Emergency Management Plan

Event Name:

Event Location:

Event Date/s:

Prepared by:

Emergency Management Plan

An Emergency Management Plan is required for all events. By planning for the worst possible scenarios, organisers will be more assured of their ability to handle the emergency should it arise. The success of an event is measured by a number of factors that include the level of safety and the systems put in place to minimise risk and hazards. Event organisers have a duty of care under the Victorian Occupational Health and Safety Act 2004 to provide a safe operational environment. Under this legislation, event organisers must ensure so far as reasonably practical that:

1. *People are not exposed to risks arising from the operation,* and
2. *Any place where employees and self-employed persons' work is safe.*

Victoria Police should be consulted in relation to all public events and for larger events they may need to be engaged in the event planning process. The Emergency Management Plan must consider but is not limited too:

Possible emergency interruptions including but certainly not limited to:
- Electrical failure
- External emergency
- Flood/Fire
- Hazardous materials Incident
- Medical emergency
- Vehicle accident (on site)
- Stage Collapse

Access & evacuation routes
It is important to capture all components of the evacuation procedures, routes and evacuation points. If you are holding your event in an indoor venue, it is more than likely that these are already established. If not, then you will need to plan for them yourself.

An evacuation can include an entire evacuation or a partial evacuation depending on the emergency and the location of the emergency. The evacuation will be initiated by the Chief Warden or in his or her absence the Deputy Warden then followed by the Area Wardens. If Emergency Services (Police and Fire) are on the scene then they will takeover the management of the evacuation procedures.

The phases of an evacuation include:
- Immediately move all people away from the danger
- Move people to a safe area
- Evacuate effected parts of the premises
- Total evacuation of the premises.

In the process of an evacuation, it is necessary for Area Wardens and staff to assist or arrange assistance for people who are less mobile. This can include anybody who physically or intellectually requires assistance during an evacuation.

Evacuation Points – are where you plan to guide people to in case of an evacuation from the prescribed event site. This site needs to have a clear access route from the event site and large enough to hold the intended audience. It needs to be safely away from the event site in the case of an emergency. Dependant on the size of the event venue, access and the type of emergency you may need to consider multiple evacuation points. They should all be clearly named (Evacuation Point A, B and C) and located on a map. If you have multiple evacuation

points all staff should be clear on what evacuation point is closest to them and the appropriate route to take.

Evacuation Route – if an evacuation is called you want all event staff and Wardens to know the preferred route to the evacuation point. On deciding upon this route, it is necessary to make sure this route is accessible at all times, immediately prior, during and after your event. The access route should be checked throughout the event to make sure that it remains clear.

Emergency Vehicle Access – This can include emergency vehicles that are already stationed at your event or emergency vehicles that may need to be called to your event. If you have road closures, regular access to your site may differ from usual. Emergency Services in the area must be notified of the road closures and provided with emergency routes should it be required. Like the evacuation route, these access points should remain clear at all times prior, during and after your event.

In your Emergency Management Plan you can list the evacuation points and the route in a table format. The example below includes multiple evacuation points:

Event Location	Evacuation Location	Suggested Evacuation Route
East (Kids Korner, Youth Precinct and Rides)	Town Park	Access via Springfield Road, controlled crossing of Mt Dandenong Road and down Norton Avenue
North and Main Oval (North section Community and Business Area)	Cinema Carpark	Access from Hewish Road through to the North end of the Cinema car park
South (South section of Community Area and Food Area)	Town Park	Controlled crossing at Mt Dandenong Road and down Civic Square heading towards the Croydon Office and the Library

It is one thing to put all these procedures into place and develop the evacuation plan, however none of it will be effective unless staff are fully briefed on the procedure and locations. It is essential that all staff that are working on the event are briefed on all emergency procedures so that they can act effectively and safely on Council's behalf in the case of an emergency. If staff are unable to attend a briefing session prior to the event, then they must be briefed and inducted onto the event site at the commencement of their shift. It is recommended that the Event Organiser keep a signed register of all staff that have been briefed and inducted on to the event site.

