



# Emergency Management Plan

<b>Campbelltown Sports Stadium Emergency Management Plan</b>	Doc I.D.	CACOST1109.man	Section	1.0 Emergency Plan
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	Prep By	LM	Authority	Chair-E.P.C

# Document Issue & Control

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

Hard copies of the Emergency Management Plan have been issued as follows:

Manual Copy	Located At	Responsibility of
1 of 4	Civic Centre – Stadium Management Area	Stadia Coordinator
2 of 4	Event Control Room (event day only)	Stadia Coordinator
3 of 4	Office 1	Stadia Coordinator
4 of 4	Riskworks Pty Ltd	Principal Consultant

These Emergency Management Plans are controlled documents and are subject to audit. They **MUST NOT BE REMOVED** from the above locations. The reader's attention is drawn to the copyright provisions.

## Document Design

This Emergency Management Plan is divided into 5 Sections:

### Section 1. Forward

This section provides an overview of the elements of the emergency plan, incidents addressed in the procedures, site emergency-related resources, emergency response and evacuation processes and post-incident considerations.

### Section 2. Organisation

This section details the configuration, roles and responsibilities of the Emergency Planning Committee and the Emergency Control Organisation.

### Section 3. Equipment

This Equipment section details information specific to relevant building such as fire detection tems

### Section 4. Procedures

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

### Section 5. Appendices

This section is reserved for useful (variable) reference information (e.g. emergency control organisation personnel, emergency contact numbers, location map etc.)

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# Section 1 – Foreword

## Purpose and scope

The purpose of this Emergency Plan is to outline the procedures for planning and responding to emergencies at Campbelltown Sports Stadium.

The scope of this Emergency Plan includes all emergencies involving Campbelltown Sports Stadium, and takes into account the responsibilities for the emergency control organisation, occupants and the actions required during emergencies, arrangements for evacuating, emergency preparedness and response information.

The Emergency Management Plan applies to the property boundary, which encompasses Campbelltown Sports Stadium and its immediate vicinity.

Site **Campbelltown Sports Stadium**  
Address **Cnr Rose Payten Drive and Pembroke Road, Leumeah**

The Emergency Management Plan provides guidance to Campbelltown Sports Stadium's management, staff and contractors to effectively implement and manage a prompt and coordinated organisational response to an actual or potential emergency situation or critical incident which could threaten the safety of persons or property on site, or significantly disrupt site operations.

The Emergency Management Plan provides for Campbelltown Sports Stadium to assume the primary response role for incidents or emergencies occurring on site which are within the capabilities of internal resources to control, which have no external impact and which do not necessitate the deployment of resources from external authorities or agencies.

The Emergency Management Plan provides for Campbelltown Sports Stadium to act in a support role in circumstances where external intervention is necessary.

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

It should be noted that this plan provides only immediate general information and advice to persons dealing with emergency situations. It has been written principally for trained members from the Emergency Control Organisation, but it also contains advice that any person, being first on the scene of an incident should be able to follow.

This Campbelltown Sports Stadium Emergency Management Plan is not a substitute for structured emergency response training, experience and sound judgment, but, if used properly, it will assist in the emergency response and will help prevent an accident from becoming a catastrophe.

### Objectives

The objectives of the Emergency Management Plan are as follows:

- Ensure the safety of patrons, hirers and staff in the event of an emergency;
- Prevent, Prepare, Respond and Recover from an emergency incident;
- Provide on-going education to Campbelltown City Council contractors and staff;
- Clearly outline the responsibilities and duties for Campbelltown Sports Stadium and staff.

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- Appropriately manage all personnel and resources in the event of an emergency.

## Definitions & Abbreviations

For the purpose of these procedures, definitions contained in the Building Code of Australia (BCA) and in the relevant Occupational Health & Safety Legislation and Australian Standards (AS3745-2010) shall apply.

**Shall** indicates that a statement is mandatory

**May** indicates that a statement is an option

**Should** indicates a recommendation

**Emergency** any incident which could;

- Jeopardise the safety of or traumatise persons on or near the site,
- Result in significant damage to property or equipment in-site, or
- Significantly disrupt normal site operations
- Affect the reputation of the site

**Persons with Disabilities** describes persons having physical, intellectual, visual or auditory disabilities or impairments which could be either permanent or temporary.

**Evacuation Assembly Area** A safe location which evacuees proceed to in the event of an evacuation.

**Emergency Planning Committee** A group of representatives responsible for overseeing an appropriate level of emergency preparedness on-site as per AS3745-2010.

**Emergency Control Organisation** The collective name given to those who perform warden and other emergency-related roles.

**Master Emergency Control Point** The site command post from which internal resources would be coordinated during emergency response and recovery.

**Partial Evacuation** All members of the public, staff and contractors are required to evacuate from specific areas affected or deemed to be affected.

**Full Evacuation** All members of the public, staff and contractors are required to evacuate from Campbelltown Sports Stadium.

**Shelter in Place** Keep members of the public, staff and contractor in a safe location.

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# Authorised Statement

The Campbelltown Sports Stadium Emergency Planning Authorised Statement is the policy framework for this Emergency Management Plan. The Authorised Statement should be read in conjunction with this document.

The following is summarised in the Authorised Statement:

- Emergency Control Organisation (ECO)
- Emergency Planning Committee (Emergency Planning Committee)
- Documentation
- Emergency Management Procedures
- Training
- Training Exercises
- Records
- Documentation
- Pre-event Risk Assessment

The above information is detailed within this document in the relevant sections.

## Documentation

All documentation will be maintained and available for reference by applicable persons:

The Authorised Statement, documents that the Emergency Management Plan for Campbelltown Sports Stadium will be documented and reviewed every two (2) years. The document should also be reviewed prior to any new major event, after any new redevelopment of the facility or after the response to an emergency. The review checks for accuracy and validity.

