



Australia's Biggest Celebration of Spring

FLORIADE

Commonwealth Park, Canberra

2023

EVENT EMERGENCY MANAGEMENT PLAN

Prepared by

Events ACT, Chief Minister, Treasury and Economic Development Directorate



ACT
Government



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VERSION CONTROL

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

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1 Purpose

Events ACT created this Event Emergency Management Plan (EMP) for Floriade 2023 held from Saturday 16 September 2023 – Sunday 15 October 2023 inclusive, within Commonwealth Park Canberra (please refer to site plan included further in this document). Events ACT will use this Emergency Management Plan for Floriade, Floriade NightFest, Bump in/out, as well as the Great Big Bulb Dig Event (Monday 16 October) This includes a site office and other infrastructure installed by Events ACT.

Floriade contains both free access and ticketed components (Floriade NightFest). Floriade is a public event expected to be attended by a wide demographic. The event will include large displays of flowers and garden beds throughout Commonwealth Park, roving entertainment, stage entertainment, food, and beverage services (including alcohol), market stall holders, amusement rides and workshops.

This EMP was prepared in reference to AS 3745 'Planning for Emergencies in Facilities' and is part of Events ACT's efforts to fulfill its duty of care to the public and workers. Events ACT takes its duty of care seriously and intends to plan for Floriade, so it is executed in a safe and orderly manner. This includes making provisions for managing foreseeable emergency scenarios as well as allocating individual responsibilities and making resources available to meet the specific requirements of this plan.

2 Scope

This plan applies to Floriade 2023 within the designated event site depicted in Section 15.1 Appendix 1 – Site Map of this document. Maximum site occupancy is not possible to predict with much certainty as the event has a free access and non-ticketed component. For EMP planning purposes some 1,000 – 22,000 occupants are projected at maximum capacity (up to 22,000 public and 100 workers), noting that historically attendance at any one time has been estimated at a maximum of 15,000 visitors. NightFest will have a maximum ticketed capacity of 10,000, with expected attendance to be between 1,000 – 6,000. Both Floriade and Floriade NightFest will be held in Commonwealth Park using the same site lay out and infrastructure, so for emergency planning it will be appropriate to use this EMP for all components of the Floriade 2023 event.

This EMP is applicable for all different stages of the event operation and delivery.

Event Period	Dates
Bump in	07:00 – 17:00 11 August – 15 September 2023
Event Operation	09:00 – 17:00 16 September – 15 October 2023
NightFest	18:00 – 23:00 28 September – 1 October 2023
Big Bulb Dig	10:30 – 18:00 16 October 2023
Bump out	07:00 – 17:00 17 October – 21 October 2023

Events ACT will run a reduced emergency control organisation during event bump in/out and before/after Event times (09:30 – 17:30), with the exception being the four (4) nights of Floriade NightFest where a full emergency control organisation will be present.

This EMP is specific to the elements of Floriade and Floriade NightFest and should not be applied to any other event in Commonwealth Park, whether this event is very similar to Floriade and Floriade NightFest or not. Due diligence requires that a specific EMP is developed on a case-by-case basis for events (in consultation with stakeholders).

3 Event Information

Floriade, Australia's Biggest Celebration of Spring, returns to Commonwealth Park, Canberra, from Saturday 16 September until Sunday 15 October 2023. This year's theme *floral wonderland* will delight visitors with exciting music and performances set amongst a stunning display of over one million blooms. Readers shall refer to section 16.1 Appendix 1 for site layout and infrastructure as well as other plans for more detailed event information.

4 Definitions

4.1 Assembly Areas

The designated place or places where people assemble during the course of an evacuation. Note: Assembly areas for Floriade are related to workers. Visitors are likely to disperse following a full/partial evacuation unless a specific decision is made by the Chief Warden or Deputy Chief Warden in consultation with emergency services that it is safe to restart/resume the event.

4.2 Emergency

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

4.3 Emergency Control Organisation (ECO)

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

4.4 Emergency Control Centre (ECC)

An Emergency Control Centre will be established to facilitate communication between key event stakeholders and the ECO during an emergency.

4.5 Event Operations Centre (EOC)

Location of Emergency Control Centre, radio control and other administrative functions for the event.

4.6 Emergency Management Plan (EMP)

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

4.7 Emergency Planning Committee (EPC)

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

4.8 Fire Fighting Equipment (FFE)

Fire extinguishers, fire hose reels, fire blankets etc.

4.9 Evacuation

The orderly movement of people from a place of danger.

Notes on evacuations

In practice evacuation could be:

- *Spontaneous – persons spontaneously moving from an area of real or perceived threat to an area of real or perceived safety,*
- *Pre-emptive – in response to potential threat and in the interest of public safety (for example, a group of protesters with antagonistic, threatening, or violent behaviour at one side of the event site; Stage structures or tents exposed to extreme winds being forecast and triggering an evacuation of the vicinities of the structure with a lateral safety exclusion equal to at least 1.5 times the height of each structure),*
- *Partial – section or zone of the event site being evacuated if ECO is confident that full evacuation is not required,*
- *Full – evacuation of the entire event site.*

4.10 Facility

The event site as defined by the site plan/map where event visitors and staff will be present.

5 Emergency Planning Committee (EPC)

5.1 Purpose

The EPC will be formed to plan for, document and maintain this plan and the implementation of this plan. EPC will ensure applicable requirements are met and appropriate time, finance, equipment, and personnel resources are available. The EPC will be formed from representatives of Events ACT. Others who have specialist knowledge will support the EPC, including Blackhawk Security and Get First Aid.

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

5.2 Structure

EPC members:

Name	Organisation	Role
Amal Davis	Events ACT	Senior Director, Event Delivery
Melanie Eldred	Events ACT	Director, Event Delivery
Teegan Buckley	Events ACT	A/g Assistant Director Event Delivery
Taylor Gallagher	Events ACT	Senior Event Officer, Event Delivery
Samantha Cain	Events ACT	Event Officer, Event Delivery
Alec Farmer	Events ACT	Event Officer, Event Delivery
Anna DOrtenzio	Events ACT	Event Officer, Event delivery

Saskia White	Events ACT	Assistant director, Workplace Health & Safety Coordinator
Eli Lincoln	Events ACT	Work, Health & Safety Officer

5.3 EPC Support Group

The EPC support group will be consulted prior to the event.

Name	Organisation	Role/Title	Contact
Dean Tranda	Blackhawk Security	Operations Manager	0406 262 195
Ryan Deale	Get First Aid	Operations Manager	0477 711 811
Samantha Cain	Events ACT	Health and Safety Representative (HSR)	02 6207 1989
Amanda Williamson	ACT Police		0423 912 890
Duty Operations Officer	ACT Ambulance		02 6207 9988 (diverted to duty mobile)
Commander	ACT Fire & Rescue		000
Duty officer in Charge (DOIC)	ESA Coordination Centre		0403 899 863 (02)6200 4148

6 Emergency Control Organisation (ECO)

6.1 Purpose

The ECO architecture for Floriade was developed in reference to AS 3745 and adjusted to be best suited for this event with due consideration of site design and layout as well as operational deployments. ECO's primary role is to give top priority to the safety of occupants of the site during an emergency and to action emergency procedures.

