



# Emergency Management Plan

**Barangaroo Delivery Authority (BDA)**

**'Barangaroo New Year's Event 2010'  
Sydney Harbour Foreshore.**

**Australian Concert and Entertainment Security**  
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**OPERATIONAL INFORMATION**

This is a planning document to outline event emergency operations for 'Barangaroo New Year's Eve Event 2010' [BGR10] planned to take place on Friday 31<sup>st</sup> December 2010 at Barangaroo, located on the Sydney Harbour Foreshore between the hours of 1900 – 0100hrs. The safe crowd capacity formula of 0.93pp/sqm for the expected crowd dynamic is allowing a recommended event capacity of 15,000 pax.

In accordance with AS 3745 2002 'Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces for Emergency Operations', NSW Police - L.A.C. [Local Area Command] and the Controller of Premises co-ordinate emergency response activities in accordance with relevant emergency and disaster Plans. ACES Security - the event Security/Crowd Control services provider - assists in actual implementation of emergency operations under the direction of the wardens and/or the Police.

**EMERGENCY PLANNING COMMITTEE [EPC] AND EMERGENCY CONTROL ORGANISATION [ECO]**

For the purposes of this event, Barangaroo Delivery Authority (BDA) will form a temporary Emergency Control Organisation - ECO. The ECO will include:

Chief Warden	Sam Drake	BDAA Venue/Event Manager
Deputy Chief Warden	Robert Bozza	ACES Security Manager
Comms Officer	Names - TBC	TBC
Warden 1	Names - TBC	TBC
Area Warden (1)	Names - TBC	TBC
Area Warden (2)	Names - TBC	TBC
Area Warden (3)	Names - TBC	TBC
Area Warden (4)	Names - TBC	TBC
Area Warden (5)	Names - TBC	TBC

All ECO personnel, security operatives and Warden assistants will be site inducted and briefed/trained on the requirements of this document (when final version is available).

**Emergency Contact Details**

Position - Duty	Names	Mobile	Radio Call Sign
Chief Warden	<b>Sam Drake</b>		Chief Warden
Deputy Chief Warden	<b>Robert Bozza</b>	0402 969 959	Deputy Warden
Comms Officer	<b>TBC</b>		Comms
Warden 1	<b>TBC</b>		
Area Warden [1] –	<b>TBC</b>		Warden One
Area Warden [2] –	<b>TBC</b>		Warden Two
Area Warden [3] –	<b>TBC</b>		Warden Three
Area Warden [4] –	<b>TBC</b>		Warden Four
Area Warden [5] –	<b>TBC</b>		Warden Five

If/when it becomes apparent that the Emergency Control Organisation - ECO cannot adequately manage an event emergency incident the Chief Warden/Deputy Chief Warden will seek immediate assistance from the relevant Combat Agencies.

- NSW Police L.A.C.:** (02) 8220 6399
- Sydney Harbour Foreshore Authority:** (02) 9240 8500, 1300 655 995
- Fire Brigade [The Rocks]:** (02) 9247 4341
- Ambulance:** 000

This document addresses general emergency response and emergency systems for the 'BGR10' at Barangaroo only and is subordinate to any relevant district and NSW disaster plans in place.



## INCIDENT AND EMERGENCY OPERATIONS

(Subject to final emergency and evacuation planning discussions and approval).

