

# **EVENT**

**City Botanic Gardens**

# **Event Operations Manual**

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## **1. EVENT DETAILS**

Information will be provided in the Event Briefing Report for each event

## **2. GENERAL CONSIDERATIONS**

### **a) Permits**

The following Permits and Licences will be required:

- Temporary Food Stall Permits.
- APRA
- Liquor Licence, Catering Away Permit (not on a regular basis)
- Entertainment Venues and Events Licence

### **b) Public Liability**

Public Liability Insurance (AUD\$20,000,000) will be in the name of xxxx City Council, underwritten by xxxxxxx.

The Hirer will carry Public Liability Insurance (AUD\$20,000,000), naming the xxxxxx Council as an interested party, and provide a copy of the current Insurance Policy to the Manager at least 48 hours prior to the event.

All food stall and bar operators are required to have public liability insurance (AUD\$10,000,000), naming the xxxxxx Council as an interested party, and provide a copy of the current Insurance Policy to the Manager at least 48 hours prior to the event.

## **3. CONSULTATION WITH KEY STAKEHOLDERS**

### **a) Planning Meetings**

The planning meeting with key stakeholders will be conducted at the xxxxx at least 6 weeks prior to an event

### **b) Pre-Event Briefing**

An event briefing with all relevant stakeholders will be conducted at the xxxxxx prior to each event

### **c) Post Event Debrief**

A debriefing will be conducted with all key stakeholders at xxxxx within 21 days of event completion.

### **d) Local Community Overview**

#### **Background**

The management and staff of the xxxxx work hard at furthering a good relationship with those who live in close proximity of the venue. The xxxxx has developed a Residents Protection Scheme, which aims to minimise the impact of major events on the community.

We understand the need to build and develop this relationship and do all we can to be good neighbours and ensure that we place as little inconvenience to their daily lives as we possibly can. We work hard at ensuring we respond quickly to any resident's requests and ensure that we have a mechanism to provide the appropriate action.

### **Residents Protection Scheme**

The xxxxxx is developing a unique Resident Protection Scheme which aims to reduce the impact of major events on the local community. Some aspects of the program include:

- Encourage and Promote the use of Public Transport to minimise traffic flow around the Venue
- We have a 24-hour Hotline Number (xxxxxxxxx), which is dedicated to the local residents and advertised, within the area as open for their use. We respond as a matter of priority to this service.
- xxxxxx has developed a neighbour's information letter that will be delivered to eleven thousand local residents on a monthly basis notifying them of upcoming events.

## **4. EVENT OPERATIONS**

### **a) Signage**

Upon arrival at the xxxxxx, large signs direct patrons to the different facilities, ticket booths, cloak room and gates. Once inside the xxxxxx there are signs for catering, toilets, water fountains, first aid, smoking area and merchandising outlets.

Prior to every event, a signage needs analysis is conducted to determine event and patron specific requirements (eg. International signage, specific directional signage).

### **b) Toilets**

Existing amenities block – located top of xxxxxx Road  
1x unisex portable toilet per 270 patrons and located as per the appropriate site plan  
1 x disabled portable toilet and located as per the appropriate site plan

### **c) Noise**

The Hirer will be responsible for complying Council requirements,.

Council will have officers working during the event to monitor compliance and will have direct contact with the hirer's Sound Engineer who will be directed to adjust the sound to comply with the requirements.

### **d) Wet Weather Plan**

This is an outdoor event and is clearly susceptible to wet weather.

The event will be conducted rain or shine subject to safety.

In the event of extreme wet weather conditions and the site becomes unsafe then the event shall be cancelled. This can occur after consultation between Venue Manager and the Promoters Representative.

Should the event be cancelled due to weather the event may be re-scheduled (The next day)

If cancelled the following actions be instigated

- An appropriate press release be produced and distributed to all media
- Update Web Site
- Dismantle can commence with due care taken by contractors to protect crew, grounds and property.

Inclement weather can adversely effect the event during all three phases, preparation (bump in), staging and dismantle (bump out).

### **Preparation Phase**

If weather conditions are causing concern, event components are to be considered and monitored in the following order;

- Power safety
- Ground damage
- Time schedule
- Asset protection
- Event staff safety

### **Event Staging Phase**

In the event of inclement weather each activity must be assessed individually (by the project team) to ensure that their operation is safe.

- Grounds
- Lighting
- Stage
- Catering Outlets
- Displays
- Venue Assets
- Public Safety
- Event Staff Safety

### **Dismantle Phase**

In the event of wet weather during the dismantle stage the following are to be considered and monitored.

- Ground protection (No vehicles or heavy machinery permitted on grassed areas)
- Power safety
- Venue Assets
- Event staff safety

## **e) Communications**

Key security supervisors and staff will have two way radio communication.

A selection of Security Officers will be provided with two-way radios. Radios will provide an important link with Security Control and the rest of the team.

Security Control will be the central filter for all event day communications. Security Control has the capability to monitor all two-way transmissions and to disseminate important messages simultaneously across the entire network.

#### Network Channel Allocation

- 1 Security Control
- 1 Security
- 1 St John Ambulance
- 1 Venue Manager/Fire Warden
- 1 Venue Hotline
- 2 Production
- 3 Site Crew

This may vary from event to event depending on the event requirements.

#### f) Venue Lighting

The venue has quick start halogen lights to provide immediate light in the event of blackout and metal halide for stage lighting. Full back-up generators are provided for public access areas.

#### Exits

All exits are illuminated with 500 watt halogen lamps, which provide sufficient light for patrons to exit safely.

#### g) Cleaning Brief

As part of the operational response for the venue, management has arranged a cleaning contractor for pre and post cleaning of the event. The contractor will be responsible for the following cleaning issues:

#### Pre-Clean:

- 1 x staff to clean all backstage areas and ensure that they are kept clean during event bump-in.
- Staff to clean stage and adjacent paved area
- Spot clean grassed areas

#### Event Clean: (All areas being utilized)

- Staff sufficient to clean, where possible, the XXXX
- Toilet Contractor to provide 2 Staff to service Portable toilets during event hours.

#### Post Clean:

Total event site including pathway to XXXXX gates, XXXXXX Gardens and XXXXX Road to the roundabout.

#### h) Lost Property

Should Security be handed or discover any personal items they will take them to Security Control. These items will be available for collection from the Security control at event closure and from the XXXXX Office 14 days after event, thereafter Council lost property section..

**i) Bump-In & Out Schedule**

<b>Date</b>	<b>Component/Task</b>
Day Prior to Event	Toilets Generators –Evacuation, Staging - FOH, Disable Platform Forklift On-site Catering and Merchandising Structures Built Dressing Rooms Fitouts Back Stage Catering Set-up Install Ambient Lighting Temporary Power Installed 1 x Guard – Top of Hill <b>SECURITY OVERNIGHT (As Required)</b>
Show Day	Fencing Food Stalls Set Gates Signage Crowd Barrier Set Barrier Return Race Temporary lighting Waste Management Bins
After Show	<b>Dismantle</b> Barrier All Production Collect Signage Temporary Fencing Gate Structures & Infrastructure Generators Food Stalls Bar Stock <b>SECURITY OVERNIGHT (As Required)</b>
Day After Event	Dismantle Bar infrastructure Final Site Clean

**j) Disabled Facilities**

The XXXXX provides a service for physically disadvantaged and wheelchair patrons with a staffed drop-off point (XXXXX Road Boom Gate), and a designated viewing area, and wheelchair positions with additional space for carers.

