

# Emergency Management Plan (EMP)

## Hornsby Mall

### Version 7

*Under AS 3745:2010, it is an obligation of persons in control of facilities and the members of the Emergency Planning Committee to ensure this plan is implemented*

## AUTHOR CREDENTIALS

Momtchil Vassilev (Risk, Safety and Traffic Consultant)

RMIA – CRMT

James Rowling (Safety Consultant)

## REVIEWED BY

Andrew Tatrai

RMIA - CPRM

## VERSION CONTROL

This document is updated on a regular basis. Amendments and/or versions of this document are to be recorded in the following table.

Item	Amendment	Approved Date	Approved By
Version 1	First Draft	31.05.2017	
Version 2	Second Draft	31.05.2017	
Version 3	Third Draft, updated based on internal review	05.06.2017	
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Version 5	Fifth Draft, Added PEEP - Personal Emergency Evacuation Plan'	03.11.2017	
Version 6	Sixth Draft, Updated changes in legislation	05.12.2017	
Version 7	Final Version	20.12.2017	

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# 1 PURPOSE

This is an Emergency Management Plan for events taking place within Hornsby Mall. The plan is prepared with reference to AS 3745 'Planning for emergencies in facilities' and is intended to meet the general legislative requirements of the NSW Work Health & Safety Act (2011) and WHS Regulation (2017). Hornsby Shire Council (from here on referred to as HSC) takes its duty of care obligations seriously and intends to plan for events in order to ensure that they are executed in an orderly and safe manner. Avert makes reference to the 'Guide to Safety at Sports Grounds' ('The Green Guide', GB; ISBN 978 0 11 702074 0) in relation to emergency evacuation planning for events.

# 2 SCOPE

This plan applies to all events organised or authorised by Hornsby Shire Council, taking place within Hornsby Mall, including those regularly scheduled and operated by third parties such as weekly and monthly markets.

# 3 EVENT INFORMATION

Regular programmed events in the Mall managed by third parties include weekly, fresh produce markets on a Thursday and a Saturday monthly, variety market. Other events take place within Hornsby Mall on an occasional basis including concerts, festivals and other activations.

# 4 ABBREVIATIONS

Abbrev:	Full term:	Description:
EPC	Emergency Planning Committee.	Committee of key personnel responsible for development and implementation of the EMP.
ECO	Emergency Control Organisation.	Group of personnel responsible for activation of the EMP provisions in an emergency.
ECC	Emergency Control Centre.	Location of Emergency Command.
EMP	Emergency Management Plan.	This document.
FFE	Fire Fighting Equipment.	Fire extinguishers, fire hose reels, fire blankets etc.

# 5 DEFINITIONS

## 5.1 Assembly area(s)

The designated place or places where people assemble during the course of an evacuation.

## 5.2 Emergency

An event that arises internally, or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response.

## 5.3 Emergency Control Organization (ECO)

A person or persons appointed by the emergency planning committee to direct and control the implementation of the facility's emergency response procedures.

## 5.4 Emergency plan

The written documentation of the emergency arrangements for a venue generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.

## 5.5 Emergency Planning Committee (EPC)

Persons responsible for the documentation and maintenance of an emergency plan (e.g. HSC and Avert Risk Management will be the key and active members of the EPC, who will drive the further development of this plan and its practical implementation).

## 5.6 Evacuation

The orderly movement of people from a place of danger.

## 5.7 Facility

The event site, bound by other infrastructure which shows the border/perimeter of the event.

# 6 EMERGENCY PLANNING COMMITTEE (EPC)

## 6.1 Purpose

An EPC is responsible for planning, documenting and maintaining emergency strategies. The EPC ensures that applicable legislative requirements are met and appropriate time, finance, equipment and personnel resources are available.

The EPC will, amongst other responsibilities, identify events that could reasonably produce emergency situations and ensure the plan is readily identifiable and available to appropriate persons, along with establishing and ensuring the continuing operation of the ECO.

## 6.2 EPC Structure

The members of the EPC are:

Name	Organisation	Role
HSC	HSC	Asset owner
TBA	NSW Police	As required
TBA	NSW Ambulance	As required

# 7 EMERGENCY CONTROL ORGANIZATION (ECO)

## 7.1 Purpose

The ECO for Hornsby Mall events has been developed in accordance with the requirements of AS 3745-2010. Its primary role is to give top priority to the life and safety of occupants of the temporary demountable structures and the site during an emergency, and to action emergency procedures when required

## 7.2 ECO Structure

The ECO consists of the following roles, with the persons fulfilling each role to be determined on a case by case basis prior to each event. Depending on the size and scale of each event, not all roles need to be filled:

Role	Name	Organisation	Contact	Radio Channel
Chief Warden	TBA	HSC	TBA	TBA
Deputy Chief Warden	TBA	HSC	TBA	TBA
Communications Officer	TBA	HSC	TBA	TBA
Area Warden	TBA	HSC	TBA	TBA
Area Warden	TBA	HSC	TBA	TBA
Wardens	TBA	TBA	TBA	TBA

ECO members will receive an induction on their roles and responsibilities prior to, during, and after an emergency. Wardens will receive briefings prior to each event which will include critical emergency information, including but not limited to: exits, evacuation routes, assembly areas, locations of FFE and First Aid, radio channel allocations and call signs (if applicable) and mobile phone numbers.

Additional warden training and scenario planning, covering a variety of possible emergency scenarios and responses, will be carried out with all members of the ECO as required