Emergency evacuation plans will be displayed in key areas and checklist cards for members of Emergency Control Organisation (event day worn on a lanyard; A4 laminated cards for non-event mode) will be provided.

Contracted security staff and customer service staff will be provided with a Staff Reference Card which provides summary information required in the event of an emergency.

## Training

The Authorised Statement states the overall policy for training. The Emergency Management Plan details the training requirements.

An induction will be conducted for all staff and contractors working on site. This induction includes emergency procedures.

## Training Requirements

The following emergency management training is required at Campbelltown Sports Stadium.

Category	Frequency	Participants	Topics
	Annually	• Chief Warden	• Fire detection and warning systems

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<b>Emergency Control Organisation (Emergency Control Organisation) Training</b>		<ul style="list-style-type: none"> <li>• Deputy Chief Warden</li> <li>• Communications Officer</li> <li>• Emergency Response Team</li> <li>• Area Wardens</li> <li>• Wardens</li> </ul>	<ul style="list-style-type: none"> <li>• overview</li> <li>• Emergency Control Organisation roles and responsibilities</li> <li>• Initial actions on discovering an emergency</li> <li>• Reporting an emergency</li> <li>• Evacuation procedures</li> <li>• Crowd management principles</li> <li>• Dealing with Persons with disabilities</li> <li>• Incident Response Procedures Bomb Threat, medical, fire, shelter in place.</li> </ul>
<b>Workplace Fires</b>		<ul style="list-style-type: none"> <li>• Staff</li> <li>• Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Fire safety – Prevention; Discovery; Operation of First Attack Equipment; Fire Survival and EWIS system.</li> </ul>
<b>Emergency Management Training</b>	Annual	<ul style="list-style-type: none"> <li>• Chief Warden</li> <li>• Deputy Chief Warden</li> <li>• Emergency Response Team</li> <li>• Communications Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Site Emergency Management Plan</li> <li>• Operation of fire detection and warning systems</li> <li>• Bomb Threat Management</li> <li>• Incident Management</li> </ul>
<b>Induction</b>	As required	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Contractors</li> <li>• Hirers</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate extract of Emergency Plan</li> </ul>
<b>Inter-Agency Emergency Management Training</b>	Annually	<ul style="list-style-type: none"> <li>• Chief / Deputy Warden</li> <li>• Emergency Response Team</li> <li>• Communications Officer</li> <li>• Emergency Services Authority</li> <li>• NSW Police</li> <li>• NSW Fire Brigade</li> <li>• Others (Consultants, Caterer, Event Organisers, etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Control Organisation roles and responsibilities</li> <li>• Response procedures</li> <li>• Command and Control</li> <li>• Desktop Scenarios</li> </ul>

The scheduling and recording of training is the responsibility of the Stadia Coordinator and be kept on Council's corporate record management system Dataworks.

## Exercises

Emergency exercises shall be scheduled at a frequency that ensures that staff participate in at least one exercise in any 12-month period. This will mean conducting an exercise every 6 months.

It is the responsibility of the Emergency Planning Committee to ensure the following exercises are conducted:

### Exercise type and frequency

Type	Responsibility	Frequency
Major event-day spot check of staff level of readiness	Chief Warden	Every event
Major event-day preparation for an emergency	Chief Warden	Every event
Evacuation exercises as part of staff training	Council*	Bi-Annually
Response exercises for Emergency Management Team;	Council *	Annually
Desktop exercise for key stakeholders prior to the start of the regular season (January/February). If required, a desktop exercise may be conducted prior to any 'high risk' or unusual	Council *	Annually

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event;		
Director City Lifestyles management desktop to revise the synergies between emergency management, crisis management and business continuity.		

\* Council may or may not use the services of a consultant to undertake this training.

## Evaluation

A de-brief, involving key personnel, may be conducted after each major exercise. For those conducted internally (by Chief Warden) reviews can occur at the Emergency Planning Committee meetings.

## Pre-Event Risk Assessment

Prior to any new event; management shall evaluate the event utilising a risk assessment, Dataworks number xxx.

It should also be assessed in relation to the Emergency Management Plan to ensure that the procedures are not compromised. This evaluation shall take into account safety issues and regulatory compliance.

A Pre-Event Fire Safety Inspection in accordance with prescribed management procedures shall always be conducted prior to any major event and a decision made as to isolation requirements.

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# Records

Records of training and exercises must be kept for 7 years. Records will be kept in Council's document management system Dataworks and by the consultant where training was conducted by a consultant.

# Pre-event Preparations

**Emergency System, Emergency Exits and Lighting** – Audits of the emergency system, emergency exits, signage and lighting is conducted by a contracted fire safety consultant and facilities maintenance contractor in accordance with the appropriate legislation. In addition, the Stadia Coordinator or an alternate Council representative is responsible for ensuring the following is checked prior to an event:

- The EWIS is operable;
- All exit doors and stairways are unobstructed;
- All fire doors are unobstructed;
- The Radio systems are charged, including spare batteries;
- All evacuation routes are unobstructed;
- Evacuation gates are unobstructed;
- Assembly areas remain appropriate (no major changes e.g. temporary structures).

This forms part of the opening procedures for Campbelltown Sports Stadium on event days.

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# Site Profile

## Overview

Campbelltown Sports Stadium consists of Campbelltown Football Stadium and Campbelltown Athletics Centre.

The football stadium comprises two grandstands, player, media, corporate facilities and grassed spectator berms. The capacity of the main venue is approximately 17,500 (13,058 seated).

The Athletics Centre includes a synthetic athletic track, a grandstand (850 seats) and operational rooms and offices. Grassed berms surround the track. The crowd capacity is approximately 8,000.