- ACES Security will co-operate with Police, BDA, Sydney Harbour Foreshore Authority (SHFA), NSW Fire Brigades (NSWFB) and other relevant stakeholders to finalise this emergency plan. It is the responsibility of the Event Organiser/Controller of Premises - BDA to notify emergency services of the event and supply relevant copies of planning documentation including site plans.
- The primary consideration of the emergency plan is the safe, controlled and orderly exit and disbursement of the crowd away from the event area.
- In the event of any emergency within the event area of Barangaroo, ACES Security, Event managers and staff will report all incidents to the Event Comms Room [Comms]. The Event Comms Room will then communicate with the relevant sector i.e. Medical response, Security response etc. for appropriate response and record the communications and decision-making. The Control Room will contain representatives from all relevant combat agencies, who will be able to make a decision what resources would be required from their part to handle the emergency and whether the situation calls for hand-over of control to the Police or other relevant agency.
- In the event of an evacuation ACES Security guards/crowd controllers will be directed by their supervisors or Area Warden/s of their immediate responsibilities and actions to be taken (in addition to the emergency-related briefing to Static Event Security guards at exit gates) to ensure crowds evacuate the affected area and are directed to place of safety: in minor incident - towards other event areas and in major incident - towards Assembly Areas (please see Appendix). All actions in an emergency will be recorded at Event Comms Room - Comms. Officer.
- In the event of significant injuries designated First Aid will treat casualties and utilise medical station/triage area as per First Aid/Medical plans. Casualties that need transport will be driven to closest hospital/s by Ambulance. Minor medical incidents will be handled by first aiders. All medical incidents will be reported to Event Comms Room via two-way radio for recording purposes in addition to standard reporting forms completed by the First Aid/Medical Service provider.
- Emergency exit signs will be installed along pedestrian and vehicular Emergency Exit location routes by SHFA for the duration of the event. These exit signs will comply with SHFA requirements and be of size and proportions adequate to the site conditions and immediate location.
- Fire extinguishers will be on site to cover any relevant temporary infrastructure and/or any potential localised fires (subject to consultation amongst stakeholders and dependant on lay-out).
- Megaphones will be available for emergency use and public announcements (noting current plans do not include PA system on site).

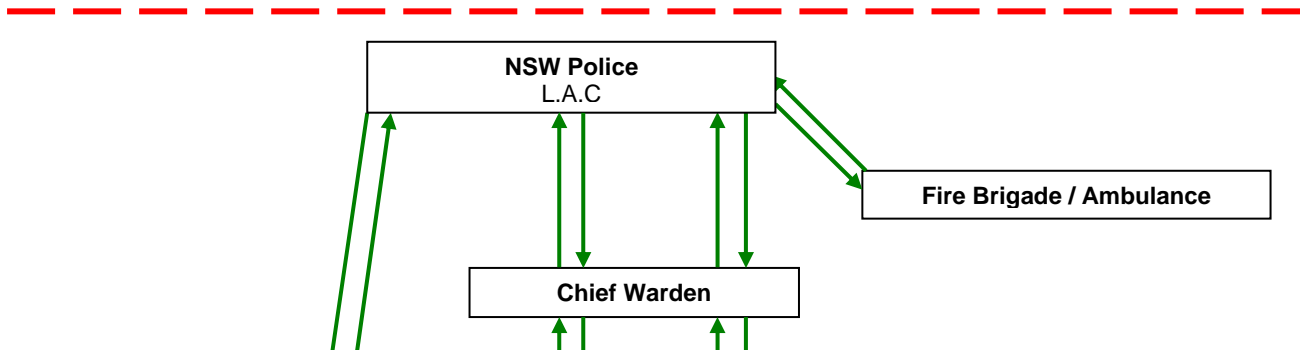
**EMERGENCY CONTROL POST (ECP) / EMERGENCY COMMAND CENTRE (ECC)**

In the event of a Minor emergency incident, the Event Organiser will establish an Emergency Command Post (ECP) within the Security Office / Communications Centre and coordinate a response with NSW Police. Relevant Event/Venue Manager, Area Emergency Warden, Wardens, ACES Security and relevant event staff will liaise with this ECP.

