SAFETY AND EMERGENCY MANAGEMENT PLAN

**Disclaimer: This template is a guide and should be adjusted according to your event/organisation requirements.**

|  |  |
| --- | --- |
| **EVENT** | TBC |
| **VENUE** | TBC |
| **EVENT DATE** | TBC |

|  |  |
| --- | --- |
| **AUTHOR (ORIGINAL)** | TBC |
| **ROLE** | TBC |
| **CONTACT EMAIL** | TBC |
| **CONTACT NUMBER** | TBC |

|  |  |
| --- | --- |
| **PLAN STATUS** | **Draft** |

|  |
| --- |
| **PLAN HISTORY** |
| **NO** | **UPDATE BY** | **UPDATE DATE** | **REVISION** |
| V01 | TBC | TBC | Initial Draft for Feedback |
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| **DISCLAIMER** |
| Whilst all care has been taken in the preparation and revision of this document (and all supplementary documentation), no responsibility will be accepted by the author for any errors, omissions or inaccuracies. This document has been produced to provide a working resource to manage the health and safety components of the listed organisation in order for their activities to be conducted in a safe manner: it is not intended to be relied upon as the sole safety and risk management tool for the organisation or to be a substitute for legal or other professional advice. The completion of this document does not remove the responsibility of the organisation to ensure all obligations under legislation are adhered to. No responsibility can be accepted for any known or unknown consequences that may result from reliance on information provided in this document.  |

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# EVENT DETAILS

## EVENT OVERVIEW

TBC – give details about what the event entails

##

## EVENT ACTIVITIES

TBC – list the likely activities at the event

## EVENT KEY DETAILS

|  |  |
| --- | --- |
| Event | TBC |
| Venue | TBC |
| Venue Address | TBC |
| Event Dates and Times | TBC |
| Bump-In Dates | TBC |
| Bump-Out Dates | TBC |

|  |  |
| --- | --- |
| Expected Attendance over Event | TBC |
| Site Capacity  | TBC |
| Audience Demographic | TBC |

## EVENT MANAGEMENT

|  |  |
| --- | --- |
| Event Organiser | TBC |
| Event Organiser Structure | *EG Community group, Pty Ltd Company etc* |
| Event Organiser Address | TBC |
| Event Website | TBC |
| Event Key Contact Name | TBC |
| Event Key Contact Role | TBC |
| Event Key Contact Mobile No. | TBC |
| Event Key Contact Email | TBC |

## EVENT VENUE

|  |  |
| --- | --- |
| Venue Name | TBC |
| Venue Address | TBC |
| Venue Phone Number | TBC |
| Venue Website | TBC |
| Venue Map Link  | TBC |
| Venue Contact Name | TBC |
| Venue Contact Email | TBC |

## EVENT CONTACTS

### EVENT KEY STAFF

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NAME** | **ROLE** | **COMPANY** | **EMAIL** | **MOBILE NO** |
| TBC | TBC | TBC | TBC | TBC |
| TBC | TBC | TBC | TBC | TBC |
| TBC | TBC | TBC | TBC | TBC |
| TBC | TBC | TBC | TBC | TBC |
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| TBC | TBC | TBC | TBC | TBC |

###

### SUPPLIERS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NAME** | **ROLE** | **COMPANY** | **EMAIL** | **MOBILE NO** |
| TBC | TBC | TBC | TBC | TBC |
| TBC | TBC | TBC | TBC | TBC |
| TBC | TBC | TBC | TBC | TBC |
| TBC | TBC | TBC | TBC | TBC |
| TBC | TBC | TBC | TBC | TBC |

##

# SAFETY MANAGEMENT OVERVIEW

## INTRODUCTION

The purpose of this plan is to provide a practical system to guide the safe delivery of this event. This document outlines policies, procedures, processes, practices and devices that help to minimise and/or eliminate the risks identified in the accompanying Risk Management Plan. The listed protocols allow for effective response to, and management of, any incident or emergency that occurs, and recovery of the event from the respective incident.

All the listed protocols are guidelines only and are subject to change to suit the location of the emergency, type of emergency, crowd density, weather conditions and other variable factors. This document should never be considered a final document, as the management procedures may change according to circumstance. Events are dynamic by nature and in order to effectively respond to, and recover from, an incident, the management systems and protocols must be similarly dynamic.

**Emergency Services outrank all Event personnel. Should they give any personnel a direct order; the personnel member in question should carry out the order. Confirmation is not required.**

Incident Reporting Procedure

* An incident does not have to hurt someone but may have the potential to hurt someone.
* All incidents must be recorded in the Event Incident Management System and the person reporting the incident must assign it to a manager for further investigation.
* All incidents involving a member of the public must be recorded in a Public Liability Incident Report
* All incidents should be investigated and resolved.

Incidents/Accidents and Hazards/Near Misses must:

* Must be recorded in the Event Incident Management System
* Must be investigated by the assigned Manager, who will determine the seriousness of the incident and whether formal escalation to a Serious Incident is warranted (requiring preservation of the site and notification of the incident to WorkSafe Victoria).

## GENERAL POLICY STATEMENT

Hazards exist within all environments whether they are recognized or not. The need to prevent, respond to, or recover from, incidents associated with these hazards requires that all event stakeholders actively participate in the safety and emergency management process.

The Event acknowledges its responsibility to provide a workplace that is safe and without risk to health. As part of the process of meeting this obligation, the Festivals team is committed to the development and ongoing support of this SEMP in line with The Event’s Health and Safety Policies.