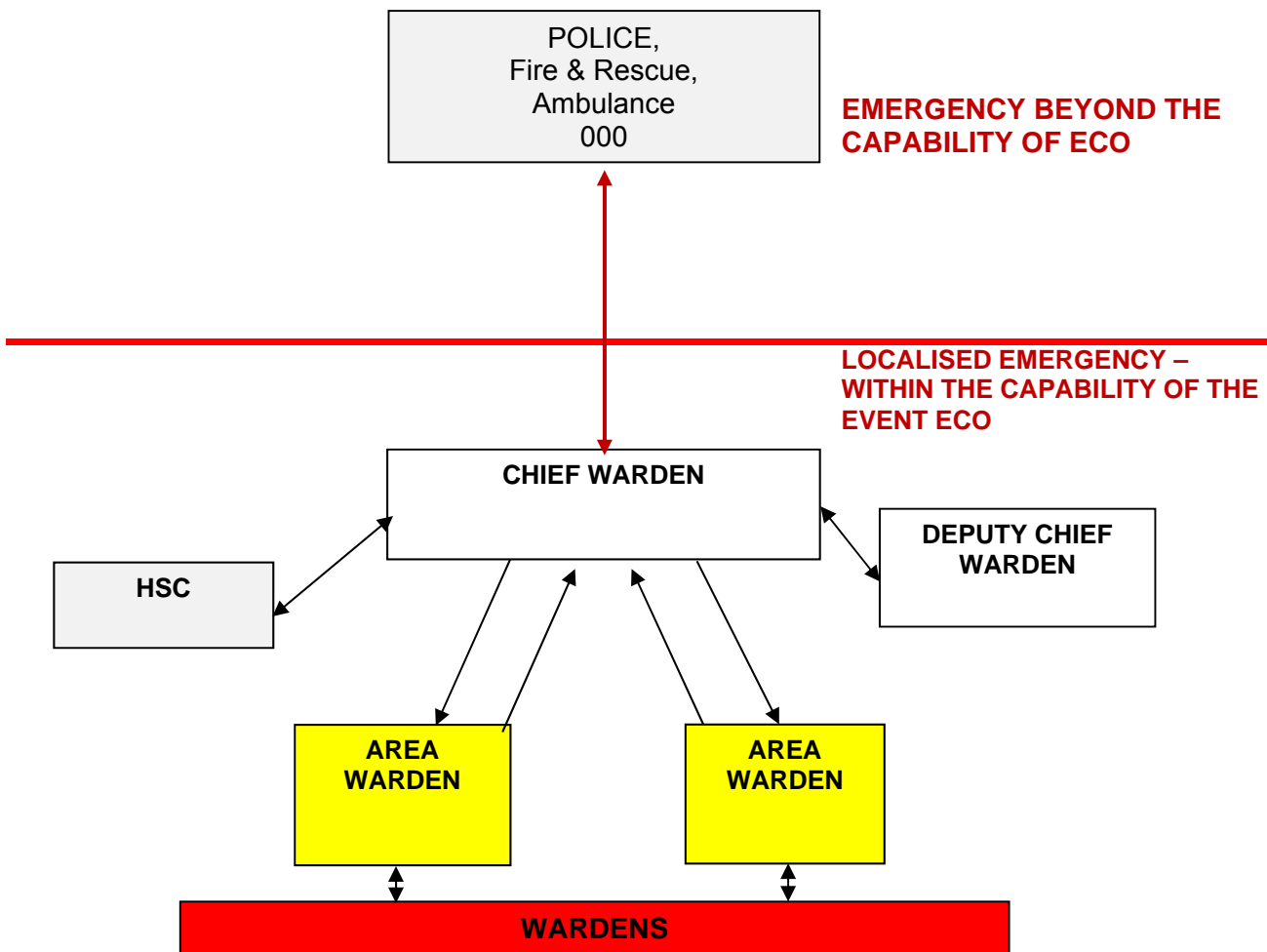
## 7.3 Emergency Control Centre (ECC)

Due to the nature of the events which regularly take place in Hornsby Mall and its size, the establishment of an ECC is not practicable. The Emergency Control Organisation (Warden Structure) can operate efficiently in a mobile mode without the need for centralised control in events of this size. The establishment of an ECC should be considered if larger or more complex events are planned.

## 7.4 Communications Chart (Event Command & Control)

The chart below applies to emergency communications, hierarchy of authority, and escalation of incidents during an emergency. It is possible for an emergency situation to be handled without vertical escalation, but roles that are senior in the below chart should monitor communications and remain informed to identify incidents which may require intervention. Large scale emergencies will involve escalation and hand over to Emergency Services. Please refer to the chart below.

## EMERGENCY CONTROL ORGANISATION CHART



### 7.5 Face to Face Communication

Given the size and scale of the Mall, face to face communication is the primary method of communication between event staff and ECO members.

### 7.6 Telephone

Mobile telephones will serve as the secondary method of communication and as the main mode of communication between the ECO and external stakeholders or agencies (telephone numbers will be included within the ECO list as they become available).

### 7.7 Two-Way Radio

If required, key event staff and ECO members will carry two-way radios. Channel allocations will be made by the event manager according to operational need and the chart above. In an emergency, the above ECO hierarchy applies.



## 7.8 Public Address (PA) System and Loud Hailers

The public address system or a loud hailer/megaphone will be used during an emergency or other incident to communicate information to persons located within the event area. Event staff must ensure that provision is made for any imported sound system to be interrupted if required for emergency announcements.

## 7.9 Pre-Scripted Announcement

The following announcement will be used when an evacuation response is required:

**“LADIES AND GENTLEMEN, FOR YOUR SAFETY, LEAVE THIS AREA IMMEDIATELY FOLLOWING DIRECTIONS FROM OUR EVENT STAFF AND SECURITY. WE WILL KEEP YOU INFORMED OF THE SITUATION AFTER YOU LEAVE THE AREA”.**

## 7.10 Incident Codes

Incident Warning Signal: **Emergency Colour Code (e.g. Code Red, Code Blue, Code Purple)**

Emergency Evacuation Warning Signal: **EVACUATE - EVACUATE - EVACUATE**

## 7.11 Fire Safety

The event presents a low to medium fire hazard as it does not involve naked flames or sparks except cooking appliances. Electrical equipment shall comply with inspection and testing requirements (AS 3760) and be subject to RCD (Residual Current Device) and Earth protection. FFE – Fire Fighting Equipment (fire extinguishers) will be placed at locations of power generators and food outlet operators will have fire blankets and fire extinguishers.

Gas (for cooking) containers tested for leaks (touch and smell as well as ‘soap-bubble’ test) and stored according to relevant requirements. No other hazardous substances will be present on site during regularly scheduled events. Appropriate additional measures should be implemented for events which present an increased fire safety risk or introduce any other hazardous substances the event area.

# 8 EMERGENCY EGRESS

## 8.1 Evacuation Types

Evacuations may be categorized according to both their timing (Precautionary or Reactive) and their extent (Full or Partial).

