



# Emergency Procedures

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Future Music Festival 2014

Sydney

Randwick Racecourse

Saturday 8<sup>th</sup> March 2014

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The information contained herein is intended as advice to the management of Future Music and does not remove the responsibility of management/proprietors to ensure all obligations under legislation are adhered to.

This document is for use ONLY at the Sydney Future Music Festival and not for use at any other location or event.

## DOCUMENT DESIGN

This manual is divided into 3 Sections. The document as held by PBM Safety is:

1. Introduction
2. Procedures
3. Attachments

## SECTION 1: INTRODUCTION

This section provides an overview of the elements of the emergency plan and incidents addressed in the procedures.

## SECTION 2: PROCEDURES

The Incident Response Guide contains an A – Z listing of all Hazards / Incidents specific to the event and procedures relevant to each incident. This is the functional part of the document and can be made available as a separate sub-guide if required.

## SECTION 3: ATTACHMENTS

This section contains a copy of the checklists and appendices

A document management system has been implemented to ensure both the continuity and clarity of the original release and to track any amendments and their source.

Copies of the Emergency Procedures Manual have been issued as follows:

Manual Copy	Located At	Responsibility of
1 of 4	Site Office	Site Coordinator
2 of 4	Event Operations Centre	Safety Consultant
3 of 4	Future Entertainment Office	Event Manager
4 of 4	PBM SAFETY	Riskworks Consultant

These manuals are controlled documents and are subject to audit.

The manual **MUST NOT BE REMOVED** from the above locations during the event and returned to the consultant for updating after the completion of the event.

## SECTION 1: INTRODUCTION

### SCOPE

Under normal operations responsibility for the Emergency Management of the Royal Randwick Racecourse rests with the Australian Turf Club. The Future Music Festival organisers, Future Entertainment have developed these emergency procedures to specifically address the risks associated and the area of the venue being utilised and complimenting the existing procedures of the venue.

The venue will provide a safe environment in which Future Entertainment will hold the event, Future Music Festival. The Australian Turf Club has the responsibility of existing infrastructure and also many of the facilities related contractors e.g. Parking, Catering, Waste Management for the all areas.

As such Future Entertainment has prepared the Emergency Procedures Manual in consultation with key stakeholders in the delivery of the event. These procedures also comply with WHS legislation and AS3745-2010 and as such form part of the overall risk based approach to the conduct of this event. More specifically, the intent of this document is for use by members of the Emergency Control Organisation in the event of an emergency situation or critical incident.

The contents of this manual provides guidance to the management, venue team, contract security and event staff to enable them to effectively implement and manage a prompt and coordinated organisational response to an actual or potential emergency situation or critical incident which could threaten the safety of persons or property on site, or significantly disrupt operations.

The manual provides for the Management team to provide the initial response for incidents or emergencies occurring on site which are within the capabilities of internal resources to control.

The response procedures are intended to complement the roles and responsibilities of responding agencies.

### EVENT

On Saturday 9th March 2013, approximately 42,000 people will attend the Future Music Festival. This festival will run from 12:00 through till 22:00 on the event day and will be a fully licensed over 18's only event.

The event is being produced by Future Entertainment.

The event site (Australian Turf Club) will be secured by way of temporary fencing. Security guards will be stationed to patrol the perimeter. The venue's mounted security force will also assist with the crowd management. The security personnel will also strictly control the entrance points to the event to ensure that entry is given to ticket holders who are over eighteen and not intoxicated or in possession of prohibited items or substances as per the conditions of entry.

The venue is currently undertaking significant construction providing challenges for access to the festival site.

## DEFINITIONS & ABBREVIATIONS

For the purpose of these procedures, these definitions shall apply.

<b>Shall</b>	indicates that a statement is mandatory
<b>May</b>	indicates that a statement is an option
<b>Should</b>	indicates a recommendation
<b>Emergency</b>	any incident which could <ul style="list-style-type: none"><li>• Jeopardise the safety of or traumatise persons on or near the site,</li><li>• Result in significant damage to property or equipment in-site or</li><li>• Significantly disrupt normal event operations.</li></ul>
<b>Persons with Disabilities</b>	describes persons having physical, intellectual, visual or auditory disabilities or impairments which could be either permanent or temporary
<b>Assembly Area</b>	A safe location which evacuees proceed to in the event of an evacuation
<b>Emergency Planning Committee</b>	A group of representatives responsible for overseeing an appropriate level of emergency preparedness for the event
<b>Emergency Control Organisation (ECO)</b>	The collective name given to those who perform warden duties and other emergency-related roles
<b>Event Operations Centre</b>	The radio control centre utilised to manage all aspects of the event. <b>(EOC)</b> in the unlikely situation of an emergency occurring this location can be utilised as the Control Point for the senior ECO members
<b>Emergency Control Centre</b>	The site command post from which internal resources would be coordinated during emergency response and recovery
<b>Warden Meeting Point</b>	The location where Area Wardens and Wardens meet to be briefed and report

## POLICIES

### Emergency Procedures Documentation

It is the policy of Future Entertainment that the Emergency Procedures Manual will be reviewed after each annual event. Each year the document will be finalised 2 weeks prior to the event.

It is Future Entertainment's policy that all staff and contractors shall work within the set framework.

### Documentation

It is the policy of Future Entertainment that the following controlled documentation will be maintained and available for reference by applicable persons:

- The Emergency Procedures Manual including Emergency Evacuation Diagrams.
- Checklists for key staff.

## TRAINING

It is the policy of the Future Entertainment that all staff shall be briefed to an appropriate standard of emergency preparedness (commensurate with their applicable organisational and emergency roles). Briefing papers are contained within the appendix of this manual.