##

## INDEMNITY

All personnel (staff, tenants and contractors) designated as members of the Emergency Management Planning Committee and/or Emergency Control organization shall be indemnified by The Event against civil liability claims resulting from: workplace emergency response assessment, education, training sessions, inductions, periodic exercises, or emergency evacuation where the personnel acted in good faith in the course of their emergency control duties.

##

## FORCE MAJEURE

All personnel tasked with enacting the prevention and mitigation of risk sources, response to (and recovery from) incidents shall do so to the best of their knowledge, skill and training, in line with protocols detailed in this document. However, in the event of a major disaster (including but not limited to: an extreme weather incident, a structural collapse, a terrorist or active armed intruder incident), The Event reserves the right to suspend compliance with this plan. Under these circumstances, all incident response will be directed by emergency service representatives.

## EMERGENCY PLANNING RESOURCES AND LEGISLATION

The Event is required to comply with various pieces of legislation, standards and guidelines. In relation to emergencies the following legislation and supporting / regulatory documents are relevant.

This plan has been produced using guidance from the following sources:

* ABCB Standard – Temporary Structures
* AS 2444-2001 – Portable Fire Blankets and Extinguishers
* AS 3745—2010 – Planning for Emergencies in Facilities
* AS 3745—2002 - Emergency control organization and procedures for buildings, structures and workplaces
* AS/NZS 4801:2001 - Occupational health and safety management systems
* AS/NZS ISO 31000:2018 - Risk management — Principles and guidelines
* Australian Disaster Resilience Handbook 15 – Safe and Healthy Crowded Places
* Guidelines from Victorian WorkCover Authority Victoria
* LPA Audience and Crowd Management Hazard Guide
* State Health Emergency Response Plan (SHERP) Third Edition – Appendix 4 Public Events and Mass Gatherings;
* Victorian Guidelines for Planning Safe Public Events Edition 01
* Victorian Emergency Management Act (1986)
* Victorian Occupational Health and Safety Regulations (2007)
* Victorian Occupational Health and Safety Act (2004)
* Worksafe Advice for Managing Major Events Safely Edition 01

# VENUE KEY SAFETY INFORMATION

## KEY LOCATIONS

|  |
| --- |
| **ASSEMBLY AREAS** |
| **Venue/Area Name** | **Primary Assembly Area** | **Secondary Assembly Area** |
| The Venue | TBC | TBC |

|  |
| --- |
| **EMERGENCY CONTROL POINT – meeting point for ECO members to determine incident response** |
| Location *(ie. Info Tent)* | Address |

|  |
| --- |
| **EMERGENCY VEHICLE ACCESS POINT – meeting point for staff to guide ambulance onto site** |
| Location *(ie. Cnr of Smith and Finch Streets)* | Address |

|  |
| --- |
| **BASE LOCATION – EVENT STAFF**  |
| Location *(ie. Info Tent)* | Key Contact Name and Number |

|  |
| --- |
| **BASE LOCATION – SECURITY** |
| Location *(ie. Info Tent)* | Key Contact Name and Number |

|  |
| --- |
| **BASE LOCATION – FIRST AID** |
| Location *(ie. Info Tent)* | Key Contact Name and Number |

## EMERGENCY CONTACTS

|  |
| --- |
| **KEY EMERGENCY CONTACTS** |
| **AREA** | **CONTACT**  | **PHONE**  | **OPERATIONAL HOURS** |
| **Emergency Services** | **EMERGENCY – Fire, Police, Ambulance** | **000** | **24-7** |
| Event | Event Manager | TBC | All Operational Hours onsite & emergencies |
| Site Manager | TBC | All Operational Hours onsite & emergencies |
| BOM | Bureau of Meteorology | 03 9669 4916 | Extreme Weather |
| Electrical Emergency | Aus Net | 131 799 | Substation Failures & Electrical Emergency |
| Interpreter Service | Translating & Interpreting Service | 131 450 | Languages other than English |
| SES | State Emergency Service | 132 500 | Flood, Storm Damage |
| Vicroads | Control Centre | 131 170 | Traffic and Roads Incidents |
| Water Emergency | City West Water | 132 642 | Water Emergency |
| Workplace Emergency | Worksafe Victoria – 24/7 | 1800 136 089 | Workplace Emergency |
| Workplace Incident | Worksafe Victoria – Incident Reporting | 132 360 | Workplace Notificable Incident Reporting |

## SITE MAP

## EMERGENCY CONTROL ORGANISATION

### STRUCTURE

The Emergency Control Organisation (ECO) is activated when a response to an incident is required, and the Wardenship system is the method by which this is undertaken. The role of the ECO is to provide the internal on-site response to an emergency occurring within or affecting the site in accordance with prescribed policies.

In an emergency, the ECO is activated as per the hierarchy below. The ECO assumes ultimate control over all site personnel and personnel until such time as the incident or emergency is resolved and the Chief Warden gives an all clear. At all times, ECO personnel cede control to Emergency Service Provides (Police, Fire Rescue etc).

### ECO DIAGRAM



### ATTENDANCE AT SITE

Generally, the assigned Chief Warden for the Event may not be at the Event Site at all times.

As such, the Event Manager will be assigned as the Deputy Chief Warden to ensure the ECO can be activated on all event sites as required, with the Chief Warden attending the site in the event of a serious incident.