6.2 Structure

The ECO consists of the following roles. A whiteboard located at the site office will identify who is occupying these roles for any given point:

Event Mode ECO – Including Floriade Nightfest

Role	Organisation	Radio Ch:
Chief Warden	Events ACT	Ch 1: Operations
Deputy Chief Warden	Events ACT	Ch 1: Operations
Area Warden ZONE A (Site Compound)	Blackhawk or Events ACT	Ch 1: Operations
Area Warden ZONE B (Main Vista)	Blackhawk or Events ACT	Ch 1: Operations
Area Warden ZONE C (Parks Way)	Blackhawk or Events ACT	Ch 1: Operations
Area Warden ZONE D (Kangaroo Pond/Nerang Gate)	Blackhawk or Events ACT	Ch 1: Operations

Role	Organisation	Radio Ch:
Area Warden ZONE E (Stage 88)	Blackhawk or Events ACT	Ch 1 Operations
Area Warden ZONE F (Rhodo Garden/Ferry Gate)	Blackhawk or Events ACT	Ch 1 Operations
Warden	Blackhawk	Ch 1: Operations
First Aider's	Get First Aid	Ch 1: Operations

Out Of Hours EOC

Role	Organisation	Radio Ch:
Chief Warden	Blackhawk	Ch 1: Operations
Warden's	Blackhawk	Ch 1: Operations

Out of Hours ECO structure only in operation when all Event ACT operational staff have left site for the Evening, until Events ACT operational staff have returned the following day.

6.3 Emergency Control Centre (ECC)

An Emergency Control Centre will be established at the Event Operations Centre (EOC), located in the area adjacent to the Archbishops car park to facilitate communication between key event stakeholders and the ECO during an emergency. The ECC will have sufficient office and administrative facilities such as chairs, tables, power outlets, computers, copies of this EMP, the site plan and other relevant event plans for cross-reference.

As fatigue management may require shift changes for ECO key members, a whiteboard identifying key roles will be at the Event Operations Centre, so the current Chief Warden, Deputy Chief Warden and Area Wardens contact details are available in an emergency. Each ECO member starting their shift must update their names and contact mobile numbers on the board on arrival.

6.4 Grid Map, Avenza & What3Words

The event Emergency Grid Map developed by ACT Emergency Services Agency will be made available to all members of the workforce via the Avenza Maps App which can be downloaded via the App store:

<https://apps.apple.com/app/apple-store/id388424049>

A copy of the grid map can be downloaded using the following QR code:

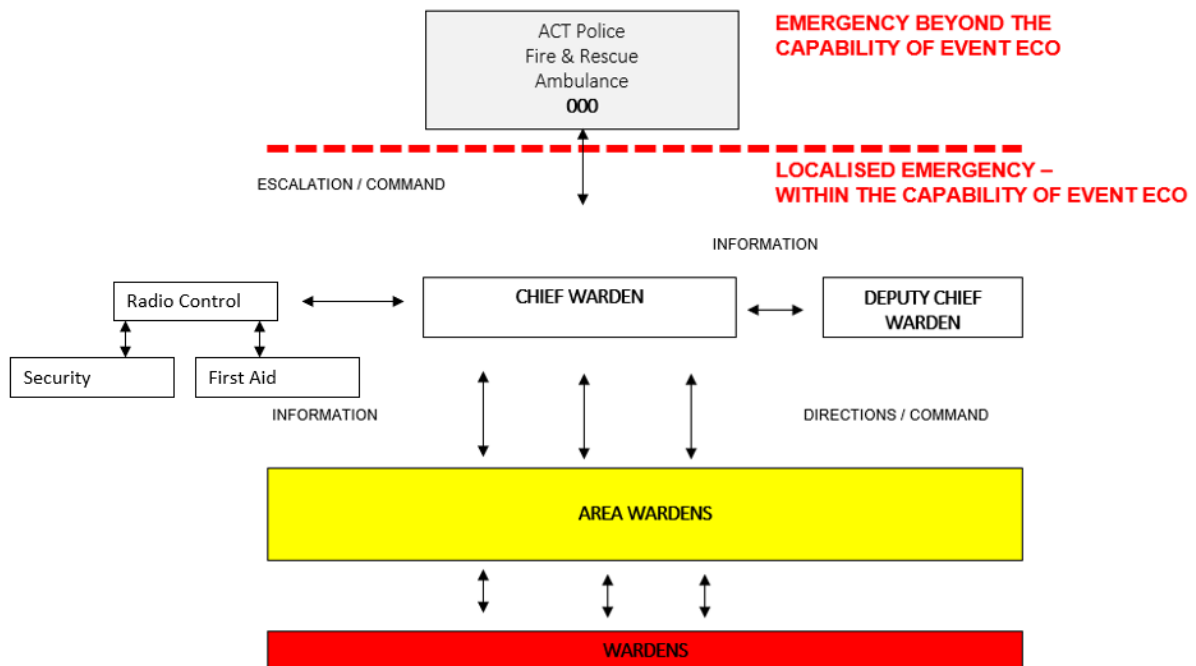


The What3Words app can also be used to communicate locations within the event site. This can be downloaded via the App store:

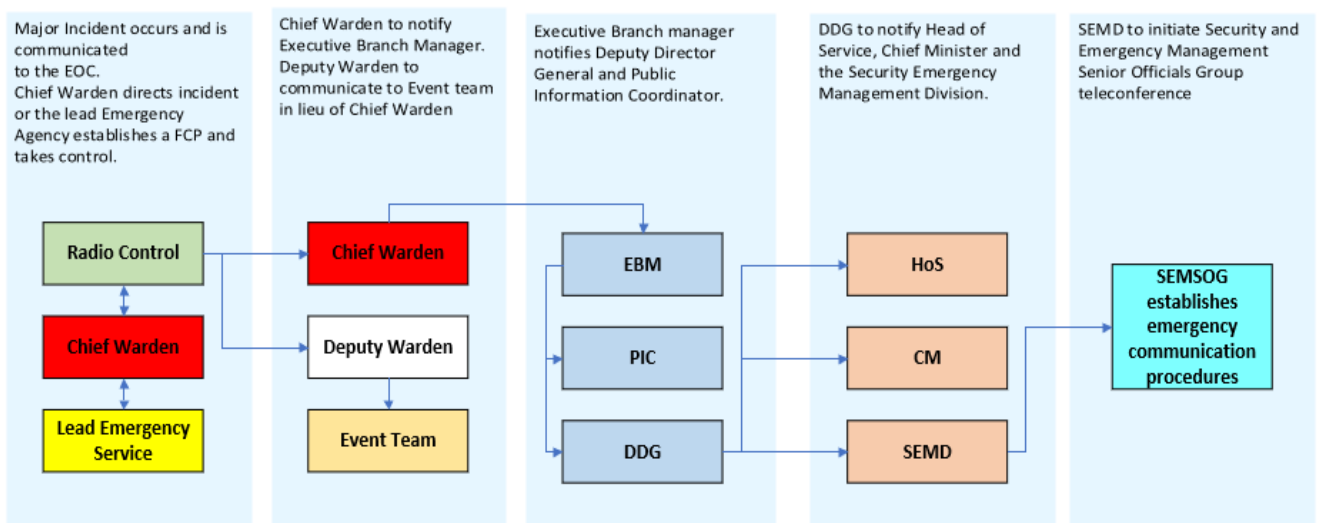
7 Communication

The chart below presents the hierarchy of authority and communication in an emergency, and escalation levels.