Dedicated toilet facilities for the physically disadvantaged are located on the ground level which is the same level as the wheel chair allocated position

**k) Staff**

**Personnel Operations**

Casual event staff is contracted by the XXXXXX in the following areas:

- |                                |                   |
|--------------------------------|-------------------|
| Crowd Control                  | Security Company  |
| Gate Control (Gate attendants) | Event Staff       |
| Boom Gate                      | Security          |
| Treasury Operations            | City Venues Staff |
| Cleaning Operations            | Company name      |

Site Crew  
Security Operations  
Technical Operations

xxxxx Casual Crew  
Security  
As Required

Crowd Control, Gate, and Security staff are supplied to the xxxxxx through a private company. The xxxxxx in conjunction with the staff supplier and any other related parties compile an operational order prior to each major event, which details exact staff numbers and the duties which each staff member is required to undertake.

## **Induction Training**

Staff training is of paramount importance to the Venue, for both permanent and casual employees.

The Venue and any staff suppliers, prior to each major event will assess casual staff training needs.

For the Concert it is anticipated all key staff (supervisors and team leaders) will receive a training session covering the following topics:

- Making Observations
- Personal Safety
- Recording and Reporting
- Radio Communication Procedures
- Emergency Control and Containment
- Emergency Response and Evacuation Procedures
- Customer Relations
- Venue Orientation and Familiarisation
- Event Specific Information

Staff members who work at the xxxxxx during the event will receive a comprehensive training manual with their orders. The manual will focus particularly emergency response and evacuation procedures and venue and event orientation. Additional, key staff will receive a thirty-minute briefing prior to the event.

Work place health and safety Induction sessions will be made compulsory to all site workers during the event construction & dismantle phases. (WH&S Induction form included in attachments).

## **I) Treasury Operations**

Event Management employ a site specific designed system for the management of all cash pick-ups and reconciliation.

The treasury will be operational within the venue for the entire event. The managed system of collection and reconciliation is processed through a combination of the following:

City Venues

Company for Security

Company for Security

The operational procedures of the treasury is considered "RESTRICTED" and is detailed within the xxxxxx document, "OPERATIONAL PROCEDURES."

The guidelines are based on established policies and procedures and have been amended to suit the operational needs of the event and the physical lay-out of the venue.

## **m) Video Surveillance And Public Safety**

Public safety and crowd movements at the xxxxx are monitored, recorded and managed through a network of CCTV cameras. The coverage only pertains to the xxxxx Amphitheatre.

The Event will be monitored by Control.

## **n) St John Ambulance Service**

St John Ambulance will act as the first point medical provider during event operation hours and during infrastructure install and dismantle.

**No. Of Units:** 2

**Location:** Stage Left as per site plan  
Adjacent to Gate 2

**Description:** Medium fully equipped Van

**No. Of Staff:** Up to 8, 1 team per unit, balance will roam site.

**Communications:** All key staff will carry mobile phones.  
Two-way radio contact with Control.

### **Medical Protocol**

- In the event of an emergency St John will contact control and, if required, request an ambulance
- Control will advise Queensland Ambulance Service the exact location and direct them to the nearest entry point.
- Control will then advise the St John Ambulance Controller of the estimated time of arrival

## **5. EVENT CATERING**

### **1. Public Catering - Food and Non- Alcoholic Beverages**

Event Catering will have a theme of an International food court, comprising a bank of 6 temporary out-lets. The vendors will be individual operators.

Participants details are included in the Event Briefing Report

All storage, kitchen, temporary out-lets and the provision of food and beverage will comply with the Food Act 2006 and the Food Safety Standards.

### **2. Public Catering - Alcoholic Beverages**

Where the event is licensed there will be one bar in operation as per the appropriate site plan

The Licensee for the event is detailed in the Event Briefing Report

## **Security**

Security within the event and licensed areas is being provided by Security Company Name, a draft security plan, alcohol management plan and emergency evacuation plan is as follows;

## **Licensed Areas**

During the day/night the licensed area will operate in accordance with the Licensee's approval.

The temporary purpose built bar will be located at the top of the hill as per the appropriate site plan

If the event is an "all age concert", i.e. patrons under the age of 18 years will be in attendance, therefore the venue will be split (see site plan) into 2 areas, Licenced and Alcohol free.

## **PRINCIPLES OF OPERATION**

All bar areas will operate on the same principles. All bar-serving areas will be enclosed to ensure that only authorised persons gain entry to the bar area and access to service of alcohol.

### **Bar Procedure:**

A wristbanding operation will be implemented (see details below).

All patrons wishing to consume alcohol must have age verification and be wristbanded

Bar service areas will be designed for patrons to purchase alcohol tickets at designated ticket box (located adjacent bar area see site plan), exchange ticket for product and exit the service area and consume alcohol gradually while enjoying the performance from the licenced area. Roving security will continually move throughout the licensed areas to ensure responsible service of alcohol principles continue within the bar service areas.

All alcohol sold at each bar will be opened by bar staff at the point of sale. Sales will be limited to four drinks at any one time. This number will be monitored by the licensee throughout the day and will be adjusted as required.

Patrons will be served alcohol in plastic bottles or plastic cups. This will enable an efficient bar operation, ensuring that patrons can move through the service area in a reasonable time. Alcohol will be prohibited outside the licensed area.

### **Wristbanding:**

Wristbands will be attached to patrons who provide satisfactory show evidence of age identification (photo ID only) and who meet responsible service of alcohol requirements (e.g., are not displaying evidence of intoxication) from separate 'wristbanding outlets'. These outlets will be located in close proximity to the points of entry.

Consumption of alcohol will be restricted to persons wearing a wristband. All security and bar staff will continually monitor wristbands to patrons to ensure compliance with regulations.

Procedures will be implemented in response to evidence of tampering/transfer of wristbands and for persons refused service of alcohol. In each case wristbands will be removed by security staff and the person will be escorted from the bar area. They will then be required to revisit the 'wristbanding outlet' and the procedures it follows.

This system is a tried and proven method of alcohol control.

## **Signage**

Licensee will provide extensive signage ('no more it's the law', underage signage, signage regarding transfer of alcohol to underage drinkers, 'intoxicated people will not be served') at all bars and entry points with extracts from the Liquor Act stating that law on the serving of alcohol.

## **Staffing:**

All staff will be experienced in the requirements of harm minimisation and responsible service of alcohol.

## **ALCOHOL MANAGEMENT GUIDELINES**

### **Outline**

With all Events comes the consumption of alcohol and its associated behaviors. Alcohol when not consumed to the point of drunkenness can help the sociable atmosphere of the event. However, when this consumption becomes excessive, which can easily happen at all type events other problems can appear e.g.; fighting, accident, and anti-social behavior that may prove offensive to some.

The licensee and employees have a statutory responsibility to ensure that patrons do not become intoxicated on their premises and to prevent such patrons from entering or remaining on licensed premises. They also have a statutory obligation not to serve or supply alcohol to persons under the age 18 and not to allow such persons on their licensed premises.

### **Aim**

The aim is to enhance the operation of the event by continuing to contain and control alcohol consumption where possible.