### ECO ROLE DESIGNATION

The Emergency Control Organisation (ECO) is activated when a response to an incident is required, and the wardenship system is the method by which this is undertaken. The ECO wardenship structure is as follows:

|  |
| --- |
| **EMERGENCY CONTROL ORGANISATION (ECO)** |
| **Warden Role** | **Name** | **Phone No.** | **Radio** |
| Chief Warden | TBC | TBC | TBC |
| Deputy Chief Warden | TBC | TBC | TBC |
| Area Warden - Area | TBC | TBC | TBC |
| Area Warden - Area | TBC | TBC | TBC |
| Area Warden - Area | TBC | TBC | TBC |
| Area Warden - Area | TBC | TBC | TBC |
| Wardens | TBC | TBC | TBC |

### RESPONSIBILITIES OF THE ECO WARDENS

#### CHIEF WARDEN

Under normal conditions, the **Chief Warden** is responsible for reviewing and resourcing this SEMP as written.

Under emergency conditions, the **Chief Warden** will take control of the situation at the appropriate control point, if safe to do so; ensure Emergency Services are notified; ensure all patrons and staff are removed from the hazard area; hand over control to the Emergency Services on arrival; assist the Emergency Services as required; ensure Event management is notified and maintain a log of the incident.

#### DEPUTY CHIEF WARDEN

The **Deputy Chief Warden** is responsible for assisting the Chief Warden in the general administration of the Emergency Control Organisation and must assume all relevant responsibilities whenever the Chief Warden is absent. This is the case under both normal and emergency conditions.

#### AREA WARDENS

Under normal conditions, the **Area Wardens** are responsible for the event environs and the general locations used by Patrons, personnel and volunteers. They ensure that the site is tidy, that hazards are removed or reduced, that staff and volunteers are aware of their responsibilities and that compliance tasks (such as safety checklists) are completed.

Under emergency conditions, the **Area Wardens** ensure the safety of the Patrons and staff in their area, provide assistance and information to the Chief Warden and assist in evacuating Patrons if directed to do so.

#### WARDENS

The **Wardens** are responsible for overseeing their immediate areas of responsibility and ensuring that the Area Warden duties listed above are undertaken for their area if the Area Warden is otherwise engaged. This is the case under both normal and emergency conditions.

# EMERGENCY INCIDENT RESPONSES

In the event of an emergency incident occurring, the Area Warden or Warden shall report the Incident to the Chief Warden who shall determine the level of Response and Resourcing required, along with the best methodology for communications as per the following response levels:

## EMERGENCY RESPONSE LEVELS

|  |  |  |
| --- | --- | --- |
| **A. EMERGENCY** | - Life threatening - Will or is causing significant damage - Poses a material health and safety risk and cannot be immediately rectified by onsite personnel | **ACTION REQUIRED****IMMEDIATELY** |
| **B. URGENT/HIGH**  **PRIORITY** | - Has the potential to develop into A if not rectified- Could cause a major disruption to planned activities - Poses a material health and safety risk if not rectified | **ACTION TO BE TAKEN** |
| **C. MEDIUM PRIORITY** | - May develop into level B if not attended to- Could cause a minor disruption to planned activities- Poses no more than a minor health and safety risk  | **MONITOR AND CONSIDER ACTION** |
| **D. LOW PRIORITY** | - Considered highly unlikely to develop into A, B or C - Causes no meaningful disruption or inconvenience- Does not pose any immediate or potential danger or risk | **OBSERVE AND REPORT** |

## EMERGENCY RESOURCES REQUIRED

|  |  |
| --- | --- |
| **A. EMERGENCY** | Emergency Services, Event Management, affected services, Venue/Site Management, Key Stakeholders  |
| **B. HIGH PRIORITY** | Event Management, service providers |
| **C. MEDIUM PRIORITY** | Event Management, service providers  |
| **D. LOW PRIORITY** | Service providers  |

## METHOD OF COMMUNICATIONS

|  |  |
| --- | --- |
| **A. EMERGENCY** | Via key personnel with Event Management team/Site Operations Centre and on 000 and via radio, as applicable.  |
| **B. HIGH PRIORITY** | Via radio and/or phone to Event Management team and service providers |
| **C. MEDIUM PRIORITY** | Via radio and/or phone to Event Management team and service providers  |
| **D. LOW PRIORITY** | Via radio and/or phone to service providers  |

## IMMEDIATE INCIDENT RESPONSE – STANDARD OPERATING PROCEDURE

It is reasonable to assume that an incident or emergency will occur at some point at the Event.

### STEP ONE – NOTIFICATION OF INCIDENT

In most cases, notification of such an incident will occur via:

* Reporting of an incident to an Event Staff-member by a Patron (a member of the public)
* Discovery of an incident by an Event Staff-member

Therefore, all Event Personnel have a responsibility to report any incident or emergency they become aware of immediately.

### STEP TWO – IMMEDIATE RESPONSE (STAFF DIRECTLY INVOLVED OR FIRSTLY AWARE)

In the incident is life-threatening (significant fire hazard, unconscious/unresponsive person), **the person directly involved or firstly aware should call Emergency Services on 000 and then immediately notify the Event Operations Centre or Chief Warden that they have done so.**

If the incident is serious (persons are injured or there is reasonable danger to personnel or Patrons), the following steps should immediately be taken by personnel at the incident site:

* Report the hazard to the Chief Warden via Event Operations Centre, advising:
* Nature of the hazard is, e.g. smoke, fire, gas, suspicious package
* Exact hazard location
* Control agencies required (medical, fire, etc.)
* Status of hazard – increasing, changing
* Estimation if incident site is safe to enter and work within
* If possible, isolate and contain the incident site
* Seek assistance from other personnel
* Take instructions from the Chief Warden & Police which may include:
* Evacuate incident site if possible and if it is safe to do so
* Attend to needs of any victims
* Provide clear access corridors for emergency services entry to the incident site

# EMERGENCY EVACUATIONS

### EVACUATION ROLES – ALL WARDENS

In the event that the Chief Warden determines an Evacuation is necessary, usually as a response to another Code, they will call a **Code Orange**.