7.1 ECO Chart



7.2 Events ACT Major Incident Communication Chart



7.3 Two-Way Radio

Key staff and ECO members will carry two-way radios. Channel allocations will be made by Events ACT according to operational need. Further details will be added in this section following consultation.

- For fire and serious medical emergency – staff will call 000 – and then notify Event Control.
- For small and isolated emergencies – communication will run via Event Control and relevant ECO members.

If an emergency requires a coordinated approach involving all ECO members – EOC or the Chief Warden (or their deputy) will direct a channel switch to the designated 'Emergency' radio channel.

7.4 Mobile Phone

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

7.5 Public Address (PA) System

The PA systems maybe be used during an emergency or other incident to communicate information to the crowd located within the event area. There is no Event wide PA system.

7.6 Loud Hailers

Loud Hailers will be available as back-up in case the PA fails when needed in an emergency. A loud hailer/megaphone will be available at the EOC.

7.7 Pre-Scripted Announcements

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

ATTENTION, ATTENTION
For your safety, leave this area immediately following directions from event staff and security.
We will keep you informed of the situation after you leave the area.

Active Armed Offender PA message:

ATTENTION, ATTENTION
For your safety, leave this area immediately and disperse. Do not return – do not return.

Incident Codes:

Incident Warning Signal **COLOUR CODE** (e.g. Blue, Red, Black, please refer to Appendix 6 further below).

Emergency Evacuation Signal:

EVACUATE – EVACUATE – EVACUATE

8 Fire Safety

There will be limited under manifest quantities of hazardous chemicals at the event site – cooking gas (LPG), fuel for generators(diesel), hand sanitiser, Spray Paint. The presence of electric and electronic equipment for the event increases the fire hazard and is countered by two key controls:

1. Modern production equipment with RCDs and specialist technicians assessing power usage. Inspected, tested and tagged equipment and appliances, leads uncoiled when energised and event production appliances known to become hot, positioned away from common combustibles.

2. Fire Fighting Equipment selection and placement corresponding to the location of the electric equipment or cooking appliances that could present an ignition source (please refer to Section 16.2 Appendix 2 diagram developed with reference to AS2444).

There will be a small quantity of LPG stored for cooking onsite. Vendors using gas cooking must have a suitable fire extinguisher & ensure LPG is stored in a suitable way. If generators are required these are to be supplied, installed and refuelled by the electrical contractor. Vendors are not permitted to use their own supplied generators.

Cooking gas fittings and means of securing of gas containers will be checked by the Event Safety Team and will be subject to Events ACT food vendor compliance performance criteria. There will be a suitable number of trained staff that know-how and have had training to use a fire extinguisher following the PASS acronym (Pull the pin, Aim at the base of fire, Squeeze the handle, Sweep with the nozzle).

9 Emergency Egress

9.1 Emergency Exit Widths

Floriade and Floriade Night fest are running as a Closed (fenced) site, as such considerations will need to be given to ensure there is appropriate emergency exit capacity for all workers and visitors to the site. The emergency exit capacity is the total people that can leave the exit gates provided with in an 8-minute time frame. The 8-minute exit timeframe is provided as a design principle within the UK Guide to Safety at Sports Grounds (Green Guide), (London, 1997) which is considered a reasonable target for a public gathering such as Floriade and NightFest.

The egress time has been calculated the following is referenced from *Australian institute for disaster resilience - crowded places checklist*. which state that corridors, walkways and ramps have a maximum traffic capacity of 25 persons per minute per 0.3m of clear width, in dense crowds.

The Results indicate that Floriade has a maximum safe evacuation capacity of 19,968 Pax in the target evacuation time of 8 minutes. Floriade NightFest will have the reduced exit gates, so will have the safe evacuation capacity of 16,668 Pax.

Historical Data from Floriade using the electronic people counters, demonstrates there is rarely more than 15,000 Pax in attendance at Floriade at any one time, so the safe evacuation capacity far exceeds the predicted number of people in attendance at a single point of time for both Floriade and Floriade NightFest. Ticket sales for Floriade NightFest will be capped to ensure safe evacuation of the site.

Floriade

Exit location	Exit width	Persons/Min
Regatta point	5 metres	416.7
Site compound gate	5 metres	416.7
Trader Gate	5 meters	416.7

Parkes Way	5 metres	416.7
Narang pool	5 metres	416.7
Ferry Gate	5 metres	416.7
Total Exit volume/min		2,496
8 min Emergency exit capacity		19,968 Pax

Floriade NightFest

Exit location	Exit width	Persons/Min
Regatta point	5 metres	416.7
Site compound gate	5 metres	416.7
Trader Gate	5 meters	416.7
Parks Way	5 metres	416.7
Ferry Gate	5 metres	416.7
Total Exit volume/min		2,083
8 min Emergency exit capacity		16,668 Pax

9.2 Evacuation Routes and Assembly Areas

Evacuation routes thought emergency exit gates that are selected with rapid and safe evacuation in mind, covering the shortest distance between the area under potential threat and the designated staff emergency Assembly Area. Two assembly areas are planned to allow for options subject to the emergency. Please see [Appendix 15.1- 15.5](#) for images

1. Archbishops' carpark (preferred for afterhours mode)
2. Castle Playground (**not applicable for NightFest**)
3. Sir Robert Menzies bronze statue adjacent lake path
4. Grassed area on the corner of Albert Street and Barrine drive

Emergency Assembly Areas have been selected so they allow for:

- a) Availability for further evacuation and relocation should the assembly area be under threat, and
- b) Reasonable visibility from above (Police or other emergency services' aircraft).

Readers shall refer to Section 15.2- 15.5 Appendix 2 - Area Warden Zones and Assembly Areas.

Important Note: In an emergency involving severe weather such as large size hail, rain, or extreme winds, 'shelter in place' will apply:

1. Crew and workers will temporarily shelter in vehicles or permanent structures such as pagodas.
2. In extreme weather conditions all event structures will be abandoned. Workers and public will be directed to move within permanent structures nearby (e.g. buildings) or to their vehicles.

