i.e. hold-up, accidents, etc., by providing access to counselling services.

What is Critical Incident Stress?

Critical Incident Stress (CIS) is a physical and psychological response to events that provoke unusually strong emotions. Your response to such events may be very distressing if you do not understand that such reactions are normal.

Regardless of your experience, personality or training, you could be susceptible to Critical Incident Stress.

What Causes CIS?

Research has indicated that certain situations are more likely to cause Critical Incident Stress in the emergency worker and other people who have been exposed to sudden unexpected and unusual trauma.

These include:

- Death or serious injury of a co-worker;
- Death of a child;
- Death of a victim after a lengthy rescue attempt;
- Suicide of fellow worker;
- Mass casualty incidents;
- Situations in which the emergency worker's or rescue person's life is in danger;
- Unreasonable expectations of being able to confront any situation without being affected;
- Past experiences that have not been adequately dealt with;
- Events with sensational media coverage.

Not everyone reacts the same way to the same emotional event. You may find yourself reacting to an event while another co-worker or person does not. An event may pass by without much reaction one time, yet a similar event a year later may provoke a strong reaction. Responses to emotional situations are the result of many different factors.

You can best help yourself by:

- Learning what reactions are normal;
- Learning to cope with CIS;
- Seeking professional help when appropriate.

What are the Signs of CIS?

Reactions may be immediate (beginning at the scene), delayed (hours, days or months later), or cumulative.

You may observe the following normal reactions within the first few days:

- Nausea, sweating, tremors, chest pain, elevated heart rate and blood pressure (may require medical attention).
- Disorientation, slowed thinking and decision making, poor concentration and decreased attention span.

- Anxiety, fear, grief, depression, withdrawal, irritability, resentment and feelings of being overwhelmed.
- Insomnia, flashbacks, vivid dreams and excessive alcohol or drug use.

Delayed reactions may include:

- Increasing depression and flashbacks.
- Decreased sex drive, excessive or too little sleep, change in appetite.
- Loss of emotional control (excessive crying, anger, humour, etc.).
- Loss of interest in family or recreational activities.
- Poor job performance, re-evaluation of career, or fear of job related activities.

Cumulative stress is not caused by a specific event, but is a state of chronic fatigue and frustration. It is the result of too many stressful events, and the signs include depression, fatigue, irritability, apathy, disillusionment, withdrawal, more frequent illness and family problems.

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