Category	Participants	Topics	Frequency
<b>Briefings</b>	<ul style="list-style-type: none"> <li>• All managers</li> </ul>	<ul style="list-style-type: none"> <li>• ECO roles and responsibilities</li> <li>• Initial actions on discovering</li> <li>• Reporting an emergency</li> <li>• Evacuation procedures</li> <li>• Shelter in Place procedures</li> <li>• Crowd management principles</li> <li>• Incident response procedures</li> </ul>	Briefing to be scheduled prior to event
	<ul style="list-style-type: none"> <li>• Security</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate extract of Plan</li> </ul>	Conducted prior to gates opening
	<ul style="list-style-type: none"> <li>• Stage Managers</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate extract of Plan</li> </ul>	Conducted prior to gates opening
<b>Desktop Exercise</b>	<ul style="list-style-type: none"> <li>• Senior Management and Stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate incidents</li> </ul>	Conducted prior to the event
<b>Workplace Fires</b>	<ul style="list-style-type: none"> <li>• Security supervisors, Stage Managers</li> </ul>	<ul style="list-style-type: none"> <li>• Fire safety – Prevention; Discovery; Operation of First attack equipment; Fire survival</li> </ul>	Staff to be trained before the event or to provide evidence of current training
<b>Induction</b>	<ul style="list-style-type: none"> <li>• All Staff and contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate extract of Plan</li> </ul>	Induction to be conducted as required

### Exercises

It is the policy of Future Entertainment that a desktop exercise involving key staff and stakeholders shall be scheduled before the event

### Evaluation

A de-briefing by an external consultant, involving key personnel, will be conducted after the exercise

### Records

Records of incident response, training and exercises must be kept for 7 years.

## TYPE OF INCIDENTS

The Emergency Management Plan addresses the following incidents affecting the immediate safety of those on or near the site.

- Armed Hold-up
- Bombs-Threat/Found/Letter/Parcel/Suspicious item
- Chemical Spill/Hazard
- Crowd Crush
- Deceased person
- Equine Escape
- Evacuation
- Fire
- Fire outside of Event environment
- Food Poisoning
- Gas Leak
- Medical Emergency
- Severe Weather
- Sexual Assault
- Shelter in Place
- Show Stop
- Structural Failure
- Syringes
- Violent/Threatening Person
- Water Supply Interruption

## EMERGENCY PLANNING COMMITTEE

### Responsibilities

The Emergency Planning Committee (EPC) is responsible for overseeing:

- The effectiveness and accuracy of the Emergency Procedures and relevant emergency documentation
- The appointment of the Emergency Control Organisation personnel
- Staff training in emergency preparedness
- Co-ordination of an evacuation exercise
- Post event review

### Composition

The Committee is comprised of the following persons (or delegates):

- Event Manager
- Event Producer
- Site Manager
- Occupational Health and Safety Coordinator
- Emergency Consultant
- Venue Management
- Emergency Services (Police, NSW Fire Brigade, NSW Ambulance)
- National Security Manager
- Randwick Local Government
- Others as deemed appropriate by the Committee

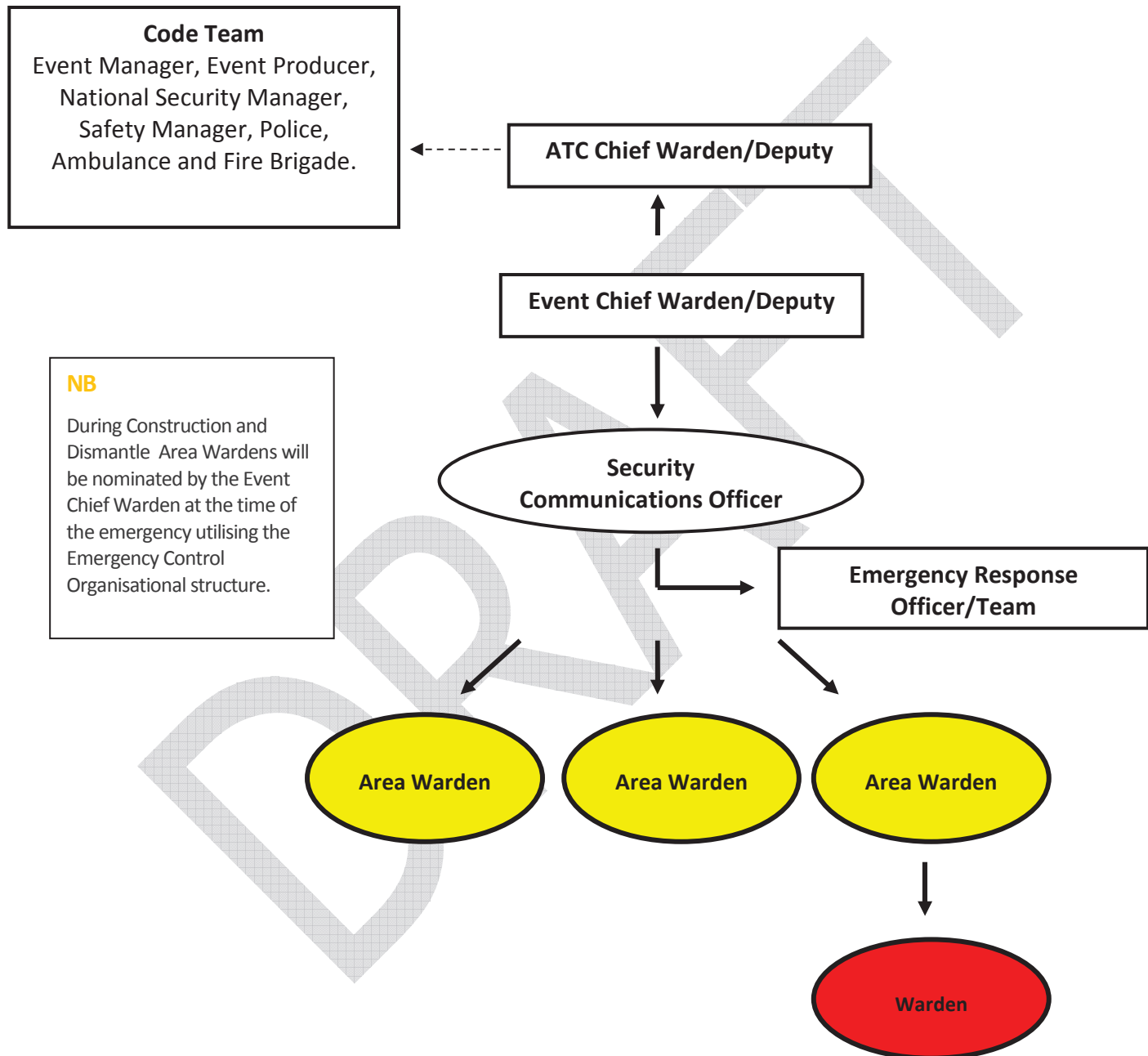
### Meetings & Agenda

A meeting of the EPC will be held prior to the event for planning purposes and post event to review incidents and procedures. The meeting agenda will include:

- Information on the inspection of site in relation to emergency procedures and equipment
- A review of the Emergency Procedures to ensure that all information contained within remains pertinent and accurate
- Issues impacting on emergency preparedness
- Proposed amendments to the Emergency Procedures

## EMERGENCY CONTROL ORGANIZATION

The Emergency Control Organisation (ECO) is responsible for implementing emergency procedure as prescribed in the Emergency Plan and Procedures. The ECO will be responsible for initiating an appropriate response to emergency situations so as to supervise the safe movement of occupants from an area of danger to an area of safety during that emergency.