### **Mission**

Our role is to monitor the patron behavior at the bar outlets thereby providing support for the bar staff to achieve the following:

- Assess and monitor the levels of intoxication of patrons
- Demonstrate knowledge of various strategies for the responsible service of alcohol
- Prevent underage drinking

### **Execution**

To achieve our mission security operatives will be positioned ensuring alcohol does not enter the site and in addition all security operatives are to monitor the patron for signs of intoxication.

### **Access and Monitor levels of Intoxication**

Security will observe and note the appearance and condition of the patron sold or supplied liquor and the period of time the patron has been consuming liquor on the premises.

Servers should watch for behavioral warning signs and match them with the Green, Orange or Red of the traffic lights as indications of intoxication. It is important that within any establishment there are "criteria" or levels of behavior at which non-alcoholic drinks are suggested, recommendation of foods, or other solutions are suggested to ensure that servers are acting responsibly and provide less confrontational solutions than stopping service to that person.

It may not be a single sign but combinations of these signs often mark the transition to intoxication. It is important at this stage to deter the person from drinking any more alcohol.

The following examples are signs of intoxication:

### **Behavioral Signs of Intoxication**

- Happy and relaxed
- Noisy, loud inappropriate comments
- Annoying other customers and employees
- Wanting a head on the beer
- Aggressive and loud behavior
- Knocking / bumping into other patrons, unsteady on feet
- Inappropriate sexual advances
- Rambling conversation, loss of train of thought
- Degree of confusion, a lack of understanding and difficulty in responding
- Changing drinking patterns
- Becoming agitated or argumentative
- Becoming careless with money, buying rounds for strangers
- Inability to light a cigarette
- Tripping over carpet
- Knocking over drinks
- Slurred speech
- Vomiting
- Smell strongly of liquor
- Excessive profanity
- Sleepy
- Becoming more demanding
- Excessive giggling
- Cannot find money
- Unable to sit upright/stand
- Unconscious

### **Demonstrate Knowledge of Strategies for Responsible Server**

Whilst security performing their duties, the following strategies should be considered and used in controlling and preventing intoxication:

<b>Issue</b>	<b>Strategy</b>
Amount Consumed	Reduce bar areas
Suggest patron “ skip “ a round	Suggest non-alcoholic drinks
Amount of food in stomach	Have the patrons eat
Time span	Have patron pass on their drinks
Mood	Intense highs and lows
Encourage the server team	To work together in the early detection
Prominently display	The intoxication sign
Develop and display and refer	To the House Policy
Politely refuse	Service and explain why

### **Prevention of Underage Drinking**

- By always having well trained bar staff and on going security presence in the bar areas and events

- By enforcing the use and recognition of appropriate identification as a means of age control
- By enforcing arriving guest to be “interviewed” during the entry process determining age and condition

If security suspects that patrons are underage they will insist that they show reasonable documentary proof that they are aged 18 years or older. There are only three types of documentary proof, which are recognised by the court.

- Current Photo Drivers / Riders License
- Passport
- Qld Transport 18 Plus Card

### **Removal of patrons from licensed premises**

- If a patron is intoxicated or disorderly, annoying or endangering other patrons, personnel or established property, the security officer will contact Security Command and advise of location and nature of incident.
- Security officer will approach the patron politely, but firmly and explain the licensing policy pertaining to the event and request they leave the licensed premises.
- If the patron refuses a request to leave the premises the Security Supervisor will assess the situation and may consider physically removing the patron.

### **Assisted Removals**

At all stages of the assisted removal the amount of force used must be reasonable and necessary and the following procedure will be followed:

- Security officer notifies Security Command of location and nature of incident.
- A Security Supervisor should attend the process of removing intoxicated/disorderly patron(s).
- Once removed from the licensed area security patrolling the outer grounds will be notified so that they can monitor his or her progress.
- Should the situation warrant further action, detain the person(s) and place in custody of general policing. Police contacted to take appropriate action.
- A full record of any such event will be entered into the incident report book.

### **Multiple Assisted Removals**

- Multiple physical removals are to be approached exactly as if you were removing one patron.
- Security Supervisor is to take control and direct officers to form pyramids around the patrons they are wishing to remove.
- When all the persons are effectively contained the controller(s) will guide the patrons outside the closest entry/exit control point.
- Should the situation warrant further action however, detain the person(s) and place in custody of general policing. Police contacted to take appropriate action.

- Security Supervisor will notify venue management.
- A full record of any such event will be entered into the incident report book.

## **Incident Reports**

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

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

A copy of the report is to be made and the original submitted. The Security Events Manager will distribute copies of the report to those people who require the information.

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

## **3. Water Outlets**

- 2 Free water stations will be in operation for the duration of the event located (see site plan) The stations will be clearly signed.

## **6. EMERGENCY PLAN**

### **a) Crisis Management Team (CMT)**

#### **Definition**

“A Crisis Management Team” (CMT) is a group of top management personnel and skilled experts who have the ability and authority to take whatever action necessary to control and minimise loss from a crisis. The Crisis Management Team operates by analysing information, making and communicating decisions, and applying their individual skills.

#### **The Need**

“An organised response to crisis, such as; terrorism, natural and man-made disasters etc.; requires policies, resources, analysis, communications, and decision making that go beyond the usual boundaries of a single corporate function. Crisis Management involves the analysis of coercive and natural occurrences, the development of alternative responses, decision-making, the implementation of decisions, and the communication of information and decision to all involved parties”.

#### **The Process**

- 1 Charter:

The mandate from top management to create a CMT which includes management, selection of members, delineation of CMT limits authority, and the commitment of top management support CMT operations;

- 2 CMT Introduction;

The process of familiarising selected CMT members to their functions and

their assumption of the functional responsibilities to team members;

### 3 Individual Preparation;

The orientation of individual members to their functions and their assumption of the process of revision to hone the team into its most effective configuration;

### 4 Evaluation;

The objective analysis of CMT operations and capabilities and the process of revision to hone the team into its most effective configuration.

### 5 Follow-up Training;

The re-orientation and updating of the team to relevant issues. This may also involve the broadening of inter-disciplinary skills.

### 6 Threat Assessment;

The state of readiness in which the CMT will maintain itself which involve the evaluation of threats, which could emerge as crises.

## **b) Definition Of Terms**

### **Incident**

Any occurrence that may result in the direct or indirect loss to City Venues and namely the EVENT by the way of legal proceedings, liability claims from staff or guests or any outside body or authority.

Within the guideline of this paper the term “incident” will also be associated with the following:-

- Breaches of security
- Fire
- Theft (of any nature)
- Accident (staff or guest)
- Public liability claims
- Natural or man-made disasters

### **Disaster**

A natural or man made incident resulting in the loss of life, extensive property damage and consequential loss of assets.

### **Crisis**

A situation wherein the sudden and unexpected occurrence may result in the loss of life, destruction of property or drastic loss of assets.

### **Emergency**

A situation arising (usually) suddenly and unexpected requiring immediate address and action. The emergency could either be a crisis or disaster.

## **Crisis Management Committee**

A working committee having the authority and responsibility for co-ordinating, over-seeing, and decision making functions through the Emergency Response Co-ordinator and his deputy in the event of a major incident.