In the instance of electrical storms with lightening workers and the public will be directed to shelter in permanent buildings or their vehicles (not in marquees or temporary structures).

The Chief Warden may choose to use an alternate evacuation point, using a risk-based approach for the emergency they are faced with.

10 Emergency Services Access

Additional Emergency services will have access to the Event Site via Regatta Place and Commonwealth Ave (south bound). This approach will also facilitate emergency service commanders to attend the EOC (Event Operations Centre) With the Chief Warden or Deputy Chief Warden. Following a handover, emergency service/combat agency personnel will have access to the event site on foot or with an appliance or vehicle to all sections of the site.

Emergency Services vehicles will be permitted access through all road closers Events ACT will have in place, and via gates that can be easily unlocked.

Communication to Traffic controllers from the chef warden via radio control will be able to alert traffic controllers that emergency services need timely access to their location or thought a road closure.

11 Medical

11.1 Bump-in and bump-out

First Aid arrangements during bump-in and bump-out will be the primary responsibility of the individual contractors. Event staff and Security can act as secondary first aid officers if required, qualified and present. A first aid kit will be available at the EOC in the Site compound, will be clearly signposted, and workers inducted to its location before they commence work at the event.

11.2 Event Operation

The First Aid building location will be next to the City wide building in the Parkway way warden zone It will be distinguishable by first aid markings and will have appropriate first aid supplies. Get First Aid provide a roving response team to be available for response as well as static first aiders deployed at the first aid building.

Medical Emergency escalation can be via:

- a) Event workers identifying a person exhibiting life-threatening signs and symptoms and calling 000 followed by a two-way radio to Get First Aid; or
- b) Get First Aid diagnosing a person with a life-threatening condition and calling in 000 for ACT Ambulance.

12 Persons With Disabilities – General

The event site will be accessible to persons with accessibility needs. Accessible toilets will be provided. Security staff and wardens will assist persons with disabilities during an evacuation as much as practicable, and if this is not achievable – position the patron at a location of reasonable safety and report it to the responding emergency service officer for immediate extraction.

13 Scenario Planning

Key ECO members (Chief Wardens and Area Wardens) and event security (supporting wardens) will be briefed to their roles and responsibilities for emergency response by the Events ACT event manager prior to commencing the shift as an ECO member. All wardens should be issued with critical

emergency information, including exits, routes, assembly areas, locations of firefighting equipment, first aid location, radio channels, call signs and mobile phone numbers. Events ACT may facilitate a scenario tabletop exercise on the lead up to the event to validate preparedness, particularly in the light that drill evacuations with public on site are not reasonably practicable due to their unacceptable impact.

14 Emergency Management Plan Distribution

This plan will be distributed by Events ACT via email to relevant stakeholders, wardens, emergency services and other interested parties. Adequate hard copies will be made available during the event at the ECC/EOC and information tent.

References

- AS 3745-2010 'Planning for Emergencies in Facilities',
- Work Health and Safety Act (2011) ACT,
- Work Health and Safety Regulation (2011) ACT,
- 'Guide to Safety at Sportsgrounds' – 'The Green guide', 6th Edition,
- AZNCTC Crowded Places guidelines,
- AS 2444 'Portable fire extinguishers and fire blankets – selection and location'; and
- SAA/SNZ HB76 'Dangerous Goods – Initial Emergency Response guide'.

15 Appendices

15.1 Site Map, Warden Zones & Emergency Exits – Event Mode (Subject to change)



Note – Service gates can be opened to provide additional egress capacity.

15.2 Floriade NightFest Site Map, Warden Zones & Emergency Exits



Note – Service gates can be opened to provide additional egress capacity.

15.3 Emergency Exits (Out of hours operations 1730 – 0930)



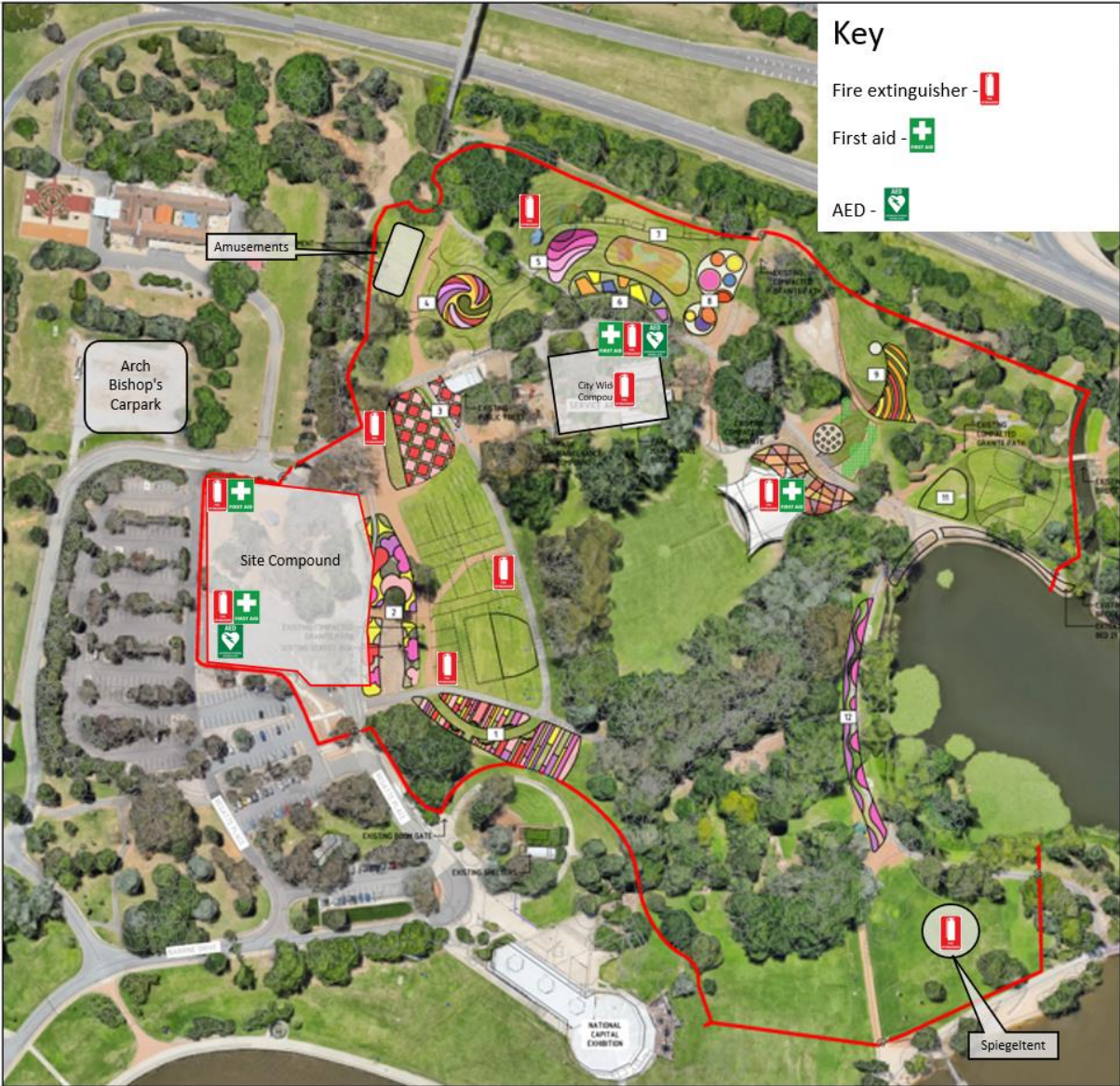
15.4 Emergency Assembly Points



15.5 Crowd Flow



15.6 Fire extinguisher & First aid locations








Fire extinguisher locations

Location	Number required
Security office	1
Site office buildings x3	3
Café	1
Information Marquee	1
Shop	1
Kids area/Marquee	1
First aid room/building	1
Spiegel tent	1