The evacuation will commence in one of two ways:

* The Chief Warden will call a **Code Orange** via Radio or Megaphone as follows:

“Code Orange, Code Orange. Full/Partial Evacuation underway for <insert Areas>. Wardens, don high-vis vests and escort patrons through the nearest exit to the Primary/Secondary Assembly Point. Commence Evacuation”

* Alternatively the evacuation tone will sound: Should you hear the EVACUATION TONE/COMMAND, do not wait for the Chief Warden to commence an Evacuation, you should commence evacuation of your area immediately and muster at the designated Assembly Area

|  |
| --- |
| **EMERGENCY EVACUATION** |
| **Responsible Agency** | **Event Management** | **Code Colour** | **ORANGE** |
| **Warden/s** | * Escort patrons to the Assembly Area and await the Area Wardens.
* Assist any persons with a disability, either to reach the Assembly Area or to find a Place of Safe Refuge to await Emergency Services.
* Advice Area Warden of any persons remaining in a Place of Safe Refuge.
 |
| **Area Wardens** | * Remain in Area to ensure that the entire area is clear at which point they relay to Chief Warden **“Area <insert Area name> is now clear of patrons, I repeat** **Area <insert Area name> is now clear of patrons.”**
* Assemble with patrons and Wardens at the Assembly Area to await instructions
 |
| **Deputy Chief Warden** | * Assist the Chief Warden to ensure that evacuation is underway and progressing smoothly and quickly, and to ensure that access pathways for emergency services remain clear
 |
| **Chief Warden** | * Await the Emergency Services at the Emergency Control Point to relay information regarding the relevant Code and to inform all sub-wardens when the incident/emergency is resolved, and what next steps will be taken to recover the event
 |

# FIRE RESPONSE PLANNING

In order to appropriately prepare the Site for responding to an issue of fire or smoke, there must be sufficient fire suppression equipment located throughout the Site in line with Risk Management Plan controls and relevant legislation and standards.

## FIRE SUPPRESSION RESPONSE AND EQUIPMENT

The following equipment can be utilised in responding to an outbreak of flame.

* Should you become aware of **Smoke**, first **advise the Area Warden** who in turn will notify the Chief Warden and enact an investigation of the source.
* ****Should you become aware of **Fire**, quickly assess the situation, and call **000** before immediately **advising the Area Warden**. You can attempt to put it out if the fire is smaller than 1m2 and you have ready access to a fire extinguisher/blanket. If it is larger than 1m2, then (if safe to do so) assist any persons nearby to find a Safe Exit or Place of Safe Refuge. Evacuate to the nearest Emergency Assembly Area.

# SAFETY PLANNING

## FIRST AID + MEDICAL SERVICES

The following First Aid resources will be implemented as appropriate in line with standards and regulations:

* One level 2 First Aid qualified persons for events catering for less than 1000 patrons;
* One additional level 2 First Aid qualified persons (or higher) for each additional 1,000 patrons up to 5,000;

From the 1 October 2021, all commercial first aid providers in Victoria require a licence under the Non-Emergency Patient Transport and First Aid Services Act 2003. The event shall ensure that the providers of First Aid services for the Event are appropriately licensed.

|  |
| --- |
| **FIRST AID + MEDICAL SERVICES** |
| Name | Company | Contact Email | Contact No. |
| TBC | TBC | TBC | TBC |

|  |
| --- |
| **FIRST AID OVERVIEW** |
| First Aid Services | TBC – what services will they supply? |
| First Aid Location | TBC – where will they be located onsite? |
| Rostered Hours | TBC |
| Deployments | TBC – will they be deployed to different positions around the site? |
| General Duties | TBC |

##

## SECURITY SERVICES

|  |
| --- |
| **SECURITY SERVICES** |
| Name | Company | Contact Email | Contact No. |
| TBC | TBC | TBC | TBC |

|  |
| --- |
| **SECURITY OVERVIEW** |
| Security Services | TBC – what services will they supply? |
| Security Location | TBC – where will they be located onsite? |
| Rostered Hours | TBC |
| Deployments | TBC – will they be deployed to different positions around the site? |
| General Duties | TBC |

# WEATHER

The Event shall have in place robust planning around preparing for, and responding to, any weather-related incidents, including monitoring of weather conditions.

### BUSHFIRE + TOTAL FIRE BAN

Australia has a number of communities and locations that face a heightened risk of bushfire during the Fire Danger Period, usually November to March. As a result of this risk, the event will plan for chang­es, cancellations or delays to Event activities on days of Extreme or Code Red Fire Danger Rating. These days are rare but reflect conditions that present the highest levels of bushfire risk

Whenever a Total Fire Ban has been declared for a district in which an event is going to be held, or if it is during a declared fire danger period, the Event shall ensure that any relevant stakeholders, vendors or suppliers have obtained the appropriate exemption permits.

### STORMS

The EVENT MANAGER shall liaise with the BOM in the event of storms being forecast or occurring, to activate the appropriate weather responses to make safe all areas, stages and infrastructure and to evacuate areas if needed.

### EXTREME HEAT AND COLD

The EVENT MANAGER shall liaise with the BOM in the event of extreme temperatures being forecast or occurring, to activate the appropriate weather responses. The EPC shall ensure that appropriate amenities and resources are available such as temperate break rooms, sunscreen, warm or cold drinks, plenty of water and PPE. All activities shall take place in line with the Hobsons Bay Extreme Heat Action Plan.

### HIGH WINDS

The EVENT MANAGER shall liaise with the BOM in the event of high winds being forecast or occurring, to activate the appropriate weather responses to make safe all areas, stages and infrastructure and to evacuate areas if needed. All structures will have wind ratings and evacuation procedures mounted inside the entry.

