



Venue Emergency Response Plan

Event: Pacific School Games

Event Location: Adelaide and surrounding suburbs

Event Date & Time: 3rd Dec – 10th Oct 2017, 0800-20:00hrs approx.

Revision: 17th November 2017

AUTHORITY

The Venue Emergency Response Plan provides for the effective and efficient activation and coordination of the Event Manager’s resources, both human and physical, to manage an incident.

The incident may occur before, during or after the conduct, affecting, or in the vicinity of, the event and this plan can be initiated either in full or part as appropriate to the incident.

The plan is prepared at the direction of School Sports Australia care of the ‘Pacific School Games’ event as recognition of the need for preparedness and may be supplemented by any plans of the SA Police, Emergency Services and participating organisations.

The Event Manager and Operations Coordinator, or nominated deputy, as appointed will be responsible under this authority, for the preparation, practice and activation of this plan.

.....signed / / 2017

Event Manager

.....signed / / 2017

Operations Coordinator

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Glossary of Terms

Casualty Collecting Area

The initial point where Ambulance or St. John personnel are able to assist rescued casualties. This area is only established when Rescue Services are evacuating casualties from a hazardous environment

Control

The Lead Combatant Authority will be responsible for planning and controlling the emergency activities of all services, under the overall direction of the Police Coordinator. The authority to control, which relates to situations and operates horizontally across the participating organisations, is authorised by the State Emergency Management Committee.

Command

The direction of members and resources of participating organisations in the performance of their organisation's role and task. Authority to command is established by agreement within the organisation and operates vertically within an organisation. Therefore, each organisation will appoint a Commander who will relate to the Police Coordinator where necessary.

Coordination

The bringing together of organisations and resources in order to ensure effective and appropriate response. It is primarily concerned with the systematic acquisition and application of both human and physical resources in accordance with requirements imposed by the threat or impact of an incident. Coordination operates vertically within organisations as a function of the authority to command and horizontally across organisations as a function of the Police Coordinators authority to control.

Forward Command Post

A secure area established in the vicinity of an incident from where the Police and Emergency Service Commanders manage the incident together with the Event Operations Coordinator.

Disaster

Any occurrence, including fire, flood, tempest, earthquake, eruption, epidemic of human, animal or plant disease, hostilities directed by an enemy against Australia, and accident, that :-

- (a) causes or threatens to cause, loss of life or injury to persons, animals or damage to property; and
- (b) is of such magnitude that extraordinary measures are required in order to protect human life or property.

Incident

An everyday event that can be successfully managed by the response of available resources and services using standard procedures, which will be adequate for the normalisation of the incident.

Major Emergency

Any occurrence, including fire, flood, tempest, earthquake, eruption, epidemic of human, animal or plant disease, hostilities directed by an enemy of Australia, and accident, that:-

- (a) causes, or threatens to cause, loss of life or injury to persons or animals or damage to property; and
- (b) that whilst not constituting a 'disaster' should, in the opinion of the State Coordinator, be dealt with under the Act because of the diverse resources required to be used in response to the emergency, the likelihood of the emergency escalating into a disaster or for any other reason.

Major Incident

An incident involving multiple casualties or severe property damage, which due to the nature of the event, requires some special management process or resources.

Patient Treatment Post

A treatment and triage area where casualties are held, and provided treatment, prior to evacuation to definitive medical care.

State Coordinator

The South Australian Police Commissioner, authorised under the State Emergency Management Act to implement the State Emergency Management Plan and to control all counter disaster and post disaster operations as are necessary

Public Area Emergency

An emergency in the public area involving danger to property or members of the public, which do not involve the concert or restricted back of house areas.

Event Stopping - Public Area Emergency

An emergency in the public area that creates an unacceptable danger to the public, participants and, or officials. The Event Operations Coordinator, possibly on the advice of the Police Commander or other Emergency Service Commander, must make the decision to stop or delay the concert.

Note

During any disaster or emergency situation, circumstances will dictate whether the event is delayed or stopped. The policy is to keep the event going unless the emergency creates unacceptable hazards for those who are participating or for those involved in a response to the emergency.

This policy exists in the interests of keeping the majority of the crowd focused on the proceedings of the event and not the emergency situation. The final decision will be made between the Event Operations Coordinator and the Police Commander. All event personnel will usually remain under the control of their own event administration hierarchy during any emergency, regardless of whether the event is delayed or stopped.

They are not available to assist in handling an emergency in the public area unless authorised to do so by the Event Operations Coordinator. If the Event Operations Coordinator approves the involvement of event personnel in the handling of a non-event emergency he must be specific about whether the personnel are being placed under the authority of another responding body or whether they will continue to function under their own hierarchy. During emergencies not considered to be "disasters," the Event Operations Coordinator may still liaise with and seek assistance from various other authorities by contacting that authority directly, if considered appropriate.

Glossary of Event Terminology

Back of House(BOH)

The areas within the event that are not accessible to patrons, where all operational and "behind-the-scenes" functions occur.

Bump in

Preparation or setup of a venue/site.

Bump out

The de-mounting of temporary structures and return to original condition of the venue/site.

Control Centre

An area that controls the event using communications at the venue, monitoring and directing radio transmissions and telephone calls.