### **c) Public Safety Response Management**

#### **Police Powers**

In the event of a major incident occurring at the concert (that incident being man made or by natural causes) the following will be undertaken by the Incident Co-ordinator (an Inspector of Police or the officer first at the scene). In accordance with "Police Operational Orders" (Attachment F)

1. Direct owner to surrender resource
2. Take control of resource
3. Direct persons to operate resource
4. Direct evaluation and exclusion of persons from premises (using such a force as necessary)
5. Close roads
6. Enter premises (using such force as is necessary)
7. Search premises (using such force as is necessary)
8. Remove animals or anything from premises (using such force as is necessary)
9. Direct any person to assist

The power for the above responsibilities are derived from the "Public Safety Prevention Act" No 25 of 1986 (See attached copy of said Act).

As stated in MAJOR INCIDENT PROCEDURE – POLICE POWERS, the officer in charge and on site is able to "Direct owner to surrender resource", this means anything, animal or person (the person will not be required to place themselves at risk) to assist the emergency services in the treatment, rescue, or response to the emergency or occurrence.

#### **Management**

Management responsibilities regarding personal and resource response are

1. Too freely give unhindered assistance to the emergency co-ordinator or his/her representative.
2. To acknowledge the need for the preservation of personal, staff, public and asset protection and life preservation.
3. To be able to quickly make resource related decisions.

#### **Staff**

Staff responsibilities regarding personal and resource response are

1. To acknowledge the right to the preservation of personal safety.
2. To understand the need to assist giving local knowledge and knowledge of escape routes and physical layout of their area of responsibility.

### **d) Emergency Procedures And Conditions**

#### **Overview**

Emergency Procedures (attachment F) have been developed ensuring that all incidents are handled in a professional manner, which focuses on public, staff asset protection

## **Media Inquiry Re: Emergency**

It has been suggested that members of the press listen to police radio via electronic scanners so that they are able to respond to an emergency. In the event of an inquiry regarding Authority matters, alleged incidents, or emergencies, the following is to be adopted.

1. Obtain the callers name and the name of the organisation he/she is representing.
2. Be courteous but non-committal regarding information or details, remember any comment you make may be used by the press, and possibly used out of context. This may cause misinformation and embarrassment.
3. Always refer all inquiries to the Chief Executive Officer, xxxxxxx Council or the Venue Manager.
4. If members of the media visit the complex ask them to wait and contact the Venue Manager, never allow them unescorted access to the Venue.

## **Power Failure**

1. In the event of the power failure following procedure shall be followed:
2. The communications officer shall note the occurrence taking all relevant details from the informant.
3. The emergency services shall be put on stand-by.
4. The communications officer shall inform all radio users that the airways are to be kept open and only used for emergency response.
5. The Venue maintenance crews shall attend to the problem and report to the Venue Manager after the problem has been attended to.
6. The Venue Manager should ideally have relocated to the Crisis Centre.
7. Venue maintenance crews are to keep "control" informed of the problem and the progress in maintenance and repair.
8. Local procedures in relation to the Venue will be put in place.

## **e) Security**

### **Overview**

The Contract Security Provider will be responsible for the following:

1. Internal Traffic Control
2. Gate Control
3. Patron Searching
4. Protection of Property
5. Control of XXXX areas
6. Guarding and General Patrolling
7. Other duties as specified by the Venue Manager of XXXXX

Security staff shall be positioned at the gates to the XXXX and will be required to conduct searches for the following items:

- ❖ Skateboards
- ❖ Studded belts and studded fashion items
- ❖ Glass & Cans containers
- ❖ Cameras?
- ❖ Audio recorders
- ❖ Umbrellas
- ❖ Laser pointing devices
- ❖ Fireworks
- ❖ Chairs
- ❖ Weapons of any kind and any other items considered harmful to others

In the event these items are found a procedure of receipt and confiscation shall be undertaken. All items will be secured in containers until the owner claims and leaves the venue grounds.

Security personnel do not have any special legal powers of search and detention and the direction to search shall be at the direction of the Venue Manager, this condition is considered a condition of entry.

## **General Security Instructions and Regulation**

### **Instruction 1**

Instructions to all security staff providing protection service at the Concert at the XXXXX

1. All reports are to be completed at the end of each shift.
2. All matters relating to instructions and information received are to be kept in the strictest confidence.
3. The aim of early intervention in relation to plant and equipment damage and theft shall be carried out as a priority.
4. Operational security shall be secondary to the provision of personnel and plant protection.
5. Rostered staff shall be the only staff permitted access to the site. Instruction 1 is relevant to the host security provider and Authority employees.
6. Written documentation will be kept by the site security officer in relation to:-
  - a. Vehicle movements, deliveries, goods out, etc.
  - b. Incident reports, theft reports, accident reports.
  - c. Time and motion re: patrol and observations.
  - d. Access Control – venue and grounds.

## **Terms and Conditions Of Contractor – Security Services**

### **Regulations**

The Director of Protective Services and the Venue Manager, XXXXXX regulations, as amended from time to time, shall form a part of the Terms and Conditions of Employment with the Company and in turn the company's clients which have engaged the employees or contractor shall be binding on all employees.

The regulations are to be observed at all times.

#### Regulation One

Reporting to duty whilst under the influence of alcohol or the consuming of alcohol whilst on duty, is forbidden.

#### Regulation Two

Reporting for duty whilst under the influence of a drug or dependence shall only be permitted where a qualified medical practitioner has, in writing, certified that the employee is capable of performing security duties whilst under medication. Only a current medical certificate will be accepted as an approval to perform security duties.

#### Regulation Three

All matters relating to Council business shall be treated as "CONFIDENTIAL" and shall not be divulged to unauthorised persons.

#### Regulation Four

All matters relating to the Client's business or any information that is received regarding the Client's affairs, shall be divulged to any unauthorised persons for any reasons whatsoever.

### Regulation Five

Security personnel shall not divulge any information to the media without the express prior approval of management. The media is to be advised to contact the Venue Manager or delegate.

### Regulation Six

The contract company uniforms of the day shall be worn at all times when performing security duties unless the company directs otherwise. The uniform is to be neat and tidy, footwear shall be clean and polished.

### Regulation Seven

Company Staff or Contracted Staff shall not:-

- a. Engage in any unauthorised activity whilst on duty.
- b. Be absent from the place of duty without authorisation from a supervisor or other representative of management.
- c. Leave a place of duty without being relieved where relief forms part of the security coverage of that place.
- d. Be late for duty without good reason or advance notice of inability to attend at the time rostered for duty.
- e. Enter or leave the clients premises other than by approved entrance and exist.
- f. Have in their personal possession or control and firearms, ammunitions, weapons, missiles or implements, other than such equipment issued by the Company to properly authorised employees for use in the performance of their duties.
- g. Commit any criminal offence.
- h. Accept gifts or gratuities without receiving approval from management.
- i. Permit a relieving guard to take up duty if there are reasonable grounds to believe that the relief is under the influence of alcohol, drugs, or other intoxicants to such an extent that the guard is incapable of performing duty.

### Regulation Eight

Security Officers are not authorised to amend rosters without prior approval from management.

### Regulation Nine

Security Officers will be neatly attired at all times whilst performing duty. Hair shall be of acceptable length and well groomed, beards and moustaches neatly trimmed. In addition officers will be clean shaven where applicable and possess a satisfactory level of personal hygiene.