Crowd Control
Event organisers are responsible for all security and crowd control aspects of their event. Based on the program (i.e. well-known artist or presenter), number of visitors/audience, the target audience and whether alcohol is available will determine if security is required. Choosing an appropriate security provider is essential to the success of an event and the safety of the public. Privately uniformed security must be licensed under the Private Agents Act 1966.

First Aid and Medical Response
Your First Aid Post needs to be strategically positioned so it is easily accessed by emergency vehicles and should be sign posted so it is obvious to the public.

The post is to be kept in a hygienic condition, with adequate medical supplies, communications, water, ice and staffed by qualified medical first aiders.

Personnel responsible in emergencies & evacuations, including lines of communication in order of authority

Chief Warden

The responsibilities of the Chief Warden are to:
- Administer the warden system;
- Ensue clear paths of egress are maintained throughout the event;
- Review, in conjunction with Precinct Wardens, the Emergency Management Plan;
- In conjunction with Event Coordinator, ensure that there is a system in place to record all staff, patrons and contractors on site;
- In conjunction with Event Coordinator, ensure that a debriefing is conducted; and
- Ensure the Chief Warden and the Deputy Warden are not simultaneously absent from the site.

Deputy Chief Warden

The role of the Deputy Chief Warden is to assist the Chief Warden in the general administration of the Emergency Control Organisation and will assume all relevant responsibilities whenever the Chief Warden is absent.

Precinct Wardens

Precinct Wardens, within their area of responsibility, will ensure that:
- They are familiar with the layout of the festival environs and the general locations used by patrons and employees, including contractors;
- They are familiar with the location of all first aid facilities and other emergency equipment;
- New employees and volunteers are thoroughly briefed on emergency procedures as part of their induction process;
- They oversee the contractors within their area of responsibility; and
- They represent their area at any emergency debrief.

Precinct Wardens will take appropriate action to ensure the following:
- Good housekeeping so that litter does not accumulate to increase the danger of fire;
- Hazardous materials are not stored or used incorrectly, notwithstanding the nature of work;
- Equipment does not impede access;
- Pathways are free of obstruction;
- Fire extinguishers, safety signs and safety equipment are serviceable at all times;
- Hydrants and hose reels are accessible;
- Access to and egress from emergency equipment is not obstructed;
- Any irregularities are reported to the Chief Warden;
- All incidents are reported on the form provided;
- Inspection checklists are completed; and
- Incident report forms are to be handed to Chief Warden

In this section of your Emergency Management Plan state the delegation of authority and to what extent of authority the person holds. State when this delegation of authority is handed over (generally to emergency services providers once they are on the scene) and who has been involved in the development of the process. You will also need to outline the roles and responsibilities of your key event staff.

An incident control center

All events regardless of size need to have a "hub"/ Comms Center/Incident Control Center. Staff need to be briefed on its location and the Center/hub needs to be manned all day. All event documentation should be there, and the staff member based there must have walkie-talkie access or mobile phone access. They will be responsible for logging incident forms, contacting Emergency Services, directing them to the site etc.

An example of how your plan can be set out is below.

2.1 Emergency Management Plan

Potential emergency situation	Action to be taken	Response organisation
MEDICAL EMERGENCY		
Person(s) requiring urgent medical care	Prepare: ▪ Maintain clear access for emergency vehicles ▪ Onsite first aid centrally located ▪ Respond: ▪ Notify onsite first aid ▪ Specific response plan for event staff until arrival of response organisation ▪	Onsite first aid. Ambulance/Fire/Police 000
FIRE ON SITE		
Spread of fire, injury, loss of life, loss of property	Prepare: ▪ Maintain clear access for fire fighting equipment ▪ Assembly area clearly defined ▪ Respond: ▪ Crowd control ▪ Notify FRV ▪ Specific response of event staff until arrival of FRV ▪	Fire Rescue Victoria Ambulance/Fire/Police 000
EXPLOSION		
Gas cylinder explosion in food van	Prepare: ▪ Maintain clear access for fire fighting equipment ▪ Assembly area clearly defined ▪ Respond: ▪ Crowd control ▪ Notify FRV/Police ▪ Specific response of event staff until arrival of Emergency Services ▪	Fire Rescue Victoria Police Ambulance/Fire/Police 000
VIOLENT BEHAVIOUR		
Fight between event goers, injury, crowd panic	Prepare: ▪ Maintain clear access for police vehicles ▪ ▪ Respond: ▪ Crowd control/Security ▪ Notify Police ▪ Specific response of event staff until arrival of Police	Victoria Police Ambulance/Fire/Police 000