NB: Personnel fulfilling these roles are listed in the Appendix 3.1



## Code Team

The Code Team are members of the overall event team with decision-making authority in an emergency. This team will include the Event Manager, Event Producer, National Security Manager, Safety Manager, Police, Ambulance, NSW Fire Brigade and the Venue Manager

They will wherever possible gather and contribute to the decisions being made in a major emergency.

## Chief Warden

The Chief Warden is responsible for coordinating the response to an emergency or critical incident whilst awaiting the guidance and support of external agencies from the venues perspective.

## Event Chief Warden

The Event Chief Warden's principal functions include:

- Ascertaining the nature of the emergency and determine appropriate response actions
- Ensuring that appropriate emergency services have been notified
- Ensuring the safety of persons at the event
- Ensuring that ECO personnel are advised of the situation and coordinating their deployment
- Ensuring the Venue Chief Warden is informed on developments
- Initiating evacuation or controlled entry procedures (if necessary)
- Where safe to do so, ensuring steps are taken to contain and or control the hazard
- Where applicable (and practicable), ensuring that affected areas have been evacuated
- Briefing and assisting emergency service/s personnel
- Assessing and mitigating the impact of the emergency on event operations and services
- Coordinating post-incident recovery strategies
- Ensuring that evidence material to any post-incident investigation is not interfered with
- Keeping appropriate venue management informed on developments

## Communications Officer

- Ascertaining pertinent information relating to the emergency and notifying appropriate personnel
- Relaying information via radio and mobile phone; and
- Facilitating PA announcements made by Stage Managers
- Maintaining a chronological record of organisational response and key events during the emergency.

## Emergency Response Officer/Team

- Responding to the scene of an incident
- Taking action on scene to control or contain incident
- Providing on scene information to Venue/Event Chief Warden
- Providing feedback to Venue/Chief Warden

## Area Wardens

Area Wardens are responsible for:

- Overseeing the initial response to an emergency occurring within their area pending the arrival of the delegate of the Event Chief Warden
- Implementing and coordinating the evacuation of their area, identifying other staff to assist as necessary
- Ensuring that the evacuation proceeds smoothly,
- Checking to ensure that their respective areas have been completely vacated and promptly reporting the results to the Communications Officer via radio
- Implementing a Shelter in Place strategy when instructed and to report via radio when completed.

## Wardens

To provide assistance to the Area warden as instructed. This may be helping with the evacuation, encouraging people to leave, encouraging people to go to the assembly areas, assisting people with disabilities etc

## Specialist Personnel

To advise and assist the Venue or Event Chief Warden as required relative to their field of expertise. This may be Event Safety Officer, First Aid staff, Maintenance or Venue staff

## EVACUATION INFORMATION

It must be noted that if there is an incident in one area it may be possible to close that stage or area and move people into another area and therefore this would result in a partial evacuation. Crowd behaviour could be greatly affected if the evacuees were moved off site rather than allowing them to enjoy another aspect of the festival.

A site wide simultaneous evacuation is highly unlikely so although Assembly Areas have been identified as

- Non Event spaces at Racecourse
- Area 2 Moore Park Stadium

If an evacuation of that magnitude is required this will involve a transport strategy being implemented in consultation with Police, Department of Transport and the State Transit Authority.

For site wide evacuation the egress routes are defined in the Traffic Management Plan via

- High Street gate
- Doncaster and Alison Roads (the path utilised is the dedicated pedestrian corridor which is the STA busway and this leads to Area 2 of Moore Park).

This strategy includes activation of Shuttle buses from Randwick and Bondi junction via State Transit

### Control Point – The Emergency Control Centre (ECC)

The response to an emergency should where possible be managed from the vicinity of the:

- Event Operations Centre in the members stand

If that area is affected then an alternate Control Point will be

- Gate 1 Security Office at Alison Road ( camera feeds available here)

NB: EOC - The EOC operates from 0900 .

Key stakeholders will be represented in the Event Operations Centre. If an emergency occurs this area becomes the ECC and these stakeholders will take on their ECO roles

Two way Radios will be issued corresponding to all channels used at the event. All communications from these radios will be monitored and directed through the EOC and Security Control.

Radio Channels are as per Appendix 6

A logging person to record and monitor radio transmissions will be utilised for this event.

CCTV monitors will be located in the EOC and are a valuable resource with visibility of the site. The various remote controlled cameras will be operated from within this facility. Some are existing cameras and others have been introduced as a result of this event.

A landline phone numbers for the EOC are:

02 9663 8563

### Re-entry

Re-entry would only relate to an area if there had been a partial evacuation. People are only permitted to re-enter the affected area when the Chief Warden and the Event Chief Warden gives the 'All Clear' after consultation with the relative Emergency Services.

This will only occur after consultation with the appropriate senior emergency services officer present (& Code Team where applicable).

If the site is evacuated then the event will be cancelled.

## CONTINGENCIES

### Media Statements

In the event of an emergency, on behalf of Future Music only the Event Producer and on behalf of the venue the Media and PR Manager Larrisa O'Connor or persons authorised by them should make statements to the media.

