



Festivale Emergency Procedure Plan

Launceston Festivale Committee Inc

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EMERGENCY CONTROL ORGANISATION (ECO)

<u>POSITION</u>		<u>OPERATION</u>		<u>IDENTIFICATION</u>
Chief Warden		Committee Site Manager		White Hard Hat/ Vest
Deputy Warden		Committee Site Manager		Yellow Hard Hat/Vest
Area Warden		Committee Security Stage Managers		Yellow Hard Hat/Vest
Wardens		Security		Red Hard Hat/ Vest
On-Site Emergency Services		St John Ambulance		Uniform
		Tasmania Police Tas Fire		Uniform Uniform

HAZARD IDENTIFICATION AND VERIFICATION

Classification of Emergency

In order to determine the appropriate method and priority of response to an emergency any emergency incident whether real or potential will be classified as an alert level.

Code Red	Fire
Code Purple	Bomb
Code Orange	Evacuation
Code Blue	Medical Emergency
Code Yellow	Internal Emergency
Code Black	Personal Threat
Code Brown	External Emergency
Code Green	All Clear

The Chief Warden in consultation with Emergency Services Management will determine when the risk and/or hazard has been eliminated and then declare the “Code is All Clear”. This message will then be communicated to Wardens.

Definition of a Hazard

For the purpose of this Management Plan a hazard is defined as a source of potential harm or a situation with a potential to cause loss.

At Festivale these fall into the broad categories as previously defined in the Risk Management Code System.

RISK ANALYSIS CALCULATOR

RISK ANALYSIS MATRIX	LIKELIHOOD	CONSEQUENCE or IMPACT				
		Insignificant (1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Rare (E)	L	L	M	S	S	
Unlikely (D)	L	L	M	S	H	
Moderate (C)	L	M	S	H	H	
Likely (B)	M	S	S	H	H	
Almost Certain (A)	M	S	H	H	H	

LEGEND

- L: LOW** Acceptable risk perhaps. Manage by routine procedures. Develop processes / procedures if existing ones are not relevant.
- M: MODERATE** Attend to in medium term. Allocate and follow management responsibilities within Risk Management Plan and monitor the outcomes.
- S: SIGNIFICANT** Attend to in short term. Senior management attention needed to determine and implement action plan to reduce impacts as soon as possible.
- H: HIGH** Immediate action to eliminate or reduce the risk. Consider stopping event.

Position Responsibilities

CHIEF WARDEN

On becoming aware of an emergency, the Chief Warden shall take the following actions:

- Ascertain the nature of the emergency and determine appropriate action.
- Ensure that the relevant emergency service has been notified (dial 000)
- Ensure that Area Wardens are advised of the situation
- If necessary, initiate evacuation and control entry to the affected areas.
- Ensure the progress of the evacuation and any action taken is recorded in an incident log.
- Brief Emergency personnel upon arrival of the type, scope and location of the emergency and the status of the evacuation, and thereafter assist as required

DEPUTY WARDEN

- Report to the Chief Warden.
- Evacuate identified areas as instructed by the Chief Warden.
- Assist in crowd control.
- Facilitate, where possible, access for external Emergency Services

AREA WARDENS

- Implement the emergency procedures for their area
- Ensure that the relevant emergency service has been notified (dial 000)
- Direct Wardens to check the floor or area for any abnormal situation
- Commence evacuation if the circumstances in their area warrant it
- Communicate with the Chief Warden by whatever means are available and act on instructions
- Advise the Chief Warden as soon as possible of the circumstances and action taken.
- Co-opt persons as required to assist a Warden during an emergency.
- Confirm that Warden activities have been completed and report back to the Chief Warden

WARDENS

May be required to carry out a number of activities, including :

- Act as Warden
- Ensure that the relevant Emergency service has been notified (dial 000)
- Ensure that all persons from the area are evacuated
- Ensure an orderly flow of persons.
- Assist persons with disabilities.
- Act as a leader of groups moving to nominated assembly areas
- Report to Area Warden upon completion or required activities

SECURITY

- Assist Wardens in the evacuation process

SERVICE CONTRACTORS

- Assist Wardens in the Evacuation process

VOLUNTEERS

- Assist Wardens in the Evacuation process

COMMUNICATIONS

The major form of communication for Festivale will be 2-way radios and mobile phones. This system is used for communications between selected **event personnel and Festivale Management.**

The central communication point for Festivale is the Information tent, where radio communications between Management and Police are controlled and managed.

