

**Champion Lakes Regatta Centre  
Emergency Plan**

**VENUES WEST**

## Contents

Introduction.....	3	
<b>Section 1</b>	Emergency Planning Committee (EPC).....	5
	Emergency Control Organisation (ECO).....	6
	Duties of the Chief Warden.....	6
	Duties of the Wardens.....	7
	Types of Emergencies.....	8
	Fire Emergency Equipment Operation .....	11
	Communications Equipment Operation.....	14
	Bomb Threat / Suspicious Object.....	16
	Evacuation Options.....	18
<b>Section 2</b>	Training Schedule.....	19
<b>Section 3</b>	Emergency Contacts.....	21
	ECO Members.....	22
	Emergency Control Area.....	22
	Liaison with Emergency Services.....	22
<b>Section 4</b>	Emergency Response Procedures.....	23
	Major Emergency Checklist .....	24
	Medical Procedure.....	25
	Fire / Smoke Procedure.....	27
	Internal Emergency	
	Gas Leak.....	29
	Essential Services Failure.....	31
	External Emergency.....	32
	Bomb Threat Procedure.....	33
	Personal threat.....	36
	Civil Disorder Procedure.....	36
	Armed Hold-Up, Threat and Intrusion Procedure ....	37
	Loitering Procedure.....	38
	Water rescue.....	39
	Evacuation.....	40
	Evacuation Area Warden Checklist.....	44
<b>Section 5</b>	Evacuation Diagram.....	45
	Post Emergency Debrief.....	46



### **Sports Island Operating Hours**

Mon – Wed – Fri: 7:00am – 6:00pm.

Tue – Thu: 7:00am – 7:30pm.

Sat – Sun & Public Holidays – Event Bookings Dependent.

### **Remainder of Centre including water body open to public 24/7**

#### **Protection and Indemnity**

No one has an obligation to assist during an emergency, unless they already have a duty of care over people affected by the emergency. Wardens should be volunteers, and as such are protected from liability by the *Civil Liability Act (WA) 2002*. AS 3745 - 2010 states that Wardens should also be indemnified by their employer against any internal action.

*“A Good Samaritan does not incur any personal civil liability in respect of an act or omission done or made by the Good Samaritan at the scene of an emergency in good faith and without recklessness in assisting a person in apparent need of emergency assistance.”*

*Excerpt – Civil Liability Act (WA) 2002, Section 1D, Paragraph 5AD*

This protection is provided unless an action is considered negligent. To find negligence it is likely that all of the following will need to be proven: that an injury, damage or loss occurred; that the injury loss or damage was a direct result of an action on the part of the Warden; and that a normal person in the same situation would consider the course of action imprudent.

## **SECTION 1**

### **Emergency Planning Committee**

The Emergency Planning Committee (EPC) is responsible for the development, implementation and maintenance of the Emergency Plan, Emergency Response Procedures and related training. The committee will be appointed by the person/s responsible for the facility or its occupants and visitors and shall consist of 2 or more people deemed to be competent and suitably qualified in the operation of emergency equipment.

It is essential that all levels of management and staff at the CLRC accept and participate in the implementation and maintenance of the emergency procedures. Emergency procedures are of no value if they are not understood and accepted.

#### **CLRC EPC Composition**

- VenuesWest Venue Operations Coordinator,
- VenuesWest Venue Operations Supervisor,
- VenuesWest Risk Management and Occupational Health and Safety Coordinator; and
- the City of Armadale Emergency Services Coordinator.

#### **Duties**

The EPC shall meet at least annually, to;

- Identify events that could reasonably produce an emergency situation.
- Establish and implement emergency plans and emergency procedures.
- Ensure appropriate resources available for the effective implementation of the emergency plan and procedures.
- Determine the validity period of the emergency plan (shall not exceed 5 years).
- Establish the Emergency Control Organisation (ECO) to operate according to the ERP with succession plans in place and maintain accuracy of ECO contact details.
- Determine the number of ECO personnel consistent with the nature and risk of the buildings, structures and workplaces.
- Ensure that the personnel are appointed to all positions on the ECO but particularly, the chief warden.
- Establish Emergency Response Team if necessary.
- Arrange for the training of personnel and ensure awareness of ERP.
- Arrange for the conduct of emergency procedures and evacuation exercises at intervals not greater than 12 months and skill retention sessions at intervals not greater than 6 months (see Section 2 Training Schedule).
- Review the effectiveness of evacuation exercises and arrange for procedure improvements.
- Ensure a permanent record exists for each emergency.
- Ensure minutes of EPC meetings are recorded.

## Emergency Control Organisation

The primary role of the Emergency Control Organisation is to prioritise the safety of staff, and visitors to the CLRC. Life safety takes precedence over asset protection. It is the responsibility of all employers and wardens to disseminate emergency documentation and instruct and advise staff of the procedures to be taken in the event of an emergency

### CLRC – ECO

Chief Warden	VenuesWest Venue Operations Coordinator
Zone Wardens	1. VenueWest Venue Operations Supervisor
	2. VenuesWest Venue Operations Maintenance Supervisor
	3. Champion Lakes Boat Club Group Organiser (if CLBC present)
	4. Rowing WA Operations Manager (if Rowing WA present)
	5. Event/Activity Organiser (as applicable at time of emergency)
	6. City of Armadale Emergency Services Coordinator

The VenuesWest Venue Operations Coordinator (if on site) is in charge of the operation of CLRC and shall assume the responsibilities of the Chief Warden. If a VenuesWest staff member is not on site then the role of Chief Warden must be undertaken by whichever Zone Warden is utilising the Centre. (The leader/instructor of any group visiting the CLRC automatically assumes the role of Warden in an emergency situation).

### Roles and Duties of ECO Members

#### Chief Warden – VenuesWest Venue Coordinator

High-Vis Vest / White Helmet

#### Pre-Emergency

- Maintain current ECO register and ensure all positions filled.
- Conduct regular training and emergency exercises as required by the EPC and ensure all procedures remain appropriate and up to date.
- Maintain all specialised equipment according to manufacturer's specifications.
- Ensure ECO identification is available and readily accessible.

#### During Emergency

- Assume control of emergency.
- Don warden equipment (vest, helmet, checklist, procedures, radio communications, amplified megaphone).
- Ascertain the nature of the emergency and determine appropriate action.
- Ring/notify appropriate emergency service if required/or delegate.
- Initiate communications with area wardens and advise of the situation and action to be taken.
- If necessary, initiate evacuation and control entry to the affected areas.
- Organise for all allocated exit doors and external gates to be opened.
- Co-ordinate and monitor evacuation from the control point in Fire room on the ground floor.

- Maintain communications with area wardens and ensure all staff and visitors are accounted for.
- Ring/notify neighboring sites if required/or delegate.

#### **Roles and Duties of ECO Members (cont.)**

- Make final check to ensure facility is empty in the event of an evacuation.
- Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions.
- Ensure the progress of the evacuation and any action taken is recorded in an incident log.

#### Post-Emergency

- Initiate building re-occupation when appropriate.
- Complete all reports as required after the incident.
- Replace, re-fill and/or service any specialised equipment as required.
- Organise debrief with ECO and emergency services where appropriate.

#### **Zone Wardens**

#### **High-Vis Vest / Yellow Helmet**

#### Pre-Emergency

- Familiarise self with allocated area including emergency exits and alternate evacuation routes.
- Familiarise self with all emergency equipment locations and use.
- Be aware of personal emergency evacuation plan (PEEP) for disabled persons.
- Attend emergency training and exercises as directed by the EPC.

#### During Emergency

- Responsible for the group under their control (ensure group stays together at all times).
- Don warden equipment (vest, helmet, evacuation checklist, radio communications).
- Assist in evacuation from allocated exit.
- Consideration for mobility - impaired persons. This may include special supervision / accompaniment by a staff member. Area Wardens can delegate this task to another staff member.
- Notify the chief warden when all staff and guests have left the stadium.
- Assemble at Assembly Area and stay with group.
- Attend to any injuries.
- Ensure no-one re-enters centre.

#### Post-Emergency

- Attend debrief as required.





### **Major Emergency (Non Evacuation)**

A major emergency can be defined as any situation which provides an immediate threat to life and will require an urgent response.

The VenuesWest Venue Officer (if on site) is in charge of the operation of CLRC. As such the VenuesWest Venue Officer shall assume the responsibilities of the Chief Warden. If a VenuesWest staff member is not on site then the role of Chief Warden must be undertaken by whoever is utilizing the Centre when the alarm is activated.

Each emergency will have its own peculiarities and must be dealt with on an individual basis. At times, emergencies may occur simultaneously or one emergency may result in a number of related incidents. As such the Chief Warden must be able to remain calm and analyse each emergency as they arise and take appropriate and immediate action.

The most likely scenario is thought to be a medical emergency. Examples include -

- sudden unconsciousness,
- heart attack; or
- life threatening blood loss.

A major emergency – non evacuation is implemented when there is no threat to the whole building or all guests.

### **Major Emergency – Evacuation**

A major emergency can be defined as any situation which provides an immediate threat to life and will require an urgent response.

The VenuesWest Venue Officer (if on site) is in charge of the operation of CLRC. As such the VenuesWest duty supervisor shall assume the responsibilities of the Chief Warden. If a VenuesWest staff member is not on site then the role of Chief Warden must be undertaken by whoever is utilizing the Centre when the alarm is activated.