Event Managers

The individuals in charge of the event and responsible for the planning and coordination of all relevant areas. This role includes ensuring adherence to agreed policies and procedures, escalating to the promoters, high stake issues, reporting, monitoring and managing event expenditure.

Event Operations Coordinator

The individual in charge of the emergency response for the event from the event management side

Event Coordinator

The individual responsible to the Event Operations Coordinator in assisting with the planning and co-ordination of all relevant areas.

Front of House (FOH)

The area within a venue accessible to spectators. It usually contains services for patrons such as toilets, food and beverage.

Overlay

The temporary structures added to the venue in addition to permanent buildings and/or structures required for the event.

Aim

The aim of the plan is to minimise any suffering or loss that may be related to an emergency affecting personal health, finance or the environment.

Scope

This emergency plan is prepared to provide support to the Police, Emergency and Functional Services of South Australia acting in accordance with their roles as required under the State Emergency Management Act in responding to any emergency involving or affecting the conduct of the event.

Hazards

Threats that have been identified, which may affect the event and require the activation of this plan either in full or in part, are recorded below and considered overall to be in the lower to moderate risk category. The list is not considered exhaustive.

AREA	COMMENT	HAZARD
Venue	Trees, Buildings,	Trees, some uneven ground or hidden holes, vehicle movement, area preparation, dust, fire, property damage
Personnel	Communication, Deputies, Event knowledge	Key person sickness, absenteeism, knowledge of event, hazards, response requirement, communication facilities
Bump in and out	Weather extremes, time constraints	Severe weather, heat, wind, rain, electrical accident
Facilities	Fixed and Temporary structures	Not being ready, damaged by storm or fire, structural failure, industrial threat
Utilities	Fixed and Temporary services	Power failure, gas leak/failure, water pipe damage, electrocution, capacity of services
Services	Waste Management, Security, Health, Deliveries, Transport	Toilets provision and servicing, waste disposal management, security of facilities and money, sickness or injury to patrons or staff, emergency and service vehicle access and egress, vehicle accident
Entertainers, athletes, teams	Security, weather	Personal health and safety, delay or non-arrival
Patrons	Weather, Alcohol management, Bad press	Heat stroke, sunburn, asthma, collapse, inebriation, needle stick, personal threat, public injury,

		climbing on structures or trees, property damage, armed offender
External	Weather, Traffic management	Severe weather - electrical, wind, rain, external vehicle accident, car park, building fire
Event Abandonment		Patron management, ticket money refund

Emergency Control and Coordination

Emergency control and coordination will be undertaken by the Police and Emergency Services and the resources of the Event Management will be passed to the direction of these Services.

Any decisions directly affecting the conduct of the function will be made in consultation with the Event Operations Coordinator.

Communications

Communication facilities for the venue are -

- Two Way Radio
- Cellular telephone
- Emergency Service radio networks

Emergency Control Centre

There will be no formal Emergency Operations Centre But if Required the event Management office at Adelaide Uni will become the base.

During bump-in and bump-out, contact should be made by contacting Dominic Fitzsimmons or Daniel Renshaw on their mobile telephone:

Dominic Fitzsimmons 0499 214 175

Daniel Renshaw 0402 076 358

Initial Emergency Procedures

Due to the nature and spread of the event the appropriate initial steps to be taken in response to an incident will be -:

- Ensure everyone at risk is advised and evacuated or sheltered, as appropriate
- Advise the appropriate emergency services
- Combat or manage the incident with the resources immediately available on site
- Arrange clear access and egress for emergency services
- Ensure traffic is quickly and strictly managed to enable emergency service access and egress as appropriate to the incident
- Secure the affected area until the arrival of authorities

Anticipated Activation Procedures

It is envisaged that the following procedures will be adopted in an emergency situation:-

- a. Initially the emergency services will respond in their normal manner.
- b. Information received by the Event Operations Coordinator from the first responding service will dictate the degree of response required.
- c. Request for support from the event personnel may be directed to the Event Operations Coordinator.
- d. The priority given to dealing with the incident shall be assessed according to the degree of urgency required.
- e. Key Personnel will be advised and called to a state of readiness as appropriate.

Action to Activate the Plan

Immediately following the decision by the Police Commander to activate their plan, contact will be made with the Event Operations Coordinator requesting him to activate this Plan.

The Event Operations Coordinator will make contact with the event management team advising them of the situation and requesting them to make themselves readily available and to communicate similarly with their staff as appropriate.

Those personnel contacted and required for their particular role will respond as directed to provide their expertise. Where appropriate, the common response area will be the Event Management Compound.

The Police Commander will provide timely information of the situation to the Event Operations Coordinator who, in turn, will ensure that regular status reports are provided to the Event Directors, particularly any situations that are over extending resources or causing personnel injuries.

Emergency Action Advice

From the list of recognised threats it is agreed that there will be one or a combination of possible courses of action that may be taken and these actions may differ according to the area being notified in relation to the location and type of incident.

The alert to staff will be made via the most appropriate means according to the nature of the event and resources available. This may include two-way radio, telephone system, public address system, or a runner.

Any order to take some emergency action, including the evacuation of the venue, will only be issued by the Event Operations Coordinator in consultation with the Police Commander.

