

Duress Button and Mayday Procedure Aide-Memoire

Refer to Chief Officer SOP 9.15

Activation on Dispatch Channel 502

1. Press and hold 'Duress Button'.
2. Confirm status on display.



N.B. Activation creates access to Vicfire by locking other radios out of channel to allow you and only you to use the channel.

3. Transmit **MAYDAY** message to Vicfire as per normal radio procedures. This should include *your call sign, location, situation and assistance required.*

N.B. Microphone opens up transmission to allow hands free use for 10 seconds after activation of duress mode. The PTT button can be used at any time however it will be needed after the initial 10 second window.

4. Vicfire will see your duress activation on their screens and request all units to 'wait out' and then communicate with you.

At this point radio discipline from all other radio users is paramount!

5. Vicfire will pass the info onto the Control Point and await instructions from the Incident Controller.

At this point responsibility rests with the Incident Controller to formulate a plan to provide the assistance you require.

6. The screen on other radios on the channel will look similar to this.
7. Once your situation has been resolved or assistance is no longer required, You **must** inform the Incident Controller or someone in the chain of command.



Only Vicfire can cancel the duress from their end. They will only do so once they have confirmed the need by confirming with you or the Incident Controller. In the case where no one responds to them, they will refer it to the RDO for resolution.

N.B. If you activate 'Duress' accidentally, don't fuss, simply tell Vicfire it was accidental and they will acknowledge it and cancel it. Problem solved.

Duress Button and Mayday Procedure

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Refer to Chief Officer SOP 9.15

Activation on Command or Fireground Channels

1. Press and hold 'Duress Button' on the channel that you are using to communicate up to the chain of command. E.g. Crew leader → STL, crew leader → Ops Point



2. Confirm status on display.



3. Transmit **MAYDAY** message as per normal radio procedures. This should include your call sign, location, situation and assistance required.

N.B. Microphone opens up transmission to allow hands free use for 10 seconds after activation of duress mode. The PTT button can be used at any time however beware once it is pressed it cancels the 'duress mode'. Normal radio transmissions will occur after this time.

4. The person with responsibility in the command structure for you (e.g. Ops Point, Sector Commander or STL) shall acknowledge the **Mayday** message and ask all other vehicles to 'wait out'. An assistance plan shall be formulated and communicated as appropriate in the circumstance.

At this point radio discipline from all other radio users is paramount!

5. Crew Leaders of nearby appliances shall consider providing assistance and communicate up the Chain of Command what actions they have/are taking.
6. Once the situation has been resolved or assistance is no longer required, this information must be passed up the Chain of Command by the relevant persons.