All staff involved in the event should refer any media inquiries to the Event Manager using the following:

*"I do not have the information you require but the our media representative will meet you in the xxx and can give you further assistance."*

When a significant emergency occurs, a media statement should be prepared as quickly as possible, and include:

- A description of the nature of the emergency
- The corrective action taken, and its effectiveness
- When the emergency is expected to be over
- The investigative action that is to be taken
- Any assistance that can be given by the media

### Escalation and Notification Process

In the event of an emergency or serious incident, the following persons must be notified by the Event Chief Warden at the first reasonable opportunity:

- Venue Chief Warden
- Event Producer
- Event Manager

### Statutory Investigations

Statutory investigation of some emergencies may be required by the Coroner, Police, Emergency Services, Work Cover or other authorities. Full co-operation should be given in these circumstances. During emergency operations, the area should only be disturbed as necessary to control the incident, until investigations are completed. Actions taken during the emergency, and any noteworthy features of the incident should be communicated to the investigator

### Combating Emergencies

It is the organisation's policy that combating emergencies is the responsibility of the emergency services. An initial response to fires and other emergencies may be conducted, when safe, by trained persons.

### Handing-over of Emergency Control Operations

Control of emergency operations should be handed over to the emergency services when they arrive. This hand-over would normally be carried out by the Event Chief Warden, who would tell the emergency services of:

- Any persons missing, killed or injured
- The type of emergency
- Emergency control actions already taken

- Any unusual hazards
- Any other information that could assist the safe and effective control of the emergency.

### Terminating the Emergency

After the Incident Controller has relinquished control of the site, the Event Chief Warden in consultation with the emergency services commander and venue management shall decide when or if to resume event activity before members of the public are allowed to enter the site.

Debriefing of staff to improve future emergency responses and events shall be carried out after the incident. Where deaths, injuries or threats to life and limb have occurred, personnel should be counselled by trained persons to mitigate the effects of post traumatic shock.

### Reporting after an Emergency

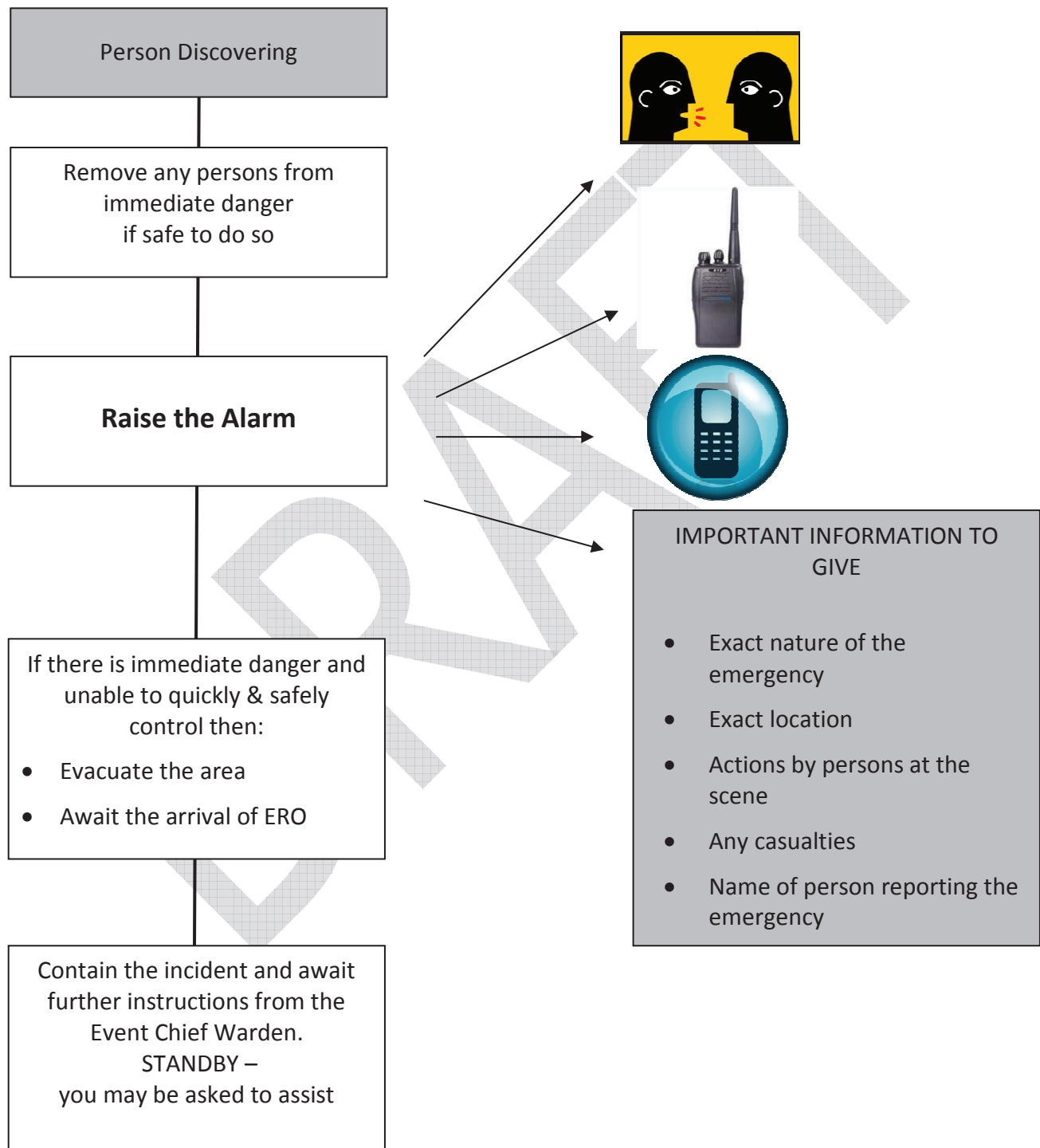
After any emergency, a report shall be prepared by the Event Chief Warden. An incident report should be completed by all personnel involved before the end of their shift. These should be collected by the Event Safety Officer.

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## EMERGENCY RESPONSE AND EVACUATION PLAN

### Emergency Response Plan

Discovery and reporting of an emergency



### Coded Radio Announcements

An announcement via the radio system will notify staff of the possible emergency but will not alarm patrons. Royal Randwick uses Code Amber as a warning and preparatory measure. This allows staff to prepare and brief staff to be given tasks as the Wardens and for other staff to prepare for a response which may require co-ordination.

### Evacuation Signal

The signal to evacuate will be the broadcasting of an Evacuation Announcement from surrounding affected buildings and via the Stage Managers announcement on the stage P.A. system, and/or a verbal announcement by an authorised person.

### Evacuation Broadcast

In the event that it becomes necessary to initiate an evacuation, after discussion with the Venue Chief Warden the Event Chief Warden will direct the Communications Officer to request the Stage Manager of the affected area/s to make an Evacuation Broadcast via the P.A. system.