ARMED OR DANGEROUS INTRUDER		
Potential threat to life, injury	Prepare: ■ Maintain clear access for police vehicles ■ ■ Respond: ■ Crowd control/Security ■ Notify Police ■ Specific response of event staff until arrival of Police	Victoria Police Ambulance/Fire/Police 000
LOST CHILDREN		
Child lost in crowd, distress to family members, abduction	Prepare: ■ Clearly identified Lost Children's Area ■ Site plan marked into search areas ■ Respond: ■ Public address system ■ Notify Police if no response ■ Specific response of event staff until arrival of Police	Victoria Police Ambulance/Fire/Police 000

As part of your Emergency Management Plan, you need to record accurate and up to date contact details of relevant individuals and organisations associated with your event in case an emergency arises. This list will help you find contacts quickly if the need arises. Complete the below to create your contact list.

Emergency Contact List

TITLE	NAME / POSITION	PHONE
Electricity	AGL	131 799
Gas	AGL	132 771
Interpreter Service		1321 450
Poisons		131 126
SES		132 500
Water	Yarra Valley Water	132 762
Work Cover	A/H Emergency	132 360
Risk Manager		
Croydon Police		9724 0100
Maroondah City Council	A/H Emergency	1300 882 233
A/H Council Contacts		
Event Control Organisation		
Police		
Chief Warden/Event Manager/Media Liaison (on site)		
Deputy Chief Warden		
Security Supervisor		
Safety Officer		
First Aid		
Wardens		
1. (Area 1)		

TITLE	NAME / POSITION	PHONE
2. (Area 2)		
3. (Area 3)		
(Insert your organisation here)		
(Insert department)	(insert staff)	(Phone no.)
(Insert department)	(insert staff)	(Phone no.)
Suppliers		
Service-Company	**Contact**	**Tel**
Audio		
Generators		
Stage and infrastructure		
Fireworks		
Traffic Management		
Portable Toilets		
Plumber		
Emergency Evacuation Assembly Areas **(Depending on the type of emergency and weather conditions)**		
Please refer to schedule, site plans		
1. All areas –		
Emergency Services Locations		
Please refer to schedule and site plans		
Emergency Control Centre		
Police	Off Site	Via 000
Fire Brigade	Off site	Via 000
First Aid		Channel 1
Lost Children		Channel 2
Emergency Services Meeting Point Areas **(Depending on the type and location of emergency and weather conditions)**		
Please refer to schedule and site plans		
1.		
2.		

EMERGENCY RESPONSE GUIDES

ARMED OR DANGEROUS INTRUDER RESPONSE GUIDE

ANY STAFF DIRECTLY INVOLVED

• Be deliberate in your actions
• Be reasonably slow (consider your safety) in handing over keys, money or information
• If possible, move the situation to a less populated location
• Observe the offender (height, weight, age, clothing, speech disabilities, accent etc.)
• Immediately notify an Area Warden
• Warn others unobtrusively
• Restrict access of patrons and employees
• Do not approach intruder
• Evacuate patrons at risk quietly

AREA WARDEN

• Assist first person if able, if possible and safe to do so
• Notify Event Management Centre
• Ensure Chief Warden has been notified

CHIEF WARDEN

• Seek information on whereabouts and details of intruder
• Establish Event Coordination Centre
• **Confirm controlling emergency service contact - VICTORIA POLICE**
• Via ECC on Radio Channel One or Phone 000
• Determine safest evacuation route
• Marshal patrons and employees as best as possible
• Have staff meet and provide details to Police on arrival