Below is a description of the various areas that make up the site.

Area		Facilities
1	Western Grandstand Ground Level	Players official areas Change rooms Office areas Drug testing room Photographers room Storage Toilet facilities Media conference room Entertainment change rooms Lift Toilet facilities Players tunnel Cleaners Store
2	Western Grandstand Concourse Level	Toilet facilities Function room / multi purpose room Public toilets Public bar/Kiosk (kiosk 4) Concourse spectator seating areas
3	Western Grandstand 3 <sup>rd</sup> Floor	2 x 32 seater corporate lounges Production area and ground announcer Radio commentary Boxes (2) Print media box TV commentary box (2) Toilet facilities (2) Camera platform Hall way Kitchenette Coaches boxes x 2 Video referee Room Access stairs Walkways
4	Western Surrounding Precinct	Ticket box Turnstiles x 2 Security Office / Store room Mobile vending vans Outside Broadcast (OB) vans
5	Field of play	Grassed field of play

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6	Eastern Grandstand	Concourse spectator seating 2 x toilet amenity facilities First aid room Accessible toilet Communications cupboard Public bar / Kiosks (Kiosk 1 & 2) 2 x external cool rooms
7	Eastern Grandstand Corporate facilities	19 x 20 person corporate boxes with outdoor seating 1 x 40 person corporate box with outdoor seating Food preparation areas Lift Foyer 4 x toilet facilities Hallway Stairwell Fire stairs Storage
8	Southern Spectator Hill	Spectator seating Grassed hill 'Vinnies bar' South East amenities, bar/Kiosk (kiosk 3)
9	Northern Spectator Hill	Spectator seating Grassed hill Northern amenities Athletics precinct Big screen structure
10	Pembroke Road surrounding precinct	Ticket boxes Turnstiles Eastern grandstand surrounds VIP car parking
Athletics Centre		
11	Athletics Grandstand	Toilet facilities Storage room Coaches room First Aid room Operations room ground level Operations room upstairs Ground Announcers booth Grandstand seating Kiosk (kiosk 5) Athletics Northern Amenities
12	Track and field facilities and surrounds	Synthetic athletics track Field facilities Grassed spectator hill
13	Grounds Keepers Shed	Storage Shed / Office

Due to the nature of the venue and its multi use nature, the venue has three distinct modes of operation.

These modes affect the emergency plan and so have been identified in the table below as Major Event Mode, Event Mode and Club Mode.

The Emergency Control Organisational structure will be flexible and appropriate to the degree of usage/occupancy (i.e. mode of operation) of the venue at any given time.

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For planning purposes, three (3) modes of operation are assumed:

<b>Mode</b>	<b>Definition</b>	<b>Designation</b>	<b>Council staff</b>
Major Event Day Mode	Any event staged on the field of play where the seating is used and for which ushers and/or security staff are engaged E.g. NRL.	Emergency Control Organisation position assigned during rostering process and staff briefed and allocated positions using lanyards	Chief Warden (Council) and contracted staff
Event day Mode	An event staged on the field of play or athletics centre where the seating is used and where there are NO ushers or security but it is staffed by volunteers. Events may or may not include security e.g. West Magpies, Junior Finals.	Most senior person on site will take on the role of Chief Warden and will designate roles and responsibilities according to available responsible people (teachers, parents, volunteers, match officials) for the areas that need evacuating and notifying 000 and Council.	Chief Warden (Council)
Club Mode	When the athletics track or football field is in use by clubs or schools and the venue is in the care of the hirer as no council rep is on site e.g, Little Athletics, Training.	The most senior person on site should be informed that they become the Chief Warden and that they should contact 000 , evacuate and await the arrival of Emergency Services. Contact Council's Stadia Coordinator as soon as practical	If there are no Council staff in attendance then Council staff are to be notified immediately

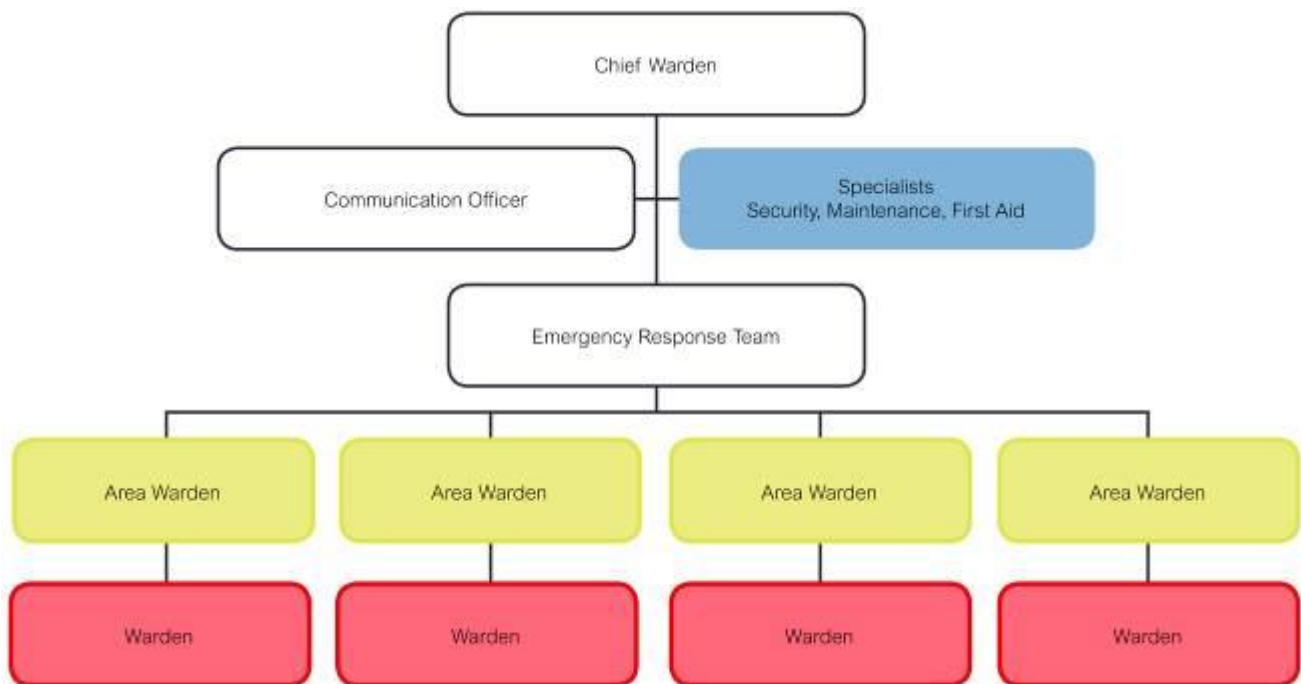
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# Emergency Control Organisation