The message to personnel will include four pieces of information -:

1. Zone Identification
2. Level of Response
3. Location of Incident
4. Action to be taken

It is important that all personnel understand what is meant and how to react (complete details are contained in Annex 'J' Emergency Operations Plan).

It is therefore possible for the Event Operations Coordinator to declare varying actions according to the nature and location of the incident and these actions will be declared by zone(s).

Assembly Areas

Each venue has been divided into zones with separate primary assembly areas – refer Venue Emergency Response Site Plan at Annex 'H'.

Assembly areas will be confirmed at the time of any order to evacuate and will be decided upon according to the type and magnitude of the incident and the prevailing weather conditions.

Event Management Involvement in Emergency Operations

The extent to which Event Management will become involved in the emergency operations will be at the discretion of the Police Commander.

Requests for assistance to Event Management will be directed via the Event Operations Coordinator who will in turn obtain the assistance as appropriate.

Key Personnel Roles and Responsibilities

Background

Incidents and emergencies can take many forms, some of which can be anticipated and therefore rehearsed, others may never have been predicted. Each individual scenario will require the most appropriate and timely response, and the action that is taken will impact on the final outcome and potential loss of resources, property and/or life. The roles and responsibilities of individuals, working together, will be crucial to well managed outcomes and it is essential that areas are well defined and understood by team members.

An example of prevention could be requiring the work force to undertake an inspection of their respective work areas upon arrival in that area to ensure nothing untoward has been placed within the area.

The Event Operations Coordinator, with the assistance of event personnel, may handle a minor incident or operational incident. Other incidents and emergencies will require a much more structured approach and in these situations either a partial or full activation of this plan may be required involving the assistance of many parties.

The Event Operations Coordinator in consultation with the Police Commander and/or Lead Combatant Agency Commander holds the responsibility for the activation of this plan and the declaration and management of any Event Management response. The Police Commander and/or Lead Combatant Agency Commander can, in accordance with legislation and the interest of public safety order an evacuation and make the decision on when it is safe to return. In the event that a partial or complete evacuation is required an emergency response commences.

Any decision may involve the input of a number of parties most specifically the Event Manager, Event Operations Coordinator and the Lead Combatant Commander.

In such situations when the Lead Combatant Commander takes responsibility for an area and responds to an incident the defined area will convert to an emergency response structure led by that Lead Combatant Commander and supported by an emergency response structure and event personnel as requested.

The Lead Combatant Commander will work with the Police Commander, Event Operations Coordinator and appropriate key event personnel to understand any event-based implications. Every attempt will be made to ensure patrons are aware of what is being undertaken and what is required of them. Security personnel with the assistance of event personnel will have the responsibility to ensure, where possible, that all patrons are evacuated or cared for including those with disabilities. However, special requirements may be necessary to ensure the wellbeing of the disabled.

Control passes back to the Event Operations Coordinator once the Lead Combatant Commander or the Police Commander indicates the incident is over. At this time, the emergency response structure disbands.

For any response outside normal event hours, Police and Emergency Service response requirement will be that of a normal emergency response and the Event Operations Coordinator should be advised as soon as possible.

Key Personnel Details

Dominic Fitzsimons – dfitzsimons@pacificschoolgames.edu.au
Pacific School Games Event Manager 0499 214 175

Daniel Renshaw – operations@pacificschoolgames.edu.au
Operations Coordinator 0402 076 358

Resources

The resources available from Event Management are predominantly human or, through their plumbing, electrical and other contractors, other services or items can be made available.

Media Emergency Response Plan

Chain Of Command

- Establish clear chain of command that operates if there is an incident of any kind
- Event Manager on behalf of the Department of Premier and Cabinet should be at the head of the chain of command
- Establish deputies for each level of the chain of command to replace anyone who is missing at the time of an incident (eg who is in charge if Coordinator is absent)
- Chain of command must operate on site and not be reliant on remote contact (ie phone)

Spokesperson

- A designated spokesperson must be the only person to speak about any incident
- The spokesperson must be briefed accurately and in some depth about the incident
- The spokesperson should be perceived as very senior in the management of the organisation so that it is perceived that the organisation is treating the incident with concern at the highest level
- All staff must be instructed not to speak to anyone including the media about any incident and must refer any enquiries to the spokesperson

Strategy

- Never admit responsibility
- Never deny an incident has happened
- Always defer answering a question "until I have the appropriate information in my hands" to buy time
- Always express sincere concern for those involved in the incident and express the desire to "fully investigate the incident to establish exactly what was its cause

and we will put procedures in place to ensure that there can never be a repetition of the incident"

- Always make sure you are fully briefed about the stance or position you are going to take publicly
- Always brief your staff prior to making any public announcement
- Always respond to the media with a consistent statement regardless of who speaks on behalf of the organisation

Staff Briefing

All key personnel are required to be cognizant of this Plan and current emergency and operational procedures to ensure complete familiarity with response procedures required during an incident or emergency. Staff briefings will be arranged and should any significant changes occur staff would be advised.

It is the responsibility of these key personnel to ensure that all their subordinate personnel are aware of their particular area's roles and responsibilities.

Participating Organisations Roles and Responsibilities

SA Police will be responsible for the control and management of all traffic, public safety and law and order.