The form of this announcement will be as follows:

*“Attention! We apologise for this interruption. This is an important Safety Announcement. There is no need for alarm. A controlled evacuation is being conducted and you must leave the area. [Give a brief description of incident e.g. a small fire has been discovered in.] Would you please now leave the area – [give information as where they should move to.] DO NOT STOP DIRECTLY OUTSIDE THE GATES OR ENTRANCES. You CAN RETURN TO YOUR CAR BUT DO NOT MOVE IT AT THIS STAGE. Please follow directions from our staff. If you need assistance please ask. Thank You.”*

(Include any restrictions or danger areas e.g. due to the location of the ....., persons must not go near the .....(location).....when evacuating)

## EMERGENCY GATES

There are a total of 12 emergency gates on the perimeter of the event fence line. This event site has 69m of exit gates made up of

- 11 x 5m
- 1 x 14m

All exits are to be staffed throughout the duration of event by a Security officer who is then able to ensure that egress is not obstructed in anyway.

Exits throughout the site will consist of temporary fence panel or barriers that are not locked. Appropriate signage is to be displayed at these areas.

In an emergency the Security personnel would be directed by their Area Warden to open the unlocked gate and allow the crowd to egress.

In addition the site will have a pedestrian bridge and a tunnel. These will be managed during any evacuation to ensure safety is maintained.



## EQUIPMENT

Equipment has been installed around the site for use during an emergency. It shall be maintained to the relevant Australian Standards and accessible for immediate use. All locations must be appropriately sign-posted.

The range of equipment provided is shown below:

### Emergency Related Systems

The event is outdoors but the buildings provided by the site have a full complement of fire detection systems as per BCA regulations and are indicated on location map in the appendix.

### Fire Indicator Panel (FIP)

There is a FIP in the Security Control Room. It is provided and maintained by the Venue.

### Detectors

Smoke Detectors are installed throughout temporary structures and where cooking is taking place where required.

### Emergency Exit Signs

Emergency exit signs are installed throughout the temporary structures

### Emergency Lighting

Emergency lights are installed throughout the venue via portable lighting towers supplementing the existing emergency lighting

### Extinguishers

Fire extinguishers are provided for first attack fire fighting, when safe, by personnel trained in their use. In addition to the venue's extinguishers there are additional extinguishers supplied by Future Entertainment at appropriate areas e.g. stages etc. Vendors will also need to provide their own extinguishers appropriate to their activities.

### Hose Reels

Fire Hose Reels are strategically located throughout the site

### Fire Blankets

Fire blankets are located in the areas where oil cooking is in operation.

### First Aid

There are 5 first aid locations provided for the event.

These Medical services are available at

- Map Ref L5 - near Stage 5/Bar 8
- Map Ref Y10 – Stage Right of Stage 1
- Map Ref Y14 – Stage Right of Stage 2
- Map Ref U15 – Stage Left of Stage 3 near Save a Mate
- Map Ref Z11 - Near Infield Entry 1

They are manned with St John staff and first aid supplies. There are also portable kits in the permanent ATC buildings.



Channel 1	Event
Channel 2	Site
Channel 3	Suppliers
Channel 4	Production
Channel 5	Management
Channel 6	Drivers
Channel 7	First Aid
Channel 8	Security 1
Channel 9	Security 2
Channel 10	Security 3
Channel 11	Traffic
Channel 12	Spare
Channel 13	Talk 1
Channel 14	Talk 2

#### Radio system

The festival uses an effective radio system that allows key staff to communicate through various channels with the EOC

#### Site Access

Should the Emergency Services attend the event site, designated entrances have been assigned for fastest vehicle access. Refer to Appendix for details.

## SECTION 2: PROCEDURES

### Implementation of Emergency Procedures

These Emergency Procedures shall form part of the event arrangements. The EPC and the Venue team shall ensure the dissemination of information to all persons affected by these procedures.

### Person Discovering

A person discovering any incident should contact the Event Control Room via radio.

Describe:

- Type and location of incident
- Cause of incident
- Possible injuries
- Actions being taken at the scene
- Their name and location

### Internal Report

The EOC member receives a call over the radio from their crew member:

- The EOC member should request the information as above

The EOC respond to the crew member by:

- Despatching the Emergency Response Team
- Access information via CCTV where available

### External Report

The EOC member receives a call from an external source or service regarding a situation that may impact the Festival

- The Venue and Event Chief Wardens will assess the situation based on its impact on the event
- Notify other EOC members where appropriate of situation and response if required

### Possible Responses

- Shelter in Place - contain Patrons in an area and await further action
- Partial Evacuation - to close one area and move patrons to another area
- Full Evacuation - move patrons in an area to assembly areas either within the site or Moore Park

## ARMED HOLD UP

### Persons Involved

#### Don't be a HERO – stay calm.

Your safety and the safety of those around you is of paramount importance. If you are not directly involved, stay out of it.

#### Don't argue – obey the Offender's instructions

Only do what you are told and no more. Do not volunteer any information. Be deliberate in your actions if you are ordered to do something by the Offenders. Avoid sudden movements.

#### Don't stare at the Offenders

Avoid direct eye contact.

#### Make a mental note of everything you can about the Offenders

In particular note speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos and height.

#### Try and observe any vehicle used by the Offenders.

Once the Offender/s has left, if you can, without risk and if nobody else has already done so – take particular note of the registration number, type, colour and any distinguishing features.

#### After the Offender/s has left;

- Help any person who has been injured.
- Inform the EOC via radio for CCTV surveillance if available.
- Record your observations in writing as quickly as you can after the Hold-Up.
- The Police need individual impressions of what happened, uninfluenced by others.