Should it seem likely that the Major Emergency will damage the health of people in the facility the Chief Warden will order the full or partial evacuation of the stadium and is responsible for implementing the evacuation plan.

Each emergency will have its own peculiarities and must be dealt with on an individual basis. At times, emergencies may occur simultaneously or one emergency may result in a number of related incidents. As such the Chief Warden must be able to remain calm and analyse each emergency as they arise and take appropriate and immediate action.

The most likely scenario is thought to be:

- fire in the surrounding natural bushland.

Partial evacuation may also be used if the Chief Warden is of the opinion that the whole complex does not need to be evacuated.

CLRC has an 'evacuation pack' (stored in the Venue Manager's office) containing a white, yellow and red hard hats, high-vis vests, a 2 way radio and an Island checklist. When the alarm sounds which ever employees or tenants are in a specific zone must report to the Venue Manager's office and don the yellow (zone warden) or red (fire warden) hardhats and a hi-vis vest.

The zone warden is responsible for ensuring that the zone is cleared safely and maintains contact with the chief warden. The fire warden is responsible for assisting the zone warden in clearing the area of all employees and patrons in a safe and orderly manner.

## Fire Emergency Equipment Operation and Location

### Fire Behaviour

#### What is Fire?

FIRE is COMBUSTION.

COMBUSTION is the rapid oxidation of a substance with the evolution of Heat Energy and Light Energy; it is a Chemical Chain Reaction.

To start and maintain this reaction, three basic factors are essential. These are:



**FUEL.** Any substance or material, the vapours of which will combine with oxygen to burn. (Fuel can be a solid, liquid or gas).

**OXYGEN (AIR).** Normally from the atmosphere.

**HEAT.** Sufficient heat to cause combustion

#### How does Fire spread?

Fire spreads by the transmission of heat. There are three methods by which fire spreads. These are:

1. **CONDUCTION.** Heat will travel through the body of a solid substance which is in contact with the source of heat.
2. **CONVECTION.** As air comes in contact with a source of heat, it becomes less dense, rises, and is replaced by cooler air. This cooler air is then heated, it rises and the cycle continues.
3. **RADIATION.** Heat travels in the same manner as light, therefore is capable of being blocked, reflected or focused.

#### Fire Extinguishment of Fires

To extinguish a fire, removal of one (or more) of the three basic factors (FUEL, OXYGEN and HEAT) must occur. This can be done by the following:

1. **STARVING the FUEL.** Removal of the fuel from the fire (if safe to do so).
2. **SMOTHERING or REPLACING the OXYGEN.** Either by smothering the fuel preventing oxygen “feeding” the fire; or replacing the oxygen with another gas (specifically in the form of a carbon dioxide extinguisher).
3. **COOLING the HEAT.** Reducing the temperature of the fuel to below its ignition temperature.

### Classes of Fire

CLASS A – Combustible solids such as paper, wood and plastics etc.

CLASS B – Combustible liquids such as petrol, oil and paint etc.










CLASS C – Combustible gases such as LPG, acetylene and butane etc.

CLASS D – Combustible metals such as aluminium and magnesium etc. – emergency services required.

CLASS E – Energised electrical equipment.

CLASS F – Cooking oils and fats such as lard, vegetable oil and canola oil etc.

### Fire Extinguishers

Extinguisher Type	Band Colour	Fire Class				
		Class A Wood, Paper & Plastic	Class B Flammable & Combustible Liquids	Class C Flammable Gases	Class E Energised Electrical Equipment	Class F Cooking Oil & Fats
Water		✓	✗	✗	✗	✗
Wet Chemical		✓	✗	✗	✗	✓
Foam		✓	✓	✗	✗	Limited
Powder ABE		✓	✓	✓	✓	✗
Powder BE		✗	✓	✓	✓	✓
Carbon Dioxide (CO <sub>2</sub> )		Limited	Limited	✗	✓	✗
Vaporising Liquid		✓	Limited	Limited	✓	✗
Fire Blanket		Limited	Limited	✗	✗	✓
Fire Hose Reel		✓	✗	✗	✗	✗

<b>How to operate a fire extinguisher</b> All fire extinguishers operate in a similar manner	<b>P</b>	<b>Pull the pin</b> - Break seal and test extinguisher
	<b>A</b>	<b>Aim at the base of fire</b> - ensure you have a means of escape
	<b>S</b>	<b>Squeeze the operating handle</b> - Discharge the agent
	<b>S</b>	<b>Sweep from side to side</b> - Completely extinguish the fire

### How to Fight a Fire with a Fire Extinguisher

1. Do not panic – remain calm and think clearly.
2. Warn everybody in your zone.
3. Ensure the Chief Warden and DFES have been alerted.
4. Determine the type of fire and the exact location.
5. Select the correct type of extinguisher.
6. Employ the **PASS** method for correct operation (illustrated above).



### **Fire Blankets**

Fire blankets are made out of fire-resistant fabric and are used to smother flames caused by cooking or clothing fires. They should be located in the kitchen away from the stove. Once used to extinguish a fire they must be replaced with a new unit.



### **How to Fight a Fire with a Fire Blanket**

1. Ensure the source of the fire has been turned off (e.g. gas) if safe to do so.
2. Pull the tabs to release the fire blanket.
3. Shake it open whilst holding the tabs, and ensure hands are covered with the fire blanket near the edge.
4. Place the fire blanket carefully over the edge of the container to contain the fire.
5. Do not remove the fire blanket until the container is completely cool.
6. In the case of a clothing fire, the casualty should be wrapped in the blanket and rolled on the ground

### **Fire Hose Reels**

Fire hose reels are located in fire equipment cupboards and/or specified locations around the building. The locations of the fire hose reels are such that all areas of the building are protected by the fire hose reel network.

### **How to Fight a Fire with a Fire Hose Reel**

1. Open water valve, which will release fire hose reel nozzle.
2. Unwind the hose by pulling it in the direction of the fire. Only unwind as much hose as is required to fight the fire.
3. Operate the fire hose reel nozzle by twisting it to the ON direction.



### **Note: Do not use on electrical fires**

Whenever possible, two people should be used to run out a fire hose reel – one person to run out the hose reel; and one to ensure that the hose runs freely to the required location.

**DO NOT use fire hose reels or hydrants for cleaning or any other purpose other than firefighting.**

## Communications Equipment

CLRC is equipped with a multi-modal communication system to ensure continuity of communication even in the event of a failure in the primary communication system. The system consists of:

- Public Address (PA) System in finishing tower
- Telephones (internal and external lines)
- Two-way radios
- CCTV (bridge)
- Emergency Exit and Safety Signs
- Amplified Megaphone

All staff/users should be made aware of the communication system and instructed on the operation of specific equipment. Conducting regular tests will provide the opportunity for staff/users to practice and identify any system faults.

### Smoke Alarms

There are a number of smoke alarms operating throughout the CLRC buildings that are monitored and if activated will trigger an audible alarm and will automatically alert the Security Alarm Monitoring Contractor.

### Communication between staff - Two-way Radio Communication instructions

ECO members can use phone systems as the initial form of communication. However once the ECO is mobile, the two-way radios shall be used to communicate. The procedure for two-way radio use will be as follows:

1. Ensure channel 1 is selected.
2. In all emergency situations keep all radio communications to a minimum.
3. Wait until the channel is clear before transmitting.
4. Always begin the transmission with "(Name) Are you receiving? Over". Always say "Over" when you have finished talking and so your colleague knows you require a response from them.
5. Always acknowledge that you have received a message
6. Always finish conversation with "Out" so your colleague knows no further response is required.

### Evacuation Tone Activation

An evacuation tone generator is connected to the Sports Island sound system and can provide either a Alert Tone or an Evacuation Tone. Activation plates are located in the Event Control Office (Ground Floor of Finish Tower) and in the Facility Management Office (Ground Floor VenuesWest Clubhouse). In addition to the evacuation tone generator a paging microphone is located in the Event Control Office allowing for communication with patrons through the Sports Island sound system. The procedure for activation of the Evacuation Tone Generator is:

1. Locate the three button activation wall panel (located next to EWIP in Event Control Office and next to light switch in Facility Management Office).
2. Lift plastic cover to access buttons.
3. Push the required button. Either ALERT or EVACUATION.
4. When the tone is no longer required press the CANCEL button on the activation panel.

- Investigate the cause of the fire alarm.
- If there is a fire, call 000 immediately to inform DFES.
- If it is a False Alarm ring DFES ComCen on 9323 9333 to advise responding crews.

### **Zone Fire Communications**

Once staff have made an initial assessment of the activated alarm zone and determined there is a risk to occupants the Chief Warden will ensure the immediate safety of anyone within the vicinity of the fire. The fire detection system can be used to communicate directions.

### **Crisis Communication Checklist;**

1. Most senior person available establishes and tells the truth as soon as possible.
2. Centralise and control flow of information- so it leaves through one source only, diminishes confusion, information remains factual and accurate
3. At no stage are staff to liaise with the media, unless they are nominated as a spokesperson.
4. Crisis team to have contact numbers readily available.
5. Keep channels of communication open.
6. Inform significant stakeholders of crisis and keep them up to date.
7. Establish your own communication arrangements to stakeholders.
8. Communicate regularly with the media- give them what they want: 'what is the story? Who is going to rectify/repair the situation?'
9. Prepare factual messages in advance.   
(prevent media creating own bias opinion, more favourable to organisation).