SPECIAL CONSIDERATIONS

DO NOT PROVOKE OR CONFRONT THE INTRUDER

Armed or Dangerous Intruder Check List

Time Reported:	Date:
Reported By:	
Exact Location of Hostage Incident:	
Number of Hostages:	
Names of Hostages:	
If Names(s) are Unknown:	
• Height	
• Sex	
• Age	
• Complexion	
Number of Assailants:	
Notable Characteristics of Assailant(s):	
Identifying Features (tattoos, scars):	
Number of Weapons:	
Description of Weapons:	
Mood of Assailant(s):	❑ Calm ❑ Nervous ❑ Angry ❑ Irrational ❑ Excited ❑ Other ❑ Crying
Other Information:	

BOMB THREAT RESPONSE GUIDE

PERSON RECEIVING CALL

• Attract someone's attention to notify ECC
• Do not notify any others of the threat
• Try to keep caller talking
• Fill out Bomb Threat Check List
• Remain at telephone until relieved
• Do not hang up the telephone
• Notify Event Management Centre

CHIEF WARDEN

• **Immediately notify VICTORIA POLICE 000**
• Establish Event Coordination Centre
• Ensure no radio transmitters are used
• Never ignore threat
• If possible relieve person-receiving call to allow completion of Bomb Threat Checklist
• Assess need to evacuate
• Assess the danger of evacuating into or through an area where an object may have been deposited
• Ensure evacuation routes and assembly areas are searched before an evacuation takes place
• Be prepared to evacuate at least 300 metres radius if directed
• Leave doors and windows open

AREA WARDEN

• Assist Chief Warden as directed
• Advise Chief Warden of any abnormalities
• Coordinate patrons and staff
• Following an evacuation, check all persons are cleared from the area and advise Chief Warden

ALL OTHER PATRONS AND EMPLOYEES

• Evacuate when instructed
• Take bags and personal items if directed
• Report any suspicious items to Area Warden

WARNING

IF SUSPICIOUS ARTICLE DISCOVERED DO NOT TOUCH

Bomb Threat Check List

DON'T HANG UP THE TELEPHONE

KEEP THE CALLER TALKING (Try to obtain as much information as possible)

WORDING OF THE THREAT: (Try to record the exact words)

Callers Voice: (Tick all applicable boxes)

❑	Calm	❑	Nasal
❑	Angry	❑	Stutter
❑	Excited	❑	Lisp
❑	Slow	❑	Raspy
❑	Rapid	❑	Deep
❑	Soft	❑	Ragged
❑	Loud	❑	Clearing Throat
❑	Laughter	❑	Deep Breathing
❑	Crying	❑	Crackling Voice
❑	Normal	❑	Disguised
❑	Distinct	❑	Accent
❑	Slurred	❑	Familiar

If the voice is familiar, whom did it sound like?

Estimated age of caller:
Sex of caller:

Background Sounds:

❑	Street Noises	❑	Factory Machinery
❑	Crockery	❑	Animal Noises
❑	Voices	❑	Clear
❑	PA System	❑	Static
❑	Music	❑	Local
❑	House Noises	❑	Long Distance
❑	Motor	❑	Booth
❑	Office Machinery	❑	Aircraft
❑	Children	❑	Other

Threat Language:

❑	Well Spoken (educated)	❑	Incoherent
❑	Foul	❑	Taped
❑	Irrational	❑	Message read by threat maker

CIVIL DISTURBANCE RESPONSE GUIDE

ANY STAFF DIRECTLY INVOLVED OR AWARE

• Contact Area Warden
• Advise Area Warden all information relevant to the situation e.g. how many, position, actions
• Remain calm, avoid handling demonstrators in anyway
• Avoid provoking the throwing of missiles

AREA WARDEN

• Notify Event Management Centre
• Advise Chief Warden on purpose, strength, and mood of group
• Do not allow staff or vendors to confront protestors
• Ensure cash handling areas are secure

CHIEF WARDEN

• As the situation dictates, notify - **VICTORIA POLICE 000**
• Establish Event Coordination Centre
• Restrict access and egress
• Restrict contact between demonstrators and staff
• Seek co-operation of protest leaders
• Negotiate to contain the situation
• Arrange for staff to meet Police and provide details on arrival

SPECIAL CONSIDERATIONS

DO NOT PROVOKE THE PROTESTORS

Civil Disturbance Check List

Questions to ask:
1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Who placed the bomb?