### 8.1.1 Precautionary Evacuations

If the ECO becomes aware of circumstances which may threaten the safety of venue occupants, it may choose to evacuate persons from the area preemptively. This is referred to as a precautionary evacuation. Circumstances which may prompt a precautionary evacuation to be carried out include:

- Discovery of a suspicious package or item
- Fire in a restricted area with no public access, with a risk that the fire could develop and affect public areas
- Possible lack of structural integrity or stability, in relation to either temporary or permanent structures, which could cause material to fall onto persons below.
- Gas leak in a confined area creating a risk of explosion.

### 8.1.2 Reactive Evacuations

Reactive evacuations occur when circumstances arise suddenly which are of immediate risk to the safety of occupants. This may result in patrons spontaneously fleeing the area of the danger at the same time as, or even prior to the ECO

becoming aware of the situation. Due to the lack of lead time for decision making and communications, the ECO's ability to coordinate a reactive evacuation is significantly diminished in comparison to a precautionary evacuation. Potential triggers for a reactive evacuation include:

- Uncontained fire in a public area
- Explosion in a public area
- Armed offender, either threatening or carrying out an attack
- Extreme weather conditions in a public area

### 8.1.3 Partial Evacuation

A partial evacuation involves evacuating only a part of the venue in response to a localized risk. Partial evacuations may be faster and more efficient to carry out successfully than a full evacuation, and are preferable in cases where the safety of occupants of other sections of the venue will not be affected by the risk.

Partial evacuations may again be divided into large scale (more than 500 people) and localised (fewer than 500 people) evacuations. The evacuation of an entire wing of the Mall would be considered a large scale partial evacuation. A large scale partial evacuation will still place significant demands on the ECO to manage the large numbers of evacuees, comparable to the full evacuation of a smaller venue.

A localised partial evacuation involves the evacuation persons from a smaller area, and may not involve occupants evacuating fully from the venue, but rather relocating to a safe area within the venue.

Effectively implementing a partial evacuation will require clear communication from the ECO to patrons in order to prevent panic among occupants who are not being evacuated.

### 8.1.4 Full Evacuation

The evacuation of all occupants within a venue is referred to as a full evacuation. Full evacuations are carried out in response to major or generalised threats to the safety of venue occupants. Examples include:

- Major storms or extreme weather events
- Specific terrorist threats that affect the venue as a whole

## 8.2 Evacuation Authority

The table below summarises the authority held by different members of the ECO to initiate an evacuation.

ECO Member	Evacuation Authority
<b>All Wardens</b>	All ECO members may initiate a localised partial evacuation of the immediate area around an incident to ensure the safety of people in the vicinity
<b>Area Wardens</b>	Area Wardens may initiate an evacuation of their Area of responsibility in cases of immediate danger to occupants. This may constitute either a large scale partial or localised evacuation depending on the size of the area for which the Warden is responsible.
<b>Chief Warden (or Deputy when acting as Chief Warden)</b>	The Chief Warden may initiate any type of evacuation, ranging from a localised partial evacuation of a small area, to a full evacuation.  Where practicable, this would be undertaken in consultation with Emergency Services representatives.
<b>Emergency Services</b>	May direct any evacuation to be carried out, but in consultation and with the concurrence of the Chief or Deputy Chief Warden.
<b>HSC</b>	May direct any evacuation to be carried out in consultation the Chief or Deputy Chief Warden if the event is being operated by a third party.

## 8.3 Emergency Egress

### 8.3.1 Emergency exit gates

Due to the open layout of the event area, evacuees – patrons and workers – will have freedom to move during an evacuation and will be directed by ECO members to the closest assembly area.

### 8.3.2 Evacuation routes

Patrons can evacuate following the routes as noted on the map in Appendix B – green arrow lines.

### 8.3.3 Assembly areas [ref. Appendix A]

#### **Assembly Area 1:**

Hornsby Central Library carpark. The preferred evacuation route would be initially heading West along Florence St then turning right down Hunter Lane. Evacuees can alternatively travel north on Hunter St then turning left along Burdett St if this presents a shorter path to the assembly area due to their location within the event site, or if the primary route is unsafe or unavailable.

#### **Assembly Area 2:**

Albert St footpaths, particularly the Eastern side, where lawns are available in front of low-rise residential buildings. This assembly area is accessible by travelling East from Hornsby mall along Florence St and turning right into Albert St.

Evacuees cannot and may not be held at the assembly areas. Patrons will be free to further disperse once evacuated away from the threat. Staff and event operators will however remain in the emergency assembly areas and await instructions from ECO members. Both the assembly areas and the evacuation route to each area should be signposted.

Assembly areas must be checked by a member of the ECO on each event day, prior to opening, to ensure they are safe and usable and the evacuation routes are free from obstructions.

## 9 PEEP - PERSONAL EMERGENCY EVACUATION PLAN

On occasion Hornsby Shire Council will have staff working within the mall when there is no pre organized event occurring. If an emergency occurs within the mall then staff should follow the below steps.

- a) Evacuate to a safe place – The designated evacuation points (as per the appendices listed below) or your normal office
- b) Raise the alarm by contacting the necessary emergency services
- c) Notify your supervisor

## 10 EMERGENCY SERVICES ACCESS

Emergency services' vehicles primarily approach from Hunter Street north. Their access will be further facilitated by event staff. A clear access path at least 3.5m wide must be maintained for emergency vehicle access.

## 11 MEDICAL

Events with an expected attendance of 500 persons or greater at any one time shall engage first aiders/paramedics for the event. The first aid supervisor will plan and decide where to have the first aid post and how many roving teams



should be deployed, if warranted. Avert recommends no less than one (1) First Aid post (signposted and indicated on maps and pamphlets). If less than 500 attendees are expected, ensure a first aid kit is available on site at all times.

## 12 PERSONS WITH DISABILITIES

The site is suitable to accommodate persons with disabilities including those in wheelchairs. Event staff and wardens will assist persons with disabilities during an evacuation towards Assembly Areas. Due to the nature of the site and occupants, PEEPs (Personal Emergency Evacuation Plans) are not practicable for patrons. In the unlikely scenario that a warden cannot physically assist a person with a disability to evacuate - the warden should distance the disabled person from any immediate threat (having regard for his/her own safety) and immediately report to emergency service officers attending.