### **Spokespersons**

1. VenuesWest Corporate Communications Manager.
2. VenuesWest CEO.
3. City of Armadale Communications Manager, CEO or Mayor (for incidents occurring at Henley Drive public swimming beach).

### **Spokesperson statement to media:**

- Have more than one spokesperson should one become unavailable.
- Spokespersons never say 'no comment'.
- Spokesperson statement must be accurate, factual and honest.
- Spokesperson must not apologise, instead empathise i.e. VenuesWest regrets the crisis, is extremely concerned and all is being done to contain the effects of the emergency.
- Existing emergency / safety / environmental procedures are in place.
- All relevant details are not at hand at present, but investigation is underway.
- An update will be given at (give specified time).

## Bomb Threat / Suspicious Object

### Introduction

A bomb threat is a situation where an explosive device or an object of unknown contents has been placed or threatened to be placed in the Centre. It could be a hoax or someone committed to harming the centre and the individuals within it.

Suspicious objects are those that have been left in traffic areas, not immediately recognizable or appear to have been hidden. It is more probable that a bag has been left for no good reason, however all unattended packages or backpacks should be treated with suspicion.

### Bomb Threats

The threats may be in one of the following forms:

**1. Written threat.**

Letter/note should be kept, including envelope or container. Once a message is recognised as a bomb threat, further handling should be avoided. Every possible effort has to be made to retain evidence such as possible fingerprints, handwriting or typewriting, paper and postmarks. All material should be protected by placing it in an envelope (preferably a plastic envelope).

**2. Telephone threat.**

An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation. The person receiving the bomb threat will not disconnect the call and, as soon as possible, will complete the information required on the Bomb Threat Checklist. The Bomb Threat Checklist is held by reception and administration who regularly accept incoming telephone calls.

**3. Suspect object**

A suspect object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances.

### Evaluation

Categories of bomb threats:

**1. Specific threat.**

The caller will provide more detailed information, e.g. describing the device, why it was placed, location, time of activation and other details.

**2. Non-specific threats.**

The caller may make a simple statement, e.g. that a device has been placed. Generally very little, if any, additional detail is conveyed before the caller terminates the conversation.

The non-specific threat is the more common, but neither can be immediately discredited without investigation. **In other words, every threat has to be treated as genuine until proven otherwise.**



Evaluation involves assessing one of four possible alternatives:

- take no further action.
- search without evacuation.
- evacuate and search; or
- evacuate (without search).

Each of these options will have advantages and disadvantages related to safety, speed of search, thoroughness, productivity and morale, and have to be assessed against the potential risk.

### **Search**

The aim of the search is to identify any object which is not normally to be found in an area or location, or for which an owner is not readily identifiable or becomes suspect for any other reason e.g. suspiciously labeled - similar to that described in the threat - unusual size, shape and sound - presence of pieces of tape, wire, string or explosive wrappings, etc.

If the decision to evacuate and search is made, **persons should be requested to remove all personal belongings, e.g. handbags, brief cases, bags, clothing, etc., when evacuating.** This will facilitate the identification of suspect objects.

General priorities for searching follow a set sequence as follows:

1. Outside areas including evacuation assembly areas.
2. Centre's entrances and exits and particularly, paths of travel people will use to evacuate.
3. Public areas within the centre.
4. NOTE: These are areas in most buildings, which are accessible for the placements of an 'object'. Also they usually provide a means of exit which evacuees have to pass through, or be in proximity to, during an evacuation.
5. Other areas. Once external and public areas have been cleared, a search should be conducted beginning at the lowest levels and continuing upwards until every floor including the roof, has been searched. Once a floor or room has been searched, it should be distinctively marked to avoid duplication of effort.

### **ON LOCATING A SUSPECT OBJECT, SEARCH PERSONNEL SHOULD NOT TOUCH OR MOVE IT**

The location should be conspicuously marked e.g. a paper trail to the nearest exit is most suitable. Ensure there are no other suspect objects in the vicinity; then evacuate and isolate the area. Search of other areas should continue to ensure that there are no other suspect objects.

## Evacuation Options

### Limitations of total evacuation.

At first thought, immediate and total evacuation would seem to be the most appropriate response to any bomb threat, as it is in the case of fire. However, the evacuation procedures in response to a bomb threat do not necessarily follow those for a fire, e.g. doors and windows should be opened and not closed as in the case of fire. Additionally, there are significant safety and economic factors associated with a bomb threat that may weigh against an immediate evacuation as follows:

**(a) Risk of injury**

As a general rule, the easiest area in which to plant an object is in the shrubbery sometimes found outside the centre, the car park or in an area to which the public has the easiest access. Immediate evacuation through these areas might increase the risk of injury and the car park should not normally be used as assembly areas.

**(b) Response impairment**

Total and prompt evacuation will remove personnel who may be required to make a search.

**(c) Panic**

A sudden bomb threat evacuation may cause panic and unpredictable behavior, leading to unnecessary risk of injury.

**(d) Loss to business services**

While the protection of life should outweigh any economic loss, repeated threats may increase loss of business and interruption of services to an unacceptable level.

Thus, there are some conditions which make immediate total evacuation an undesirable response to the bomb threat. Further, total and immediate evacuation, whilst risky, is the easy decision. After taking the easy way, the hard decision of when to return still has to be made.

### Partial Evacuation

One alternative to total evacuation is a partial evacuation. This response is particularly effective when the threat includes the specific or general location of the placed object or in those instances where a suspicious object has been located without prior warning.

Partial evacuation can reduce risk of injury by removing non-essential personnel. Personnel essential to a search can remain, critical services can be continued and in cases of repeated threat, loss of output is minimised. However, partial evacuation requires a high degree of planning, training, supervision, co-ordination and rehearsal.

### Notification

Upon receipt of a threat or discovery of suspect object, the local police should immediately be advised, but it should not be assumed that local police will conduct bomb searches.

## **SECTION 2**

### **Training**

#### **General**

The EPC should assess the risks inherent at their site and where required provide the following additional training:

- First attack firefighting.
- First aid.
- Staff required to be working alone or after hours.
- After hours communications and emergency procedures.

There shall be sufficient personnel trained in all positions to allow for absences.

NOTE: Re-training should be conducted following a revision of the emergency response procedures.

#### **Content**

The training shall address, but not necessarily be limited to, the following:

- The duties of staff as described in the emergency response procedures and emergency plan. ECO must be aware of their roles and responsibilities in the emergency plan and be aware of the duties of the EPC.
- Procedures for the specific emergencies contained in the emergency plan.
- Responding to alarms and reports of emergencies.
- Reporting emergencies and initiating the installed emergency warning equipment.
- Communication during emergencies.
- Pre-emergency activities.
- Emergency activities.
- Post-emergency activities.
- Occupants and visitors with disabilities.
- Human behaviour during emergencies.
- The use of installed emergency response equipment.
- The performance of the building and its installations during a fire or other emergency.

NOTE: Examples include fire doors, emergency lights, exit-signage, sprinklers, ventilation and smoke control systems and fire-rated stairs.

The training shall include exercises and assessment.

#### **Emergency Response Skills Training**

Response skills training shall address but not necessarily be limited to the following:

- Command and control.
- Safe, effective actions to take control of workplace emergencies.
- Pre-emergency planning.
- Reacting safely to emergencies.

### **Emergency Response Skills Training (cont.)**

- Emergencies that may occur.
- Procedures for specific emergencies.
- Specialized equipment use.
- Pre- and post-emergency servicing requirements
- Responding to identified emergencies

### **Skills Retention**

- ECO and staff members shall attend a skills retention activity at intervals not greater than 6 months.
- Regular practice of the communication system (PA) should be carried out, either at monthly intervals, or as determined by the EPC.
- Records shall be retained.
- Skill retention can include (but not be limited to) the following:
  1. Emergency evacuation exercises.
  2. Reviewing of ECO roles and responsibilities.
  3. Reviewing of Communications system operation.

### **Emergency Response Exercises**

- ECO and staff members will participate in at least one emergency response exercise at intervals not greater than 12 months.
- A program of site-specific emergency response exercises shall be developed by the EPC. These may be conducted either as partial emergency response exercises or a total emergency response exercise covering the entire facility.
- All area(s) involved in the emergency response exercise shall take part, unless the EPC grants a written exemption prior to conducting the emergency response exercise.

### **ECO Training Requirements**

#### **Minimum training and workplace induction requirements for CLRC users:**

- Process for reporting an emergency.
- Evacuation points, Assembly Areas.
- Location of firefighting equipment.
- Ability to identify warning and evacuation alert tones.