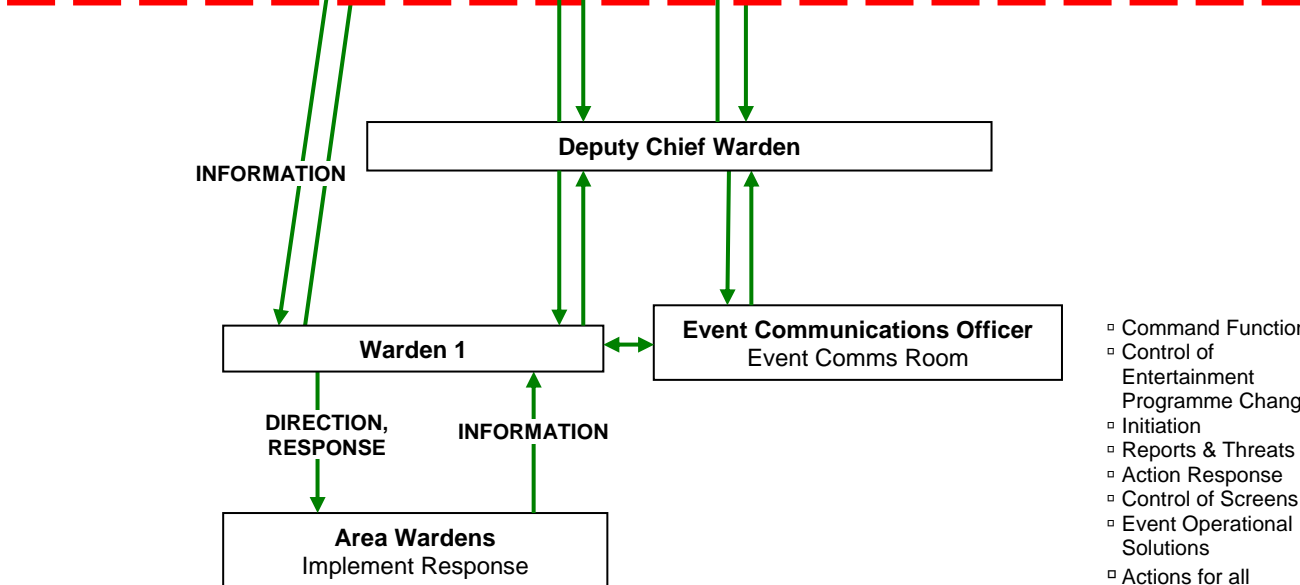
In the event of a Major emergency incident (i.e. bomb threat received, fire, extreme weather etc.), the Event Organiser will establish a Emergency Command Centre (ECC) and coordinate a response under the direct command of LAC Police or NSW Fire Brigades (in case of HazMat emergency or fire). Security will liaise with this Command, receive and follow instructions from the Police or Fire Brigade (as relevant to the emergency). Event Security/Crowd Control Provider - ACES Security will perform emergency procedure actions under direction from ECC, relayed via Police representative on site and/or the Event Organiser.

**Event Command & Control - ECC:**

**ECC CONTROL / MAJOR EMERGENCY OPERATIONS**



**ECO CONTROL / MINOR EMERGENCY OPERATIONS**



- Command Functions
- Control of Entertainment Programme Changes
- Initiation
- Reports & Threats
- Action Response
- Control of Screens
- Event Operational Solutions
- Actions for all Incidental Situations

- Information
- Emergency Response Action



## EMERGENCY EGRESS ROUTES

Emergency egress routes breakdown:

- Area 1 route:** Primary route via Emergency Gate located on the southern perimeter fence line – west of toilet compound, dispersing patrons towards Assembly Area 1.
- Area 2 route:** Primary route via main egress point from venue, dispersing patrons south towards Assembly Area 1.
- Area 2 route:** Contingency route via gates at Dalgety Rd. dispersing patrons east along Dalgety Rd. and Hickson Rd. under security monitoring.

## EMERGENCY ASSEMBLY AREAS

- Assembly Area 1:** Large available area of Barangaroo to the south from the event area.
- Assembly Area 2:** Contingency for limited assembly area available on Towns Place and Dalgety Road intersection and Barangaroo forecourt (adjacent to Moores Park Wharf).

**Please note well:** *Evacuation routes and assembly areas are to be confirmed in consultation with BDA, SHFA, NSW Police L.A.C, NSWFB and NSW Ambulance Service.*

In essence the suggested assembly areas are considered with the aim of keeping evacuee flows out of the event area and away from Emergency Services access route/s. The underlining sense is considering the locations suitable to fit same or higher numbers of people, than the patrons in the event venue, until the emergency has passed. Another consideration is the capability of evacuation in all cardinal directions so if one side of the evacuation direction is compromised, patrons could be directed to the available one.