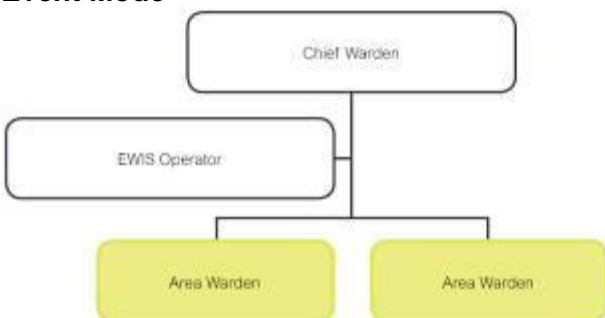
The Emergency Control Organisation will be responsible for initiating an appropriate response to emergency situations.

Attachment 2 outlines the staffing responsibilities for the Emergency Control Organisation during major event mode, event mode and club mode days. More details of modes of operating can be found in Section 3.

## Major Event Mode



## Event Mode



## Club Mode

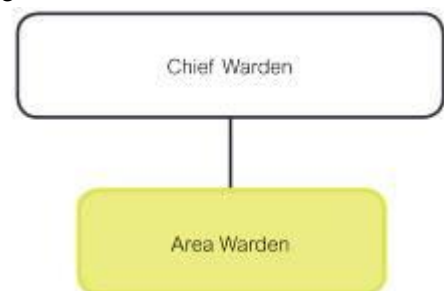


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## Emergency Control Organisation command structure

A description of the responsibilities of each of the members in the Emergency Control Organisation, as shown in Table 4, is as follows:

### Chief Warden

In the event of an emergency, the Chief Warden is responsible for coordinating the internal on-site response. The Chief Warden's principal functions include:

- Assessing the situation, preferably through delegation or attendance at the scene of the reported emergency;
- Ensuring that persons are moved away from any hazardous/dangerous situation;
- Determining, implementing and overseeing an appropriate organisational response to the reported emergency/incident;
- Ensuring the safety of persons on site;
- Ensuring that appropriate emergency services and other relevant agencies/organisations have been notified;
- Authority to terminate events/functions in the interests of public safety;
- Authority to initiate an evacuation (full or partial) or a shelter-in-place strategy for the site;
- Where applicable, ensuring that affected areas have been evacuated, checked and cordoned-off;
- Where applicable, ensuring a shelter-in-place procedure has been implemented;
- Briefing and assisting emergency service/s personnel;
- Mitigating the impact of the emergency on site operations and services;
- Coordinating post-incident recovery strategies;
- Ensuring that evidence material to any post-incident investigation is not interfered with; and
- Keeping appropriate senior management informed on developments.
- When operating in club mode contact Emergency Services and Council's Stadia Coordinator.

### Deputy Chief Warden

The Deputy Chief Warden principal functions include:

Take on Chief Warden responsibilities if Chief Warden is unable to perform.

### Communications Officer

NB: In major event mode there may need to be an EWIS operator as well as a Communications Officer.

In the event of an emergency, the Communications Officer's principal functions include:

- Ascertaining pertinent information relating to the emergency and notifying appropriate personnel and/or contractors;
- Operating communications systems (EWIS) where appropriate
- Relaying all relevant information;
- Maintaining a chronological record of organisational response and key events during the incident or emergency; and
- Assisting the Chief Warden as required.

### EWIS Operator

### Emergency Response Team (may include – maintenance staff, Security)

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In the event of an emergency, the Emergency Response Team is responsible for assisting the Chief Warden for the internal on-site response. The Emergency Response Team principal functions include:

- Respond to incident and investigate on scene;
- Initiate on scene response,
- Provide advice to Chief Warden for appropriate response;

**Area Wardens (Security / Contractors / Event Staff)**

In the event of an emergency, the Area Wardens principal functions include:

- Assisting and directing persons away from hazardous/dangerous areas to safe locations;
- Co-ordinate response to either evacuate or shelter-in-place patrons;
- Positively control the movement of persons away from building towards assembly areas or to assist with a Shelter-in-Place strategy;
- Check their designated areas to ensure that all persons have evacuated/or are secured and then report to Communications Officer/Chief Warden;
- Ensure that persons do not gather outside exits
- Prevent unauthorised persons from entering evacuated areas of their area.

**Wardens (Security / Catering/ Customer Service Staff/ Volunteers – [Event mode only])**

In the event of an emergency, staff should:

- Offer assistance to the Area Warden;
- Follow instructions from the Area Warden;
- Tasks that may be delegated include
- Assisting with evacuation;
- Checking that areas are clear (provided safe to do so);
- Standing by at exit gates;
- Assisting People With Disabilities
- Providing a calm influence; and
- Providing Assembly Area assistance
- Report any concerns including materials, acts or defects that may cause a safety hazard.