## 13 TRAINING

Avert recommends that Wardens be trained in First Attack Firefighting ('Contain Small Workplace Emergencies') and inducted to their roles and responsibilities during an emergency. Wardens will receive emergency briefings from the Chief Warden. The briefings will be specific to their individual area and part of their event brief. All Wardens will be issued laminates containing critical emergency information: Exits, Routes, Assembly Areas, Locations of FFE, PASS (Pull-The-Pin, Aim, Squeeze and Sweep) instruction, First Aid locations, Radio Channels and Call Signs, Mobile Phone Numbers followed by induction by the Chief Warden. Avert recommends that wardens are trained in PUAWER005B 'Operate as part of an emergency control organisation' (Warden) or PUAWER006B 'Lead an emergency control organisation' (Chief and Deputy Chief Warden) as relevant.

## 14 EMP DISTRIBUTION

This plan should be distributed via email to relevant stakeholders, wardens, emergency services/combat agencies and other interested parties. Adequate hard copies should be made available on event day for the ECC and other key locations such as security sign on locations.

## 15 REFERENCES

AS 3745-2010 'Planning for Emergencies in Facilities',

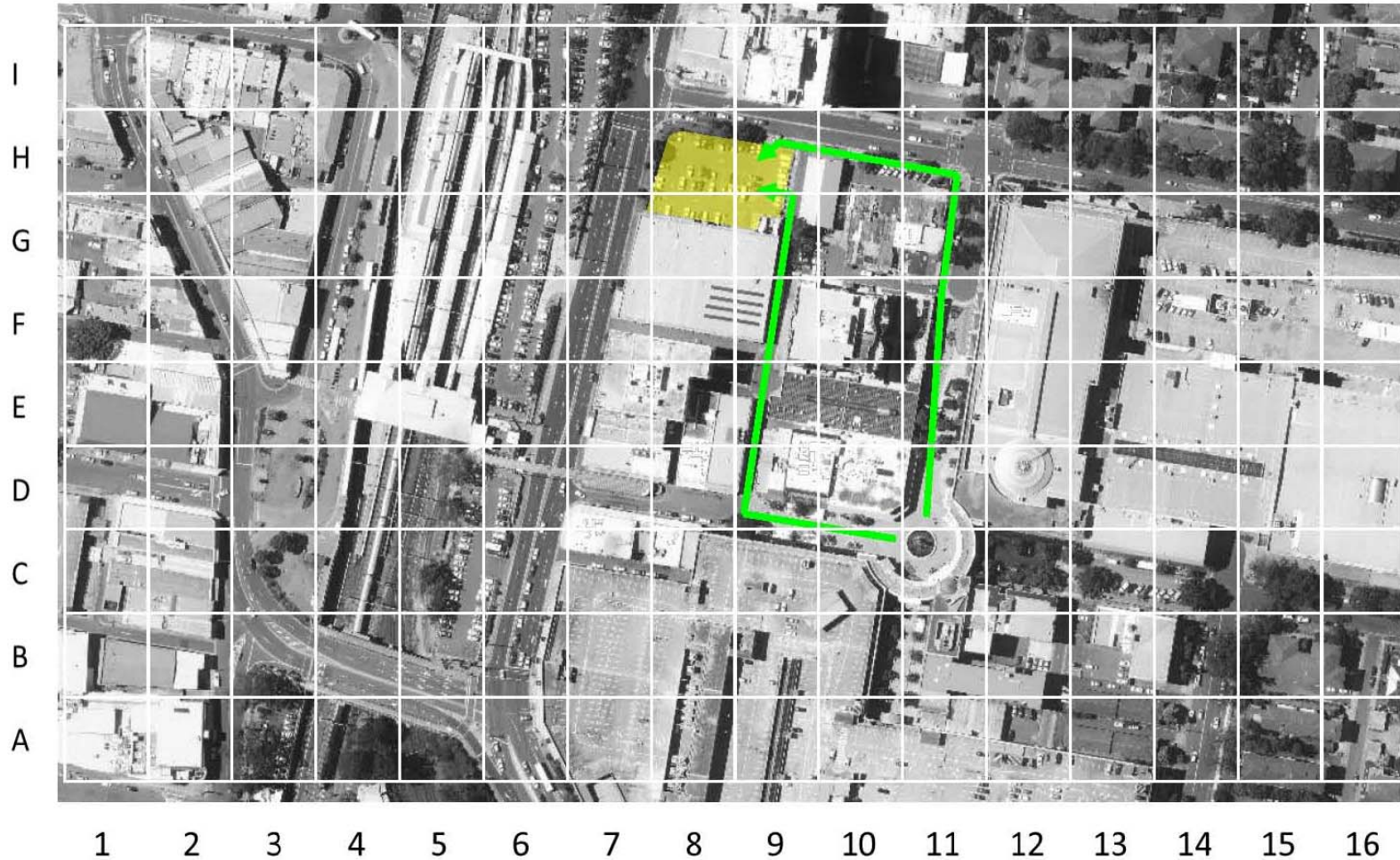
NSW WHS Act (2011) NSW,

NSW WHS Regulation (2017) NSW,

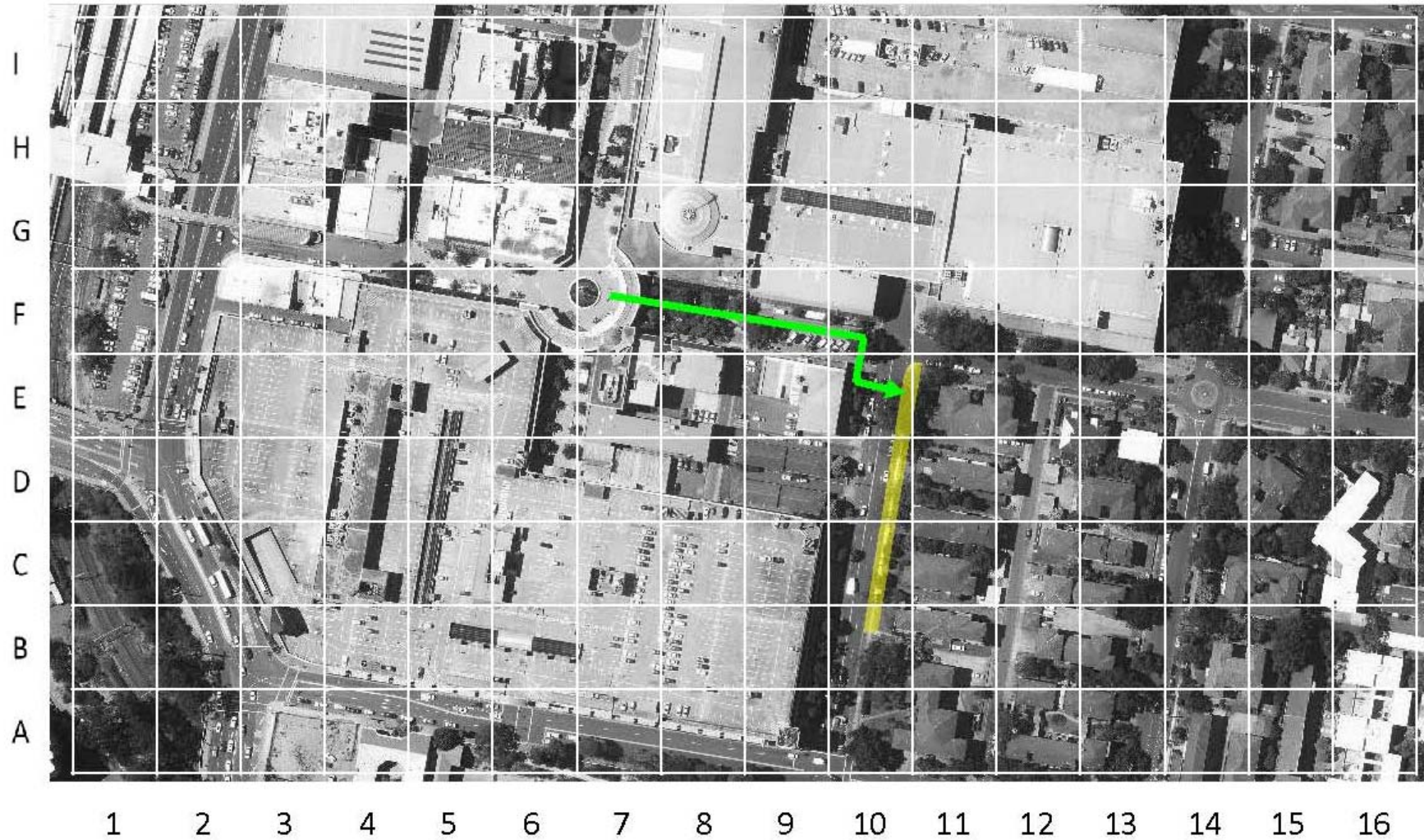
'Guide to Safety at Sports Grounds' – the Green Guide (UK, ISBN 978 0 11 702074 0).

# APPENDIX

## 15.1 Appendix 1 – Emergency Assembly Area 1 (Hornsby Central Library carpark)



### Appendix 1 – Emergency Assembly Area 2 (Albert St footpath)





## 15.2 Appendix 2 – Emergency Contacts

### POLICE, FIRE AND AMBULANCE '000'

Organisation	Phone
NSW State Emergency Service	132 500
Energy Australia	131 388
Sydney Water	132 090
Gas Leaks	131 909
SafeWork NSW	131 050
Poisons Information Centre	131 126
Translating and Interpreting Services	131 450
Hornsby Shire Council	9847 6666
Westfield Hornsby	9477 5111

## 15.3 Appendix 3 – Emergency Codes

**FIRE – RED**

**MEDICAL EMERGENCY – BLUE**

**BOMB THREAT – PURPLE**

**INTERNAL EMERGENCY – YELLOW**

**PERSONAL THREAT – BLACK**

**EXTERNAL EMERGENCY – BROWN, HIGH WINDS OR STORM**

**EVACUATION – ORANGE**

## 15.4 Appendix 4 – Emergency Roles and Responsibilities

<b>CHIEF WARDEN (CW)</b>	
The CW will perform the following tasks in the event of an emergency.	