BDA, in consultation with relevant landowners, ensure that access to the suggested areas is not in any way obstructed - in an evacuation. All Emergency Exit Routes and Assembly Areas shall be accessible at all times. ACES and BDA shall make provisions for capability of rapid dismantle of 1.8m. high fencing, staffing for the emergency exits and adequate signage.

As immediate accounting for patrons in a full scale evacuation is not feasible BDA will be reliant on investigations and information obtained from assembly areas once evacuation have been carried out.

Patrons and event personnel will be restricted from re-entering the event area(s) until the emergency or threat has passed and emergency service/s in charge have issued an 'all clear' to return to the area.

Police and Event Wardens will take a count and details of any persons authorised to re-enter the site, excepting Combat Agency personnel. The Chief Warden will have access to any lists of production personnel, caterers, staff on site in order to facilitate a 'head count' in an emergency. This information shall be available at Event Comms Room and passed over immediately when a situation requiring evacuation arises.

## EMERGENCY WARNINGS AND PRE-SCRIPTED ANNOUNCEMENTS

### Emergency Warnings and Pre-Scripted Announcements

- Incident Warning Signal:** **ECHO PAPA**
- Emergency Evacuation Warning Signal:** **ECHO ECHO PAPA**



**Emergency Warning Supplementary Codes:**

For internal communications the standard emergency warning colours (as per AS3745:2002 B9).

Emergency Threat	Code
Fire/Smoke	<b>RED</b>
Medical Emergency	<b>BLUE</b>
Bomb Threat	<b>PURPLE</b>
Internal Emergency (general)	<b>YELLOW</b>
Personal Threat (armed or unarmed including violent incidents)	<b>BLACK</b>
External Emergency	<b>BROWN</b>
Evacuation	<b>ORANGE</b>

For 'all clear' the relevant colour code should be stated by 'All Clear', e.g. *Code Red, All Clear*. Colour codes for emergencies other than those above may be confusing and must not be used.

If an emergency evacuation is declared Event Comms Room will communicate to the event manager and instruct a public announcement with the following message:

**Pre-Scripted Public Announcement:**

*"Ladies and gentleman for your safety you are asked to leave this area immediately. Please follow the direction of our wardens, security staff, and the Police. We will keep you informed of the situation after you leave this area. Thank you"*.

In a large scale emergency, the same procedure will be applied, using megaphones (Noting: no stage PA available on site), simultaneously under command from Comms.

**EMERGENCY EVACUATION**

**Introduction**

The author of this document recognises that the Controller of Premises/Event Organiser and local Emergency Services will determine the final plan based on their local knowledge and emergency experience. All ACES Security Personnel will act under the direction of either the Police or the Controller of Premises during Emergency Operations [subject to type of emergency and the communication/management structure for that emergency].

**In summary:**

1. Event Organiser – BDA in consultation with NSW Police to take Command of Event Area in coordination with Emergency Services and relay plans to Relevant Crisis Management Authority. ACES to assist as instructed.
2. Police, Fire Brigade and State Emergency Services personnel override Event Security (and other Security) and take charge in case of emergency.
3. All Security to assist Emergency Services as instructed.

The objectives of these guidelines are to prepare all 'Barangaroo New Year's Eve Event 2010' Emergency Wardens, ACES Security employees and other personnel with incident response/emergency response duties for general emergencies and evacuations and provide a clear course of action to eliminate or minimize loss of life, injuries, and property damage.

While these guidelines have been designed and would be implemented to deal with emergencies, it is important to remember that emergencies can vary greatly in magnitude, scope, timing, and type of event. Common sense, a calm demeanour, sound decision making are the important elements in an emergency.

All employees are expected to become thoroughly familiar with these plans and follow instructions contained in them. However, situations may arise during an emergency, which require an employee to

deviate from it in order to protect lives. The plan is not intended to limit initiative where the need is clearly indicated. Any employee who deviates from the plan, however, will be required to show reasonable justification for his/her actions at the conclusion of the emergency.