Time:	Date:
Duration of call:	
Report call to:	
• Name	• Phone Number
Call received by:	
Signature:	

ELECTRICAL FAILURE RESPONSE GUIDE

AREA WARDEN

• Notify Chief Warden and Event Management Centre by any means possible
• Contact electrician
• If no emergency lighting, marshal patrons and employees
• Prepare to evacuate if required
• Follow instructions of Chief Warden

CHIEF WARDEN

• Determine situation
• Contact Power Company, confirm failure and indicate priority
• Arrange alternative power if able
• Marshal patrons and employees away from hazard area, if appropriate
• Check for trapped persons in structures such as rides
• Be prepared as power may be reinstated at any moment without warning

EXPLOSION RESPONSE GUIDE

FIRST STAFF ON SCENE

• Turn off gas and electricity, if practicable
• Remove any person in danger, if safe to do so
• Quickly assess and raise the alarm by contacting the Area Warden
• Vacate the area immediately
• Keep patrons and employees away

AREA WARDEN

• Quickly assess the situation and ensure the alarm has been raised and Chief Warden notified
• Remove any persons in danger if safe to do so
• Consider evacuation

CHIEF WARDEN

• Determine situation
• **Confirm controlling emergency service contact - VICTORIA POLICE 000**
• Establish Event Coordination Centre
• Establish a Control Point, if safe to do so
• Determine appropriate evacuation routes (Note wind direction)
• Identify injured persons
• Arrange staff to meet and assist Emergency Services on arrival

FIRE RESPONSE GUIDE

FIRST STAFF ON SCENE

• Ensure **Fire Service** are contacted – **FRV**
• Via ECC on Radio Channel One or Phone 000
• Quickly assess and raise the alarm by sending runners to Area Warden
• Attack fire with appropriate firefighting equipment if able and safe to do so
• Withdraw when instructed

AREA WARDEN

• Quickly assess the situation
• Remove any persons in danger if safe to do so
• Consider evacuation
• Ensure Chief Warden and Fire Brigade are notified
• Via Event Management Centre on Radio Channel One or Phone 000
• Arrange for Wardens to meet and guide the Fire Brigade to the scene

CHIEF WARDEN

• Determine situation
• Confirm **Fire Service** contacted
• Provide Fire Services with update on type of fire and access
• Establish Event Coordination Centre
• Establish a Control Point, if safe to do so
• Determine appropriate evacuation route (note wind direction)
• Instruct Area Wardens to evacuate if required
• Identify injured persons
• Arrange for staff to meet and assist Emergency

GAS LEAK RESPONSE GUIDE

FIRST STAFF AWARE

• Assess situation
• Raise the alarm by immediately contacting Area Warden
• Do not enter affected area

AREA WARDEN

• Determine situation
• Ensure Event Control Centre is notified
• Do not enter affected area
• Evacuate patrons and employees if appropriate and safe

CHIEF WARDEN

• Assess the situation.
• Ensure the Fire Service has been notified
• Establish a Control Point, if safe to do so
• Isolate gas supply, if safe to do so
• Ensure the appropriate actions have been taken
• Assist the Emergency Services if requested

LOST CHILD / MISSING PERSON RESPONSE GUIDE

FIRST STAFF OR WARDEN CONTACT

• Inform Area Warden of situation
• Remain with child or informant at scene until Security or Area Warden arrives
• Follow instructions from Security or Area Warden