<b>Notifications</b>	<ul style="list-style-type: none"> <li>• Delegate actions and notify others, including Deputy Chief Warden, Event Manager and Wardens of an evacuation response,</li> <li>• Liaise with Deputy Chief Warden, Wardens and Wardens,</li> <li>• Brief Emergency Services' officers upon arrival for effective hand-over,</li> <li>• Coordinate the specific emergency response if necessary, monitor progress,</li> <li>• Assist Emergency Services as required.</li> </ul>
<b>Response</b>	<ul style="list-style-type: none"> <li>• Confirm the details of the emergency, determine the nature of threat and extent of damage, then communicate to the Control Room,</li> <li>• Respond and take control as required and/or as specified by NSW Police or other emergency service,</li> <li>• Trigger alarms or notify Deputy Chief Warden, Event Manager and Wardens of the response,</li> <li>• Confirm that appropriate emergency services and security have been notified.</li> </ul>
<b>DEPUTY CHIEF WARDEN (DCW)</b>	
The DCW will perform the following tasks in the event of an emergency.	
<b>Notification</b>	<ul style="list-style-type: none"> <li>• Advise the Chief Warden or Wardens of the emergency stating:               <ul style="list-style-type: none"> <li>○ "Deputy Chief Warden calling..."</li> <li>○ Exact Location</li> <li>○ Nature of the emergency (colour code below).</li> </ul> </li> </ul>
<b>Response</b>	<ul style="list-style-type: none"> <li>• Assume responsibility of the Chief Warden if CW is unavailable (see above)</li> <li>• If not acting as Chief Warden, maintain communication with Chief Warden</li> <li>• Carry out instructions or response procedures given by Chief Warden</li> <li>• Assess the situation and determine whether you have control of the situation or escalation to Emergency Services is required</li> <li>• Remain on the scene</li> <li>• Reassure patrons</li> <li>• Assist with evacuation if required</li> <li>• Assist mobility/intellectually impaired patrons if practicable and safe to do so</li> <li>• Move to assembly area designated for the event</li> <li>• Standby for further instructions.</li> </ul>
<b>AREA WARDEN (AW)</b>	
The AW will perform the following tasks in the event of an emergency.	
<b>Notification</b>	<ul style="list-style-type: none"> <li>• Advise the Chief Warden or Wardens of the emergency stating:               <ul style="list-style-type: none"> <li>○ Your Name</li> <li>○ Exact Location</li> <li>○ Nature of the emergency (threat/hazard, casualties, damage).</li> </ul> </li> </ul>
<b>Response</b>	<ul style="list-style-type: none"> <li>• Remain calm</li> <li>• Respond to alarm or notification of an emergency response procedure</li> </ul>