# WEATHER EXTREMES

The Event shall have in place robust planning around preparing for, and responding to, any weather- related incidents. The Event shall also have access to an Event Weather Forecaster in order to disseminate detailed weather information. Note: the below wind Triggers refer to Non-Prescribed Temporary Structures only – all Prescribed Temporary Structures should have their wind speed action triggers added to a Wind Management Plan.

|  |
| --- |
| **WEATHER TRIGGERS** |
| **Structure/Area** | **Trigger** | **Action** | **Responsible** |
| Outdoor Stages/Structures (Non-Prescibed) | Wind speed approaches 40km/hr | Monitor wind, procure equipment to secure stage/structure; brief personnelSecure equipment/fittings | Site/Venue Manager |
| Wind speed approaches 50km/hr | Marquees: evacuate structuresStage: remove skins, add ballast | Site/Venue Manager |
| Wind speed approaches 70km/hr  | All non-essential personnel and public evacuated from area  | Area Warden |
| Wind speed approaches 90km/hr | Evacuate Area of all personnel, personnel take shelter inside | Chief Warden |
| Outdoor Stages/Structures | Forecast for Storms reviewed | Monitor wind, procure equipment to secure stage/structure; brief personnel  | Site/Venue Manager |
| Warning from Forecaster/BOM | Secure equipment/fittings, make areas safe (turn off power, cooking equipment etc) | Site/Venue Manager |
| Storm activity present (within 30km) | Clear Area  | Area Warden |
| Storm Activity significant (within 10km) | Evacuate Area | Chief Warden |
| All Sites (particularly outdoors) | 30-degrees | Additional water, additional cooling in place, additional artist/personnel resources prepped | Site/Venue Manager |
| 35-degrees | Additional staff resources deployed, water deliveries, rotate staff | Site/Venue Manager |
| 42-degrees | Stages possibly delayed, areas closed if too exposed | Chief Warden |
| 46-degrees | Events closed/cancelled for the day | Chief Warden |
| Air Quality | 0-150 AQI | Advise First Aid, advise FOH and Security staff to observe for any persons with respiratory issued | Site/Venue Manager |
| 151-300 AQI | First Aid to refresh plans for Mass Casualty in event of mass respiratory distress; prep all FOH, Site and Security staff on responses | Chief Warden |
| 300+ AQI | Events may not go ahead, pending conditions and review - outdoor events may not be viable | Chief Warden |

## WEATHER RESPONSES

The Event shall have in place planning around inclement weather and protocols for admitting audiences early (where queuing takes place outdoors) or delaying/cancelling activity if weather conditions are unfavorable.

|  |
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| **INCLEMENT WEATHER** |
| **Weather Trigger** | **Action** |
| Fine Weather | * Planned Activities to proceed as usual
 |
| Light and sporadic drizzle | * Planned Activities to proceed as usual
 |
| Intense heat | * Review Hobsons Bay Extreme Heat Action Plan requirements
* Review heat policy and triggers (extreme weather)
* Provide safety advice via social media and other channels
* Ensure adequate water availability for all personnel and Patrons
 |
| Medium and/or sustained rain and/or medium winds | * Provide safety advice via social media and other channels
* Run order for performances to be reviewed
* Review safety of outdoor performances
 |
| Wash out and/or storms (incl. electrical) and/or gale-force winds | * Provide safety advice via social media and other channels
* Indoor events to still proceed
* Run order for performances to be reviewed
* Cancel vulnerable events and manage structure in accordance with engineering recommendations
 |

# EMERGENCY RESPONSE PROTOCOLS

## EMERGENCY RESPONSE OVERVIEW

The following set of protocols is designed to provide the Chief Warden, Deputy Wardens, Area Wardens and general Event Management staff with the tools to safely and swiftly respond to any incident occurring in the event precinct. Each protocol outlines the immediate steps taken by each person in the Incident Response Chain of Command.

It is recommended that the Event have on site, located in the Event Info Tent or Site Office, an incident response kit containing (but not limited to):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Location** |  | **Item** | **Location** |
| Gaffer tape  | Site Office Kit |  | Megaphone | Site Office |
| Hazard tape | Site Office Kit |  | Warden High Vis Vest Vests | Site Office |
| Radio  | Site Office Kit |  | Bollards | Site Office |
| High Vis Vests | Site Office Kit |  | No Entry Signage | Site Office |
| Warden Brief | Site Office Kit |  | Mop and Bucket | Site Office |
| Torch (night work) | Site Office Kit |  | Dustpan and Broom | Site Office |
| Area map | Site Office Kit |  | Fencing Mesh | Site Office |

## RESPONSE PROTOCOLS

|  |
| --- |
| CIVIL UNREST/PROTEST/RIOT |
| **Responsible Agency** | **POLICE** | **Code Colour** | **BLACK** |
| **Special Considerations** |  |
|  |
| **Staff Directly Involved or Firstly Aware** | * Contact Chief Warden immediately
* DO NOT PROVOKE THE PROTESTERS
* Provide all information to Area Warden relevant to the situation e.g. how many, position, actions, purpose, strength and mood of group
* Remain calm, avoid handling demonstrators in anyway
* Avoid provoking the throwing of missiles
* Do not allow personnel or vendors to confront protestors
* Ensure cash handling areas are secure
 |
| **Area Wardens** | * Notify Site Operations Centre
* Advise Chief Warden on purpose, strength and mood of group
* Do not allow personnel or public to confront protestors
* Ensure cash handling areas are secure
 |
| **Chief Warden** | * As the situation dictates, notify - POLICE
* Restrict access and egress to area if required
* Restrict contact between demonstrators and personnel
* Initiate Show Stop procedures with Stage Team/s if necessary
* Seek cooperation of protest leaders
* Negotiate to contain the situation
* Evacuate area if Patrons and personnel are in danger
* Arrange for personnel to meet Police and provide details on arrival
 |