### Regulation Ten

In the interests of the Venue, Security Staff are expected to work a reasonable amount of overtime and/or transfer to other sites at short notice. No security officer shall refuse any instruction to work overtime or transfer to another site, without good cause being shown.

## 1. **Traffic Control & Search Procedures**

### **Overview**

#### **Boom Gate Entry/Exit**

Located Gardens Point Rd. Restricted area. Access to authorised personnel only i.e. Access all areas passes, and Disabled

#### **Gate 1 (Patron)**

Gate Located, XXXXXX Gardens (see site plan)

This will provide the entry/exit to patrons coming from the city via XXXXX St & XXXXXX St.

#### **Gate 2 (Patron)**

Located Gardens Point Rd adjacent to the Domain.

This will provide the entry/exit to patrons utilising the XXXXX Bridge, XXXXX train station and XXXXXX residents

### **Gate Pedestrian Entrance**

All gates will have race gate and security staff in position for searching purposes. In addition gate staff will be responsible for ticket claim and drop.

### **Entry Procedures**

At each gate and entry point of the Venue signage will be placed to display the CONDITIONS OF ENTRY. On entry all patrons are searched by security staff to ensure that no prohibited items enter the venue. If prohibited items or weapons are found they will be confiscated and a receipt issued to the owner. The owner is able to claim the item after the event and upon leaving the Venue.

## **7. TRAFFIC MANAGEMENT PLAN**

### **Aim**

The purpose of the Traffic Control Plan is to safely control vehicle traffic entering and exiting the XXXXXX precinct, being the proposed venue for this event.

Considering the event falls on a Thursday (Last working day before Easter Break) there may be increased vehicle traffic and therefore a strategy is required to set out our safety procedures.

The promoters will endeavour to have 50% or more of the crowd to travel by public transport to the event. There will be advertising endorsing public transport and no advertising about the private transport and the parking arrangements.

### **Public Parking**

To accommodate patrons who drive private vehicles to the venue, despite promoter's recommendations otherwise, parking will be in the XXXX Carpark adjacent to the venue.

### **Traffic Safety Plan**

#### Pre-event signage

Early in the morning of the event we would set-up message signs, water barricades and traffic cones.

We will display signs (yet to be decided) with instructions to enter via XXXXXX Rd. and continue to the carpark entry point

Water barricades will be placed across the cut away entrance to the car park and across the left hand lane after the roundabout. This will ensure that all vehicles will have to continue around the roundabout (which will serve as the parent dropoff / pickup point) therefore completing the loop to continue out along XXXXXX Rd.

We will also install directional signage once vehicles have entered XXXXX Rd. to follow the road back to the XXXXX public car park on XXXXXX Rd.

### **Parent Pick Up Drop Off Point**

We envisage that we will set aside a parent pick up and drop off point. Because of the layout we would still need to bring the vehicles via XXXXXX Rd. where security will direct vehicles through to the roundabout. At this point the patrons will be set down by gate 1 (refer map), vehicles will be instructed to proceed around the roundabout and exit via XXXXXX Road.

**Disabled Entrance**

The disabled patrons may be dropped at the roundabout and directed to Gate 1 for access to the venue. They will be directed by the guard controlling boom gate.

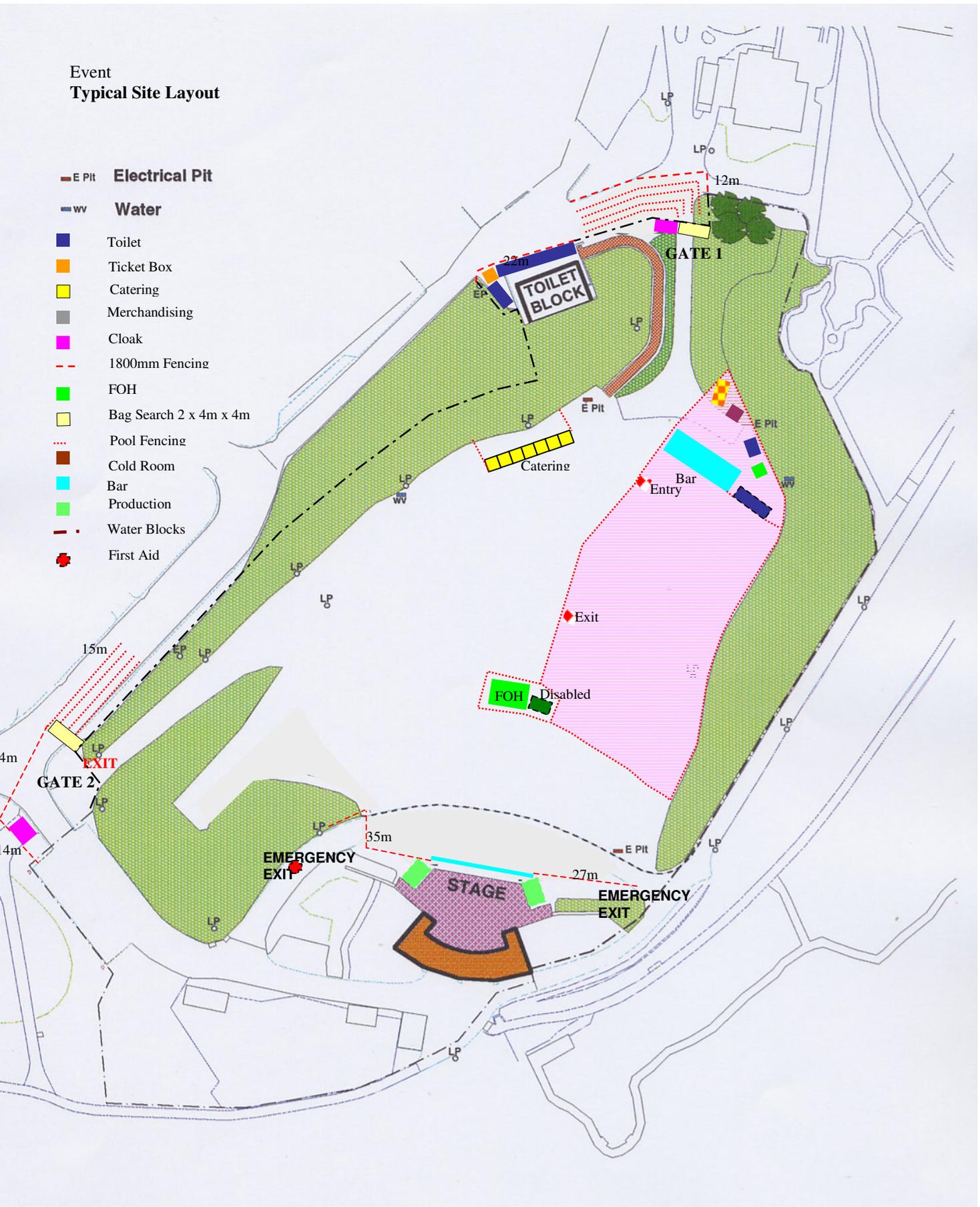
**Artist Entry**

The Artist entry point is the same as above.