Stage 88 (supplement location already in place)	-
City wide & TCCS compound (supplement location already in place)	-
Total	10

First Aid locations

Location	Type of kit	Signage required
Security office	Events ACT supply portable kit. <i>Notes: to be accessible 24 hours</i>	
Site office	Events ACT occupational kit	
Site office	Events ACT defibrillator	
First aid room	Get First aid responsible to supply appropriate equipment and supplies. <i>Notes: only assessable 11/09 – 16/10 inclusive</i>	  <i>Events ACT to supply tear drop banners to complement.</i>

15.7 Appendix 4 - Emergency Contacts

POLICE, FIRE AND AMBULANCE '000'	
Utilities General	
Organisation	Phone
ACT State Emergency Service	132 500
Evo Energy	131 093
Evo Energy Gas Emergency	131 909
Icon Water	02 6248 3111
Gas Leak	1800 427 532
WorkSafe ACT	132 281
Poisons Information Centre	131 126
Translating and Interpreting Services	131 450
National Capital Authority After Hours	0408 925 953
Severe Weather Desk	02 9296 1544
Emergency Control Centre	
Located:	Inside the Event Operations Centre, Site compound, Questacon car park
Radio Channel:	All

15.8 Appendix 5 - Emergency Roles and Responsibilities

CHIEF WARDEN (CW)	
The CW will perform the following tasks in an emergency.	
Notifications	<ul style="list-style-type: none"> Escalate to emergency services if it is evident that the situation requires escalation and is not within the capacity of the ECO, or there is any doubt that the ECO might not be able to cope, Delegate actions and notify others, including Deputy Chief Warden, Event Manager and Wardens of an evacuation response, Liaise with Deputy Chief Warden, Wardens and Area Wardens, Brief Emergency Services' officers upon arrival for effective hand-over, Coordinate the specific emergency response, if necessary, monitor progress, Assist Emergency Services as required.
Response	<ul style="list-style-type: none"> Assume control unless delegated to the Deputy Chief Warden, Confirm the details of the emergency, determine the nature of threat and extent of damage, then communicate to the EOC/ECC, Respond and take control as required and/or as specified by ACT Police or other emergency service, Trigger alarms or notify Deputy Chief Warden, Event Manager and Wardens of the response, Confirm that appropriate emergency services and security have been notified.
DEPUTY CHIEF WARDEN (DCW)	
The DCW will perform the following tasks in an emergency.	

Notification	<ul style="list-style-type: none"> Advise the Chief Warden or Wardens of the emergency stating: <ul style="list-style-type: none"> Exact Location Nature of the emergency (colour code below).
Response	<ul style="list-style-type: none"> Assume responsibility of the Chief Warden if CW is unavailable (see above), If not acting as Chief Warden, maintain communication with Chief Warden, Carry out instructions or response procedures given by Chief Warden, Assess the situation and determine whether you have control of the situation or escalation to Emergency Services is required, Remain on the scene, Reassure visitors, Assist with evacuation if required, Assist mobility/intellectually impaired visitors if practicable and safe to do so, Move to assembly area designated for the event, Standby for further instructions.
COMMS OFFICER – if deployed at ECC/EOC (TBC)	
Duties	<ul style="list-style-type: none"> Monitor radio channels, Follow instructions and exchange information with the Chief Warden, Direct ECO members to switch to 'emergency' two-way radio channel for emergency comms, Record data and actions taken in an emergency situation, Contact emergency service via 000 line if requested to do so by Chief Warden or Deputy Chief warden, Be able to convey information across multiple channels.
AREA WARDEN (AW)	
The AW will perform the following tasks in the event of an emergency.	
Notification	<ul style="list-style-type: none"> Advise the Chief Warden or Wardens of the emergency stating: <ul style="list-style-type: none"> Exact grid location, Nature of the emergency (threat/hazard, casualties, damage).
Response	<ul style="list-style-type: none"> Follow instructions and exchange information with the Chief Warden and Deputy-Chief Warden, Assess the situation and determine whether you have control of the situation or if further assistance is required Remain on the scene and reassure visitors Commence evacuation when required and following the procedure in this plan Ensure that stages and BOH areas are evacuated Assist mobility/intellectually impaired visitors Search all assigned areas for visitors, lead groups in evacuation Proceed to move visitors out of danger Direct wardens to carry out evacuation Check designated area for persons who have failed to evacuate timely Report to Chief Warden, Event Manager any persons, who have not been evacuated e.g., trapped or incapable of evacuation due to other reason.
Warden	
The Warden will perform the following tasks in the event of an emergency.	
Notification	<ul style="list-style-type: none"> Advise the Chief Warden or Wardens of the emergency stating: <ul style="list-style-type: none"> Your Name

	<ul style="list-style-type: none"> ○ Exact Location ○ Nature of the emergency (threat/hazard, casualties, damage).
Response	<ul style="list-style-type: none"> ● Follow instructions and exchange information with the Chief Warden, Deputy-Chief Warden and Area Wardens, ● Respond to alarm or notification of an emergency response procedure, ● Assess the situation and determine whether you have control of the situation or if further assistance is required, ● Maintain communication with Area Warden, ● Remain on the scene and reassure visitors, ● Close or open gates depending on the response stated in the Emergency Management Plan, or as directed, ● Search event location to ensure evacuation of all persons, ● Report immediately to Area Warden any persons who could not be reasonably evacuated (e.g., due to being trapped under debris, non-ambulatory and very heavy etc.), ● Assist and lead groups in evacuation, when necessary, ● Report status of actions and wait instruction from Area Warden.