State Security will be responsible to the Event Operations Coordinator for providing general security at the venue including the provision of cash management, emergency warden duties and car parking management if required. The security service will be provided in liaison with SA Police.

SA Ambulance Service is responsible to the Event Operations Coordinator for the provision of emergency medical care and transport.

SA Metropolitan Fire Service will be responsible for advising the Event Operations Coordinator with regard to fire safety and for response to any fire or chemical spill that may affect the conduct of the event.

State Emergency Services will be responsible for responding to storm damage or flood preparations.

EMERGENCY ACTIONS

ACCIDENT	BOMB THREAT
Care for the patient if safe to do so Don't do more than you are trained for Call an ambulance – phone '000' Meet the ambulance	Advise the police – phone '000' Remain calm Observe anything unusual Leave quietly as directed
FIRE	PERSONAL THREAT
Advise others in your area If safe to do so - attend to the injured person/s Call the fire service – phone '000' Combat the fire if safe to do so Evacuate to a safe area	Obey offender's instructions If safe to do so phone police - 000 Keep phone line open If possible, alert other personnel Closely observe the offender and any vehicle
ALWAYS	
Maintain communications Preserve the scene	Exclude any media involvement Keep a log or make notes
ADVISE EVENT MANAGEMENT	

AMBULANCE – FIRE – POLICE

EMERGENCY PHONE NUMBER 000

I AM AT –

Site Map Grid Reference.....

..... (describe your location)

DESCRIPTION OF ACCESS:

.....

.....

WHAT HAS HAPPENED:

.....

.....

MY NAME IS:

.....

THE TELEPHONE NUMBER HERE IS:

.....

INTRODUCTION

The purpose of this procedure is to familiarise key personnel on the principal of the management of an incident should such a need eventuate.

Security staff are key personnel and will also act as “Wardens”.

Whilst fire is the principal reason for the implementation of an EMERGENCY PROCEDURE other situations such as civil disturbance, bomb threats or collapse of a structure etc. may arise which would necessitate the total or part evacuation of a structure or area

The procedures are based on an Emergency Management necessitated by fire, however, they will also apply to any other emergency. It is of vital importance that all of your personnel are familiar with these procedures, as a proper understanding could save life or alternatively, limit the risk of injury, together with preventing loss of valuable equipment and property.

FACTS YOU SHOULD KNOW

- **THE LAYOUT OF THE FACILITY AND THE BEST MEANS OF EVACUATION**
- **WHERE THE FIRE EXTINGUISHERS ARE IN YOUR AREA**
- **THE MOST APPROPRIATE ASSEMBLY AREA TO ENABLE YOU TO DIRECT PERSONS TO SAFETY, AND TO ALLOW A PROPER “ROLL CALL” TO BE CONDUCTED.**
- **EMERGENCY TELEPHONE NUMBERS**

ACTION PROCEDURE

FIRE

IF YOU DISCOVER A FIRE IN YOUR AREA:

1. Alert other occupants
2. If possible, attend to the injured person/s who may be in immediate danger,
3. Alert the Warden (if not available advise the Fire Service),
4. If you are familiar with the limits of the type of fire extinguisher available in your area, attempt to extinguish the fire, **but do not place yourself or other persons at risk** in doing so,
5. If you cannot safely extinguish the fire, leave the building or area by the nearest safe fire exit,
6. The nominated Warden should control the evacuation.
All present should obey your Warden's instructions,
7. If a Warden is not present evacuate via the safest exit,
8. A Warden should endeavour to ensure the building or area is totally evacuated

ACTION PROCEDURE

B O M B T H R E A T

IF YOU RECEIVE A BOMB THREAT:

1. If it is by telephone, do not hang up.
2. Try and find out as much as you can about the threat.
3. Notify your Warden or the Event Management personnel exactly what was said.
4. Do not create panic by telling others.
5. Make notes on the call you took.
6. Your Warden or Event Management will take any further action that is required.

SUSPICIOUS PACKAGE IS FOUND

1. Do not touch it – quietly clear the area.
2. Advise your Warden immediately but do not create panic by telling other persons.
3. Prevent other persons from going into the area near the package.
4. Your Warden will advise you of any further action you should take.
5. If your Warden is unavailable advise the Police or the Event Management personnel.

THE WARDEN SHOULD

1. Advise the Police and the Event Management personnel
2. Quietly clear the area ensuring personal belongings are taken
3. Take note of anything unusual – parcel or other objects
4. Obtain details of the call for the Police
5. Ensure people are kept clear of the area
6. If necessary, warn immediate neighbouring Wardens.

MEDICAL

When advised of an accident or illness that may require emergency care the following steps must be taken-

1. Obtain the following information-
 - 1.1 Location of the accident / injured person / and if St John / Medical personnel are in attendance
 - 1.2 Nature of accident / injuries sustained / persons involved
 - 1.3 Whether an ambulance / emergency services are required to attend.
2. When contacting the Ambulance Service or the Event Management personnel the following advice should be given.
 - 2.1 Your name / Company name
 - 2.2 Exact location of the emergency, including any landmark, a contact telephone number to enable a return call to be made if necessary for further information
 - 2.3 Nature of the emergency including details of any injuries / illness to any persons
 - 2.4 Advise the best means of access to the scene and confirm that a person will be in place to direct the emergency services to the incident.
3. Provide initial care and shelter for the patient within the limits of your skill.
4. Ensure Event Management are advised.