	<ul style="list-style-type: none"> <li>• Assess the situation and determine whether you have control of the situation or if further assistance is required</li> <li>• Remain on the scene and reassure patrons</li> <li>• Commence evacuation when required and following the procedure in this plan</li> <li>• Assist mobility/intellectually impaired patrons</li> <li>• Search all assigned areas for patrons, lead groups in evacuation</li> <li>• Proceed to move patrons out of danger</li> <li>• Direct wardens to carry out evacuation</li> <li>• Check designated area for persons who have failed to evacuate timely</li> <li>• Report to Chief Warden, Event Manager any persons, who have not been evacuated e.g. trapped or incapable of evacuation due to other reason.</li> </ul>
<p><b>Warden</b></p>	
<p>The Warden will perform the following tasks in the event of an emergency.</p>	
<p><b>Notification</b></p>	<ul style="list-style-type: none"> <li>• Advise the Chief Warden or Wardens of the emergency stating:             <ul style="list-style-type: none"> <li>○ Your Name</li> <li>○ Exact Location</li> <li>○ Nature of the emergency (threat/hazard, casualties, damage).</li> </ul> </li> </ul>
<p><b>Response</b></p>	<ul style="list-style-type: none"> <li>• Remain calm,</li> <li>• Respond to alarm or notification of an emergency response procedure,</li> <li>• Assess the situation and determine whether you have control of the situation or if further assistance is required,</li> <li>• Maintain communication with Area Warden,</li> <li>• Remain on the scene and reassure patrons,</li> <li>• Control access points depending on the response stated in the Emergency Management Plan,</li> <li>• Search event location to ensure evacuation of all persons,</li> <li>• Report immediately to Area Warden any persons who could not be reasonably evacuated (e.g. due to being trapped under debris, non-ambulatory and very heavy etc.),</li> <li>• Assist and lead groups in evacuation when necessary,</li> <li>• Report status of actions and wait instruction from Area Warden or event manager</li> </ul>

## 15.5 Appendix 5 – Emergency Procedures

Emergency	<b>EVACUATION</b>				
<b>Scenario</b>	Evacuation: Pre-Emptive (in anticipation of likely threat), Responsive (responding to immediate real threat), Spontaneous (persons self-evacuation – not directed by ECO members due to perceived or real threat), Partial (section of the site as full evacuation not dictated by the situation), or Full Evacuation.				
<b>Potential Impact</b>	Disturbance to the event and nearby stakeholders. Risk of evacuee injury if not executed to plan. Chief Warden and Deputy Chief Warden are responsible to assess the situation and consider the risks – what is the emergency, what are the safest options in the circumstances, will the assembly area selected will be the most appropriate and provide safety to evacuees.				
<b>REMAIN CALM</b>	Project confidence and calm. Base assessments on facts.				
<b>ALERT</b>	Alert Chief Warden and Deputy Chief Warden.				
<b>ASSEMBLY</b>	Inform staff and patrons of the assembly area.				
<b>EVACUATE</b>	Evacuation of staff and patrons is to be carried out in priority order: 1. Out of immediate danger (out of area) partial, 2. Total evacuation of the designated event space or the entire site, Ambulatory people in immediate danger must be evacuated first then the mobile, semi mobile and the immobile persons.				
<b>CHECK</b>	Check all areas – especially amenities, site sheds and other areas where a person may be unaware of the situation.				
<b>HEADCOUNT</b>	Conduct a headcount of workers if practicable; verify with direct supervisor.				
<b>REPORT</b>	Report to Area Warden of a safe evacuation in your area.				
<b>Response</b>					
<input type="checkbox"/> Contact Chief Warden or Deputy Chief Warden,					
<input type="checkbox"/> Chief Warden call 'show stop' to Stage Manager if full evacuation required,					
<input type="checkbox"/> Refer to Appendix 1 diagram maps and direct event staff to prepare for evacuation and open thoroughfares,					
<input type="checkbox"/> Once notification of evacuation has been given – direct patrons and workers out via the emergency routes corresponding to the assembly area,					
<input type="checkbox"/> Assist evacuees in need if safe to do so,					
<input type="checkbox"/> Move calmly to the nominated evacuation assembly area and monitor evacuees,					
<input type="checkbox"/> Check that no one is left behind.					
<b>Notifications</b>					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
Event Manager.		Chief Warden.		Warden.	
Site Manager.		Deputy Chief Warden.		NSW Police Force.	
Security Supervisor.		Area Warden.		NSW Fire & rescue.	
Name		Signature		Date	

<b>Emergency</b>	<b>FIRE</b>				
<b>Scenario</b>	Fire or smoke at the event location.				
<b>Potential Impact</b>	Burns, Smoke Inhalation, Structural Collapse. Secondary – fire or explosion – if hazardous substances exposed to fire heat.				
<p><b>R</b>EMOVE PEOPLE <span style="float: right;">From immediate danger, if safe to do so</span></p> <p><b>A</b>LARM <span style="float: right;"><b>Call 000</b>, Notify Chief Warden</span></p> <p><b>C</b>ONTAIN THE FIRE AND SMOKE <span style="float: right;">Close any open doors/windows to contain</span></p> <p><b>E</b>XTINGUISH <span style="float: right;">Only attempt to extinguish if safe and trained to do so</span></p>					
<b>Response</b>					
<input type="checkbox"/> Call 000,					
<input type="checkbox"/> Contact Chief Warden or Deputy Chief Warden and standby for instructions,					
<input type="checkbox"/> Safely turn OFF any Gas or Electrical supply near the fire,					
<input type="checkbox"/> If fire if close to gas or flammable liquids – evacuate immediately and instruct others to stay clear – as far as practicable,					
<input type="checkbox"/> If there is objective chance of safely extinguishing the fire and trained in use of FFE - attack the fire,					
<input type="checkbox"/> Assess the situation and determine whether any further assistance is required,					
<input type="checkbox"/> Prepare for evacuation and follow instructions from the Chief Warden or Deputy Chief Warden,					
<input type="checkbox"/> If instructed, leave the area immediately – do not stop to take anything with you.					
<b>Notifications</b>					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
Event Manager.		Chief Warden.		Warden.	
Site Manager.		Deputy Chief Warden.		NSW Police Force.	
Security Supervisor.		Area Warden.		NSW Fire & rescue.	
Name		Signature		Date	