At the onset of an emergency, or when a pre-evacuation alert or evacuation is declared, all non-essential evacuation transmission must cease. Only transmissions directly relating to the emergency should be made, and these kept as brief as possible.

Please refer to Chain of Command.

### **Possible Emergencies**

It is considered the following could occur which would encourage the crowd to depart or stampede from buildings or an area.

- Fire
- Extreme weather event - e.g. hailstorm, dangerous winds
- Explosion
- Bomb Threat
- Event Cancellation
- Civil disorder
- Structural collapse
- Severe storm or natural disaster

### **If a Disaster Occurs**

Personnel on the scene immediately report via radio to Event Comms Room/ACES Event Supervisor detailing clearly:

1. Location
2. Nature of disaster
3. Observed magnitude of loss of life or injury and magnitude of damage
4. Name of informer / employee

Radio channel is to be kept clear to allow uncluttered communication. It is critical that all radio calls are directed to Event Comms Room, which is intended to be the main information and decision-making hub for the event.

The Area Emergency Wardens [1 to 5] would follow the evacuation procedures for the relevant area and in accordance with the specific instructions from Event Comms Room. For minor/localised incidents warranting partial evacuation - patrons may be directed to evacuate the immediate area and proceed to adjacent areas rather than evacuating the whole event site. However if the Police are present these procedures may be altered as to the command structure, therefore all security officers will then provide assistance if required.

The ACES Security Supervisors manoeuvre officers to the area to assist the emergency services personnel on the scene, considering the following:

- Transmission of alarms, to the combat agencies / Public Emergency Services (PES) and locally to the staff, patrons and performers, etc.
- Evacuation of people from the scene of the emergency / disaster
- Co-ordination with PES
- Utilisation of existing protection facilities
- Segregation of fire / explosion areas
- Reduction of hazards in affected areas
- Isolation of electrical power and incoming flammable / explosive gases
- Initiation of salvage operations.

In the event that notification is given for example a power loss or bomb threat, a warning order of Echo Papa would be transmitted via radio and/or verbally to all officers.

On this warning all officers would take up their positions as designated during their briefings.



When an evacuation is eminent the catch phrase ‘**Echo Echo Papa**’ would be transmitted via radio. Messages will be conveyed by Area Warned/s via PA and/or megaphones.

- *Ladies and gentleman for your safety you are asked to leave this area immediately. Please follow the direction of our wardens, security staff, and the Police. We will keep you informed of the situation after you leave this area. Thank you -*

On evacuation catch phrase, all officers will direct and co-ordinate the public under direction of the Area Warden (zone emergency) or the Police (large scale emergency) considering the general guidelines outlines below:

### **The reaction of people in crises situation:**

Always remember that people tend to change in a crisis situation. Do not expect people to react calmly when the alarm sounds or when an evacuation announcement is made. Be prepared for the unexpected. Your main priority as a member of the emergency staff is to effectively facilitate the orderly evacuation and assembly of patrons at the designated assembly areas.

### **Panic During an evacuation**

Try not to panic. Project an image of being calm. Remember that panic spreads faster than fire. Panic has been one of the main contributing factors to large loss of life in emergency / disaster situation. Keep reassuring the public during the evacuation. Never shout FIRE or BOMB or any other panic inducing words. As a footnote to the above - it is not a bad idea to warmly smile at the public during an evacuation rather than have a very serious face. It helps to reassure them.

### **Public management during an evacuation**

Do Not Run. Do not allow others to run during the evacuation. Running often leads to serious injury. Walk briskly but normally. Remember - it is an evacuation not a race.

### **Be Alert**

Listen for instructions over your radio (if you have one) or over the loud hailer system.

### **Re-entry to the Area**

Watch out for public trying to re-enter the area and prevent them doing so, regardless of excuse or threats. Nobody except the trained Emergency Services should be allowed to re-enter the area. Use tape, portable barricade or any other suitable item available to restrict public access.

### **Communication with supervisor**

Before you vacate the venue, ensure that you have informed your supervisor that your area is clear and everyone has been evacuated.

### **Injury or illness**

ACES Security officers/crowd controllers to be alert to any person in their vicinity becoming ill or suffering injury. Immediately seek medical aid for them.