GENERAL PRACTICE

1. GENERAL SAFETY REQUIREMENTS:

1.1 FIRE PREVENTION

Fire prevention cannot be over emphasised and the particular interest of every occupant in the checking of and watching out for FIRE HAZARDS will play an important part in the overall safety of those who occupy or visit facilities within the area.

1.2 HOUSEKEEPING

It is important that all present adhere to the following:

- 1.2.1 Keep exits completely clear of obstructions of any nature
- 1.2.2 Prevent unnecessary accumulation of unwanted items that may increase the FIRE HAZARD. Continuous disposal is a sound practice.
- 1.2.3 Prevent storage of unnecessary quantities of flammable materials that would fuel a fire.
- 1.2.4 Ensure that items to be stored are stored in a safe manner – safely stacked or separated as appropriate

BOMB THREAT PROCEDURES FOR CALL RECEIVER

1. Remain calm and try to delay the caller, ask them to repeat.
2. Try to attract the attention of another person and have them inform the Event Management.
3. Be calm and courteous. Listen carefully to what the caller is saying and for any background noises.
4. **DON'T HANG THE PHONE UP**
5. Hand the completed checklist to the Event Management for delivery to the Police.

KEEP CALM AND DELAY THE CALLER

Date _____

Time _____

BOMB THREAT CHECKLIST

1. When is the bomb going to explode? _____

2. Where is the bomb? _____
3. What does the bomb look like? _____
4. What kind of bomb is it? _____
5. Why did you place the bomb? _____

6. What is your name? _____
7. Where are you? _____

EXACT WORDING OF THE THREAT

DONT HANG UP THE PHONE

ANY ADDITIONAL INFORMATION

DID THE VOICE SOUND FAMILIAR TO YOU? IF SO, DO YOU KNOW THE VOICE?

Voice & Speech

Manner

Language

Background Noise

Loud
Soft
Raspy
Fast
Slow
Nasal
Intoxicated
Pleasant
Distinct
Stutter
Impediment
Hesitant
Uneducated
High
Deep

Calm
Angry
Other
Deliberate
Emotional

Sex & Age
Male
Female
Adult
Juvenile
Approx.Age

Local
Foreign
Good Command
Fair Command
Poor Command

Origin of Call
Local
Public
STD
Private

Voices
Music
Children
Typing
Traffic
Aircraft
Trains
Machinery
Ocean
Animals
Birds
Other

NAME OF PERSON COMPLETING THIS REPORT _____

POSITION _____

PHONE NUMBER _____

ANNEX 'C'

MISSING PERSON CHECK LIST

LAST SEEN AT (location) _____

DIRECTION OF TRAVEL _____

Personal Details

SURNAME _____

FIRST NAMES _____

AGE _____ DATE OF BIRTH _____

HOME ADDRESS _____

Description

HEIGHT _____ WEIGHT _____ BUILD _____

HAIR COLOUR _____ TYPE _____

RACIAL APPEARANCE _____

IDENTIFYING FEATURES _____

CLOTHING Head _____

Top _____

Bottom _____

Feet _____

Reported by

NAME _____

ADDRESS _____

TELEPHONE _____ RELATIONSHIP _____

Event Management notified at _____ a.m./p.m. on (date)

Police notified at _____ a.m./p.m. on (date)

REPORT TAKEN BY _____

ANNEX 'D'

Incident Report Form

Once completed, please hand to your supervisor / event management.

Name of person(s) involved in the incident:- _____

Contact Details (Tel):- _____ Address:- _____

Name of witness(es) if any:- _____

Contact details (Tel):- _____ Address:- _____

Incident details - please cross one or more boxes as appropriate

- | | |
|---|--|
| <input type="checkbox"/> Injury | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Property Damage | <input type="checkbox"/> Fire |
| <input type="checkbox"/> Housekeeping/Maintenance | <input type="checkbox"/> Bomb Threat |
| <input type="checkbox"/> Unauthorised Entry | <input type="checkbox"/> Other (Please specify): _____ |

Time of Incident:- _____ am/pm Date of Incident:- _____

Exact Location: _____

How did the incident occur? _____

What were the consequences of the incident? _____

What action has been taken to prevent reoccurrence? _____

Where applicable complete the following details

Your name and contact details: _____

Name of Person receiving report:- _____

Phone Number:- _____

Time Incident Reported:- _____ am/pm Date Incident Reported:- _____

Event Management notified at:- _____ am/pm on:- (date)

ANNEX H

PACIFIC SCHOOL GAMES

VENUE LEVEL OF RISK

**External document to be supplied with the Pacific School Games Emergency
Response plan**

ANNEX 'J'

EMERGENCY RESPONSE PLAN FOR PERSONNEL OF PACIFIC SCHOOL GAMES 2017

*THE PREVENTION AND DETECTION OF FIRES
AND OTHER HAZARDS TO LIFE AND PROPERTY IS
EVERYONE'S RESPONSIBILITY*

1. Objective

To ensure the efficient and effective emergency response and where appropriate the safe evacuation of the venue in the event of an emergency situation affecting personal safety.