**SECTION 3****Emergency Contacts**

<b>EMERGENCY</b>	<b>PHONE NUMBER</b>
Ambulance/ Fire / Police emergency	000
Police non-emergency	13 14 44
City of Armadale Ranger Services	9399 0111
City of Armadale Ranger Services (After Hours)	1300 886 885
Police (Central)	9222 1111
Police (Armadale)	9399 0222
Police (Water)	9442 8600
DFES Emergency Alert	1300 657 209
DFES Armadale Station	9497 9046
DFES State Emergency Service (SES)	13 25 00
National Security Hotline	1800 1234 00
<b>UTILITY SERVICES</b>	
Electricity (Western Power)	13 13 51
Water and Sewerage (Water Corporation)	13 13 75
Telstra	13 29 99
Main Roads	13 81 38
Orica – Chemical safety incidents	1800 033 111
Air Liquide – Carbon Dioxide	1800 812 588
Department of Mineral and Petroleum Resources (Dangerous Goods Division)	9358 8001
<b>MEDICAL SERVICES</b>	
Armadale Kelmscott Hospital	9391 2000
Princess Margaret Hospital	9340 8222
Sir Charles Gardiner Hospital	9346 3333
Poisons Information Centre	13 11 26
Health Department of WA	9222 4222
Health Direct (24hr)	1800 022 222
Mental Health Emergency Response Line	1300 555 788
<b>VENUES WEST</b>	
Venues West Venue Operations Manager	0424 540 125
VenuesWest Venue Operations Venue Coordinator	0429 186 346
Champion Lakes Regatta Centre Site Mobile	0477 340 694
VenuesWest Main Reception	9441 8222
VenuesWest Communications Manager	0410 330 309
<b>NEIGHBOURING SITES</b>	
City of Armadale Reception	9399 0111
<b>OTHER</b>	
Accord Security (Alarms and Emergency Access)	9456 2622
Telephone Interpreter Service	13 14 50
Daynite Towing	6358 6233

## Emergency Control Organisation Members

Chief Warden – VenuesWest Venue Coordinator.

- Area Wardens
1. Nominated user group representative.
  2. Nominated user group representative.

## Emergency Control Area

The Emergency Control Area (ECA) is located in the Managers Office on the ground floor (primary point) of the main building. The Chief Warden shall co-ordinate the emergency from this location. If the ECA is inaccessible or unusable, the Chief Warden may control the situation from another location.

## Liaison with Emergency Services

1. When the emergency operator answers, state clearly which service is required.
2. Stay calm and speak clearly to convey the message. Be ready to answer any questions.
3. State the following:
  - The exact address Sports Island, Henley Drive, (off Lake Road), Champion Lakes 6111.
  - An outline of the emergency.
  - The number of casualties involved.
  - Any information about the condition of the casualty(s).
  - Any hazards relevant to the area, such as fire, chemical, spill, fumes.
  - The telephone number where the caller can be contacted in case further information is needed
4. Wait until the operator tells you to hang up.
5. Ask someone to stay in a prominent position to direct emergency services to the correct area.

### Access Roads

Emergency services shall be advised to access the most appropriate access road. CLRC has three emergency access roads:

Access # 1 – entry via Henley Drive.

Access # 2 – entry via Champion Drive.

Access # 3 – entry via Lakeview Terrace.

A staff member should be sent to greet the emergency services personnel upon arrival and direct them to the designated control point.

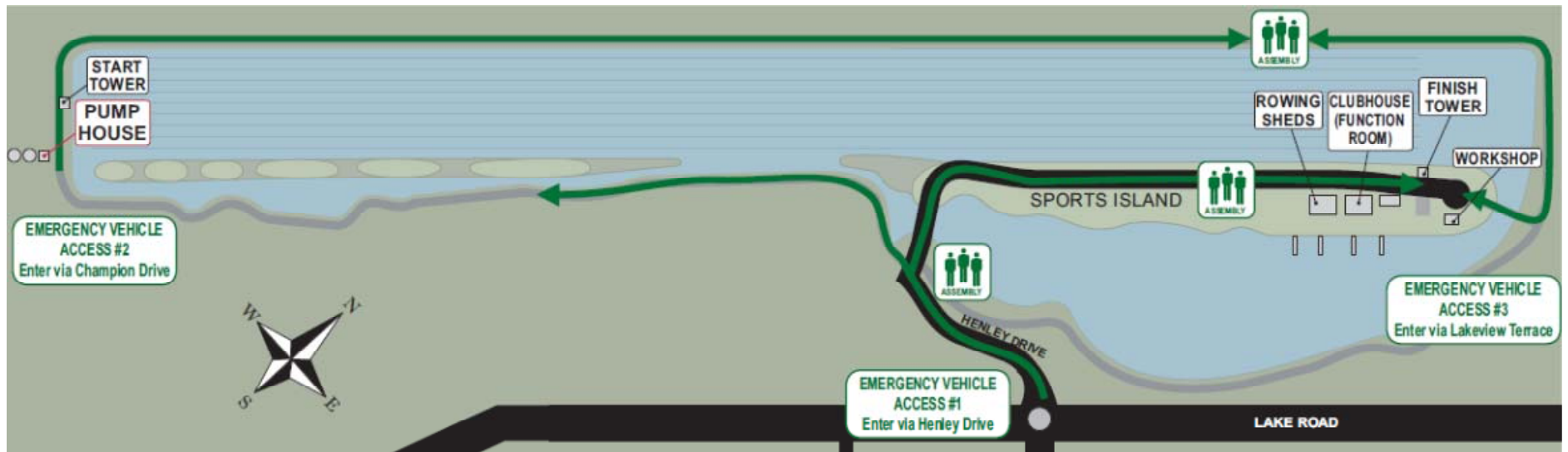
### On Arrival - Information for Emergency Services

Emergency Services will expect the following:

- Map of facility.
- Master key.
- Location of switch board.
- Update on type, scope and location of the emergency and the status of the evacuation.

## SECTION 4 - Emergency Response Procedures

### CLRC Emergency Access and Assembly Areas



## Major Emergency Checklist

- RECOGNISE the emergency quickly
- CHECK for dangers
- ASSESS the emergency
- RESPOND with action
- ACTIVATE the emergency procedure
- CLEAR the area if possible and practical
- COMPLETE the initial assessment of the person
- TREAT the person for injury, illness and/or shock as appropriate
- MAINTAIN control of others
- COMMUNICATE with Chief Warden
- COMPLETE appropriate reports
- UNDERGO appropriate debriefing



## Medical Emergency

### First Person on the Scene

- Signals to second staff member using two-way “**switch to channel 1**”.
- Responds to incident as required (e.g. implement DRSABC).
  - **Danger** – Check for danger.
  - **Response** – Check for response → Response = make comfortable and monitor.
    - ↓
    - No Response
    - **Send for Help** – CALL 000 - contact emergency services
    - **Airway** – Check the airway, if foreign object seen, roll onto side and scoop out. Roll back.
    - **Breathing** – Check for breathing → Normal breathing = recovery position and monitor.
      - ↓
      - Not normal breathing (2 recognised breaths in 10sec) – Start CPR.
      - **CPR** – 30 compressions 2 breaths. Continue until help arrives.
      - **Defibrillation** – attach AED as soon as possible.
- Ensure continued monitoring and support of victim.

### Second Person on the Scene

- Assists first staff member in providing support and first aid of victim if required.
- If necessary signals to third staff member for assistance.
- If second person is responsible for a group they must ensure their group is secured prior to assisting.

### Third Person on the Scene

- Obtains information on victim’s condition from first and second staff member.
- Telephones for assistance from emergency services (e.g. ambulance) - bring first aid equipment to the scene and sets up for use.
- Monitors the big picture, clears bystanders from the scene, and ensures all other guests are secure.
- If third person is responsible for a group they must ensure their group is secured prior to assisting.

In the event that other staff members are not in the direct vicinity of the incident, staff may be required to send a bystander to seek further assistance. **Remember: Always ensure bystander returns to the scene to advise the task has been completed.**

In the event that only two staff members are on duty in the whole facility, the responsibilities of the **Third Person on the Scene** must be implemented by the **Second Person on the Scene**. Bystanders may be used to assist where appropriate.

**Remember: First person on the scene must not be diverted from the monitoring and support of the victim.**

### **Chief Warden Duties**

1. Advise all Wardens of a “CODE BLUE” situation and co-ordinate emergency response.
2. Ensure ambulance service have been notified on 000.
3. Ensure first aid response staff have been advised and are responding.
4. Liaise with wardens in the affected area and update situation status.
5. Conduct an immediate area evacuation in conjunction with wardens.
6. Determine whether the casualty can be relocated to the designated first aid room or an area for ambulance transport.
7. Liaise with ambulance staff and assist where required.
8. Liaise with OH&S staff, first aid response staff and wardens to ensure report forms are completed.

### **Warden Duties**

1. Co-ordinate immediate first-aid response.
2. Manage the casualty and the casualty area in conjunction with first aid staff.
3. Ensure that Chief Warden and ambulance service have been notified.
4. Conduct an immediate area evacuation in conjunction with Chief Warden.
5. Assist the movement of the casualty to designated first aid room or an area for ambulance transport.

## Fire / Smoke Emergency

Remember to keep calm:

**Raise the alarm**      Activate the break glass alarm.  
                                 Ensure the immediate safety of anyone within the vicinity of the fire.

**Call the fire brigade**      In all incidents of fire or suspicion of fire (e.g., smell of smoke). There should be no criticism of any person who uses initiative in this respect nor should such action need another person's permission.

**Evacuation plan**      An assessment should be made of escape paths, and normal exits and the effect that smoke may have on these. The air is freshest close to the ground, avoid ridge tops (fires travel "uphill" up to 4 times faster than on flat ground).