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# Section 2 – Organisation

## Emergency Planning Committee

### Responsibilities

The Emergency Planning Committee is responsible for overseeing, on an ongoing basis:

- The effectiveness and accuracy of the Emergency Management Plan, procedures and relevant emergency documentation.
- The appointment of the Emergency Control Organisation personnel.
- Staff training in emergency preparedness.
- Co-ordination of evacuation exercises.
- Post-emergency / exercise review.

### Composition

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

The EPC is made up of sufficient membership to be able to represent facilities and have adequate resources to enable development and implementation of emergency plans for all facilities. At least two members of the EPC will be a competent person with acquired training, education and skills necessary to perform the duties and responsibilities of the EPC.

The EPC membership will be comprised of senior management, facility tenant/s, chief warden and facility maintenance specialist/s.

EPC membership is made up of the following:

- General Manager when in emergency management role
- Director City Governance
- Director City Delivery
- Director City Lifestyles Manager Sport, Recreation & Leisure Facilities
- Director City Lifestyles Manager Operations
- Director City Lifestyles Manager Infrastructure
- Manager Assets
- Risk Management Coordinator
- WHS Systems Specialist
- Manager City Safety and Facilities
- Chief Warden – Civic Centre

The committee may deem it appropriate to include additional delegates made up of hirers and stadium contractors.

### Meetings and Agenda

The Committee will meet not less than once every twelve months, on a day and time to be nominated by the Chair. The Emergency Planning Committee may also convene prior to any event of a high-risk nature and after any of the procedures were implemented.

A secretary will be appointed by the Chair at such other times as deemed necessary. The meeting agenda will include:

- Reports from Committee representatives concerning:
- Staff training in emergency preparedness,

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- Details, evaluation and issues arising from organisational response to the site emergencies and exercises,
- Most recent inspection of site emergency system and equipment,
- Proposed amendments to the Emergency Management Plan or Procedures,
- A review of the Emergency Management Plan and Procedures to ensure that all information contained within remains pertinent and accurate,
- On completion of the review, the Chair will update the applicable record of amendments page in the Emergency Management Plan (and copies) and sign it,
- Issues impacting on Emergency Preparedness, and
- General Business.

## Master Emergency Control Point (MECP)

The Master Emergency Control Point (MECP) is the location where an emergency is managed from. The MECP is located in the Event Operations Centre and the Chief Warden is situated in this location.

### For Major Events

The Master Emergency Control Point (MECP) will be the Event Operations Centre. The Event Operations Centre is located in the upstairs operations room of the Athletics Centre.

Prior to an event, the following equipment should be located in the Event Operations Centre:

- White board and markers;
- Campbelltown Sports Stadium Emergency drawings;
- Campbelltown Sports Stadium location maps;
- A copy of the current Emergency Management Plan;
- An External Phone line;
- CCTV cameras (if installed / present);
- Daily emergency contact list;
- Pens and paper for radio logging (if loss of power to laptop); and
- Radios.

In the case that the Event Operations Centre is required to evacuate, the Chief Warden and basic equipment will be relocated to the Main EWIS panel located in the foyer of the Eastern grandstand or as close as practicable.

## Liaison with Adjacent Sites

It will be appreciated that any emergency occurring at Campbelltown Sports Stadium could readily; either directly or indirectly affect the other businesses in the immediate vicinity.

The Emergency Planning Committee will establish a liaison and procedures to be followed to keep each other informed as to the nature of the emergency, its progress and how or it could extend to involve their building or personnel.

Neighbouring buildings (and or organisations) include:

- Wests Campbelltown incorporating Wests tennis facility

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- Leumeah Railway Station

A listing of key contact details is at Attachment 1.

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# Media Statements

During or following a major incident, all media inquiries should be referred to Council's Manager Communications and Marketing.

The General Manager or Mayor are the only people authorised to speak to the media on behalf of Council and the venue. The Manager Communications and Marketing is responsible for coordinating the media response.

The CEO/ Event Promoter or equivalent of the hirer will represent the hirers' perspective.

The Manager Communications and Marketing will determine (where practicable in consultation with senior management where appropriate) a communication strategy suitable to the circumstances.

Should any member of staff be approached by media representatives for a comment they are only authorised to make the following statement:

**"I am sorry, but I am not authorised to make any statement in relation to this matter. Senior management have been advised of the situation and .....may be contacted through (applicable spokesperson).....OR a spokesperson will be available to talk to you shortly....."**

As Campbelltown Sports Stadium is operated by Campbelltown City Council, any incidents must be reported to Council's Stadia Coordinator, who will instigate Council's communication protocols.

# Crisis Management Plan

Some emergencies or incidents may escalate and require an Director City Lifestyles response. The Crisis Management Team is a group of senior management who can meet and respond with the actions required. It may be made up by the General Manager, Director Community Services, Executive Manager Sport, Recreation & Leisure Facilities and other representatives of Council as deemed necessary. Each of these people will make decisions relating to their area of responsibility and will also communicate with the associated key stakeholders.

# Statutory Investigations

Statutory investigation of some emergencies may be required by the Coroner, Police, Emergency services, Work Cover Authority or other authorities. Full co-operation should be given in these circumstances. During emergency operations, the area should only be disturbed as necessary to control the incident or to provide emergency medical assistance, until investigations are completed. Actions taken during the emergency, and any noteworthy features of the incident should be communicated to the investigator. The Communications Officer's log should be provided to demonstrate the organisations response to an emergency.

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# Handing-over of Emergency Control Operations

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

- Any persons missing, killed or injured
- The type of emergency
- Emergency control actions already taken
- Any unusual hazards
- Any other information that could assist the safe and effective control of the emergency.