2. Scope

This document shall cover all clients, public, contractors, employees, permanent, part time, casual or voluntary and all incidents as listed below and shall embrace the need for partial or complete evacuations, if appropriate.

- a. Personal threat
- b. Fire
- c. Bomb Threat
- d. Other Cause

3. Emergency Action Advice

From the list of recognised threats it is agreed that there will be one or a combination of possible courses of action that may be taken and these actions may differ according to the area being notified in relation to the location and type of incident.

The alert to staff will be made via the most appropriate means according to the nature of the event and resources available. These may include two-way radio, telephone, speaker system or runner.

Any order to take some emergency action, including evacuate the venue, will only be issued by the Event Operations Coordinator or nominated deputy. The message to personnel will include four pieces of information and it is important that you understand what is meant and how to react.

Zone/Area Identification

Firstly the zone identification will be given (refer site diagram at Annex 'H').

Level of Response

Secondly personnel will be advised of the level of activity to which they will be required to respond. This will be one of the following:-

- Stand-by - this means to be alert and observant ready for action.
- Respond - this means to respond as appropriate to the incident.
- Stand Down - this means the incident is over return to normal operations.

Location of Incident

Thirdly a description of the incident and its location will be given –
e.g. fire in the Marquee or missing child

Action to be taken

Fourthly an order involving the action for to be taken in the zone/area –:

- Information only** - this means no action required - be alert.
- Secure your zone** - this means prevent persons entering or exiting the zone/area until further advice.
- Search the zone** - this means the zone/area is to be searched for a person or suspicious object.
- Evacuate** - this means your zone/area is to be evacuated using normal safe evacuation procedures
- Return** this means the affected zone is now safe to be inhabited.

It is therefore possible for the Event Operations Coordinator to declare varying actions according to the nature and location of the incident and these actions will be declared by zone(s)/area.

4. **Response Procedure - PERSONAL THREAT**

In the event of a personal threat occurring at the venue the following procedures should be adopted :-

- a. obey the offender's instructions;
- b. do only what is demanded by the offender;
- c. stay out of danger if not directly involved and leave the area if safe to do so;
- d. phone the Police (**000**) if safe to do so and keep the telephone line open;
- e. if possible, alert other personnel;
- f. carefully observe the offender and any vehicle that may be involved;
- g. where possible and if safe to do so prevent other persons 'blundering' into the situation
- h. preserve the scene until the Police arrive to check for fingerprints etc.;
- i. make a written note of as much detail as possible such as mannerisms, scars distinguishing features, conversation etc., as soon as possible ;
- j. request any witnesses to remain until Police arrive;
- k. exclude any media involvement; and
- l. advise the Event Operations Coordinator as soon as possible.

5. **Response Procedure - FIRE**

- i. Any person locating a fire is to advise the Fire Service, if necessary by telephone **000** and, if possible, and where safe to do so, endeavour to extinguish the fire whilst calling out a warning to anyone else nearby.
- ii. The Event Operations Coordinator or delegate will be responsible, during the event, to confirm any call to the SAMFS/CFS and arrange for an emergency ambulance to be on stand-by.
- iii. The response is to notify all persons to **prepare** to evacuate a structure, area or the venue at the direction of the Fire Wardens (Security personnel). The Fire Wardens will advise persons of any need to evacuate, when and if appropriate.

6. Evacuation

In the event that a structure, area or venue evacuation is required all persons are required to observe the following points:-

- i. When directed by a Fire Warden or in their absence, event personnel, leave the structure, area or venue in a quiet and orderly manner and when appropriate leaving any lights on, closing **but not locking any doors** and taking with them any visitors or patrons.
A staff member should be allocated to assist any mobility-impaired person(s).
- ii. When practical, but without risk to personal safety:
 - (a) Gather and secure any cash;
 - (b) Secure important documents in metal cupboards and/or filing cabinets;
 - (c) Save data and shut down computers;
 - (d) Switch off electrical equipment;
 - (e) Gather personal belongings and take them with you **PROVIDING you do not go to other areas to collect them**
- iii. Evacuate the structure or venue as directed to a safe area away from the incident.
- iv. Gather in a group in a safe area upwind of any smoke or chemical spill ideally in the allocated Zone Assembly Area.

NOTE: On reaching the safe area, checks should be made to ensure all personnel from your area are present and if possible record the name and address of any visitors or clients who may have suffered and injury during the evacuation.

IMMEDIATELY REPORT ANY MISSING PERSON TO THE EVENT OPERATIONS COORDINATOR

- v. **DO NOT ATTEMPT TO RE-ENTER ANY BUILDING AREA OR THE VENUE** unless authorised by the Fire Warden.
- vi. **DO NOT** give any information to the media. All inquiries are to be referred to the Event Operations Coordinator.
- vii. Refrain from using mobile telephones unless on matters pertaining to the emergency.
- viii. Report any difficulties that occur during the evacuation to the Event Operations Coordinator for discussion at the de-briefing.