### IF IN DOUBT COMMENCE FULL EVACUATION

**Fire Fighting**      CLRC has portable fire extinguishers/hoses. Where these are installed, information is provided to cover their selection, use and operation. However, immediately it becomes obvious that there are unnecessary risks associated with attempts to control a fire, occupants should withdraw, closing but not locking doors behind them.

### Chief Warden Duties

1. Don emergency equipment (Vest and helmet).
2. Proceed to emergency control area (ECA) located on the ground floor. If ECA not accessible designate new location.
3. Turn your two-way to channel 1 if this hasn't been done already. Contact all wardens and advise
4. Chief warden identifies which evacuation area is the safest based on the location and type of emergency. Contact all wardens and advise action to be taken.
7. If evacuating, **advise all patrons** to vacate the building/sports island to the appropriate evacuation area in an orderly manner through the nearest EXITS.
  - Partial evacuation – consider evacuation adjacent areas.
  - Full evacuation warranted – ensure full evacuation order given over PA system.
8. Ensure Emergency Services have been notified.
9. Communicate with wardens and obtain situation/evacuation status.
10. Liaise with emergency services.
11. Contact neighboring facilities and advise of situation.
12. Ensure fire wardens have evacuated and can account for all staff and visitors at Assembly Areas.
13. When all clear is given by emergency services, advise all ECO members "All Clear" has been given and stadium safe for re-occupation.
14. Re-occupy building/sports island and assume normal duties. Reset all equipment and complete reports.

**If alarm is confirmed as a false alarm – see procedure on pg. 21.**

**Warden Duties - On discovery of smoke/fire:**

**In the AFFECTED area**

1. Contact Chief Warden via phone or 2-way and advise of incident. Don the hi-vis vest and white helmet.
2. Evacuate staff / visitors via nearest exit. If an emergency exit is unusable, this exit should be excluded from evacuation routes. Assist mobility impaired persons.
3. Communicate with chief warden and advise status of situation and all personnel evacuated and accounted for at Assembly Area. Follow chief warden directives.
4. Initiate first-aid response and firefighting where appropriate and/or directed.
5. Re-occupy building and assume normal duties when given the 'All Clear" by emergency services or Chief Warden.

**In the UNAFFECTED area**

1. Don the hi-vis vest and white helmet.
2. Wait to be contacted for instructions from the Chief Warden via phone or 2-way. Co-ordinate with other wardens in preparation for possible evacuation. Consider mobility impaired persons.
3. Evacuate staff / visitors via nearest exit. If an emergency exit is unusable, this exit should be excluded from evacuation routes.
4. Communicate with chief warden and advise status of situation and all personnel evacuated and accounted for at Assembly Area. Follow chief warden directives.
5. Initiate first-aid response and firefighting where appropriate and/or directed.  
Re-occupy building and assume normal duties when given the 'All Clear" by emergency services or Chief Warden.

## Gas Leak Procedure

### Chief Warden Duties

1. Don emergency equipment.
2. Proceed to emergency control area (ECA). If ECA is not accessible designate new location.
3. Determine the cause and location of the leak/emergency (if safe to do so) and wind direction.
4. Ensure Emergency Services have been notified.
5. Contact all wardens and advise "**CODE YELLOW**" situation and advise action to be taken.
6. If evacuating:
  - a. Activate evacuation alert tone and evacuate affected area. Evacuate across-wind until clear of gas laden air and then upwind.
  - b. Partial evacuation – consider evacuation adjacent areas.
  - c. Full evacuation warranted – ensure full evacuation order given over PA.
7. Communicate with wardens on 2-way radio and obtain situation/evacuation status.
8. Monitor wind direction throughout emergency.
9. Liaise with emergency services.
10. Contact neighboring facilities and advise of situation.
11. Ensure wardens have evacuated and can account for all staff and visitors at Assembly Areas.
12. When all clear is given by emergency services, advise all ECO members "All Clear" has been given and the centre safe for re-occupation.
13. Re-occupy building and assume normal duties.
14. Reset all equipment and complete reports.

### If it is impossible to evacuate the area

- Advise personnel to remain indoors, with doors and windows tightly closed. Gaps under doors and windows should be blocked with wet towels and all ventilation or air conditioning systems, or gas heaters, should be turned off.

## **Warden Duties**

### **On discovery of gas leak, or hearing the warning alert tone:**

#### **In the AFFECTED area**

1. Contact Chief Warden and advise of incident via 2-way channel 1. Don high-vis vest and helmet.
2. If evacuation required, evacuate staff / visitors via nearest exit. If an emergency exit is unusable, this exit should be excluded from evacuation routes. Assist mobility impaired persons.
3. Communicate with chief warden and advise status of situation and all personnel evacuated and accounted for at Assembly Area. Follow chief warden directives.
4. Initiate first-aid response and firefighting where appropriate and/or directed.
5. Re-occupy building and assume normal duties when given the ‘All Clear’ by emergency services or Chief Warden.

#### **In the UNAFFECTED area**

1. Don high-vis vest and helmet
2. Wait to be contacted for instructions from the Chief Warden. Co-ordinate with other wardens in preparation for possible evacuation. Consideration given to mobility impaired persons.
3. Evacuate staff / visitors via nearest exit. If an emergency exit is unusable, this exit should be excluded from evacuation routes.
4. Communicate with chief warden and advise status of situation and all personnel evacuated and accounted for at Assembly Area. Follow chief warden directives.
5. Initiate first-aid response and firefighting where appropriate and/or directed.
6. Re-occupy sports island/building and assume normal duties when given the ‘All Clear’ by emergency services or Chief Warden.

**NOTE:** Highlight the importance for not exposing naked flames, no smoking, no maintenance work (welding etc.) and no vehicular movement near the leak.

As with other chemicals, generally gas can be smelt long before it reaches concentrations that are dangerous. So whilst evacuating, people should move away from the smell of any gas, preferably UP-WIND and UP-HILL.

## Essential Services Failure

Essential services failure, whilst not usually catastrophic, can have a serious impact on the day-to-day operations of the facility.

Essential Services include:

1. Electricity.
2. Water Supply.
3. Air-Conditioning.
4. Sewerage.
5. Communications infrastructure.

Any failure in any of them could cause physical damage, discomfort, or disruption to one area or the whole building.

- Notify appropriate emergency service(s) should be notified immediately. The fault will be investigated and a decision made by the building engineers as to the severity or likely impact. If deemed appropriate, the Chief Warden will co-ordinate with Area Wardens regarding the safety of their areas.

Likely scenarios include:

1. **Extended power failure.** This may be because of a local fault or a Western Power fault. Depending on the duration of the problem, the building may have to be closed for a period
2. **Loss of water supply or a major internal leak.** A major leak can cause considerable damage and should be reported as soon as possible. It may be necessary to evacuate the immediate area until the leak can be contained. Special care must be taken with electrical equipment. Loss of water supply is less critical; however a lack of fire protection from isolated fire hydrants and hose reels will require special consideration.
3. **Loss of air-conditioning.** Whilst this is only an inconvenience, in the warmer months the workplace can quickly become uncomfortable and possibly lead to a rise in medical incidences.
4. **Failure of sewerage system.** Again in the inconvenience category (most notably no toilets) the major safety issue will be the strong odour that can cause medical incidences and also require part or total building evacuation.

In the event of an Essential Services failure, it is unlikely that the Emergency Control Organisation (ECO) will play a large role. However, if any coordinated response is required then the ECO provide an ideal resource for communications.

## Air-Conditioning Contamination

Air-conditioning in the building is fully ducted.

Contamination may be through the deliberate or accidental release of a substance, or through an external event such as a traffic accident, major spill or bushfire.

It may be necessary to evacuate the area until the contamination can be contained.

## External Emergency

### Adjoining Land Bushfire

CLRC is surrounded by vast areas of bush land. In the event of adjoining bush land fire, the chief warden will need to assess level of risk to staff/visitors and advise wardens of course of action.

If in doubt commence full evacuation to area up-wind from fire and preferably on flat ground.

### Building Damage

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Experience has shown that a range of potential causes exist including severe weather, motor vehicle collision into the building, explosions and internal failure.

### All Occupants

1. Take immediate refuge under desks, benches or doorframes etc.
2. **DO NOT USE LIFTS.**
3. Stay clear of filing cabinets, shelves and bookcases etc.
4. Maintain refuge until structural safety checks are complete.
5. **DO NOT SMOKE, USE MATCHES OR LIGHTERS.**

### Chief Warden Duties

1. Notify emergency services.
2. Contact wardens and advise of **"CODE BROWN"** situation. Wardens to carry out injury and building safety checks and report back as soon as possible.
3. Organise relevant authorities such as Alinta Gas, Western Power and the Water Corporation to isolate the appropriate utilities.
4. When safe to do so commence evacuation.

### Warden Duties

1. Organise assessment of injury and damage in your area/floor.
2. Provide injury and damage report to the Chief Warden and be prepared to commence evacuation.
3. Commence evacuation when directed by the Chief Warden. Check Emergency Exits and stairwells for damage.
4. Assist people to the evacuation assembly area(s).