# A) SITE PLAN

## Event Typical Site Layout

-  E Pit **Electrical Pit**
-  ww **Water**
-  Toilet
-  Ticket Box
-  Catering
-  Merchandising
-  Cloak
-  1800mm Fencing
-  FOH
-  Bag Search 2 x 4m x 4m
-  Pool Fencing
-  Cold Room
-  Bar
-  Production
-  Water Blocks
-  First Aid



## **B) STAGE PLANS**

**Yet to be supplied by the Production Manager**

**C) EMERGENCY PROCEDURES**

## **EMERGENCY PROCEDURES**

- 1. INTRODUCTION**
- 2. TYPES OF EMERGENCIES**
- 3. VENUE EVACUATION PLAN**
- 4. PROCEDURES**
- 5. ALARMS**
- 6. EMERGENCY CONTROL ORGANISATION OVERVIEW**
- 7. PROCEDURES – FIRE OR EMERGENCY SITUATION**
- 8. PREVENTIVE MEASURES**
- 9. FIRE FIGHTING EQUIPMENT**
- 10. BOMB THREATS**
- 11. RECORD KEEPING**

**APPENDIX “A” BOMB THREAT CHECK LIST**

**APPENDIX “B” C.P.R. (RESUSCITATION TECHNIQUES)**

## 1) INTRODUCTION

This Fire and Emergency Training Program has been designed for your guidance and to provide information related to the evacuation of all the occupants in the Venue.

During an emergency, many people may have to be evacuated from the venue and the following procedures have been designed to enable the safe and organised evacuation of the occupants.

The training program is a mandatory requirement and the active support of all occupants and visitors to these procedures are essential to its smooth operation.

The instructions are meant to provide a base for the emergency evacuation of the building but in no way are they to be taken as rigid. They are flexible and may be adapted to cope with all unanticipated situations.

## 2) TYPES OF EMERGENCIES

A full or partial evacuation may be instigated as a result of any of the following:

- a) Fire or explosion in the building.
- b) Gas leak.
- c) Air conditioning contamination.
- d) Fire in an adjacent building.
- e) Bomb threat or discovery of an explosive device.
- f) Structural fault or Service failure.

## 3) VENUE EVACUATION PLAN

### Designated Areas

Due to location of the event we recommend three scenarios for emergency management.

1. Patrons evacuate to assembly area #1, XXXXXXXX a flat open area located on the western side to the rear of the XXXXX proper at the roundabout on XXXXXXXX Rd., which serves as a perimeter boundary.
2. Patrons evacuate to assembly area #2, a flat open area located in the XXXXX.

Patrons are accounted for and held in the area(s) until emergency danger has passed. This would be appropriate in cases of fire, explosion or bomb threat.

Security staff will act as directors and gatekeepers to help administer patrons into the assembly areas.

Security will also take a count of people entering. They will communicate with patrons, keep them calm etc. Security will have access at all times to numbers of patrons on site to ensure a complete evacuation can be administered. Security will have lists of all caterers, numbers of artists, staff and patrons to be able to do an accurate head count. This information will be passed over immediately to Emergency Services Commander n Chief when a situation requiring evacuation arises.

Emergency Services Commander Posts will be designated and set up for the period of the event at either assembly areas 1,2 or 3. This command post will keep records of patrons at the event and communication systems and channels in the event. A base station security radio will be kept in the command post together with other emergency services communication equipment and information.

While the event is operating a warden will remain at each of the assembly points with communication equipment to be on standby in case of an emergency situation arises.

#### **4) PROCEDURES**

In the event of an emergency, such as an outbreak of fire, the smooth operation of Emergency Procedures can be achieved only if everyone (Wardens and Venue Hirers) are thoroughly familiar with what is expected of them. Otherwise panic could develop rapidly.

It is therefore necessary to institute a program of training and evacuation procedure.

Communications exercises will be held, in order to familiarise the users of this Venue with the facilities installed for combating or assisting with an emergency.

#### **5) ALARMS**

##### ***a) An alarm may be raised by:***

- i) Heat detectors operating.
- ii) Smoke detectors operating.
- iii) Manual 'break glass' alarms.
- iv) Verbal warning by someone in the theatre.
- v) Chief Warden/Deputy from Master Emergency Control Panel (M.E.C.P.).

##### ***b) When activated, these alarms may be heard:***

- i) Alarm bell outside building.
- ii) Alert signal from the M.E.C.P.
- iii) Evacuate signal from the M.E.C.P.
- iv) Absence of mechanical ventilation noise may indicate an alarm activation.

##### ***c) The Fire Brigade usually respond automatically to:***

- i) Heat detector activated.
- ii) Smoke detector activated.
- iii) Manual 'break glass' alarm activated.

##### ***d) Evacuation Tone Description.***

- i) *Alert Tone*:- This tone can be described as a “beep beep” sound which signals to all occupants that they are required to collect personal effects and await instructions from the Fire Warden.

*Evacuate Tone*: - The sound produced with this action can be likened to a “whooping” tone. Upon hearing this tone all occupants are requested to follow instructions and evacuate the building by the closest designated Fire Exit and to proceed to clear space away from the building.

## 6) EMERGENCY CONTROL ORGANISATIONS OVERVIEW

### a) INTRODUCTION

The need for this task-force is to facilitate the planned orderly evacuation of occupants in the Venue during an emergency.

The Emergency Control Organisation is set up from among staff of the Venue and Venue Hirers including the following persons:

### b) CHIEF FIRE WARDEN

**This position is to be held by the XXXXX Manager.**

The person in this position is required to respond immediately to an alarm in order to determine what emergency procedures for the theatre should be implemented.

The Chief Fire Warden duties are to assume control of all occupants through the emergency control organization, from the time that an alarm is given until the Fire Brigade or Emergency Authority arrive and assume responsibility.

### c) DEPUTY CHIEF FIRE WARDEN

**The person to hold this position is the Operations Manager or a representative from the Venue Hirers.**

This position is to be the understudy of the Chief Warden and assume all responsibilities whenever the Chief Warden is absent.

**Both the Chief Warden and the Deputy Chief Warden should not be simultaneously absent during a use of this Venue.**

This arrangement will be the responsibility of the Chief Warden.

### d) WARDENS

Wardens will be appointed and directed by the Chief Warden to control pre-determined areas or circumstances. However, Wardens do not have the authority to direct an evacuation of the area they are assigned if they consider there is any danger to personnel.

**Wardens responsibilities are to:**

- i) Familiarise themselves with the area they represent.
- ii) Make note of the Emergency Exits and alternate escape routes.
- iii) Locate all rooms, blind passages, toilets, locker rooms and obscure areas in which persons could be located.

## 7) PROCEDURES – FIRE OR EMERGENCY SITUATIONS

### a) CHIEF FIRE WARDEN

**On receiving an alarm, the Chief Fire Warden and the Deputy is to:**

- i) Proceed to the Master Emergency Control Panel (MECP) located in the entrance foyer and activate an alert signal if not already sounding in order to warn all occupants.
- ii) Cancel the alert signal and announce via the public address facility.

**“Attention Please. There is no cause for panic. Please remain calm. Further advice will be announced as soon as available”.**

- iii) Establish communications with the area where the emergency originated in order to assess the nature and extent of the emergency using the Warden Phone System.

**NB. If communication cannot be established with the area of origin, the evacuation signal is to be activated.**

- iv) Ensure the Fire Brigade or Emergency Authority has been notified having same verified.
- v) If source of the alarm has been controlled **AND** there is no danger to occupants, announce the following:

**“Attention Please. The alarm situation is under control. There is no need for concern. Please continue with your activities”.**

- vi) Remain at the M.E.C.P. until the Fire Brigade’s arrival and co-ordinate the evacuation if the situation warrants.