7. Response Procedure -BOMB THREAT

- a. Bomb threat calls may be received on any phone.
- b. Should you receive such a threat on your phone;
 - i. **DO NOT PANIC**
 - DON'T HANG THE PHONE UP**
 - NOTE THE TIME**
 - ii. Speak calmly and listen carefully.
 - iii. By using the `Bomb Threat Checklist' try to find out:
 - (a) Where the bomb is located
 - (b) When it is set to go off
 - (c) What the bomb looks like
 - (d) What kind of bomb it is
 - (e) Name of the caller
 - (f) What is the motive.
 - iv. Complete the Bomb Threat Checklist immediately, before discussing anything with others.
 - v. While the caller is on the line or immediately afterward, contact the Event Operations Coordinator and hand over the completed Bomb Threat Checklist.

NOTE: In the absence of the Event Operations Coordinator, an event management person is to be notified.

DO NOT ADVISE ANYONE ELSE
- c. On receipt of advice of the threat or the completed Bomb Threat Checklist the Event Operations Coordinator or delegate will respond as necessary to achieve a safe structure and/or venue evacuation.
- d. The Event Operations Coordinator or delegate will immediately advise the Police and Ambulance Service by telephone if appropriate (000) and request their attendance.
- e. If the Event Operations Coordinator (Chief Fire Warden) is not present a Warden is to advise the Event Manager as soon as possible
- f. The original bomb threat checklist must be retained and handed to the Police.
- g. **UNDER NO CIRCUMSTANCES ARE STAFF MEMBERS TO CONDUCT BOMB SEARCHES** - these will be arranged by the Event Operations Coordinator or Police.
- h. All persons are required to observe the following points in regard to an evacuation of the venue during a bomb threat
 - iii. Peruse their immediate work area for any package or object that is not normally in that area and advise the Event operations coordinator if such item is located. **DO NOT TOUCH IT.**
 - iv. When directed by the Event Operations Coordinator, or delegate, or in their absence as directed by event management personnel, leave the structure and/or venue in a quiet and orderly manner, where appropriate leaving any lights on, **doors open** and taking with you any visitors or patrons.
A FOH staff member should be allocated to assist any mobility-impaired person(s).

- iii. When practical, but without risk to personal safety :
 - (a) Gather and secure cash;
 - (b) Secure important documents in metal cupboards and/or filing cabinets;
 - (c) Save data and close down computers;
 - (d) Gather personal belongings and take them with you
PROVIDING you do not go to other areas to collect them
- iv. Evacuate the structure, area or venue as directed to a safe area away from the incident.

NOTE: Preference should be given to areas other than a car park.

- v. Gather in a group in a safe area upwind of any incident ideally in the identified Zone Assembly Area (refer Annex 'H').

NOTE: On reaching the safe area, checks should be made to ensure all personnel from your area are present and if possible record the name and address of any visitors or clients who may have suffered any injury during the evacuation.

IMMEDIATELY REPORT ANY MISSING PERSON TO THE EVENT OPERATIONS COORDINATOR

- vi. **DO NOT ATTEMPT TO RE-ENTER ANY STRUCTURE, AREA OR THE VENUE** unless authorised by the Event Operations Coordinator.
- vii. **Do not** give any information to the media. All inquiries will be referred to the Event Operations Coordinator.
- viii. During the course of the incident refrain from using telephones unless on matters pertaining to managing the emergency.
- ix. Report any difficulties that occur during the evacuation to the Event Operations Coordinator for discussion at the de-briefing.
- x. Complete area vacancy will be maintained until the area is declared 'safe'.

8. Appointments

The following Officers shall be appointed:

- a. Event Operations Coordinator (Chief Fire Warden)
- b. Fire Wardens (Security personnel)

9. Identification

Security and event management personnel will be identified by their uniform and credentials.

10. Area of Authority/Responsibility

Event Operations Coordinator (Chief Fire Warden)

Authority

The Event Operations Coordinator or, in his absence the appointed Deputy, shall be in sole control of the structure, area or venue and all personnel during any evacuation as a result of fire or bomb threat.

Responsibilities

- Ensure the maintenance and availability of the emergency operation plan to all staff.
- Ensure a current list of personnel normally working at the venue and arranging the checking of such list in the event of an evacuation.
- Ensure proper housekeeping is carried out in order to decrease the possibility of
- fire and enhance the adequate access and egress for persons who may have to evacuate.
- Manage or arrange the safe and efficient evacuation of any structure and/or specific areas and/or the venue.
- Ensure persons are appointed to check **ALL** structures, toilets, and other areas to ensure **ALL** persons have been safely evacuated **AND DO NOT RE-ENTER.**
- Ensure persons are appointed to prohibit the entry of all persons to the structure or venue other than Fire Service, Ambulance or Police personnel.
- Liaise with Officers of other Emergency Services when necessary.
- Co-ordinate and control the Fire Wardens (Security Staff), where necessary, and receive reports of the situation from each area.
- Prepare and / or receive reports of incidents including those from traders.
- Within seven (7) days of an evacuation, arrange for a debrief meeting with all staff as appropriate and call for any comments.

Fire Wardens (Security Personnel)

Authority

The Security personnel shall, in concert with the Event Management personnel control the movement of persons in their respective areas, during any evacuation or incident.

Responsibilities

- Responsible to the Event Operations Coordinator to direct the safe exit of persons from their particular area during an evacuation.
- Responsible to the Event Operations Coordinator to control the movement of persons in their respective areas during any incident.
- Assist in any other duties as requested by the Event Operations Coordinator

11. Plans and Schedules

The following plans/documents will be produced, maintained and displayed as appropriate by the Event Operations Coordinator.