## Bomb Threat / Suspicious Object Procedure

### Chief Warden Duties:

1. Proceed to Emergency Control Area (ECA).
2. Don/obtain Chief Warden equipment.
3. Evaluate threat.

Specific threat. – caller will provide more detailed information.

Non-specific threats. - may make a simple statement, “bomb has been placed” then hang up.

**Every threat has to be treated as genuine until proven otherwise.**

4. Contact Emergency Services and in consultation and evaluation one of four options will result:
  - take no further action.
  - search and evacuate if required.
  - partial evacuation and search.
  - evacuation (without search).

5. Advise all wardens of **“CODE PURPLE”** via phone or 2-way .and action to be taken.

- **Take no further action.**

Low risk event, most likely hoax or prank – NO evacuation required.

- **Search and evacuate if required.**

Low risk event, believed no explosion to occur.

Advise wardens and visitors via EWIS and to conduct search in affected area.

NO object found – proceed to step 9.

Object found – proceed to step 6.

ON LOCATING A SUSPECT OBJECT, DO NOT TOUCH OR MOVE IT – mark location if possible.

- **Partial evacuation and search.**

Moderate risk event, believed no explosion to occur.

Advise fire wardens **“CODE PURPLE”** in affected areas to evacuate staff/visitors via the nearest exit and conduct a basic search of exits, evacuation routes only. All unaffected areas remain on standby.

NO object found – proceed to step 9.

Object found – proceed to step 6.

ON LOCATING A SUSPECT OBJECT, DO NOT TOUCH OR MOVE IT – mark location if possible.

- **Immediate Evacuation**

High risk event, imminent explosion.

Advise all wardens, staff and visitors on the EWIS, **“CODE PURPLE”** to evacuate staff / visitors via nearest exit. If the device is located, co-ordinate fire wardens to isolate area as much as is practicable and evacuate. If the device is in an emergency exit, this exit should be excluded from evacuation routes.

6. Contact neighboring facilities and advise of situation.
7. Ensure wardens have evacuated and can account for all staff and visitors at Assembly Areas.
8. When all clear is given by emergency services, advise all ECO members “All Clear” has been given and stadium safe for re-occupation.
9. Re-occupy building and assume normal duties.

### **Zone Warden and Warden Duties**

1. Don/obtain Warden equipment.
  2. Act according to Chief Wardens instructions.
    - **Take no further action.**  
Low risk event, most likely hoax or prank – NO evacuation required.
    - **Search and evacuate if required.**  
Low risk event, believed no explosion to occur.  
Conduct basic search in designated area (emergency exits and evacuation routes).  
NO object found – proceed to step 4.  
Object found – contact Chief Warden.
- ON LOCATING A SUSPECT OBJECT, DO NOT TOUCH OR MOVE IT – mark location if possible.
- **Partial evacuation and search.**  
Moderate risk event, believed no explosion to occur.  
Evacuate affected area staff/visitors via the nearest exit and conduct a basic search of exits, evacuation routes only. All unaffected areas remain on standby.  
NO object found – proceed to step 4.  
Object found – contact Chief Warden.
- ON LOCATING A SUSPECT OBJECT, DO NOT TOUCH OR MOVE IT – mark location if possible.
- **Immediate Evacuation**  
High risk event, imminent explosion.  
Evacuate staff / visitors via nearest exit. If the device is located, isolate area as much as is practicable and evacuate. If the device is in an emergency exit, this exit should be excluded from evacuation routes.
3. Communicate with Chief Warden and advise status of situation or if evacuated - all evacuated and can account for all staff and visitors at Assembly Areas.
  4. Re-occupy building and assume normal duties when given the 'All Clear" by emergency services or Chief Warden.

**Phone Threat Checklist**

**KEEP CALM**

**Recipient**

<b>Name (print)</b>	
<b>Telephone Number</b>	
<b>Signature</b>	

<b>General Questions</b>
1. What is your name?
2. What is it and what does it look like?
3. When is the bomb going to explode? OR
4. When will the substance be released?
5. Where has it been placed?
6. When did you put it there?
7. How will the bomb explode?

<b>Caller's Voice</b>			
Accent			
Any impediment?			
Voice	LOUD	NORMAL	SOFT
Speech	FAST	NORMAL	SLOW
Diction	CLEAR	NORMAL	MUFFLED
Manner	CALM	NORMAL	EMOTIONAL
Did you recognise the caller?			
If so, who do you think it is?			
Was the caller familiar with the area?			

<b>Chemical/Biological Threat Questions</b>
1. What kind of substance is it?
2. How much of the substance is there?
3. How will the substance be released?
4. Is the substance a liquid, powder or gas?

<b>Threat Language</b>		
Well Spoken	YES	NO
Incoherent	YES	NO
Irrational	YES	NO
Taped	YES	NO
Message read by caller	YES	NO
Abusive	YES	NO
Other		

<b>Bomb Threat Questions</b>
1. What type of bomb is it?
2. What is in the bomb?
3. What will make the bomb explode?

<b>Background Noises</b>	
Street Noises	
House Noises	
Aircraft	
Voices	
Music	
Machinery	
Other	
Local Call	
STD Call	

<b>Exact Wording of Threat</b>
<b>Sex of Caller: M/F</b>
<b>Estimated Age of Caller:</b>

<b>Call Taken</b>	
Date:	
Time:	
Duration of Call:	
Number Called:	

<b>Notes</b>

<b>Action Required</b>	
Call Reported Immediately to:	
<b>Phone Number</b>	

## Personal Threat Emergency

### Civil Disorder Procedure

#### GENERAL

There have been many examples where unrest, an emotional situation or an unpopular decision have led to civil disorder.

#### **Chief Warden Duties:**

1. Notify the police and request assistance.
2. Alert other members of staff/wardens **"CODE BLACK"** situation.
3. Initiate action to—
  - (i) restrict access to and egress from the building;
  - (ii) confine presence to the ground floor; and
  - (iii) restrict contact between the demonstrators and the building occupants.

#### **Warden Duties**

1. Ensure the withdrawal of their staff/visitors where necessary, supervising the locking up of offices, securing records, files, cash and other valuable property while at the same time promoting an air of confidence and calm.

## Armed Hold-Up Procedure

In the event of an Armed Hold-Up or Physical Threat the personal safety of staff is and must remain the first consideration.

Try not to panic and do not attempt to defy the law-breaker in any way. Hand over requested items.

Try to observe as much as possible about the law-breakers appearance to assist the Police later.

As soon as practicable after the event, fill in the checklist.

Should you observe a situation occurring in a different part of the complex or depending on its nature, you should attempt to contact the Chief Warden immediately via phone or two-way radio.

### Armed Hold-Up Checklist

#### KEEP CALM

#### Recipient

NAME OR NICKNAME USED:	_____				SEX:	_____	
APPROX AGE:	_____	NATIONALITY:	_____	HEIGHT:	_____	WEIGHT	_____
COMPLEXION:	fair	dark	BUILD:	thin	stout		
	fresh	pale		medium	nuggetty		
	ruddy	sun-tanned	WALK:	quick	slow		
VOICE:	clear	loud		limp	springy		
	thick	slangy	EYES:	colour			
HAIR:	colour			starry	squint		
	curly	wavy	GLASSES:	colour	_____		
	thick	straight		shape	_____		
	bald	long	NOSE:	size	_____		
	crew			shape	_____		
EARS:	size	_____	GLOVES:	type	_____		
	shape	_____		colour	_____		
LIPS:	size	_____	SCARS:	tattoos	_____		
	shape	_____		scars	_____		
TEETH:	good	uneven	HANDS:	size	_____		
	spaced	bad		callused	soft		
	missing	protruding		hairy	missing		
JEWELLERY:	_____				deformed fingers		
	_____		BEARD:	colour	_____		
	_____			type	_____		
DISGUISE:	_____						
	_____						
MOUSTACHE:	colour	_____					
	type	_____					
CLOTHING	hat	_____	tie	_____	shirt	_____	
	dress	_____	skirt	_____	shoes	_____	
		_____		_____	coat	_____	
				_____	sweater	_____	
					trousers	_____	
					shoes	_____	

DIRECTION OF TRAVEL	_____	VEHICLE TYPE/COLOUR	_____
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## Loitering Procedure

Staff need to be vigilant in relation to people behaving suspiciously in or around the CLRC. In the end the process of dealing with a suspicion is straightforward:

### 1. SEE SOMETHING

#### What to look for?

- Keep in mind that the CLRC has a large physical area, with multiple “blind spots”. If you hear unusual noises, such as glass breaking or banging noises, this might mean people are up to no good.
- Watch for groups “hanging around” the lake/grounds. This should not occur and can be one of the starting points for crime to occur.
- Look for vehicles parked at the centre at unusual times (particularly when opening/closing the venue).
- Look for person(s) behaving strangely, doing something unexpected, or someone whom you don’t know somewhere that only people you know should be.
- Be aware of any person who appears to be taking photographs or video of competitors which might be considered ‘unwarranted or obtrusive’.

### 2. TELL SOMEONE

- Within the CLRC there may only be one staff member on duty at reception. Consideration should be given to gaining assistance from the Rowing WA, Canoeing WA, City of Armadale, or Police (see Emergency Contacts) rather than approaching a suspicious person alone.
- Management need to be informed if ‘actual’ criminal activity has occurred so that a decision made as to whether or not Police are notified.