Emergency	<b>MEDICAL EMERGENCY</b>				
Scenario	Medical Emergency - Incident involving a risk of loss of life or multiple casualties.				
Potential Impact	Improper treatment provided to patron.				
<b>REMAIN CALM</b>	Do not panic.				
<b>ASSESS PATIENT</b>	<b>D</b> anger - to you and patient, <b>R</b> esponse - of patient, <b>S</b> end for help - Call 000 for ambulance, <b>A</b> irway - is clear and unobstructed, <b>B</b> reathing - is their chest rising, <b>C</b> ompressions, <b>D</b> efibrillation - If (AED) available use and follow prompts.				
<b>RAISE ALARM</b>	Call for help from staff or patrons in the area.				
<b>COMMENCE</b>	Cardio Pulmonary Resuscitation (CPR) or first aid if trained and required.				
<b>REFER</b>	Refer to Emergency services or First Aid provider.				
Response					
<input type="checkbox"/> Call 000 for any serious injury – unconscious person, amputation, heavy bleeding, suspected heart attack or stroke, severe allergic reaction (Anaphylaxis),					
<input type="checkbox"/> Remain with casualty and assist if requested. Administer first aid when necessary and if trained,					
<input type="checkbox"/> Call event first aid/paramedics via radio, via colleague with radio, or face-to-face,					
<input type="checkbox"/> Call the Chief Warden and notify immediately,					
<input type="checkbox"/> Provide details: breathing or not, conscious or not, medical ID tag, age, sex, signs etc,					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
Event Manager.		Chief Warden.		Area Warden.	
Site Manager.		Deputy Chief Warden.		Warden.	
Security Supervisor.		Event First Aid.		NSW Ambulance.	
Name		Signature		Date	

<b>Emergency</b>	<b>BOMB THREAT</b>
<b>Scenario</b>	Improvised Explosive Device (IED) threat.
<b>Potential Impact</b>	Explosion of structure, evacuation of location etc.

<b>REMAIN CALM</b>	Treat the call as genuine and use bomb threat checklist.
<b>ATTRACT ATTENTION OF SECOND PERSON</b>	Get a second person to notify the Chief Warden, if on phone without being known to the caller.
<b>BE ATTENTIVE &amp; RECORD DETAILS</b>	Use checklist to record details, background noise, traffic etc. Note the type of voice, age and accent Does the caller have any knowledge of the event.
<b>PREPARE</b>	Prepare to follow instructions from security or the Chief Warden This may include assisting with the search or evacuating.
<b>IF OBJECT FOUND</b>	If you find an object do not touch it and secure the area so no else does and evacuate.

Response					
<input type="checkbox"/> Advise Chief Warden or Deputy Chief Warden when safe to do so,					
<input type="checkbox"/> Take any threat as real,					
<input type="checkbox"/> Keep calm and do not alarm other staff or patrons. Maintain composure as if it is 'business as usual',					
<input type="checkbox"/> Written Threat - Keep any evidence as proof,					
<input type="checkbox"/> Telephone Threat - Prolong the call – Keep the caller on the line,					
<input type="checkbox"/> Refer to Bomb Threat Checklist (next page).					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
Event Manager.		Chief Warden.		Warden.	
Site Manager.		Deputy Chief Warden.		NSW Police Force.	
Security Supervisor.		Area Warden.		Others:	

Name		Signature		Date	
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# BOMB THREAT CHECKLIST

Exact wording of initial threat:

Questions to Ask			Language		
What type of Hazard?			Well spoken	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Where is the Hazard?			Incoherent	<input type="checkbox"/> Yes	<input type="checkbox"/> No
When is the bomb going to explode?			Taped	<input type="checkbox"/> Yes	<input type="checkbox"/> No
What will make the bomb explode?			Abusive	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Why did you place a bomb?			Message read by caller	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Accent			Background Noises		
<input type="checkbox"/> Asian	<input type="checkbox"/> Australian	<input type="checkbox"/> American	<input type="checkbox"/> Local Call	<input type="checkbox"/> STD	<input type="checkbox"/> Music
<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> European	<input type="checkbox"/> Middle Eastern	<input type="checkbox"/> Voices	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Aircraft
<input type="checkbox"/> Other			<input type="checkbox"/> House Noises	<input type="checkbox"/> Machinery	<input type="checkbox"/> Other
Voice			Any other Information received		
<b>Speech</b>	<input type="checkbox"/> Loud	<input type="checkbox"/> Soft	Name:		
<b>Gender</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Female	Organisation:		
<b>Impediment</b>	<input type="checkbox"/> Lisp	<input type="checkbox"/> Stutter	Call Duration:		
<b>Manner</b>	<input type="checkbox"/> Calm	<input type="checkbox"/> Emotional	Other:		
<b>Dictation</b>	<input type="checkbox"/> Clear	<input type="checkbox"/> Muffled			
Recipient Information					
Name:					
Job Title:					
Phone:					
Email:					
Signature:					
Date:					

<b>Emergency</b>	<b>INTERNAL EMERGENCY</b>				
<b>Scenario</b>	Any Internal incident or emergency e.g. Loss of Power, uncontrolled release of hazardous substance, burst temporary plumbing of amenities.				
<b>Potential Impact</b>	Damage to Structures, exposure to hazardous materials etc.				
<b>MAINTENANCE ISSUES, POWER/WATER FAILURE</b>	Notify Chief Warden immediately.				
<b>HAZARDOUS MATERIALS</b>	<ul style="list-style-type: none"> <li>• Contain the area of exposure and open doors and windows, examine possible causation,</li> <li>• Exposure in public areas to be reported to Chief Warden,</li> <li>• If any persons are injured, treat if trained and required to do so,</li> <li>• Evacuate immediate area and wait for further instructions.</li> </ul>				
<b>STRUCTURAL FAILURE</b>	Alert Chief Warden/Deputy Chief Warden and evacuate immediate area.				
<b>Response</b>					
<input type="checkbox"/> Contact Chief Warden or Deputy Chief Warden Immediately,					
<input type="checkbox"/> Advise Chief Warden of the nature and scale of internal emergency,					
<input type="checkbox"/> Provide Location – refer to map grid,					
<input type="checkbox"/> Attend to any injuries if trained to do so,					
<input type="checkbox"/> Determine amount of control over the internal emergency,					
<input type="checkbox"/> Remain on scene if safe to do so and await further instructions from the Chief or Area Warden.					
<b>Notifications</b>					
<b>Stakeholder</b>	<b>Time</b>	<b>Stakeholder</b>	<b>Time</b>	<b>Stakeholder</b>	<b>Time</b>
Event Manager.		Chief Warden.		Warden.	
Site Manager.		Deputy Chief Warden.		NSW Police Force.	
Security Supervisor.		Area Warden.		Others:	
<b>Name</b>		<b>Signature</b>		<b>Date</b>	

## Emergency

**PERSONAL THREAT**

## Scenario

Armed Hold Up, Active Shooter, Robbery, Hostile Vehicle Attack or Person at Risk (Suicide).