### Area Warden

Ascertain the following information	<ul style="list-style-type: none"> <li>• Is anyone injured</li> <li>• Is offender / s still on site</li> <li>• Exact location of the incident</li> <li>• Name of informant</li> </ul>
Contact the following persons	<ul style="list-style-type: none"> <li>• EOC who will organise Police and Ambulance (if required)</li> </ul>

### EOC member receiving report

Ascertain the following information	<ul style="list-style-type: none"> <li>• Is anyone injured</li> <li>• Is offender / s still on site</li> <li>• Exact location of the incident</li> <li>• Name of informant</li> </ul>
Contact the following persons	<ul style="list-style-type: none"> <li>• Event Chief Warden</li> <li>• Venue Chief warden</li> <li>• Police</li> <li>• Ambulance if required</li> </ul>
Write down the time of initial report and subsequent notifications	

### Event Chief Warden

- Confirm if any persons injured and ensure appropriate medical treatment is provided.
- Ensure the areas are secure where the incident occurred and don't allow anyone into the area. Nobody should be allowed into this area until the Police have checked for fingerprints and other evidence.
- In consultation with the Police is to assess the situation and make a decision as to whether a sign needs to be placed "Closed due to Emergency Maintenance" if appropriate.
- Persons should be requested to remain until the Police arrive. It should be explained to them that their view of what happened, however fleeting, could prove vital when pieced together with other evidence. Police will be on the scene in literally a few minutes.
- Police will ensure that names, addresses and telephone numbers are obtained from all persons involved together with brief details of incident (including description of offender/s, estimated value of cash/valuables stolen).
- If possible provide a quiet place for them to sit down and offer them a cup of coffee or tea.
- Obtain names of attending police and complete an Incident Report before leaving the site. Confirm 'Event' report number.

### Post Incident

#### Counselling

Future Entertainment in conjunction with the relevant contract manager is responsible for ensuring that appropriate counselling is offered to affected persons.

#### Security Review

The National Security Manager and the ATC General Manager of Risk and Security in consultation with the police – if appropriate and/or any other subject matter expert, should undertake a security review of the activity and location including physical and procedural security elements to determine if security can be improved and the risk of a repeat incident reduced.

#### Work Cover Reportable

Armed Hold-Up is a Work Cover reportable incident. The OHS Officer is to complete report.

## ASSAULT

### Staff Member Observing

#### Initial Actions

- Assess the situation and remain calm
- Obtain assistance (other staff/security/police) where practicable (and applicable)
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim (e.g. determine if first aid or medical attention is required and action accordingly)
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident:
  - full details of victim
  - circumstances surrounding the incident
  - witnesses
  - description/details of assailant/s

#### If Minor Assault

- Contact EOC
- Complete an Incident Report detailing the incident and any action taken

#### If Serious Assault

- Contact EOC and report to Police.
- Inform Communications Officer who in turn will ensure Police are immediately notified (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of movement).
- Cordon off the scene of the incident.
- Identify any witnesses and request them to remain until police arrive.
- Where witness(es) cannot wait for Police attendance, their details are to be noted.
- If offender still present, ensure that victim and witness(es) are isolated from the person.
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.
- Ensure an incident report is completed.

### Communications Officer

Implement as appropriate:

- Ensure police in Event control are informed.
- Organise medical assistance if required.
- Ensure that detailed Incident Report is completed.

## BOMB THREAT

### General Guidelines

- Bomb threat calls must always be treated seriously. The ECW will determine the level of response required in consultation with CW, Police and Code Team.
- The Event Chief Warden, Chief Warden and Police must always be informed of any bomb threat calls received
- It is important that a “white level” inspection is conducted by staff. A white level inspection is a strategy which provides an important link between the provisions of, and the maintenance of, a safe and secure environment for Event staff to work and patrons to enjoy the Festival. White Level Inspection is the checking by each staff member of the area in which they work, for anything that is unusual or out of place. They are however best conducted at the start of every staff members shift. This allows a “total” safety check of an area rather than just for unusual circumstances.
- A white level inspection may also be called immediately after a threat is received.
- As improvised explosive or incendiary devices can be easily disguised so persons who are familiar with the area to be search are more likely to quickly discover an unusual item or object.
- If staff are requested to check their areas in response to a bomb threat, any search must be on a voluntary basis.
- Wherever time permits, a search of any area mentioned in the threat, FOH areas, site perimeters, exit routes and Assembly Areas should always be undertaken in response to a specific bomb threat.
- If evacuating in response to a suspected bomb being discovered or as a precaution:
  - Police should be in attendance before evacuation is initiated
  - Evacuation should be initiated no later than 30 minutes prior to any detonation deadline.
  - Persons should take bags & personal belongings with them if they are accessible and it is safe to do so.
  - Person must not assemble in any location that is line of sight to a possible danger area.
  - Site re-entry should only be considered after a thorough search has been conducted by staff who volunteer to assist (not to be initiated less than 30 minutes after detonation deadline has elapsed) and after consulting with police, senior management.

### Person Receiving Call

- Obtain and note as much information as possible about the call (utilise the phone threat check list in the attachments).
- Immediately inform the EOC.

### Communication Officer

- Notify ECW and CW.
- Log time of actions.
- On instruction from ECW.
  - Inform Police.
  - Request staff to immediately attend nominated location for briefing.

### Chief Warden and Police (Where Time Permits)

- Interview call recipient and:
  - Confirm time of call.
  - Note exact wording of threat.
  - Ensure call recipient completes Bomb Threat Information form.
- Ensure Communication Officer informs:
  - Police on site in Event Control Room.
  - Request available staff to immediately attend nominated location for briefing.

#### Brief personnel:

- Describe situation
- Establish 2 person search teams
- Assign search areas
- Confirm no wearing of warden hats
- Conduct safety briefing – (including appropriate use of communication)
- Confirm time to report back
- Confirm where to report back
- Remain at briefing location
- Review search results as teams report back

### Note

- Any search involving staff will be conducted on a voluntary basis.
- Prior to any search being undertaken, the CW must ensure that search personnel are given a safety briefing.
- If, following a search and/or evacuation, nothing suspicious is discovered and any purported detonation time has past, the CW should confer with police and a decision concerning any further action and building re-entry (where applicable).

### What to Look For

When searching for a possible explosive or incendiary device, package, bags, boxes or other items may be viewed as suspect in any of the following circumstances:

- The item appears similar to the one described in the threat message.
- The item is foreign to the premises and it's origin is questionable.
- The item is labelled suspiciously.
- The physical characteristics of the item are suspicious in size, shape, weight and sound.

- The item cannot be vouched for as belonging to anyone on site.
- There are signs of forced entry, footprints, scrapes or fresh diggings.
- Pieces of tape, wire, string, or explosive wrappings etc are present.
- The condition of the room or area have been altered e.g. furniture has been rearranged, doors have been closed which are usually open or windows have been open which are usually closed etc.