### 3. DO SOMETHING

- Staff should not endanger themselves and care should be taken in approaching a suspicious character.
- If you decide to approach the person to enquire what they are doing you should at all times behave courteously in these situations and not make presumptions.
- If person refuses to leave premises after being requested to do so then notify the Venue Manager who may call Police (not 000 unless it is an emergency).

## Water Rescue Procedure

### Using small craft

- Proceed directly to the person in difficulty.
- Guide the craft handler if necessary.
- Make a decision regarding the best contact point for the person. Usually it is best for the craft to be on the downwind side to prevent it moving on top of the person. In windy conditions, however, a one rescuer may choose a position beside the person in difficulty on the side of the wind and perform a reach rescue as the craft drifts past.
- Attempt to throw a buoyant object to the person, for example, a PFD. If unsuccessful, follow up with a reach rescue.
- Provide assurance and instruct the person to move to the craft. Turn off the motor to avoid contact with propellers.
- Tow the persons to safety. If those who have been rescued are tired or unconscious, they should be held by another rescuer or have a line tied in a loose loop under one arm and across the opposite shoulder to help maintain contact with the craft.

### Entering small craft from the water.

- In certain circumstances, for example when the distance is too great, the rescued person must be brought onto the craft. This should be done with great care as the person may be overanxious and cause the craft to capsize. Therefore the rescuer should:
  - Instruct the person to come aboard at the stern, and
  - move to the stern to assist if possible, or to the bow to provide stability to small or light craft.
- If an unconscious, injured or exhausted person is to be brought aboard, the rescuer should use a lift appropriate to the type of craft and the condition of the person.

### Rescue Boat Extraction Point

- One the rescued person is on the rescue craft they should be transported to the Rescue Boat Extraction Point which is located on bank of the competition course next to the finish tower.

Follow Medical Emergency Procedure ([Blue](#)) if required.

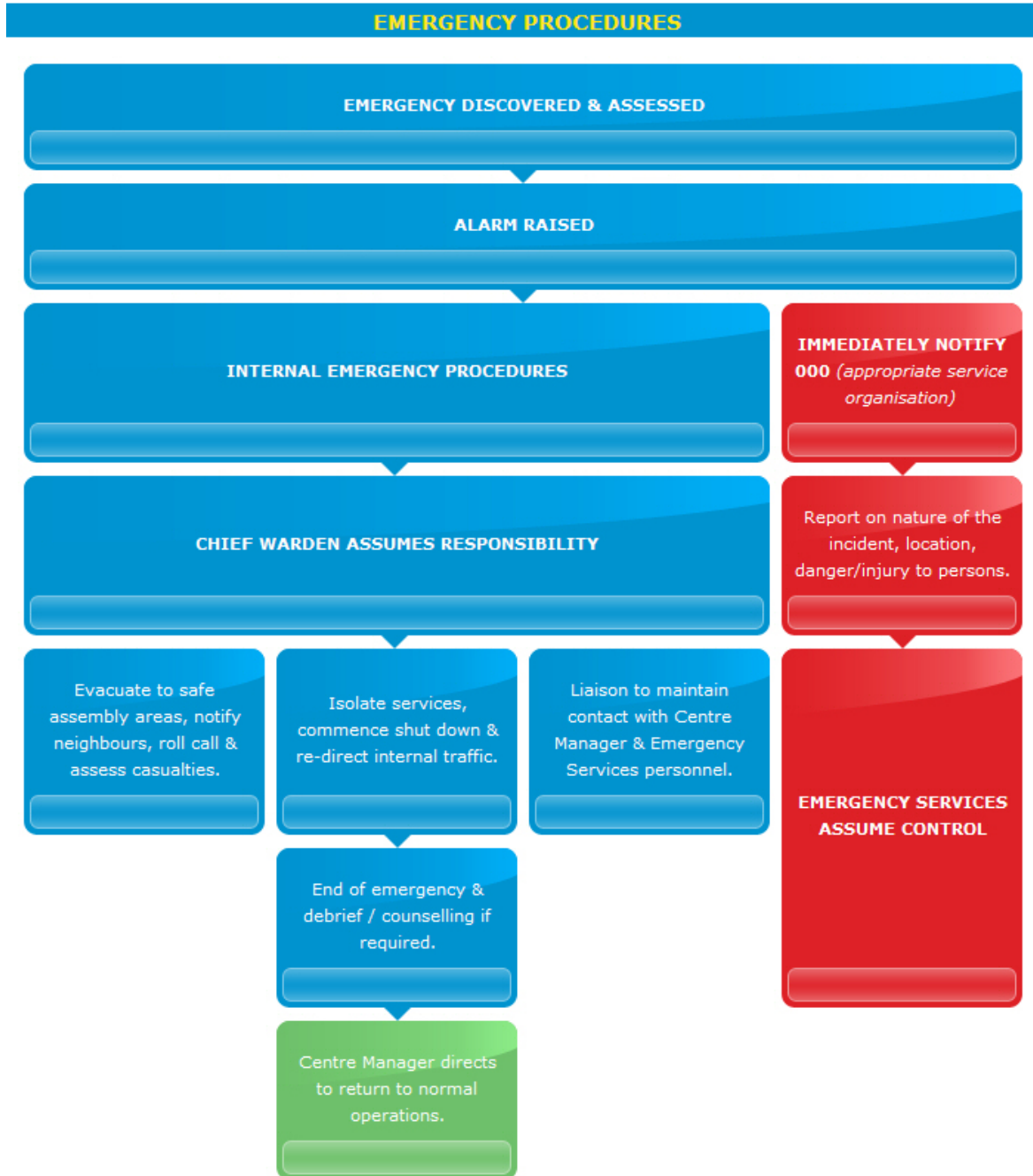


# Evacuation

In any instance where an evacuation is ordered remember the following:

1. Evacuate immediately.
2. Do not use lifts.

## Evacuation Flow Chart

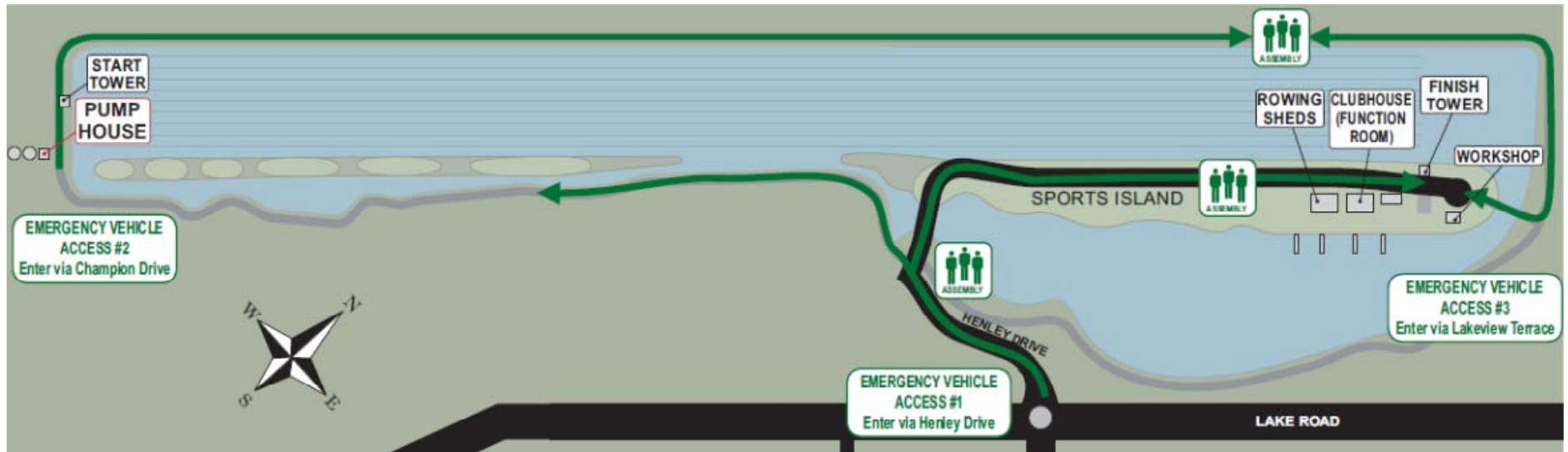


The VenuesWest Venue Operations Coordinator (if on site) is in charge of the operation of Champion Lakes Regatta Centre and shall assume the responsibilities of the Chief Warden. If a VenuesWest staff member is not on site then the role of Chief Warden must be undertaken by whichever Zone Warden is utilising the Centre. (The leader/instructor of any group visiting the CLRC automatically assumes the role of Warden in an emergency situation).



## Evacuation to safe assembly areas.

Depending on the emergency, all guests and staff should be evacuated to one of three evacuation assembly points.



### Selection of Evacuation Point

The nominated assembly point shall be far enough away from the building, structure and workplace to ensure that, where practicable, everyone is protected.

Ideally the area selected should allow for further movement away from any possible source of danger. The movement of large numbers of people has its inherent risks, particularly in heavy traffic. Careful thought should be given to determine the safest routes from the structure to the nominated places of assembly, including alternatives, and to ensure access for emergency vehicles is not hindered.

### Consideration of Special Needs

Special consideration may be required for mobility - impaired persons.

### Personal Belongings

Guests should be asked to leave all belongings in the Centre during an evacuation.