Should the Chief Warden be unable to continue manning the M.E.C.P. due to the nature of the emergency or the threat of injury, advise is to be given to the entire building before relinquishing that duty.

The Senior Officer from the attending Fire Brigade, or responding Authority may take over these duties on arrival at the theatre. However, the Chief Warden and Deputy should remain at the M.E.C.P. to render assistance if necessary.

### b) WARDENS OF DEPUTY WARDENS

**On becoming aware of a fire in their area, the Fire Warden is to:**

- i) Ensure a fire alarm has been raised and that the Fire Brigade has been notified. (If unsure Dial 000).
- ii) Account for all persons in the area.
- iii) Evacuate your area and notify the Chief Fire Warden of the situation, using the Warden Phone System.
- iv) Organise a fire fighting party, only if circumstances allow an attempt to put out the fire.
- v) If the fire cannot be contained, order the fire fighting party to withdraw and close doors to slow the progress of the fire.

**NOTE: It should be clearly understood that the primary duty of the Wardens is not to combat emergencies, but to ensure as far as practicable, the safety of the occupants and their orderly evacuation from the danger zone.**

**c) AN EMERGENCY FROM ANOTHER AREA:**

**On hearing the alert tone, or on becoming aware of the emergency the Area Fire Warden/Deputy is to:**

Await communication from the Chief Fire Warden via the Warden Phone System

If an evacuation is decided upon, assist in that operation and proceed to the assembly point where a total assessment can be facilitated.

**8) PREVENTIVE MEASURES**

**a) INTRODUCTION**

Prevention of fire is as important as the development of an efficient means of fighting it, and to this end the Wardens, and all other staff should be acutely aware of the need to avoid dangerous practices and the danger to life and property these can bring about.

**8.1 OBSERVATIONS**

**Occupants should take note and bring to the attention of the Management or the Chief Fire Warden:**

- 8.1.1 Accumulation of combustibles increasing fire danger.
- 8.1.2 Storage of flammable liquids.
- 8.1.3 Placement of furniture, decoration or equipment which obstruct clear passage to the fire stairs.
- 8.1.4 Fire doors or smoke doors should be kept shut except during use, and not wedged or similarly fixed in an open position.
- 8.1.5 Accidental discharge or extinguishers is reported immediately.
- 8.1.6 Other similar hazards.

**The keeping of flammable liquids in general areas is not permitted except under special circumstances, in which case only minimal quantities are to be held in approved containers.**

All staff need to be encouraged to observe the greatest care in use of matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate surroundings should be kept neat and tidy.

**8.2 FOOD PREPARATIONS AREAS**

**These temporary or permanent high-risk areas require:**

- 8.2.1 All areas to be kept clean/grease free.
- 8.2.2 Oils/spirits/fats to be stored in purpose made containers away from possible flame source.

## 9) FIRE FIGHTING EQUIPMENT

### 9.0.1 EXTINGUISHERS

Extinguishers are installed and it is important that all users of the Venue become familiar with the location and type of fire extinguishers.

### 9.0.2 TYPES OF EXTINGUISHERS AND FIRES

**There are three main classes of fires:**

**Class A:** Ordinary free burning materials such as paper, clothing, packing materials wood and textiles.

**This type of fire is best combated using the following extinguishers:**

Water (red or silver)  
Dry Chemical Powder (red with white band)  
Foam (blue)  
BCF (yellow)

**Class B:** Liquids such as petrol, spirits, paint lacquers, thinners, chemicals in liquid form.

**This type of fire is best combated using the following extinguishers:**

Dry Chemical Powder (red with whiteband)  
Foam (blue)  
BCF (yellow)  
Carbon-dioxide (red with black band)

**Class E:** Fire which originates at Electrical equipment.

**To combat these fires, extinguishers must be non-conductors of electricity as the following:**

BCF: (yellow)  
Dry Chemical Powder: (red with white band)  
Carbon-dioxide (red with black band)

**DO NOT USE WATER OR FOAM EXTINGUISHERS ON THIS TYPE OF FIRE**

## 9.1 FIGHTING FIRES WITH EXTINGUISHERS

- 9.1.1 Do not panic and remain calm.
- 9.1.2 Announce a fire warning to everybody in the area.
- 9.1.3 Request someone contact the Chief Fire Warden and the Fire Brigade and have it confirmed.
- 9.1.4 Always stay between the doorway and the fire.
- 9.1.5 Check extinguisher label for operation.

9.1.6 Have persons back you up with other extinguishers.

**BE CERTAIN YOU KNOW HOW AND WHICH FIRES TO USE THE EXTINGUISHER.**

## **9.2 HOSE REELS**

Hose reels are installed throughout the Venue, however, their use should be restricted to (A) class fires only and should NOT be used on fire in the proximity of an electrical supply source.

**THE POSITION OF FIRE FIGHTING EQUIPMENT IS DETAILED IN THE FLOOR PLAN AT THE REAR OF THIS MANUAL.**

## **10.1 BOMB THREATS**

All threats of this nature are to be taken seriously and it is important that a bomb threat check list is located next to each telephone in the Venue.

### **10.1 CHIEF WARDEN DUTIES**

**On receiving notice of a bomb threat the Chief Warden should:**

10.1.1 Notify Management and police by telephone and request instructions.

10.1.2 Notify Wardens using Warden Phone System.

10.1.3 Order shut down of services if necessary.

10.1.4 Cease all movements into the Theatre.

### **10.2 WARDEN DUTIES WITH BOMB THREATS**

The Warden should contact the Chief Warden and assist in a search if decided upon by the authorities, keeping in mind the following:

10.2.1 Avoid panic.

10.2.2 Confine all messages to the search party.

10.2.3 Appear as inconspicuous as possible.

10.2.4 Do not permit anybody to re-enter the subject area, accept Special Services Personal, Fire Brigade or Police.

### **RECIPIENTS OF TELEPHONE THREATS**

10.2.5 Recipients of telephoned threats should attempt to remain calm and obtain as much information as possible about the caller.

Generally speaking the callers do provide considerable information either knowingly or unknowingly.

It should be noted that these callers will attempt to verbally abuse you.

10.2.6 Attempt to discreetly notify others of your caller.

10.2.7 Ask as many of the questions contained in the bomb threat checklist located next to all private phones in the Venue.

10.2.8 Hold the caller in conversation for as long as possible to enable you to become familiar with this person.

10.2.9 DO NOT HANG UP THE PHONE ON COMPLETION OF THE CALL. The phone system installed has the ability to keep open the line and trace can be made on the place of origin.

## 11) RECORD KEEPING

To comply with the requirements of the Fire Safety Regulation 1976, a form has been developed for recording training and instruction of Emergency Procedures.

The Chief Fire Warden for inspection keeps the Master Record Book on the premises by the authorities if required.

## 12) POST EVACUATION

Confer with emergency authority re:

- When or if evacuees can return:
- Conference to declare stand down.
- Updating Police.
- Patrols of evacuation areas where possible.
- Maintain perimeter.
- Damage assessment.
- Identify additional welfare requirements, e.g. emergency/temporary accommodation.
- Identify transport needs for evacuees to return to affected area.
- Identify information centres re clothing, food, finance etc (vide Department of Community Services (D.O.C.S.)).
- Debrief personnel.
- Collate evacuation checklists.