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| CROWD CRUSH/OVERCROWDING |
| **Responsible Agency** | **EVENT MANAGEMENT** | **Code Colour** | **N/A** |
| **Special Considerations** | * **Allowing crowd overflow to adjacent areas**
* **Eliminating the source of incitement to crowd into a particular area**
* **Communication between personnel and security managing the flow of crowds to/from the crush point to ensure danger to crowds is not exacerbated**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | * Contact Chief Warden immediately
* If possible, have artist make announcement requesting crowd to calm down or follow key instructions
* If crowd behavior does not immediately calm to a safe degree, FOH audio operator directed to shut down sound and lighting
* Security to open doors to alleviate crush if possible
* Advise Area Warden on current situation
 |
| **Area Wardens** | * Follow directions of Chief Warden and report back status
* Confirm whether crowd crush is due to another factor (fire, evacuation) so as to better control crowd movements, if possible, by utilizing alternative routes
 |
| **Chief Warden** | * Advise Box Office/Control Point Staff not to allow any more Patrons into the area impacted
* Initiate Show Stop procedures with Stage Team/s if necessary
* Shut down all entertainment in affected area until crowd is under control
* Utilise PA and megaphones to advise Patrons of situation, redirect them to alternative gathering areas, pathways etc to bring crowd crush under control
* Marshal Patrons and personnel away from hazard area, if appropriate
* Check for trapped persons in crush area
* Coordinate with personnel to look at recovery of event
 |

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| ELECTRICAL FAILURE/SUBSTATION FAILURE |
| **Responsible Agency** | **EVENT MANAGEMENT** | **Code Colour** | **N/A** |
| **Special Considerations** |  |
|  |
| **Staff Directly Involved or Firstly Aware** | * Contact Chief Warden immediately
* Report the status of your area to the Area Warden
* If blackout or extremely low level of lighting, marshal Patrons and personnel
* Prepare to evacuate
* Follow instructions of Area Warden
 |
| **Area Wardens** | * Relay information to wardens and Patrons
* If no emergency lighting, marshal personnel and Patrons
* Relay information to Chief Warden
 |
| **Chief Warden** | * Determine situation
* Contact power company, confirm failure and indicate priority
* Arrange alternative power if able
* Ensure Chief Warden has been notified via WIP
* Contact Venue Electrician
* Marshal Patrons and personnel away from hazard area, if appropriate
* Initiate Show Stop procedures with Stage Team/s if necessary
* Check for trapped persons in structures etc
* Be prepared as power may be reinstated at any moment without warning
* Determine whether recovery of area or activity is possible, and commence recovery procedures
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| FIRE |
| **Responsible Agency** | **FIRE RESCUE** | **Code Colour** | **RED** |
| **Special Considerations** | * **DO NOT FORGET: Smoke can kill, do not place yourself at risk.**
* **If smoke is present, GET DOWN LOW AND CRAWL OUT, CLOSING DOOR BEHIND YOU**
* **An average room can ‘flash-over’ (where everything in the room ignites) in as little as two minutes: if smoke/flame is present, GET DOWN LOW AND CRAWL OUT**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | * Contact Chief Warden immediately
* Remove any persons in danger if safe to do so
* Phone 000 and advise Area Warden you have done so
* Attack fire with appropriate fire suppression equipment if trained and safe to do so
* Withdraw when instructed and close the door behind you
 |
| **Area Wardens** | * Quickly assess the situation
* Ensure Chief Warden and Fire Rescue have been notified
* Issue instructions from the Chief Warden to other Wardens
* Report the status of your area to the Chief Warden
* Remove any persons in danger if safe to do so
* If any persons are in Places of Safe Refuge, advise Chief Warden of location and number
* Consider evacuation
 |
| **Chief Warden** | * Determine situation
* Confirm FIRE RESCUE contacted
* Provide Fire Rescue with update on type of fire and access
* Establish Emergency Coordination Centre
* Initiate Show Stop procedures with Stage Team/s if necessary
* Establish a Control Point, if safe to do so
* Determine appropriate evacuation route (note wind direction)
* Determine if any persons in Places of Safe Rescue, advise Fire Rescue of location and number
* Instruct Area Wardens to evacuate if required
* Identify injured persons
* Arrange for staff to meet and assist Emergency Services on arrival
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| INFRASTRUCTURE OR STRUCTURE DAMAGE/COLLAPSE |
| **Responsible Agency** | **SES/FIRE RESCUE** | **Code Colour** | **BROWN** |
| **Special Considerations** | * **Do not attempt to remove debris from electrical equipment.**
* **If irritating or noxious vapors are present, withdraw immediately and stop all personnel from entering the area.**
* **Municipal emergency management plans will override this plan if warranted**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | * Contact Chief Warden immediately
* Advise Area Warden all information relevant to the situation
* Assist any persons in danger if safe to do so
* Barricade off any dangerous or damaged elements
 |
| **Area Wardens** | * Raise the alarm by contacting the Chief Warden by any means possible
* Issue instructions from the Chief Warden to other Wardens
* Report the status of your area to the Chief Warden
* Proceed to evacuate immediately if safe to do so
* Note degree and nature of damage
* Assist and guide patrons and staff encountered
* Direct all patrons and staff to an appropriate area away from the hazard area
* Take care not to move people from safety to danger
* Await instructions
* Assist Emergency Services as required
 |
| **Chief Warden** | * Contact emergency services and confirm attendance – FIRE RESCUE – Phone 000
* Ensure Emergency Services are advised as to ideal access considering conditions
* Establish control point, if safe to do so
* If not safe to stay, proceed to evacuate immediately
* Note degree and nature of damage
* Initiate Show Stop procedures with Stage Team/s if necessary
* Identify injured persons
* Assist Emergency Services on arrival
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| LOST/MISSING CHILD/PERSON |
| **Responsible Agency** | **POLICE** | **Code Colour** | **ADAM** |
| **Special Considerations** | **CONSIDER that a Lost or Missing Child or Person might not just be a minor child but also a person with intellectual disability, communication or language issues*** **All reports of lost/missing person/s should be reported to the Event Manager**
* **Parents or Guardians should be directed to the Event Manager, who will complete appropriate reports and/or refer the situation to the Police if the child has been missing for 30 minutes or longer (or if the parents wish, Police can be called before this time period has elapsed)**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | **LOST CHILD/PERSON*** Do not send them away. Stay with the child/person at all times.
* Ascertain where their adult is and, if in the building, ask them to return to them.
* If the adult is not found within 5 minutes, advise the Chief Warden and Security Guard on duty
* Ask for a description of the parent or guardian and check whether the child has a mobile number for them. Call the mobile contact number if one is available.
* You may wish to move the child to a quieter space, however do not take the child to a room or isolated area where you are alone with them. You may offer the child water but do not offer any other food stuff in case of allergies or health conditions.