The only exception to this rule is in the event of a Bomb Threat when items need to be removed to assist in the check of the building by emergency services. Staff and guests will be advised via public announcement to remove all personal belongings when evacuating.

## Evacuation Procedure

The leader/instructor of any group visiting the CLRC automatically assumes the role of Warden in an emergency situation.

### **Chief Warden Duties:**

1. Don chief warden equipment.
2. Ensure emergency services have been notified.
3. Use the phones or two-way radios to instruct all wardens to “**switch to Channel 1**”.
4. It is vital that instructions given are **clear and precise**.

Should the PA or evacuation alarm be inaccessible or out of action (power failure), any emergency will be signalled by the **amplified megaphone**.

**"Attention all staff, this is a **CODE ORANGE** Centre Evacuation.**

**Staff please clear the Centre immediately.**

**Staff commence evacuation procedure and evacuate through nearest exit.**

The above is repeated then followed by:

5. **Advise all patrons** to vacate the building to the appropriate evacuation area in an orderly manner through the nearest EXITS.
  - Partial evacuation – consider evacuation adjacent areas.
  - Full evacuation warranted – ensure full evacuation order given over PA system.

**"Attention all guests, we have an emergency situation. Please follow the directions of the staff in your area. Stay calm. Proceed to nearest\_exit as directed by Centre staff. Please remain calm**

6. Ensure Emergency Services have been notified.
7. Communicate with wardens and obtain situation/evacuation status.
8. Liaise with emergency services.
9. Contact neighboring facilities and advise of situation.
10. Ensure wardens have evacuated and can account for all staff and visitors at Assembly Areas.
11. When all clear is given by emergency services, advise all ECO members “All Clear” has been given and stadium safe for re-occupation.
12. Re-occupy building and assume normal duties. Reset all equipment and complete reports.

**Area Warden Duties:**

1. Don warden equipment.
2. Communicate with chief warden and follow directions.
3. Evacuate staff / visitors via nearest exit. If an emergency exit is unusable, this exit should be excluded from evacuation routes.
4. Communicate with chief warden and advise status of situation and all personnel evacuated and accounted for at Assembly Area.
5. Re-occupy building and assume normal duties when given the ‘All Clear” by emergency services or Chief Warden.

**After Hours/Training Nights**

On becoming aware of an emergency coaches/athletes will seek assistance from local emergency services.

## Evacuation Warden Checklist

### Finishing Tower

- Roof
- Commentary Level
- Judging Level
- Event Control Office
  
- VW Workshop

### Rowing WA Building

- Upstairs Area
- Ground Level Storage Shed
- Toilets
- Lift
- Boats launch area.

### Champion Lake Boating Club

- Ground Level Storage Shed

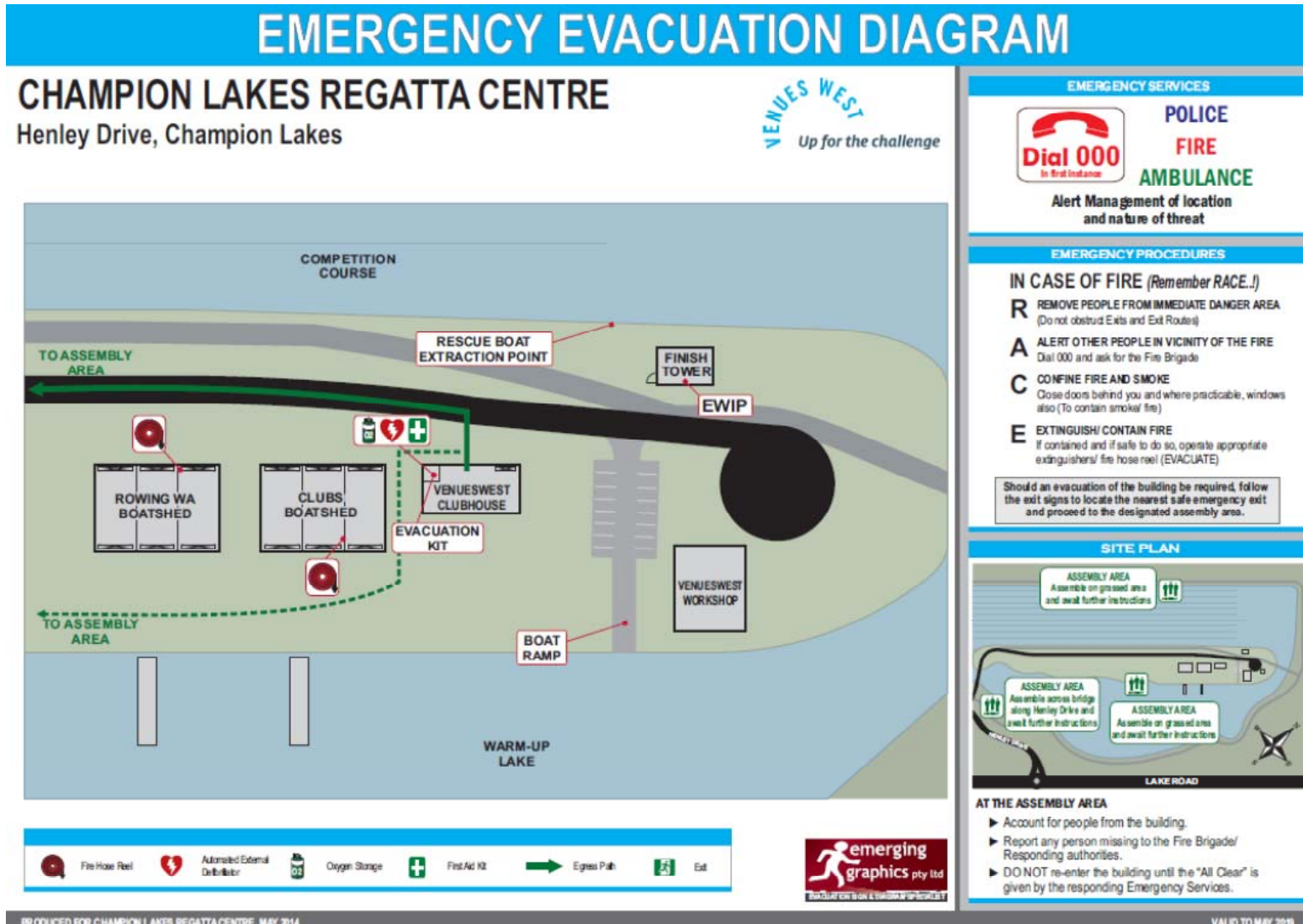
### VenuesWest Clubhouse

- Facility Management Office
- Function Room
- Female Toilet
- Male Toilet
- Disabled Toilets
- Car park
- Lift
- Service Corridor/Change Rooms
- First Aid Room

### Sports Island

- Overall site, grass area
- Storage containers

**Section 5 – Sports Island Diagram**



### EMERGENCY SERVICES



**Dial 000**  
*In first instance*

**POLICE**

**FIRE**

**AMBULANCE**

Alert Management of location and nature of threat

### EMERGENCY PROCEDURES

**IN CASE OF FIRE (Remember RACE..!)**

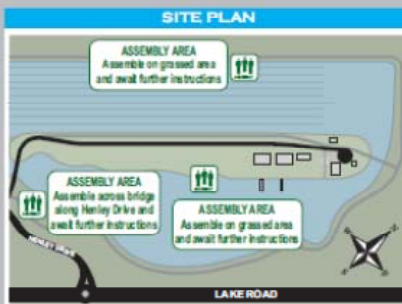
**R** REMOVE PEOPLE FROM IMMEDIATE DANGER AREA  
*(Do not obstruct Exits and Exit Routes)*

**A** ALERT OTHER PEOPLE IN VICINITY OF THE FIRE  
*Dial 000 and ask for the Fire Brigade*

**C** CONFINE FIRE AND SMOKE  
*Close doors behind you and where practicable, windows also (To contain smoke/ fire)*

**E** EXTINGUISH/ CONTAIN FIRE  
*If contained and if safe to do so, operate appropriate extinguishers/ fire hose reel (EVACUATE)*

Should an evacuation of the building be required, follow the exit signs to locate the nearest safe emergency exit and proceed to the designated assembly area.



- ### AT THE ASSEMBLY AREA
- ▶ Account for people from the building.
  - ▶ Report any person missing to the Fire Brigade/ Responding authorities.
  - ▶ DO NOT re-enter the building until the "All Clear" is given by the responding Emergency Services.

## Post Emergency & Debrief

Following a complete facility check and the all clear is given by Emergency Services, the VenuesWest Venue Operations Venue Coordinator will ensure a debriefing session is organised as soon as possible after the evacuation to identify any positive or negative facets of the procedures.

### **Reports and Record Keeping**

Refer to Standard Reporting and Record Keeping Requirements.

### **Post Trauma Counseling**

In the event of a major incident occurring at the CLRC, staff will be provided with post trauma Counseling. This will be organised by the VenuesWest Human Resources Manager.

### **Emergency Plan Review**

To ensure the emergency plan remains up to date and is known by all staff, management should:

- Ensure the emergency procedures are introduced to staff at induction.
- Review the plan.
- Include emergency procedures in staff training.
- Undertake an annual mock evacuation.

## End of Document