15.9 Appendix 6 - Emergency Codes (ref: AS3745)

Fire – RED
Medical Emergency – BLUE
Bomb Threat – PURPLE
Internal Emergency – YELLOW
Personal Threat – BLACK
External Emergency – BROWN
Evacuation – ORANGE
SHOW STOP procedure - GREEN (supplementary)

15.10 Appendix 7 - Emergency Procedures

15.10.1 Code Red - Fire

Emergency	FIRE				
Scenario	Fire or smoke at the event location (food vendors, in production areas or site compound).				
Potential Impact	Burns, Smoke Inhalation, Structural Collapse.				
RACE					
<p>Remove People - From immediate danger, if safe to do so, Alarm – Call 000, then, notify Event Control, Contain the fire and smoke - remove combustibles nearby, Extinguish - Only attempt to extinguish if safe and trained to do so.</p>					
Emergency Response Procedure					
<ul style="list-style-type: none"> <input type="checkbox"/> Call 000, <input type="checkbox"/> Contact Chief Warden or Deputy Chief Warden and standby for instructions, <input type="checkbox"/> Remove others from danger if safe to do so, <input type="checkbox"/> Locate Fire Fighting Equipment (FFE) nearby, <input type="checkbox"/> If needed, safe to proceed and trained to do so, check FFE type and attempt to extinguish the fire, <input type="checkbox"/> Assess the situation and determine whether any further assistance is required, <input type="checkbox"/> If further assistance is needed confirm that Emergency Services (ACT Fire and Rescue) have been contacted, <input type="checkbox"/> Prepare for evacuation, if necessary, <input type="checkbox"/> Shut down any gas supply and electrical generators or appliances, <input type="checkbox"/> If instructed, leave the area immediately - do not take anything with you. 					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
ECC		Wardens		ACT Fire & Rescue	
Chief Warden		Wardens		ACT Police	
Deputy Chief Warden		Security Supervisor		ACT Ambulance	
Name		Signature		Date	

15.10.2 Code Blue - Medical

Emergency	MEDICAL				
Scenario	Medical Emergency or Incident e.g., Cardiac arrest, Medical assistance or First Aid.				
Potential Impact	Improper treatment provided to patron.				
Considerations					
<p>Remain Calm - Do not panic.</p> <p>Assess Patient – DRS ABCD</p> <ul style="list-style-type: none"> ○ Danger - to you and patient, ○ Response - of patient, ○ Send for help - Call 000 for ambulance, ○ Airway - is clear and unobstructed? ○ Breathing - is their chest rising? ○ CPR - Cardiopulmonary Resuscitation, ○ Defibrillator - If (AED) available use and follow prompts <p>Raise Alarm - Call for help from staff or visitors in the area</p> <p>Commence - Cardio Pulmonary Resuscitation (CPR) or first aid if trained and required.</p> <p>Refer - Refer to Emergency services or First Aid provider.</p>					
Emergency Response Procedure					
<ul style="list-style-type: none"> <input type="checkbox"/> Call 000 for major medical incident (multiple casualties, suspicion of life-threatening condition), <input type="checkbox"/> Report the emergency via radio to your Area Warden, <input type="checkbox"/> Provide exact location e.g., grid, zone, tent or other easily identifiable infrastructure, <input type="checkbox"/> Advise if the person is conscious/responsive and breathing, <input type="checkbox"/> Provide details of the person, age, sex, signs, and medical condition etc, <input type="checkbox"/> Administer first aid when necessary and if trained and safe to do so, <input type="checkbox"/> The medical service provider will arrive on site to administer First Aid. 					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
ECC		Event First Aid		ACT Ambulance	
Chief Warden		Wardens		ACT Police	
Deputy Chief Warden		Wardens			
Name		Signature		Date	

15.10.3 Code Purple – Bomb Threat

Emergency	BOMB THREAT				
Scenario	Terrorist Attack, Improvised Explosive Device (IED) or other.				
Potential Impact	Explosion of structure, evacuation of location etc.				
Considerations					
<p>Remain Calm - Treat the call as genuine and use bomb threat checklist.</p> <p>Attract attention of second person - Get a second person to notify the Chief Warden, if on phone without being known to the caller.</p> <p>Be attentive and record details</p> <ul style="list-style-type: none"> ○ Use checklist to record details, background noise, traffic etc. ○ Note the type of voice, age and accent ○ Does the caller have any knowledge of the event. <p>Prepare</p> <ul style="list-style-type: none"> ○ Prepare to follow instructions from security or the Chief Warden ○ This may include assisting with the search or evacuating. <p>If object found</p> <ul style="list-style-type: none"> ○ If you find an object do not touch it and secure the area so no one else does ○ Open doors and evacuate. 					
Emergency Response Procedure					
<ul style="list-style-type: none"> <input type="checkbox"/> Advise Chief Warden or Area Warden when safe to do so, <input type="checkbox"/> Any threat is to be taken as real, <input type="checkbox"/> Keep calm and do not alarm other staff or visitors, <input type="checkbox"/> Written Threat - Keep any evidence as proof, <input type="checkbox"/> Telephone Threat - Prolong the call – Keep the caller on the line, <input type="checkbox"/> Refer to Bomb Threat Checklist (next page). 					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
ECC		Security Supervisor		ACT Police	
Chief Warden		Wardens		ACT Fire & Rescue	
Deputy Chief Warden		Wardens		ACT Ambulance	
Name		Signature		Date	

15.10.4 Bomb Threat checklist

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

15.10.5 Internal Emergency

Emergency	INTERNAL EMERGENCY				
Scenario	Any Internal incident or emergency e.g., Loss of Power, burst water mains, Chemical Spills.				
Potential Impact	Damage to structures, exposure to hazardous materials, illegal intruders etc.				
Considerations					
<ul style="list-style-type: none"> • Building, maintenance issues, power/water failure <ul style="list-style-type: none"> ○ Notify Area Warden/Chief Warden immediately. • Hazardous materials <ul style="list-style-type: none"> ○ Contain the area of exposure, examine possible causation. Shut down source of spill if safe do so (e.g., shut-off gas valves, deploy spill kit elements), ○ Exposure in public areas to be reported to Chief Warden, ○ If any persons are injured, treat if trained and required to do so, ○ Evacuate immediate area and wait for further instructions. • Illegal intruders <ul style="list-style-type: none"> ○ Description of intruder including sex, age, height, behaviour, carrying anything etc. • Structural failure <ul style="list-style-type: none"> ○ Alert Chef Warden/Deputy Chief Warden and evacuate immediate area. 					
Emergency Response Procedures					
<input type="checkbox"/> Contact Chief Warden or Deputy Chief Warden Immediately, <input type="checkbox"/> Advise Chief Warden of the nature and scale of internal emergency, <input type="checkbox"/> Provide Location e.g. grid, zone, tent or other easily identifiable infrastructure, <input type="checkbox"/> Attend to any injuries if trained to do so, <input type="checkbox"/> Determine amount of control over the internal emergency, <input type="checkbox"/> Remain on scene if safe to do so and await further instructions from the Chief or Area Warden.					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
ECC		Wardens		WorkSafe ACT	
Chief Warden		Wardens		Other: _____	
Deputy Chief Warden		Wardens		Other: _____	
Name		Signature		Date	