**MISSING CHILD/PERSON*** Inform Chief Warden of situation
* Follow instructions of Warden
* Ensure full details are provided to personnel to assist with locating Child
 |
| **Area Wardens** | * Request wardens and personnel to look in immediate vicinity for child/person/adult.
* Advise and update informant of situation. Take informant to Lost Children Control Point (Welcome Desk)
* Assist Police as requested
* Ensure Lost Child Checklist is completed
 |
| **Chief Warden** | * Contact Police if necessary – Phone 000
* Assist Police where appropriate
* Remain with child or informant until situation resolved or Police arrive
 |

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| Time: |
| **MISSING CHILD/PERSON (child/person not present)** | **LOST CHILD/PERSON (child/person is present)** |
| Questions to ask guardian/person | Questions to ask child/person |
| 1. Where did you last see the child/person? | 1. Where did you last see the guardian? |
| 2. When did you last see the child/person? | 2. When did you last see the guardian? |
| 3. What is your name? | 3. Did they tell you what to do if you got lost? If Yes, explain |
| 4. What is the child’s name(s)? | 4. What is your name? |
| 5. What is the child’s/person’s age(s)? | 5. What is the guardian’s name(s)? |
| 6. What is the child’s/person’s hair colouring? | 6. What is the guardian’s age(s)? |
| 7. What clothes are they wearing? | 7. What is the guardian’s hair colouring? |
| 8. What height is the child/person? | 8. What clothes are they wearing? |
| 9. Does the child/person have ID? | 9. What height is the person(s)? |
| 10. Does the child/person have a mobile phone? If Yes, what number? | 10. Do they have a mobile phone?If YES, what number? |
| 11. Where do you think the child/person might go? | 11. Do you know someone else’s number who would know the guardians mobile number?If YES, what number? |
| Other information | Other information: |
| Reported by:Date: Signature: |

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| MEDICAL EMERGENCY |
| **Responsible Agency** | **AMBULANCE** | **Code Colour** | **BLUE** |
| **Special Considerations** | * **Personnel involved in treating injured Patrons should ensure they make use of personal protective equipment such as rubber gloves, facemasks etc**
* **Personnel should only treat patients if trained in such treatment**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | * Contact Chief Warden immediately
* Quickly assess the situation and call 000 if you deem the medical emergency to be serious
* Alert Area Warden and advise that you have contacted 000
* Render assistance to patient if able until First Aiders arrive then assist if required
 |
| **Area Warden** | * Keep uninvolved Patrons and personnel away
* Standby to assist emergency services as required
 |
| **Chief Warden** | * Determine situation
* Ensure Emergency Services have been notified – AMBULANCE – Phone 000
* Keep uninvolved patrons and staff away
* Start planning Ambulance route if applicable
* Arrange staff to meet and guide Ambulance to patient
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| PROTECT IN PLACE |
| **Responsible Agency** | **POLICE** | **Code Colour** | **WHITE** |
| **Special Considerations** | **If there is an immediate threat outside the building, commence PROTECT IN PLACE** |
|  |
| **Staff Directly Involved or Firstly Aware** | * Use the built environment to shield you while you assess the situation
* Barricade the entry to your area and remain quiet and shelter in place