### **Disabled Persons**

Due consideration must be given to the evacuation of disabled persons in the event of an emergency. All staff are to be reminded of the protective measures for assisting and protecting such patron's e.g. non-ambulatory (paraplegics), blind, deaf etc. Similar care and attention must be given to aged and infirm persons. Staff should remember to consider their own safety first and not expose themselves to high risk in order to aid a disabled person - Emergency Services personnel would be better trained and suited to help disabled person/s in a dangerous situation.



## Vehicles

ACES Security will monitor the movement of public emergency vehicles within the event area while the evacuation is in progress in order to facilitate safe evacuation. Security will ensure the public keeps moving in an orderly manner. Keep the public involved in the evacuation together on designated routes etc. and away from vehicular traffic.

## Handling the Media

Most incidents are only perceived to be badly handled because of the way the media is treated. No ACES Security staff or other unauthorised contractors, subcontractors or staff are to offer opinion or give statements to the media at any time. All media should be directed to Sydney Harbour Foreshore Authority nominated representative and/or LAC Police.

## BOMB THREAT PROCEDURES

### Telephone Bomb Threat

If a threat is received by telephone, Event Comms Room should complete the bomb extortion threat form (following below; during conversation where appropriate)

After the conversation is terminated Event Comms Room will immediately the Police representative and await instructions.

### Search of Premises - White Level Inspections

Staff checks for unfamiliar or suspicious items. Searches must be orderly, complete and thorough (limited by staffing and referred to LAC Police). The search will be systematic and cover all structures, fence-lines, temporary structures/buildings, seating, staging, undercarriage of vehicles, temporary furnishings etc.

The use of two-way radios will be avoided during the search and searchers should not smoke. All necessary pedestrian and vehicular traffic should be diverted from the area. If using a torch when searching for an explosive device you should use a blue filter on the torch.

There are three main probing questions that White Level inspection person should consider:

1. Does the object belong where it is found?
2. Could anyone account for it?
3. Was the object hidden?

### Finding a Device

If any actual or suspected explosive device or suspicious object is discovered

- DO NOT TOUCH OR DISTURB the device or object in any way!

Do not immerse the object in water. Only a qualified explosive expert should approach the object. Step away and **NOTIFY THE EVENT COMMS ROOM IMMEDIATELY AND PARTIALLY CLEAR THE AREA IF POSSIBLE.**

If the location is a small temporary structure immediately and calmly evacuate the immediate area. If in the open or at a very crowded area - request instructions from the Event Comms Room.

The Venue/Event Manager will contact the LAC Police who will coordinate a response.

## PRE EVACUATION CONSIDERATIONS

Evacuation is the decision and responsibility of the Chief Emergency Warden and/or LAC Police/Fire Brigades in consultation BDA and ACES Security Supervisor.

### Considerations will be:

- Is it safer not to evacuate?
- Available lead-time.



- How many people?
- Location of most suitable evacuation area:
  - Which Assembly Area to select?
  - Use one or more, or all Assembly Areas in combination?
- Local Area Command and Regional Disaster Plans.
- Support agencies.



### HAZARD-BOMB THREAT REPORT

**Event Name:** 'Barangaroo New Year's Eve Event 2010'  
**Event Location:** Barangaroo, Sydney Harbour Foreshore

**EXACT WORDING OF THREAT**

.....  
.....

**QUESTIONS TO ASK**

1. When is the HAZARD going to explode or start?  
.....
2. Where did you put the HAZARD?  
.....
3. When did you put it there?  
.....
4. What does the HAZARD look like?  
.....
5. What kind of HAZARD is it?  
.....
6. What will make the HAZARD explode or start?  
.....
7. Did you place the HAZARD?  
.....
8. Why did you place the HAZARD?  
.....
9. What is your name?  
.....
10. Where are you?  
.....
11. What is your address?  
.....

**ACTION**

Report call immediately to: .....  
Phone number.....