Therefore, it is important to maintain constant monitoring of all 2-way radio and mobile phone traffic, to be prepared for any emergency situations.

2-Way Protocol

1. Always wait until the channel is clear before transmitting your message.
2. Always start your transmission by stating the person's name or call sign you require to contact.
3. Always acknowledge that you have received the message.
4. Never use the radio for chit chat or joke around regarding emergency situations or give false information over the air.
5. In emergency situations stay off the radio unless you have important information regarding the emergency or your supervisor calls you.

Mobile Phone Use

1. Call length should be kept a minimum.
2. Spare batteries and charger are essential and check they are in working order prior to the event.
3. Message bank of some form is required to ensure urgent calls are returned and at least all parties are kept informed of any situation.

Summary of Emergency Evacuation Procedures

1. Once an incident has occurred, Security must be notified immediately by 2 way radio.
2. Security will notify all relevant stakeholders including the Chief Warden and relevant Emergency Service units by 2 way radio or dialling 000, State the emergency and service required.
3. Chief Warden will notify all wardens of evacuation procedure - i.e. partial or full evacuation or park.
4. Wardens proceed to designated evacuation areas.
5. Pre-recorded message will be played by Frontline Staff- if full evacuation is required
6. Assist patrons to exit using the safest exit point as advised by the Chief Warden.
7. Wardens should not evacuate patrons through an area where safety may be compromised

For the purpose of evacuation in the event of an emergency, Festivale has identified **assembly and exit points**. They are as follows:

Title	Position	Evacuation Point	Assembly Point
Chief Warden	Information Tent	Oversee Evacuation	
Deputy Fire Warden	Information Tent	Oversee Evacuation	
Deputy Warden	Eastern End	Oversee Evacuation of Gates 3 & 4	Lawrence Street
Deputy Warden	Western End	Oversee Evacuation of Gates 2& 5	Cimitiere Street
Area Warden 1	Gate 2	Gate 2	Cimitiere Street
Area Warden 2	Gate 3	Gate 3	Lawrence Street
Area Warden 3	Gate 4	Gate 4	Cimitiere Street
Area Warden 4	Gate 5	Gate 5	Lawrence Street

All Emergency Services Vehicles will be directed to Gate 1 or an alternate gate should Gate 1 be rendered inoperable, where security will advise specific entry point. An additional assembly point will be nominated by the Chief Warden if deemed necessary.

If a full evacuation is ordered by the Chief Warden, barriers will be erected in Cimitiere and Lawrence Street to block traffic access. This will be directed by the **Site Manager** and will be assisted by **Security personnel and Tasmania Police**.

PLEASE NOTE: All Area Wardens are to be aware that Emergency Vehicles will enter Festivale separate to the public evacuation exit points. No public evacuation is to be directed through the Emergency Vehicle Access - Gate 1 or the nearest specific location point.

Security and on ground Emergency Services personnel will direct vehicle to casualty clearance area at Festivale.

If an evacuation is necessary, a call will be given by the **Chief Warden only**, and an announcement made through the **public address system**, from the control point within the event. This will be a pre-recorded message, or by mega phone if Public Address System is not operating.

The Area Wardens will also be informed by radio as to the status of the emergency and the areas to be evacuated. In the event of radio and/or Public Address System failure a megaphone will be used. This is located at the Information Tent. If all other means of communications are inoperable, mobile telephone communication will be used if deemed appropriate.

Upon notification of an evacuation emergency control organisation personnel are to ensure that patrons are evacuated from the area via the nearest **SAFE** Emergency Exit

All injured persons will be relayed to the casualty clearing area by St John Ambulance and available Emergency Services personnel.

1 CROWD CONTROL

1. Positioning of Wardens

Wardens responsible for the movement of people out of a danger area should, in the first instance, position themselves so that they are:

- Clearly visible.
- Not exposing themselves or any other person to danger.
- Able to exercise control over persons leaving the area.