**BOMB EXTORTION THREAT REPORT**

Place this card under your telephone

**BOMB THREAT CHECK LIST**

**QUESTIONS TO ASK**

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

**EXACT WORDING OF THEAT**

.....  
.....  
.....  
.....  
.....  
.....  
.....

**ACTION**

Report call immediately to: .....

Phone number.....

**CALLER'S VOICE**

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

**THREAT LANAGUAGE**

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

**BACKGROUND NOISES**

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

**OTHER**

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

**CALL TAKEN**

- Date...../...../..... Time .....
- Duration of call .....
- Number called .....

**RECIPIENT**

- Name (print) .....
- Telephone number .....
- Signature .....

**REMEMBER KEEP CALM  
DO NOT HANG UP**

**D) SECURITY SCHEDULE**

## **E) POLICE OPERATIONAL ORDERS**

This a controlled document and may be viewed with police consent.

## F) SAFETY PROCEDURES – VISITORS, CONTRACTORS and STAFF

### EVENT

#### SAFETY PROCEDURES FOR VISITORS, CONTRACTORS AND STAFF

City Venues has on-site safety policies and procedures, based on current Occupational Health and Safety (OH&S) codes and practices. These policies are for your protection, and to alert you of unnecessary risks. It is your responsibility to ensure that you understand and follow these safety procedures, specific company safety regulations, signs and legal requirements that may apply to your job.

As of Monday 28th April 2004 City Venues will implement the following safe work practices:

- 1. Do not commence any work until you have read and understood these safety procedures and know the safety requirements for your specific job.**
2. The speed limit on site is 10km/hour and you must strictly observe this limit.
3. You must be alert on fork-lift trucks, boom-lifts and any other moving vehicles.
4. You are only permitted to enter those areas you have been authorised to enter in order to perform your current task.
5. You must NOT touch any equipment unless you are authorised to work on or with that equipment and you have followed correct safety procedures.
6. Emergency evacuation procedures – on hearing or being aware of a fire, non-theatrical smoke, fire alarm bell or other emergency warning system, you MUST vacate the building to the nearest EXIT if safe to do so. Fire Wardens, and security personnel will direct you to an assembly area point where you will remain until the situation is back to normal or you are given further instructions.
7. You must report all injuries to the Safety Officer on site or the Site Manager.
8. You must protect yourself if there is any risk of personal harm, by wearing the correct Personal Protective Equipment such as safety helmets, footwear, eye protection, gloves, and respirator or hearing protection for your job.
9. You must report that your work area is safe at all times.
10. Practical jokes and horseplay are not permitted.
11. Access to Emergency Exits must not be obstructed in any way by materials or equipment, nor are fire doors to be wedged open. You must not interfere with any fire fighting equipment, safety systems or fire detection systems.
12. Full-body harnesses are required for all climbing personnel working over 1.8 metres above the ground.
13. Earth leakage circuit breaker protection is required for all power distribution systems.
14. All 'non-fixed' electrical must comply with the current Australian Standards 'tagging and testing' policies (AS3760) and be tagged with the appropriately dated or coloured tag for that particular appliance.
15. Hand tools, ladders, 'soft goods' and drapes must be all in safe and good condition, and tagged where necessary. You must not use any equipment or tools that are venue property without specific authorisation by an approved City Venues Risk Manager or Safety representative.
16. Persons will NOT be permitted to commence or continue work on site if under the influence of drugs or alcohol.

In making this event a safer working environment for all personnel it is the responsibility of the production company/contractors/event organiser to meet the above obligations. City Venues accepts no responsibility for the provision of equipment for these work practices.

Please confirm in writing your acknowledgement and agreement to comply with the above policies and safe working practices by signing the confirmation. Refusal to sign or comply with these guidelines is ground to refuse entry to the work site.

I, .....

Have read and understood the City Venue Safety Policies and Procedures.

I agree to comply with these policies and procedures for the duration of my stay on the (venue/event) sites.

Signature:

Signature:

Date:

Date:

VENUES REPRESENTATIVE

Please return this form to the Safety Officer at the registration desk.

G) RISK ASSESSMENT

**EVENT XXXXX - RISK ASSESSMENT**

IDENTIFY	ASSESS		ELIMINATION	SUBSTITUTION
HAZARD DESCRIPTION	LIKELIHOOD / CONSEQUENCES	LEVEL		
Muscular strain/sprain from carrying equipment	D2	L	Purchase hydraulic lifting device	Assign additional personnel to task to reduce load
Contact with micro - organisms in bodily fluid from cleaning of toilets	D3	M	Use machanical aid for cleaning and removal of waste	Ensure that all personnel are issued with the appropriate personal protection (ie Gloves, mops etc)
Exposure to sharps	D5	E	Use machanical aid when handling	Ensure that all personnel are issued with the appropriate personal protection (ie Gloves, tongs etc)
Exposure to electrocution from generated power	D4	H	Install permanent power supply	Ensure all temporary cabling in burried or aeriaded out of reach of patrons
Fire in Cooking areas	C3	H	Do not allow cooking using gas	Install fire extinguishers in all cooking facilities and instruct staff on the use of fire extinguishers
Evac notification PA equipment failure	E3	M	Not Possible to eliminate fully	Provide generated powered sound system at stage for addressing patrons and brief security personnel on evac procededures
Exposure to noise above safe limits from PA system during events	E3	M	Do not provide amplified sound	Restrict public and staff access immediately in front of PA stack. Monitor for excessive levels and ensure Sound Engineer governs sound to meet EPA requirements
Patron behaviour with alcohol, drug, fatigue and environment	D3	M	Do not hold a event	Security to monitor patrons behaviour and confiscate prohibited items as the event is drug free, provide water to patrons directly in front of the crowd control barrier and free water outlets for all patrons
Slipping on wet grass, floors, matts, leads	D3	M	Total elimination is unlikely due to the fact this is an outdoor event	Bury leads, provide cable trays ensure all wet floors are mopped dry and monitor grassed areas
Tripping - cable trays, cables, structures, ropes and open concrete drains and particularly of dusk	B2	H	Reduce the event area to only include the oval	Provide additional pedestrian lighting, delineate drain with witches hats and install coloured covers to tent pegs
Sunstroke and dehydration due to extended outdoor work	D2	L	Carry out all construction work after dark	Provide Sunscreen, regular breaks and water
Potential injury to patrons and staff of temporary structures, toilets, bins etc. falling or collapsing due to strong winds, incorrect assembly or use	C3	H	Do not install any temporary structures.	Ensure that all tempory structures are installed by competent personnel and that any existing structures are fenced off, to minimise the risk, or engineering certification is provided
Potential injury to patrons and staff from event demonstrations or carnival rides	C3	H	Do not provide demonstrations or rides	Provide safety fencing around the perimeter of the activity.
Potential trip and fall due to inadequate light to public areas after dusk	C3	H	Do not hold events after dusk	Provide additional pedestrian lighting and barricade off areas that are unsafe.
Injury to patrons on embankments adjacent to event area	D2	L	Do not hold a event	Brief security and all staff to monitor the areas and ask patrons to leave the risk area or fence all banked areas