## Terminating the Emergency

After the emergency services organisation have relinquished control of the site, the Chief Warden in consultation with the hirer and the Stadia Coordinator shall decide when to resume normal duties before members of the public are allowed to enter the site. If required this decision may also be escalated to the Executive Manager Sport, Recreation & Leisure Facilities.

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

## Post Emergency Report

After any emergency, a report shall be prepared by the Chief Warden within 24 hours and submitted to the Executive Manager Sport, Recreation & Leisure Facilities for distribution to appropriate stakeholders' e.g Emergency Services and Council's Business Assurance section. The report should detail information such as:

- Time and location of the incident;
- Type of incident;
- Indication of events leading up to the incident occurring;
- Response actions once event occurred;
- Indication of command and control aspects including:
  - Who was in command;
  - What resources were used to assist; and
  - Who and what information was passed through the chain of command;
- Consequences of any actions;
- What occurred once the incident had been controlled;
- What other information is pertinent;
- What were the strengths and weaknesses; and
- What were the lessons learnt from this incident

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# Section 3 – Key Elements of the Emergency Plan

## Modes of Operation

The Emergency Control Organisational structure will be flexible and appropriate to the degree of usage/occupancy (i.e. mode of operation) of the venue at any given time.

For planning purposes, three (3) modes of operation are assumed:

Mode	Definition	Designation	Council staff
Major Event Mode	Any event staged on the field of play where the seating is used and for which ushers and/or security staff are rostered on.	Emergency Control Organisation positions assigned during rostering process and staff briefed and allocated positions using lanyards	Chief Warden and contracted staff
Event Mode	An event staged on the field of play or athletic centre where the seating is used and where there may be NO ushers or security and is staffed by volunteers	Council's representative will be chief warden and will designate roles and responsibilities according to available responsible people (teachers, parents, volunteers, match officials etc) for the areas that need evacuating.	Chief Warden-Council
Club Mode This includes when the Athletics Club is using the facility and Football Training is on (where a council representative may not be on site)	When the athletics track and Football Stadium is in use and the venue is in the care of the hirer.	The most senior person on site should become the Chief Warden. They should contact 000, evacuate and await the arrival of Emergency Services. At the first opportunity they should contact Council's Stadia Coordinator.	No council staff in attendance.

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# Initiating a Response

## Authority to Initiate a Response

Any personnel may report an emergency or potential emergency by contacting the site emergency number on 4627 5047. The Chief Warden will then determine the seriousness of the incident and contact the emergency services where appropriate. If the situation necessitates immediate contact with the emergency services (via 000), the Chief Warden must be informed as soon as practicable.

Some emergencies may be able to be controlled internally by the Area Warden and Wardens. Those staff fulfilling Area Warden roles may initiate an evacuation of their designated areas if it is required.

Role	Authority
All staff	May move persons away from the immediate vicinity of perceived danger
Area Wardens	Authorised to evacuate their designated Area
Chief Warden	Authorised to institute general evacuation/shelter in place of site and to stop the event if required

## Emergency Authorisation Levels

## Communicating an Emergency

One or more of the following methods may be used to communicate an emergency:

Mode of Communication	Circumstance
Face to face	By Area Wardens and Wardens
Internal Radios	Major Event mode between Emergency Control Organisation members, hirers and contracted personnel
External Phone System	For contacting external agencies and assistance
Mobile Phones	Internal and external
EWIS siren and PA	To inform patrons (major event mode) and staff and contractors
Video Replay Screen display and operator (major event only)	To inform patrons both prior to an event and if an emergency occurs attachment 7
Ground PA system	To inform patrons and staff and contractors in all other areas
WIP system	From Area Wardens to Communications Officer and vice versa

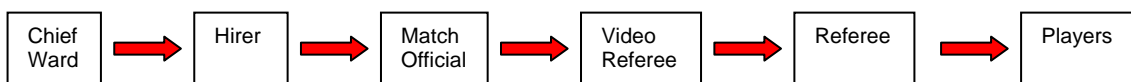
## Communication Methods

At the start of every major event, a message will be displayed on the Video Replay Screen that outlines the procedures in the unlikely event of an emergency. A copy of this is at attachment 7.

In the event of a declared emergency, the event will be stopped. In the case of an NRL match all players and officials will gather on the Field of Play and wait for further instructions from the NRL

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ground official. Area Wardens will then issue instructions based on the emergency and instructions from the Chief Warden.



**Process To Terminate Game**

The Chief Warden may issue instructions for evacuation to an appropriate assembly area or specify certain areas that are to be avoided. Clear communication is essential at this stage and unnecessary radio traffic is to be avoided.

Depending on the emergency (partial or full), the Ground Announcer will read a message requesting specific areas or all of the patrons to calmly and safely leave the venue by the nearest exit. This message will also be shown on the Video Replay Board (VRB) if possible. The full messages to be read by the PA announcer and the VRB for a partial and full evacuation are at attachment 8.

# Evacuating

**Egress Paths**

In the event of an evacuation, there are three gates that are to be used to evacuate the premises:

- Leumeah Road – main exit gates;
- Pembroke Road gates – double gates;
- Special Event and Athletics Centre car park gate – double gates

A map of Campbelltown Sports Stadium showing these areas is in **attachment 5**

**Evacuation Assembly Areas**

Should an evacuation of Campbelltown Sports Stadium be required, persons should be directed to their nearest safe exit and to the nearest safe assembly area to designated Evacuation Assembly Area:

If the Football Stadium is affected the initial assembly area will be the grassed infield of the Athletics Centre



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If the vicinity of the athletics track is affected then the assembly area will be the Football Stadium field of play.