## Potential Impact

Harm to staff and patrons.

**REMAIN CALM**

Keep calm, assess and re-assess.

**DONT TAKE ANY RISKS**

Armed hold up –

- Hand over what is requested,
- Do not antagonise the offender,
- Alert other staff if safe to do so,
- Contain yourself in a secured area, lock door, close blinds and stay out of sight.

**DO ONLY WHAT YOU ARE TOLD**

Do not offer assistance or give information without being asked.

**PERSONAL THREAT CHECKLIST**

Refer to Personal Threat Checklist.

**TELEPHONE**

Call 000. If unsafe to speak, keep volume down, hold the call open.

**RECORD**

Fill out the Personal Threat Checklist.

**Response**

## Active Shooter or offender with weapon

- Immediately seek to break eye contact with the offender,
- Find shelter inside a nearby building, or other structure or other area where you can be out of site and lock yourself in,
- Turn mobile phone volume down and silence the handset. Turn two-way radio volume right down,
- Call 000 and if speaking will disclose your location – keep the line open without speaking,
- Report to Chief Warden over two-way – ‘BLACK’ – ‘BLACK’ – note grid location and key details,
- Follow instructions from 000,
- Follow instructions from the Chief Warden. If contradicting, Chief Warden instructions prevail,
- Around Police: face Police officers, call out, rise slowly, make eye contact, hands up with fingers wide open/spread out, no sudden movements, answer questions without delay.

## Suicidal person

- Get a colleague - ECO member - to call 000 and then Chief Warden,
- Ask the person for their name and address by name. Be compassionate and listen,
- Do anything you can to buy time until specialist arrives,
- Do what you can to prevent injury to third party.

## Armed Hold-up

- Do not antagonise the offender,
- Satisfy requests and hand over what is requested,
- Alert other staff if and when safe to do so,
- Memorise as much detail about the offender as you can.

**Notifications**

Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
Event Manager.		Chief Warden.		NSW Police Force.	
Site Manager.		Deputy Chief Warden.		Other:	
Security Supervisor.		Warden.		Other:	
Name		Signature		Date	



# PERSONAL THREAT CHECKLIST

Exact wording of initial threat [description of threat]:

Description of Offender				Any Other Information Gathered						
Name:										
Age:	Weight:	Height:								
Ethnicity:										
Appearance										
<b>Complexion</b>	<input type="checkbox"/> Fair	<input type="checkbox"/> Pale	<input type="checkbox"/> Dark							
<b>Hair</b>	<input type="checkbox"/> Bald	<input type="checkbox"/> Long	<input type="checkbox"/> Short							
	<input type="checkbox"/> Curly	<input type="checkbox"/> Straight	<input type="checkbox"/> Wavy							
<b>Facial Hair</b>	<input type="checkbox"/> Beard							<input type="checkbox"/> Moustache		
<b>Build</b>	<input type="checkbox"/> Thin	<input type="checkbox"/> Stout	<input type="checkbox"/> Small							
	<input type="checkbox"/> Overweight		<input type="checkbox"/> Obese							
<b>Posture</b>	<input type="checkbox"/> Erect	<input type="checkbox"/> Stooped	<input type="checkbox"/> Slouchy							
<b>Voice</b>	<input type="checkbox"/> Accent	<input type="checkbox"/> Soft	<input type="checkbox"/> Loud							
<b>Other</b>	<input type="checkbox"/> Glasses	<input type="checkbox"/> Gloves	<input type="checkbox"/> Scars							
	<input type="checkbox"/> Tattoos	<input type="checkbox"/> Hands	<input type="checkbox"/> Clothing							
Recipient Information										
Name:										
Job Title:										
Phone:										
Email:										
Signature:										
Date:										

<b>Emergency</b>	<b>EXTERNAL EMERGENCY</b>				
<b>Scenario</b>	Natural Disasters, Hailstorm, Flooding etc				
<b>Potential Impact</b>	Structural damage, mass evacuation (e.g. activation of state sub plans).				
<b>CONTACT</b>	<ul style="list-style-type: none"> <li>• Do not panic and remain calm,</li> <li>• Notify Chief Warden,</li> <li>• Chief Warden to Notify Emergency Services, Call 000,</li> <li>• Your Name and location,</li> <li>• Nature and scale of the emergency,</li> <li>• Your phone number.</li> </ul>				
<b>PREPARE</b>	To evacuate and secure the area.				
<b>TREAT</b>	Any injured persons.				
<b>ADVISE</b>	Any relevant others of the situation. Notify the possible need for an evacuation.				
<b>Response</b>					
<input type="checkbox"/> Contact Chief Warden or Deputy Chief Warden,					
<input type="checkbox"/> Apply Wind Response Plan steps as relevant,					
<input type="checkbox"/> Advise Chief Warden of the nature and scale of external emergency,					
<input type="checkbox"/> Provide location of the external emergency,					
<input type="checkbox"/> Attend to any injuries if trained to do so,					
<input type="checkbox"/> Determine amount of control over the emergency,					
<input type="checkbox"/> Consider direction of patrons and workers to shelter if required – under cover,					
<input type="checkbox"/> Remain on scene if safe to do so and await further instructions from the Chief or Area Warden.					
<b>Notifications</b>					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
Event Manager.		Chief Warden.		Warden.	
Site Manager.		Deputy Chief Warden.		NSW Police Force.	
Security Supervisor.		Area Warden.		NSW SES.	
Name		Signature		Date	