until given the all-clear by emergency services* Use Building Lockdown Button if it is accessible and safe to travel to the button, to lock the doors
* Contact Chief Warden immediately
* When possible, call 000 to alert police
 |
| **Area Wardens** | * Immediately shut and lock doors where possible, and barricade with any available furniture
* Turn off phone ringers and vibrate functions – remain quiet
* Ask security to position at entry doors where possible
* Inform Chief Warden of your area status, as soon as lockdown is complete
* Gather patrons calmly in seats or in non-exposed area away from windows and doors
 |
| **Chief Warden** | * Contact Police on 000 to advise Site is in Lockdown and determine staging point for Police response
* Assist Police where appropriate
* Initiate Show Stop procedures with Stage Team/s if necessary
* Remain with Police until situation is resolved and the all-clear given
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| VEHICLE/PLANT ACCIDENT ONSITE |
| **Responsible Agency** | **FIRE RESCUE/AMBULANCE** | **Code Colour** | **N/A** |
| **Special Considerations** | * **Ensure that you check stability of vehicle or plant to prevent it rolling/leaking/impacting on yourselves, involved personnel/Patrons or nearby personnel/Patrons**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | * Quickly assess the situation, check for entrapment
* Turn off engine, check for fuel leaks, ensure vehicle brake applied, if safe to do so
* Raise the alarm by immediately contacting Area Warden
* Keep Patrons and personnel away
 |
| **Area Wardens** | * Quickly assess the situation and ensure the alarm has been raised
* Ensure Chief Warden has been notified
* Issue instructions from the Chief Warden to other Wardens
* Report the status of your area to the Chief Warden
* Remove any persons in danger, if safe to do so
* Keep other patrons and staff away
* Be aware of fire outbreak have extinguishers brought to scene
 |
| **Chief Warden** | * Determine situation
* Ensure Emergency Services have been notified – AMBULANCE – Phone 000 – advise type of accident
* Arrange for staff to meet and assist Emergency Services on arrival
 |

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| VIOLENT BEHAVIOR/ASSAULT |
| **Responsible Agency** | **POLICE** | **Code Colour** | **N/A** |
| **Special Considerations** | * **Personnel should not approach or attempt to apprehend the Offender(s)**
* **If injuries involved, refer Medical Emergency**
* **Obtain identification (photos, CCTV) of Offender(s) if possible**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | * Contact Chief Warden immediately
* Apply first aid to any injury if trained and safe to do so
* Assess the situation and note any indicators of possible assault observed, alleged, or actual (existing)
* Attempt to retain all witnesses at the scene if safe to do so
* If situation becomes unsafe withdraw to a safe area
* Remain in the area until given ok to leave by the Chief Warden or Emergency Services
 |
| **Area Wardens** | * Arrange medical treatment for any injured persons from First Aid, call 000 for an ambulance if deemed required – if called, advise Chief Warden you have done so
* Advise the Chief Warden of any actions taken
* Take the victim to a safe, quiet space if possible, to await Emergency Services
* In the event of gendered violence, remove people of the opposite gender (where possible) from the space in order to aid the Victim’s feeling of safety/comfort, if they desire it
* Seal off the area to preserve the Crime Scene ad prevent anyone wandering into it
* Ensure that women and any children at the scene are provided with appropriate support/assistance as required
* Ascertain if language is a barrier and arrange to provide a translator when necessary. Children or family members should not be used as interpreters.
* Remain at the scene to provide assistance and information to emergency services
* Collect details of any staff and security present, and obtain CCTV footage if available
* Evacuate the area as necessary or on direction from the Chief Warden
 |
| **Chief Warden** | * Assess situation. Request CCTV coverage if available and retrieve footage for review
* Call the Police - this will result in the allocation of the appropriate unit (SOCAU) Sexual Offence and Child Abuse Unit, Centre against Sexual Assault (CASA) or General Response Unit given their assessment of the situation as reported – phone 000
* In relation to a victim of an assault, the person must be advised that the Police will be called – but no consent is required
* Contact Event Operations Centre and commence Log of Incident
* Ascertain relevant information such as:
* Description of offender(s)
* Current locations of offender(s), direction leaving and method of escape?
* Was the offender known to the Victim?
* How many public or staff are in the area?
* Request deployment of additional personnel to cordon off area
* Ensure appropriate first aid is on route
* Consider implementing Lockdown or Evacuation procedures if appropriate
* Advise stakeholders as appropriate and inform Area Wardens of surrounding areas
* Keep Event Management informed as necessary
 |

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| WEATHER EXTREMES – STORM, HIGH WINDS, LIGHTNING |
| **Responsible Agency** | **SES** | **Code Colour** | **BROWN** |
| **Special Considerations** | * **Consider isolating services such as water, gas, electricity**
* **If injuries involved, refer to Medical Emergency**
* **Consider notifying surrounding business/locations**
* **Consider ‘Shelter-in-Place” to protect people from severe weather conditions**
 |
|  |
| **Staff Directly Involved or Firstly Aware** | * Move Patrons under cover and away from temporary infrastructure, indoors if possible
* If possible, pack down any loose furnishings or infrastructure that are exposed to weather
 |
| **Area Wardens** | * Ensure that all stages and structures are moved into safe mode: stage roofs lowered, marquees cleared and made safe where possible (walls closed up), all loose infrastructure brought inside or lowered – follow procedures on Structure Information Sheets in Structures
* Ensure that all power (hard power and generators) and gas are switched off in your area as soon as large infrastructure is made safe (roofs and PA arrays lowered for which power is required)
* Issue instructions from the Chief Warden to other Wardens
* Report the status of your area to the Chief Warden
* Proceed to evacuate immediately if safe to do so
* Note degree and nature of damage
* Assist and guide patrons and staff encountered
* Direct all patrons and staff to an appropriate area away from the hazard area
* Take care not to move people from safety to danger
* Await instructions
* Assist Emergency Services as required
 |
| **Chief Warden** | * Determine situation
* Ensure Emergency Services have been notified – AMBULANCE – Phone 000
* Speak to the Bureau of Meteorology or Forecaster to determine how long the weather event will last or if another is imminent
* Initiate Show Stop procedures with Stage Team/s if necessary
* Ensure Emergency Services are advised as to ideal access considering conditions
* Establish control point, if safe to do so
* If not safe to stay, proceed to evacuate immediately
* Assist Emergency Services on arrival
* Arrange for immediate clearance and making-safe of the site, as soon as the weather event has passed
 |