2. Public Movement Control

Wardens should direct persons towards the exits using:

- A calm but firm voice.
- Smooth and commanding hand signals.

In directing crowds, Wardens should use such terms as:

- "This way please."
- "Move quickly outside."
- "Quickly move that way."

Positive hand signals should be used to augment verbal directives.

3. Summary

Words such as “HURRY”, “FASTER”, “BOMB” and “TRAPPED” should be avoided at all costs. Jerky hand signals, such as beckoning people towards you in a rapid and continuous manner should also be avoided.

People will obviously be bewildered and curious as to the cause of the evacuation, however, Wardens must not engage in lengthy explanations with people at the exit points. The object is to quickly, calmly and safely move people away from the structure.

Exits must not be obstructed by persons stopping to ask questions or attempting to manhandle bulky items through an exit gates.

In all instances the Chief Warden is to be notified of the incident at the earliest practical moment.

2 ON-SITE MEDICAL TREATMENT - STAFF & PUBLIC

Refer number 7 in Risk Management Plan

In order to provide emergency medical facilities Festivale will ensure that rostered staff will always involve a minimum of 1 qualified St John Ambulance first aider on site during event hours.

Procedure

1. 2 way radio call requesting location of first aider.
2. First aider to respond and move towards required location.
3. If person requiring first aid can be safely moved, they will be escorted to the St John Ambulance trailer for treatment.
4. If person requiring first aid cannot be safely moved, contact security to ensure a clear area around the person.
5. First aider to determine if emergency services are required and if so, to place the call.
6. Following treatment, a first aid incident form is to be completed as supplied by St John Ambulance.

3 DISTURBANCE INVOLVING MEMBER OF PUBLIC (INCL STAGES)

Refer numbers 6, 16 and 23 in Risk Management Plan

The overriding principal is that the safety of the public and on-site personnel takes priority.

Procedure

1. 2 Way call for assistance is to be made.
2. Whilst security is responding, on-site personnel are not to aggravate the person involved and should only take actions that do not endanger their personal safety or the safety of other members of the public.
3. **If the disturbance is on the stage** (eg taking over of microphone), the person is to be allowed to continue, and the sound tech is authorised to turn the microphone off.
4. Security to attend. **Note:** On-site personnel should not attend scene unless requested by Security or management.
5. Security to determine how to deal with incident, including but not limited to escorting person involved offsite or contacting local police.
6. Incident report to be completed.

4 GAS LEAK / FIRE / EXPLOSION

Refer number 10 in Risk Management Plan

Procedure

1. Notify Security through the 2-way radio.
2. Security to notify Chief Warden and Tasmania Fire Service by 2 way radio or calling "000" and identify the location, size and type of gas leak / fire / explosion. Identify the nearest entry point if not Gate 1 and meet TFS crews on arrival.
3. Notify Origin Emergency Contact on: Gas –Tim Guy -0447 380 048 (if appropriate).
4. Isolate all ignition sources until the TFS arrive. If a gas cylinder is on fire, **leave it burning if safe to do so – DO NOT EXTINGUISH FIRE.**
5. Public to evacuate structure (if fire within structure).
6. In the case of open air fire (tent or marquee), public to evacuate area for at least 20m-40m in all directions.
7. If safe to do so, a **competent operator** may use fire extinguishers or fire blanket/s to extinguish the fire.
8. Security to ensure clear passage for arrival of emergency services – **Gate 1 or the nearest specific location point.** (As per the Site Layout Plan).
9. Chief Warden to meet and brief emergency services on site and identify any specific hazards, i.e. LPG or power supply.
10. Cause of fire to be determined and appropriate actions taken. Cause will be determined by TFS Fire Investigators (Responding Officer).
11. Incident Report to be completed.

5 THEFT

Refer numbers 3 and 4 in Risk Management Plan

Procedure

1. All thefts (or suspected thefts) are to be reported to Security.
2. Security to determine likely cause of theft and determine if police should be contacted.
3. Incident report to be completed.

6 BOMB THREAT

Refer number 14 in Risk Management Plan

- Follow and complete the "Bomb Threat Checklist" if appropriate and threat is received via phone.
- Follow evacuation procedures.
- Please also refer to number 1 in Risk Management Plan – Crowd Control.