Family meeting points:

During an evacuation of the Athletics Centre - Football infield – under the football posts

During an evacuation of the Football Stadium - Athletics Centre – finish line of the 100m track

These areas are highlighted on the site map in Attachment 5.

### **Transport Strategy**

In a major situation a Transport Strategy may be required with assistance from the police

### **Action at Assembly Areas**

Where possible, casualties, people with disabilities, children and elderly are to be attended to and reassured. It is vital to remain calm and prepare for the arrival of emergency personnel by ascertaining the seriousness of injuries and being prepared to direct emergency personnel to the highest priority casualties.

**Major Events** – External first aid providers take portable first aid kits to assembly areas

**Other times** – Staff who are first aid trained, designated hirer, first aid officers and medical practitioners should collect portable first aid kits and take to assembly areas.

Where possible, wardens are to control the situation and reassure all personnel in the Assembly Areas.

### **Entry Points for Emergency Vehicles**

In the event of a controlled emergency, the Chief Warden will communicate the appropriate gate for emergency vehicles to enter, depending on the type, size and location of the incident. A member of the Emergency Control Organisation will be located at the appropriate gate to direct the vehicle to the incident location.

The following identifies the gate and road details that emergency services may enter Campbelltown Sports Stadium:

Football Stadium: Entry from Old Leumeah Road, Leumeah

Athletics Centre: Pembroke Road, Leumeah

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# Section 3 – Equipment

## Introduction

Equipment has been installed throughout the facility for use during an emergency. It shall be maintained, to the relevant Australian Standards and accessible for immediate use, and their locations appropriately sign-posted.

## Fire Detection and Suppression Systems

Campbelltown Sports Stadium, has a suite of fire detection systems.

### Fire Indicator Panel (FIP) and detectors

There are smoke detectors throughout the stands linked back to a Fire Indicator Panel (FIP) in each grandstand, located on the ground floor near the entry point.



The main FIP is located in the Eastern Stand (left)

A Sub Fire Indicator Panel, located in the Media Conference Room, ground floor of the Western Grandstand

In the operations room of the Athletics Centre there are stand alone domestic smoke detectors only.

Manual call points (break glass alarms) are strategically located throughout the venue.

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Manual call point (break glass alarms)

### Fire Hydrant

There are external Brigade Booster Fitting services dry pillar hydrants installed in various locations about the site. This allows the Fire Brigade to pump water at their desired pressure from the town main supply into the site.



Operation of Main Fire Hydrant

To Open – Turn Red Gate Valve slowly clockwise until it will no longer turn.

To Close – Turn Red Gate Valve slowly anticlockwise until it will no longer turn.

A list of their locations can be found on the Fire Hydrant Location Plan (Attachment 11).

### Fire

Extinguishers	CO2, Water, Chemical Powder, Foam, Wet Chemical
Fire Blankets	Kiosks
Fire Hose Reels	Located on each floor
Hydrants	Strategically located throughout the Venue and shown on

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	Attachment 11
Emergency Evacuation Plans	Located in each operational area to aid in an evacuation. These block plans also display the location of the appropriate fire fighting equipment.

### Emergency Related Equipment and Plans

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# EMERGENCY WARNING AND INTERCOMMUNICATION SYSTEM (EWIS)

## EWIS Panel

There is an EWIS (Emergency Warning and Intercommunication System) located in the foyer of the Eastern and Western stands.

The EWIS is used to communicate with occupants effectively and efficiently during an emergency. This is achieved by the use of “Alert” and “Evacuate” tones and the PA system.

There is also the opportunity to make PA Announcements using the Public Address (PA) facility. Tones and voice are broadcast through speakers located throughout the stands.

The system is activated by any alarm on the Fire Indicator Panel (FIP) and will automatically sound the ALERT signal (BEEP...BEEP...BEEP).

In most alarm situations, the EWIS operator (Major Event Mode) or the Communications Officer under instructions from Chief Warden should interrupt the alert alarm by switching the EWIS to manual while the cause of the alarm is investigated.

If the cause of the alarm cannot be identified within a few minutes or if the cause of the alarm is a serious incident it may be suggested to switch the EWIS back to ‘Auto’ and allow the evacuation to proceed or to manually evacuate the stand. If the system is switched back to Auto it will take 2 minutes for the Alert tone to sound before the Evacuation tone sounds. Therefore preference may be given to activating the alarm manually.

The EWIS Panel is fitted with battery backup to ensure it continues working during a power failure.



## Warden Intercommunication Points (W.I.P.) Phone

The EWIS also consists of a number of strategically placed Warden Intercom Phones (W.I.P.s) connected back to the EWIS Panel.

The Eastern WIPS are located on each level at the top of the stairs and on the ground floor foyer. WIPS are also located on the external concourse level.

Athletics Centre is located in the Managers Office on the fire sub panel.

The W.I.P. provides direct communication with the EWIS at the Control Points These can be utilised from the area back to the EWIS Panel and vice versa.

## Utilising the E.W.I.S. P.A. System

The E.W.I.S. P.A. allows PA messages to be communicated across the specific stand. This can be done to a select area or, by utilising the “ALL” button; can be sent simultaneously to all speakers throughout the stand.

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When the ALERT signal sounds:

- on a non - event day, personnel are to offer assistance by reporting to the senior person on site taking the role of Chief Warden
- during a major event, staff are to commence preparing their areas and getting ready to evacuate
- meet their Area Warden for additional briefing
- comply with all instructions given by the Area Wardens.