15.10.6 Code Black - Personal Threat, General

Emergency	PERSONAL THREAT – GENERAL										
Scenario	Any Assault, Armed Hold Up, Robbery or person at Risk (Suicide).										
Potential Impact	Harm to performers, staff and visitors.										
<ul style="list-style-type: none"> • Remain calm <ul style="list-style-type: none"> ○ Do not panic and remain calm • Don't take any risks <ul style="list-style-type: none"> ○ Hand over what is requested ○ Do not offend the offender ○ Alert other staff if safe to do so ○ Contain yourself in a secured area, lock door, close blinds and stay out of sight • Do only what you are told <ul style="list-style-type: none"> ○ Do not give any other information • Personal threat checklist <ul style="list-style-type: none"> ○ Refer to personal threat checklist • Telephone <ul style="list-style-type: none"> ○ Call chief warden and notify circumstances • Record <ul style="list-style-type: none"> ○ Fill out the personal threat checklist. 											
Emergency Response Procedures											
<ul style="list-style-type: none"> □ Contact Chief Warden or Deputy Chief Warden, □ Advise Chief Warden of the nature and scale of Personal Threat emergency, □ Provide Location e.g., grid, zone, tent or other easily identifiable infrastructure, □ Attend to any injuries if trained to do so, □ Determine amount of control over the Personal Threat emergency, □ Remain on scene if safe to do so and await further instructions from the Chief or Area Warden. 											
Notifications											
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time						
ECC		Security Supervisor		ACT Police							
Chief Warden		Wardens		ACT Fire & Rescue							
Deputy Chief Warden		Wardens		ACT Ambulance							
<table border="1"> <tr> <td>Name</td> <td></td> <td>Signature</td> <td></td> <td>Date</td> <td></td> </tr> </table>						Name		Signature		Date	
Name		Signature		Date							

ACTIVE ARMED OFFENDER

Protecting life

1. Call 000 as soon as safe to do so (break eye contact with the attacker and distance yourself from the threat area),
2. Chief Warden or Deputy Chief Warden to coordinate activities until police arrive,
3. Use the built environment to restrict or deny access,
4. Communicate appropriate ESCAPE or HIDE options to public,
5. Identify and establish a safe medical triage,
6. Restrict further vehicle access to the site,
7. Restrict physical access to the site or general vicinity – Police and/or security cordon.

Facilitating the evacuation of those at risk

1. Notify wardens – ‘BLACK JACK’,
2. Direct public to immediately evacuate, disperse and not to return to the area,
3. Provide guidance on safe routes (considering cover & concealment) for those who are self-evacuating,
4. Assess the suitability and potential safety of normal evacuation routes – keep evacuees furthest away from armed attacker e.g., if the offender comes from the South, evacuate via northern evacuation path if available,
5. Evaluate the safety of assemble areas and change if necessary – select assembly areas further away from the threat area,
6. Identify potential safe places or strong holds for those unable to evacuate further away – indoor areas with doors that can be shut and locked and preferably no windows.

Containing the incident or threat

1. Identify, if any, potential safe places or strong holds for those unable to evacuate further away – indoor areas such as site sheds with doors that can be shut and locked and preferably no windows, or blinded windows,
2. Identify and establish a suitable perimeter for securing the location – once the area is evacuated, security to assist Police in deterring access to the area under attack,
3. Use the existing built environment to best advantage for safety and containment action,
4. Consider restricting escape options for the offender/s if these may endanger others.

Supporting emergency response and investigation activities

1. Initiate and establish communications with police agency through ‘000’ or other means,
2. Identify and communicate safe access routes/form up points for emergency services,
3. Consider using CCTV and other remote methods where possible to enable situational awareness,
4. Commence incident and decision-making logs,
5. Chief Warden or Deputy Chief Warden to meet/brief the police - Clearly identify when incident management has transitioned to the police,
6. Ensure access to site plans and CCTV footage (where possible),
7. Provide ongoing support to the emergency,
8. Prepare public statements through Events ACT-designated media liaison officers.

ACTIVE ARMED OFFENDER – ESCAPE OR HIDE

ESCAPE

PRIORITY - Remove yourself and others from the offender/s, or areas that they might access.

Consider:

Under immediate attack –

1. Take cover initially, but attempt to leave the area as soon as it is safe to do so,
2. Leave everything except for mobile phone and two-way radio behind,
3. Do not congregate in open areas or wait at evacuation points,
4. Provide guidance to people that might be unfamiliar with the area if not compromising your safety by doing so,
5. Make good use of available cover and concealment opportunities,
6. Only as a last resort - arm yourself with improvised weapons to defend yourself. If escape not at all possible – attack the offender with no hesitation. Attack vulnerable areas such as eyes, throat, ears, and groin and do not stop until he/she is down.

Nearby attack –

- Leave the area immediately and move quickly from where the attack is located, but only if it is safe to do so.

Cover from gunfire

- Brickwork or concrete walls,
- Vehicles (engine block area),
- Large trees & fixed objects, and
- Earth banks/hills/mounds.

Concealment from view (examples; in addition to above)

- Building walls and partitions (internal and external),
- Vehicles,
- Fences and other large structures, and
- Blinds/curtains.

HIDE

If you don't believe you can safely evacuate, then shelter in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as walkways and forecourts,
- Consider locking or barricading yourself and others in a room or secure area,
- Secure your immediate environment and other vulnerable areas, if possible,
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons,
- Silence mobile phone and two-way radio that may identify your presence,
- Try to contact police (000) or others to advise of your location and situation,
- Assess and re-assess better options for sheltering in place either within your current location or at an alternative location,
- Choose a location which may enable access to a more secure area; and
- Only as a last resort - arm yourself with improvised weapons to defend yourself. If escape not at all possible – attack the offender with no hesitation.

ACTIVE ARMED OFFENDER – TELL

TELL

The more information you can pass on to the police or owners and operators the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident,
- Description of the offender/s and whether they are moving in any particular direction,
- Details of any weapons being used,
- Number of people in the area and any that have been injured, and
- The motive or intent of the offender/s if known.

Provide this information immediately to the police via 000 if this can be achieved safely. You may be asked to remain on the line and provide further that the operator requests or if the situation changes.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

Remember:

- ✓ Upon arriving at the scene, possible police officers may initially not be able to distinguish you from the offender(s),
- ✓ Police officers will be armed and could point guns in your direction,
- ✓ It is likely that Police would use lethal force to take down the offender (firearms shots),
- ✓ Avoid quick movements or shouting and keep your hands in view with palms and fingers open and spread out,
- ✓ They may initially move past you in search of the offender/s,
- ✓ Be aware that police may enter your location at some stage to secure the area/building and locate people that have hidden from the threat, and
- ✓ Promptly follow any instructions given by emergency responders.