#### **Action on Discovering a Suspicious Object**

In the event that an object is discovered which cannot be vouched for or for any other reason is suspected of being a possible explosive or incendiary device, immediate actions are as follows:

- Do NOT TOUCH the object
- Note the appearance, sound and exact location of the object
- Evacuate the area
- Inform the Communications Officer who will inform the Chief Warden (DO NOT USE 2-WAY RADIOS OR MOBILE PHONE – Runner or landline).

The Chief Warden should

- Ensure police are immediately informed
- Initiate an evacuation of the potential danger area (taking into account possible blast/fragmentation extent)
- Where time permits, request all persons to take their personal belongings with them and leave internal doors open (not fire doors).
- Persons should NOT be permitted to gather in an area which is in line of sight to a suspected danger area
- Shut down gas where appropriate
- Organise the area to be cordoned off
- Liaise with Police and assist as required



## CHEMICAL HAZARD

NB: Chemicals are stored in Cleaners and Greenkeepers store, in addition to the petrol, diesel and smoke fluid brought onto site by Festival Entertainment. The MSDS's for ATC are kept in the Administration Building and the Security Gatehouse. The Festival related MSDS's will be kept in the EOC and in the Site Office and a copy of the Festival's MSDS should be provided to the venue.

### Person Discovering

#### Caution – Confirm Area Safe to Approach

Do not enter any confined area when there is the slightest risk of being exposed to toxic atmosphere. If in doubt – stay well clear (upwind if applicable) – Inform the Communication Officer

If safe – warn others not to approach area

### Chief Warden

Encourage people not enter any confined area when there is the slightest risk of being exposed to toxic atmospheres. If in doubt – they should stay well clear (upwind if applicable) – inform Fire Brigade and keep persons away.

- Inform applicable contractors and cleaner/s
- On arrival at the scene by the ERO ensure that the affected area has been evacuated and that persons assemble in a well ventilated, safe area, upwind from the spill.
- Prevent unauthorised access to area – Do not allow ignition sources or electrical equipment to be operated in the immediate vicinity of the spill.
- Recovery of a minor spillage will be the responsibility of the person responsible for the material. Note: If there is the slightest doubt regarding safety of response personnel or others, do not attempt to recover any spillage.
- Consideration should be given to environmental conditions and a decision made as to whether further evacuation of the area is required.
- The spill should be contained as soon as possible, using appropriate absorbents if it is believed safe to do so, based on information at hand. Particular attention should be paid to drains and these may need to be dammed using sandbags or other appropriate bunting.
- The Fire Brigade should be contact if the spill has
  - caused an evacuation
  - entered drainage systems
  - is of a size or nature which is beyond the resources and/or competency of on-site personnel to safely and effectively mitigate
  - the substance involved is unknown
  - the substance is highly flammable/explosive/poisonous/hazardous
  - or any other reason where on-site personnel have the slightest doubt about possible risk posed by the incident.
- Information regarding the spill should be reported to the Officer in Charge of the Fire Brigade on arrival at the scene.
- The person responsible for the chemical/s should continue to manage the spill as per the Material Safety Data Sheets (MSDS) or by the manufacturer/supplier of the substance.

- All waste should be removed consistent with regulatory requirements and the incident should be reported under the applicable statutory requirements.
- Attempt to stop flow if safe to do so and contain as much as possible. Ensure no material runs to into any drains

DRAFT

## CROWD CRUSH

The demographic of crowd based on artists performing on each stage and assessment of the front edge requirements for safety of crowd and performers have prompted the use of a D Barrier. See Appendix 7

**NB: Crowd crush could occur on site in front of a stage or people moving in and out of one area or another. For Future Sydney the pedestrian bridge and the impact of crowds in stages 1 and 6 must be closely monitored.**

### Person Discovering

On becoming aware of a possible crowd crush situation:

- Notify Event Chief Warden and nearest police and security officers
- If confident and capable attempt to encourage the crowd to turn the around, releasing the pressure at the key location

### Event Chief Warden

- Ensure that persons are evacuated from the immediate vicinity.
- Notify Police, Security, and Staff
- **Interrupt event if appropriate – this must be considered and agreed in pre-event planning**
- Utilise Stage Manager PA's where appropriate

**(APPARENTLY) DECEASED PERSON****ECW**

- Ensure police are notified
- ERO/T to attend scene.
- Ensure that First Aid, Ambulance, Police and Site Chief Warden are informed.
- Ensure evidence is not tampered with
- Collect accurate information about the incident.
- Inform applicable senior management.
- Complete incident report.
- If staff member involved, request police to advise when next of kin have been informed so that senior management can offer support to family if appropriate.

**Communication Officer**

- Contact medical response and ambulance.
- Assist as required.

**Chief Warden**

- Notify Event Safety Coordinator who will in turn notify statutory authorities

## ELECTRIC SHOCK

### LOW VOLTAGE

#### CAUTION

Avoid direct contact with the affected person while they are in contact with the current.

#### Immediate Actions

- Break the contact by switching off the current.
- If the above action is not possible, stand on something dry (blanket, rubber mat, newspapers) and break the contact by pushing the affected person free with a wooden pole or board, or pulling with a loop of rope around an arm or a leg.
- Delegate a person to contact the EOC
- EOC to contact nearest First Aider, Event and Venue Chief Warden and Facilities staff
- ERO to attend scene and keep onlookers away from live or energised equipment

#### NOTE

*Injuries due to electric shock from low voltage contact are not usually severe.*

### HIGH VOLTAGE

#### WARNING

Avoid direct contact with the affected person while they are in contact with the current

#### Immediate Actions

- Immediately disconnect power source
- Only permit first aid after current has been switched off
- Delegate a person to contact EOC
- EOC to inform nearest First Aider, Chief Warden and Facilities staff

#### Chief Warden to:

- *Confirm ambulance informed*
- *Assess impact on event with Code Team*

#### NOTE

*Injuries due to high voltage contact may be very severe - even fatal - involving burns to the skin and possibly to internal organs.*

## EVACUATION

During Construction and Dismantle Area Wardens will be nominated by the Event Chief Warden at the time of the emergency utilising the Emergency Control Organisational structure and delegating tasks where possible in conjunction with the Venue Chief Warden