**CALLER'S VOICE**

Accent (specify).....  
Any Impediment (specify).....  
Voice (loud, soft etc).....  
Speech (fast, slow, etc).....  
Diction (clear, muffled).....  
Did you recognised the voice?.....  
If so, who do you think it was?.....  
Was the caller familiar with the area?.....

**THREAT LANGUAGE**

Well spoken.....  
Incoherent.....  
Irrational.....  
Taped.....  
Message read by caller.....  
Abusive.....  
Other.....

**BACKGROUND NOISES**

Street noises..... House noise.....  
Aircraft.....  
Voices ..... Local call.....  
Music..... Long distance.....  
Machinery..... STD.....  
Other.....

**OTHER**

Sex of caller .....  
Estimated age .....

**CALL TAKEN**

Date...../...../..... Time .....

Duration of call .....

Number called .....

**RECIPIENT**

Name (print) .....

Telephone number .....

**Signature**

.....

**REMEMBER KEEP CALM  
DO NOT HANG UP**



## POST EVACUATION CONSIDERATIONS

Confer with Emergency Services and Controller of Premises regarding:

- If and when can evacuees return:
- Patrols of evacuation areas where possible.
- Maintenance of secure perimeter.
- Damage assessment.
- Identify additional welfare requirements, e.g. emergency/temporary medical accommodation.
- Identify any emergency transport needs for evacuees to return to affected area or to location of parking / public transport.
- Debrief personnel.
- Collate evacuation checklists.

## MEDICAL INCIDENT

If ACES Security Officer or member of the production team, or site team member is informed of or observes a medical situation or incident, and has access to a two-way radio, they will immediately contact the Event Comms Room to report the situation and request assistance via two way radio.

Matters to be reported by production staff or site personnel in relation to medical incident:

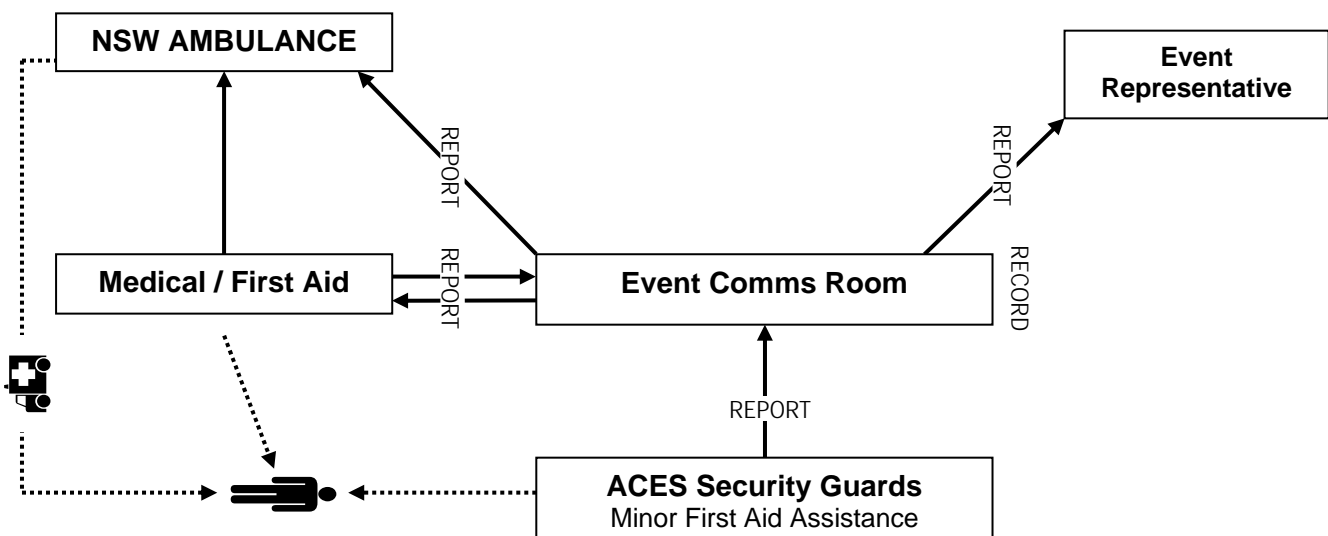
1. Casualty – Conscious? Unconscious?
2. Casualty – Breathing? Not Breathing?
3. Casualty – Bleeding? Yes/No? Low / Medium / High?