AREA WARDEN/SECURITY

• Lost Child: - Take lost child to Lost Children post closest to scene

LOST CHILDRENS POST

• Contact Event Management Centre with information regarding lost child to enable information to be passed onto Police, Security and Area Wardens Via Event Management Centre on Radio Channel One
• Missing Person: - Contact Event Management Centre and remain with informant assist Police as requested
• Ensure Lost Child Checklist is completed
• Advise and update Chief Warden of situation

COMMUNICATIONS OFFICER

• Alert Security
• Alert Police if necessary
• Complete duplicate copy of Lost Child Checklist

CHIEF WARDEN

• Assist Police where appropriate

MEDICAL EMERGENCY RESPONSE GUIDE

FIRST STAFF AWARE

• Quickly assess the situation
• Notify First Aid and Area Warden
• Render assistance to patient if able until First Aid arrive then assist if required

AREA WARDEN

• Determine situation
• Ensure alarm has been raised with **Ambulance Service**
• Via Event Management Centre on Radio Channel One or Phone 000
• Keep uninvolved patrons and employees away
• Start planning ambulance route if applicable
• Advise Event Management Centre if ambulance is called
• Arrange staff to meet ambulance externally and guide ambulance to patient

CHIEF WARDEN

• Determine situation
• Contact **Ambulance Victoria 000 –** advise on type of injuries
• Establish Event Coordination Centre if necessary
• Establish control point
• Identify injured persons
• Arrange for staff to meet and assist Emergency Services

VEHICLE ACCIDENT (ON SITE) RESPONSE GUIDE

FIRST STAFF ON SCENE

• Quickly assess the situation, check for entrapment
• Turn off vehicle 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 employees away

AREA WARDEN

• Quickly assess the situation and ensure the alarm has been raised with Event Coordination Centre
• Via Event Management Centre on Radio Channel One or Phone 000
• Remove any persons in danger, if safe to do so
• Keep other patrons and employees away
• Be aware of possible fire outbreak have extinguishers brought to scene

CHIEF WARDEN

• Determine situation
• Confirm Emergency Services contact and advise type of accident
• Arrange for staff to meet and assist Emergency Services on arrival

EVENT CANCELLATION OR EVACUATION RESPONSE GUIDE

Cancellation or discontinuance of Celebrations or an area may be caused by a security alert or other circumstances beyond our control.

The decision to cancel or discontinue may be as a result of direction from the Government immediately relayed to the Event Organiser via Police or Event Management Centre.

CHIEF WARDEN

• Immediately instigate the required action.
• A phone tree network to all Areas is to be established for this purpose.
• Victoria Police Media Liaison will arrange a press release.
• Public to be notified on site by Area Wardens, Police and Security and further by television, radio and press.
• Contractors to be notified by Area Wardens.

Evacuation and Cancellation Announcements

EVACUATION: "Attention Patrons: This is a safety announcement. May I have your attention please, you are not in any immediate danger, for your safety we need to stop the event temporarily and clear the area. (Insert area to be evacuated) patrons please assist us by following the directions of our wardens to the nearest safe exit."

CANCELLATION: "Attention Patrons: This is a safety announcement. May I have your attention please, this Event has been cancelled due to circumstances beyond our control. We ask you to be patient and leave in an orderly manner. Please follow the directions of our wardens to the nearest safe exit."

LOCKDOWN: "Attention Patrons: This is a safety announcement. May I have your attention please, you are not in any immediate danger. For your safety we have locked the venue down due to a serious incident taking place externally. Please assist us by remaining calm. We will continue to update you as soon as more information becomes available."

STORM: "Attention Patrons: This is a safety announcement. May I have your attention please, we are expecting severe windstorms very soon. Please ensure all loose items are put away and fastened down. Beware of flying objects. All persons with equipment effected by high wind should exercise their emergency response now. Thank you for your cooperation."

LIGHTNING: "Attention Patrons. This is a safety announcement. May I have your attention please, we are expecting severe electrical storms very soon. Those able to leave the area now should do so. Please follow the directions of our Wardens to the nearest exit. For those remaining please find shelter where possible and avoid trees. Thank you for your cooperation."