- a. A site plan showing the location of fire extinguishers, fire blankets, main electricity switch, any gas supply tap, Assembly Areas and exits.
- b. A schedule showing the names of personnel normally working in each area including acknowledgment that all these personnel are familiar with this document and the procedures contained herein.
- c. A schedule showing the names and contact details of next of kin or emergency contacts for personnel normally working at the venue.

OPERATING PROCEDURES AIDE MEMOIR

EVENT OPERATIONS COORDINATOR (CHIEF FIRE WARDEN)

NO ACTION- INFORMATION ONLY

1. On being advised of an incident affecting only a part of the venue or specific key personnel the Event Operations Coordinator will respond appropriately by activating the plan to the level necessary.
2. For those key personnel in areas not affected by the incident at this stage, advice only should be given.

SECURE

1. Once emergency advice is received immediately implement the "Secure" procedure using the most appropriate communication methods to Fire Wardens
2. Contact the Police and decide to what degree it is necessary to secure the venue and maintain communications with the Police and Security Officer in Charge (OIC).
3. Move to the Management Compound or other appropriate area to coordinate the process.
4. Ensure that all appropriate gates are secured or controlled.
5. Ensure that an appropriate public announcement has been made.
6. Once the area is secured, await further advice / instructions from the Police.

SEARCH

1. Once an emergency advice is received immediately implement the "Search" procedure using the most appropriate communication methods to the appropriate personnel.
2. Contact the Police and decide to what degree a search is necessary and maintain communications with the Police and Security OIC.
3. Move to the Event Management Compound or other appropriate area to coordinate the process.
4. Ensure that any necessary public announcement is made.
5. Ensure that searching personnel are aware not to cause public alarm.
6. Once the area search is under way await further instructions from the Police.
7. Confirm that the search is complete.
8. Once the search is completed await further advice / instructions from the Police.
9. If a suspicious package or article is located -:
10. Consult with the Police on evacuation process.
11. If possible seek verification from work force of the area on the bona fide's of the object.
12. Activate evacuation of areas as guided by the Police.
13. Consider the postponement of the event or the re-entry of patrons in consultation with the Police

EVACUATION

1. Once emergency advice is received immediately implement the “Evacuation” procedure using the most appropriate communication methods to the appropriate personnel
2. Contact the Police and / or Emergency Services and decide whether evacuation is necessary and to what degree, maintain communications with the Police and Security OIC.
3. If safe, move to the Site Office or other appropriate area to coordinate the process.
4. Ensure that any necessary public announcement is made.
5. If appropriate stop the event.
6. If appropriate ensure that all gates are opened
7. If it is a fire confirm the call to the SAMFS
8. Direct that personnel evacuate as directed by the Fire Wardens
9. Once the evacuation is under way await further instructions from the Police or Emergency Services.
10. Confirm that the evacuation is complete.
11. Once the evacuation is completed await further instructions from the Police.
12. Consider the postponement of the event or the re-entry of patrons in consultation with the Police and Emergency Services.
13. Advise Event Management personnel of the decision to proceed or not.

FIRE WARDENS

NO ACTION- INFORMATION ONLY

There may be incidents that occur that will require action from only some of the key personnel or specific areas. However, it would be considered prudent to **advise** other key personnel giving them some information regarding the incident and requiring them only to be alert and aware in case the incident should escalate.

SECURE

1. Direct all personnel according to the need for security.
2. Maintain communication with the Event Operations Coordinator (Chief Fire Warden).

SEARCH

1. On being advised of the "Search" action immediately make a search of your area and advise all staff in your area and, if appropriate, on site contractors and ensure that they search their respective areas and advise the outcome.
2. If anything suspicious is located, direct that it is NOT TOUCHED, all persons in the vicinity are evacuated and immediately advise the Event Operations Coordinator.
3. If nothing suspicious is located advise the Event Operations Coordinator and await any further instructions.
4. Maintain communication with the Event Operations Coordinator.

EVACUATION

Fire Wardens will be responsible for a designated area within the venue. Each Fire Warden will familiarise themselves with their location, all assembly areas, plans, communication devices and evacuation routes. Further, Fire Wardens will at all times keep emergency exits clear of obstructions.

In the event of any fire or other emergency Fire Wardens will:

1. Move to their allocated emergency area and await directions of the Event Operations Coordinator.
2. Carry out all reasonable instruction of the Event Operations Coordinator.
3. Instruct Event Management personnel to assist in their responsibilities of clearing the zone/area.
4. If possible remain in communication with the Event Operations Coordinator to ensure a safe and orderly evacuation is being implemented.
5. Inform and update the Event Operations Coordinator of all activities within the zone/area and any incidents that may impede evacuation of all persons within the area.
6. Remain on radio at all times unless personal safety is compromised.
7. Confirm that all persons have been evacuated and the area is clear. Communicate the same to the Event Operations Coordinator then evacuate him/herself to Assembly Area.
8. On reaching Assembly Area advise the Event Operations Coordinator, the zone/area they have evacuated and confirm all persons have been accounted. If any person is missing, the last known location the person was seen should also be advised.