PROTEST

WATCH

Remain vigilant for, and report, the following to the Chief Warden and Deputy Chief Warden as well as the Security Supervisor:

- ☐ Any individuals who appear to be standing along the site boundaries for no obvious reason rather than observing works or event operational progression (not observing a stage performance),
- ☐ Anyone who appears to be using local vegetation for concealed observation of the site,
- ☐ Anyone attempting to or observed entering a restricted event area without appropriate authorisation,
- ☐ An individual or a group carrying banners,
- ☐ Groups, particularly groups of young males with small backpacks and hiding their faces and heads (baseball caps with sunglasses and a sock or scarf covering their face (potential Issue-Motivated Group protesters with ill intent),
- ☐ Vehicles stopped on roads adjacent to the event area with individuals sitting inside for extended periods of time and observing event operations.

DO

- ✓ Report suspicious activities to the Chief Warden, Deputy Chief Warden or the Event Manager,
- ✓ Continue work if suspicious individuals are far away – at least 50m,
- ✓ Relocate/commence alternative work tasks further away from suspicious individuals/potential Issue-Motivated Protesters, and notify your supervisor,
- ✓ Consider an escape path to increase the distance between you and protesters should an incident occur,
- ✓ Consider closely available shelter should a crowd of protesters throw objects,
- ✓ Maintain focus on the tasks at hand and make it highly visible that you are continuing your work as per tasking.

DON'T

- ✗ Verbally, or by gestures, or grimaces, provoke potential protesters,
- ✗ Use adverse body language towards potential protesters – crossed arms across chest,
- ✗ Stare at protesters or address protesters – discretely report to/notify and let the designated/authorised representatives communicate with anyone who may have an agenda or enquiry,
- ✗ Interfere with Police or Security operatives engaging with protesters.

15.10.9 Code Black – Personal Threat Checklist

PERSONAL THREAT CHECKLIST					
Exact wording of initial threat:					
Description of Offender		Any Other Information Gathered			
Name:					
Age:	Weight:			Height:	
Ethnicity:					
Appearance					
Complexion	Fair			Pale	Dark
Hair	Bald			Long	Short
	Curly			Straight	Wavy
Facial Hair	Beard			Moustache	
Build	Thin			Stout	Small
	Overweight			Obese	
Posture	Erect			Stooped	Slouchy
Voice	Accent			Soft	Loud
Other	Glasses			Gloves	Scars
	Tattoos			Hands	Clothing
Recipient Information					
Name:					
Job Title:					
Phone:					
Email:					
Signature:					
Date:					

Emergency	EXTERNAL EMERGENCY				
Scenario	Extreme weather, Bushfire, flooding etc.				
Potential Impact	Structural damage, mass evacuation.				
Considerations					
<p>Contact</p> <ul style="list-style-type: none"> ○ Remain calm, ○ Notify chief warden, ○ Notify emergency services, call 000, ○ Your name, ○ Your location, ○ Nature and scale of the emergency, ○ Your phone number. <p>Prepare</p> <ul style="list-style-type: none"> ○ To evacuate and secure the area. <p>Treat</p> <ul style="list-style-type: none"> ○ Any injured persons. <p>Advise</p> <ul style="list-style-type: none"> ○ Any relevant others of the situation ○ Notify the possible need for an evacuation. 					
Emergency Response Procedures					
<ul style="list-style-type: none"> □ Contact Chief Warden or Deputy Chief Warden, □ Advise Chief Warden of the nature and scale of external emergency, □ Provide location of the external emergency e.g. grid, zone, tent or other easily identifiable infrastructure, □ Attend to any injuries if trained to do so, □ Determine amount of control over the External emergency, □ Remain on scene if safe to do so and await further instructions from the Chief or Area Warden, □ Assist with pre-emptive or full evacuation. 					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
ECC		Security Supervisor		ACT Police	
Chief Warden		Wardens		ACT Fire & Rescue	
Deputy Chief Warden		SES		ACT Ambulance	
Name		Signature		Date	

Emergency	EVACUATION				
Scenario	Evacuation from event location/site.				
Potential Impact	Delay of evacuation. Persons unaccounted for.				
Priorities					
<p>Remain calm</p> <ul style="list-style-type: none"> Do not panic and calm those agitated around you. <p>Alert</p> <ul style="list-style-type: none"> Alert Area Warden of the evacuation. <p>Assembly</p> <ul style="list-style-type: none"> Inform staff and visitors of the evacuation point (out of danger). <p>Evacuate</p> <ul style="list-style-type: none"> Evacuation of staff and visitors is to be carried out in the following order: Out of immediate danger (out of area), Total evacuation of the event space, People at immediate danger must be evacuated first then the mobile, semi mobile and the immobile persons. <p>Check</p> <ul style="list-style-type: none"> Check all rooms and corridors etc. <p>Headcount</p> <ul style="list-style-type: none"> Conduct a headcount at the assembly area to determine numbers. <p>Report</p> <ul style="list-style-type: none"> Report to Area warden of a safe evacuation. 					
Emergency Response Procedure					
<ul style="list-style-type: none"> Contact Chief Warden or Deputy Chief Warden – ECO leaders responsible for directing evacuation (except – spontaneous evacuation), Refer to the Emergency evacuation routes and maps, Prepare for evacuation - check nearest routes and assembly areas, check with Chief Warden or Deputy Chief Warden whether it is Pre-emptive, Partial or Full evacuation, Assist any others if safe to do so, Move calmly to the nominated evacuation assemble area, Follow all instructions given by emergency services and emergency control personnel. 					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
ECC		Security Supervisor		ACT Police	
Chief Warden		Wardens		ACT Fire & Rescue	
Deputy Chief Warden		Wardens		ACT Ambulance	
Name		Signature		Date	

IMMEDIATE SHOW STOP PROCEDURE					
Scenario	Incident occurs that is deemed to compromise the safety of the public, performer on stage or workers. (crowd congestion, dangerous crowd behaviour, fire on stage, severe storm approaching and nearly imminent).				
Potential Impact	Immediate Show Stop of the event not activated while threat is present and stage attractions impeding timely evacuation.				
Who is authorised to call a show stop?	Chief Warden, Deputy Chief Warden and Security Supervisor. Each individual is to consult the other two before calling Show Stop.				
Emergency Response Procedure					
<p>ECO to decide if it is necessary to deviate from the scheduled performance as a result of an incident, a request will be made directly from the Chief Warden/Deputy Chief Warden. The Chief Warden/DCW will immediately notify the band manager/s and the Wardens. The show will be immediately stopped by the above after this request is made. Public Announcements will be made via the Public Address system, Decision will be made whether the stage performance will continue, or the artist or group would remain on stage or leave subject to whether the crowd is required to quickly dissipate. Procedures for an evacuation (full or partial) will be implemented if required. Visitors will be informed whether the show will commence again and at what time.</p>					
Notifications					
Stakeholder	Time	Stakeholder	Time	Stakeholder	Time
ECC		Security Supervisor		Other	
Chief Warden		Wardens			
Deputy Chief Warden		Wardens			
Name		Signature		Date	