	During Event
On receiving report of an incident that may require an evacuation:	
<b>Event Chief Warden</b>	<p><b>Preparatory Phase</b></p> <ul style="list-style-type: none"> <li>• Request CO to make Code Amber announcement so that staff are standing by ready to assist if necessary</li> <li>• Despatch ERO to scene</li> <li>• Request CCTV</li> <li>• Liaise with Venue CW and Police Commander</li> <li>• Confirm strategy with Code team</li> <li>• Confirm if               <ul style="list-style-type: none"> <li>– partial where area/s are shut down and people will be moved to other stages or</li> <li>– site wide evacuation and Assembly Area/s and egress routes will be utilised and so must be checked so they are safe to use</li> </ul> </li> <li>• Discuss as to whether all patrons are being escorted away from the site or sent 'home' involving transport strategies and police assistance</li> <li>• Ensure that staff are in position to direct persons away from the affected area</li> <li>• Confirm with Police that access roadways are kept clear to facilitate arrival of emergency services</li> <li>• Update staff if time permits</li> </ul> <p><b>Evacuation</b></p> <ul style="list-style-type: none"> <li>• Brief EOC staff of situation</li> <li>• Issue appropriate instructions</li> <li>• Request CO to make request to evacuate area/s</li> <li>• Monitor reports from Area Wardens</li> <li>• Provide feedback to Code Team as reports come in</li> </ul>
<b>Communication Officer</b>	<p><b>Preparatory Phase</b></p> <ul style="list-style-type: none"> <li>• Issue preparatory message so that staff are standing by ready to assist if necessary</li> <li>• Ensure staff are in position and ready if required to action</li> </ul> <p><b>Evacuation</b></p> <ul style="list-style-type: none"> <li>• Issue instruction from Event Chief Warden</li> </ul>

	<ul style="list-style-type: none"><li>• Log all actions as steps take</li><li>• Record results of evacuation from Area Wardens</li></ul>
<b>Area Wardens</b>	<p><b>Preparatory Phase</b></p> <ul style="list-style-type: none"><li>• Request assistance from Stage Managers and ensure there is a microphone available for announcements if near stages</li><li>• If possible brief available staff and contractors for assistance as wardens</li></ul> <p><b>Evacuation</b></p> <ul style="list-style-type: none"><li>• Stop entertainment or service (if in food and beverage area) immediately</li><li>• Give evacuation directive</li><li>• Coordinate wardens to evacuate prescribed area</li><li>• Artists to be immediately transported off site</li><li>• On receiving reports that area is clear report to CO clearly stating which area you are responsible for, what the status is, offer further assistance if required</li></ul>

## FIRE

### Member of Staff Discovering

- Alert persons in the vicinity of the fire.
- Notify EOC.
- Extinguish the fire using portable fire fighting equipment if competent in operation of equipment and safe to do so (but not otherwise).

### If too dangerous to fight the fire then:

- Evacuate patrons and staff from the danger area. (Use ALL available safe exits).
- If applicable, turn off gas / ignition sources
- Leave the area by the nearest safe exit and update Event Chief Warden.

### Emergency Response Officer

Proceed to scene and ensure that persons are evacuated from the immediate vicinity.

- Obtain back-up from staff as required
- Where applicable, isolate gas to fire affected area
- If safe to do so, coordinate local fire fighting efforts.
- If too dangerous to fight fire, attempt to contain fire (if in a structure) after area has been evacuated.
- Liaise with Fire Brigade on arrival.
- Decide on evacuation requirements e.g. immediate area, other areas affected, impact zone, ease of movement for emergency services and provide feedback to Control Room.
- Brief staff to assist.

### Communications Officer

- Call 000 and report Fire.
- Inform ECW
- Follow instructions of ECW to contact relevant areas, make calls and log all actions.

### Fire – Outside event area

#### Person Discovering

- contact NSW Fire Brigade

If NSW Fire Brigade have information it is envisaged that they will inform their representatives in the EOC

- Report to NSW Fire and Rescue Command as per contacts list



## FOOD POISONING

NB: Food Poisoning usually takes some hours to develop so the call may be received from the Health Department after the event.

If it is someone presenting with vomiting it is to be managed as a Medical Incident

### Chief Warden

On being informed of suspected Food Poisoning incident ensure:

- Request assistance from relevant provider/contractor to identify source
- Have any suspect source quarantined and tested
- Inform applicable senior management
- Obtain appropriate details from audience/staff
- Complete incident report
- Refer to food handling procedures (Catering)
- Confirm statutory/ local government reporting requirements and comply

## GAS LEAK

NB: Do not enter any confined area where there is the slightest risk of being overcome by gas. Future Music Festival has no internal propane fuelled equipment – all installations are external to temporary structures.

### Event Chief Warden

- Discuss with the Venue Chief Warden as to the requirement to shut off valves in cooking areas if safe to do so
- If safe to do so, isolate gas supply at tank or instruct applicable personnel to isolate.
- Where applicable, order evacuation of persons from the affected area and assemble them in a well ventilated area where they are not exposed to further risk.
- Ensure no ignition sources in the affected area.
- Ventilate the affected area.
- Notify Fire Brigade and gas supplier.

## MEDICAL EMERGENCY

### Nearest Member of Staff

- Confirm that no further danger exists to casualty.
- Obtain First Aid assistance by contacting first aid providers or through Event Control Room
- Remain with the casualty until the First Aider is in attendance.

### First Aider

- Report to the scene.
- Collect or coordinate collection of first aid kit.
- Provide first aid as appropriate.
- Coordinate the cordoning off of area as appropriate.
- Request Ambulance if required.
- Provide detailed assessment of situation.
- Complete incident report.

### Communication Officer

- Log report
- Contact Ambulance – liaise closest location
- Contact Event Chief Warden if multiple injuries, serious or of a suspicious nature.

### First aid kits are located

There are 5 first aid locations provided for the event.

These Medical services are available at

- Map Ref L5 - near Stage 5/Bar 8
- Map Ref Y10 – Stage Right of Stage 1
- Map Ref Y14 – Stage Right of Stage 2
- Map Ref U15 – Stage Left of Stage 3 near Save a Mate
- Map Ref Z11 - Near Infield Entry 1

They are equipped with St John staff and first aid supplies. There are also portable kits in the throughout the venue

First Aid is available from the Site Office during construction and dismantle.