The staff member will always remain with the injured and provide any assistance or comfort that they can whilst waiting for First Aid to arrive. First aid is to be carried out only by qualified/certified personnel and with the casualty's consent.

First Aid operatives will be on site. First Aid will immediately address first aid requirements and communicate with the Event Comms Room. *Please refer to Medical/First Aid planning documents.*

Should emergency services be required to attend the site, the Event Comms Room will advise and place all internal and external staff on standby for inbound emergency services personnel. The relevant ACES Security Supervisor will re-deploy and manage immediate event access with clearing the area of patrons (within deployment limitations).

## Medical Response



## INCIDENT REPORTING

### Incident Reporting

One of the main aims of recording data on incidents which have occurred is to keep Security Command, Event Management and other authorised staff informed of the problems and activities which are transpiring and which are effecting or may effect staff and the normal running of the event, the management and promoter organisations, and/or which could possibly lead to a major crisis occurring or a damage claim against all involved bodies/companies.

Security staff will complete an incident report for all incidents of any nature, which occur at this event. The incident report will give sufficient information to allow the reader to accurately assimilate what has occurred. The report is to be signed and dated by the author.

An incident report will be completed as soon as practicable and given to the Security Supervisor, who will check the report for accuracy and content.

In addition to standard reporting of all incidents the incident report contains specific sections for completion for medical/first aid incidents, property loss or damage, and Escalated Incidents (referred to Event Manager or LAC Police for closure).

The ACES Security Supervisor will distribute copies of the report, only after review by BDA event organisers, to those people who require the information.

All incident reports will be stored in numbered sequence in such storage facilities as are necessary to safely and securely store the reports for future reference.

The report(s) need to be as brief as possible, omitting nothing of importance, but avoiding information, which is irrelevant and has no real bearing on the incident or situation. The report can be formatted in the following way:

WHO	-	who are the persons concerned
WHAT	-	what happened
WHEN	-	when did incident occur
		when was the incident discovered
		when was the incident reported
WHY	-	why did the incident happen
HOW	-	how did the event take place

In the first instance all details will be recorded within Security Officers personal Notebook for transfer to Incident Report book.

Incident Reports will be immediately distributed to the Event Manager.

### Final Reports

A final report will be completed by the ACES Security Supervisor/Manager at the conclusion of the event period.



## SECURITY EMERGENCY RESPONSIBILITIES

Security Officers supplied by ACES Security will control internal security operations.

In the event of an emergency, detailed information will be relayed to LAC Police, then Security will follow instructions from the Police, who will take over control.

The following table itemises Security re-deployment and operational functions in the event of incident or emergency operations.

### EVENT OPERATIONS

Emergency Deployment for Event Operations:

No	Position	Times	Description
1	ACES Security Supervisors / Commander	TBC	<ul style="list-style-type: none"> <li>▪ Liaise with Event Organiser Representatives, Chief Warden, Deputy Chief Warden, LAC Police, First aid.</li> <li>▪ Adherence to emergency plan and communications plan.</li> <li>▪ Immediate response to emergency scenario.</li> <li>▪ Direction of all ACES Security Officers in accordance with instructions from Event Comms Room - Sydney Harbour Foreshore Authority / Emergency Services.</li> </ul>
2	ACES Security and TCs.	TBC	<ul style="list-style-type: none"> <li>▪ Follow all instructions from Police and/or Emergency Service Personnel.</li> <li>▪ Where allocated Emergency Exit Gates immediately relocate to gates and standby for instruction to open.</li> <li>▪ Relay all essential information to security command.</li> <li>▪ Immediately move to precise location of emergency scenario and act on directions of Emergency Services.</li> <li>▪ Direct patrons to remain calm and guide in safe road crossings/keeping off road surfaces of roads that may be used by combat agency vehicles arriving in response to the emergency.</li> </ul>

**APPENDIX**  
CAD Site Plan - Not to scale.