When the EVACUATE signal sounds or if ordered to evacuate, general staff are to:

- when operating in Club Mode and when there is no Council representative in attendance, occupants are to evacuate, await the arrival of the Fire Brigade and contact Council's Stadia Coordinator as soon as practicable.
- during a non - event day, and not required to assist, personnel should evacuate the area
- during a major event, staff are to secure their areas and assist (if safe to do so) in guiding patrons to their relevant Assembly Areas; and

Once evacuated from the venue, all personnel are to proceed to the assembly area/s (as appropriate), and wait for further instructions.

## Facility Equipment and Systems

### Gas

The venue is supplied with natural gas from the town gas mains. Gas valves are located throughout the venue where gas supply eg kiosk locations. Council's Building Assets section service and maintain the gas valves. See gas leak section.



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LPG bottles are on site for barbeque operation in the Athletic Centre. Occasionally LPG bottles are also brought on site by mobile food vendors for major events.

### Power Dependent Equipment and Systems

Equipment	Specification
Air Conditioning	•
CCTV	•
Computer System	•
Mech Venting & Air Handling	•
Lighting – Emergency, Exit	•
Lighting	•
Telecommunications	•

### Medical Emergency

First aid Rooms	2 are located on site. <ul style="list-style-type: none"> <li>• Concourse level on Eastern Grandstand</li> <li>• Athletics grandstand</li> </ul>
Portable First Aid Kits	Located in the first aid rooms during events only, in the kiosk, Kiosks and Event office 1. All hirers are responsible for first aid kits. During a major event the contracted medical team will bring with them a first aid kit per team.
Wheel Chairs	Wheel chairs are available at the following locations: Athletics First Aid Western medical room Western Security Room (Near Gate A)

### Hazmat

Spill material	Located in the groundskeeper's maintenance shed
MSDS	Located where the chemicals are in maintenance shed and the cleaning cupboard. The Stadia Coordinator also has copies and they are recorded on Council's Chemalert system

### Emergency Lighting

Emergency lights are installed throughout all buildings. These lights have emergency power backup to provide illumination during a power failure.

### Lifts

There is a lift installed in each stand.

### Radio System

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Radios are brought into the venue for Major Events.

#### Area Warden Emergency Kits

There are 13 Area Warden Emergency backpacks to be distributed as necessary. Each back pack contains the following equipment:

- Torch
- Hi Visibility vest with Area Warden identification
- Lanyard identifying the responsibilities and tasks of the Area Warden which are area specific.

These emergency kits are distributed in a controlled manner and must be signed in and out for each event. These kits are signed in and out by the Communications Officer from the Event Operations Centre.

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## Section 4 – Procedures

### Implementation of Emergency Procedures



#### Person Discovering

Person discovering any incident should contact site emergency number xxx, notify via radio if so equipped or tell a radio equipped person

- Type, location of incident,
- Cause of incident, and
- Possible injuries
- Name of the person reporting

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# Armed Hold Up

A

## Persons Involved

### Don't be a HERO – stay calm.

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

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

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

### Don't stare at the Offenders

Avoid direct eye contact.

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

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

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

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

### After the Offender/s has left;

- Help any person who has been injured.
- Record your observations in writing as quickly as you can after the Hold-Up.

The Police need individual impressions of what happened, uninfluenced by others.

### Area Warden

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

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- Confirm offender/s have left and obtain brief description (ensure police are updated).
- Confirm if any persons injured and ensure appropriate medical treatment is provided.
- Secure the areas where the incident occurred and don't allow anyone into the area. Nobody should be allowed into this area until the Police have checked for fingerprints and other evidence.
- Post a sign "Closed due to Emergency Maintenance".
- Notify Council's Stadia Coordinator and Executive Manager Sport, Recreation & Leisure Facilities.
- Ensure that names, addresses and telephone numbers are obtained from all persons involved together with brief details of incident (including description of offender/s,. estimated value of cash/valuables stolen).
- Persons should be requested to remain until the Police arrive. It should be explained to them that their view of what happened, however fleeting, could prove vital when pieced together with other evidence.
- Provide a quiet place for them to sit down and offer them a cup of coffee or tea.
- Update function/s and conference attendees.
- Obtain names of attending police (and station) and complete an Incident Report before leaving the site. Confirm Police report number.

### **Post Incident**

### **Counselling**

The Executive Manager Sport, Recreation & Leisure Facilities in conjunction with the HR department and if required the necessary Contractors are responsible for ensuring that appropriate counselling is offered to affected persons.

### **Security Review**

The Executive Manager Sport, Recreation & Leisure Facilities in consultation with other relevant parties eg Stadium contractors, hirers, (and with the police – if appropriate and/or any other subject matter expert) should undertake a security review of the activity and location including physical and procedural security elements to determine if security can be improved and the risk of a repeat incident reduced.

### **Work Cover Reportable**

Armed Hold-Up is a Work Cover reportable incident. The Chief Warden is to complete report.

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## STAFF MEMBER ATTENDING

### Initial Actions

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

### If Minor Assault

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

### If Serious Assault

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

## CHIEF WARDEN

Implement as appropriate:

- Ensure police are informed
- Inform Stadia Coordinator or Executive Manager Sport, Recreation & Leisure Facilities
- Organise medical assistance if required
- Ensure that detailed Incident Report is completed

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# Biological Hazard

**B**

Example – Blood or urine samples, Tampons, Faeces, Condom, Nappy etc..

## Person Discovering

- Once discovered, do not leave unattended
- Inform Cleaners, and the Venue Manager if serious in nature
- Keep patrons away, if serious in nature

## Cleaners

- Should be handled only with approved surgical gloves
- Place in the medical waste bin/ and or stick bins, which are located in the medical rooms, throughout the facility. A needle stick bin is also located in the cleaners cupboards.

## Chief Warden

- If necessary, liaise with appropriate drug testing authority responsible for the event
- Complete Incident Report

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# Bomb – Threat/Letter/Found or Parcel B

## General Guidelines

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

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# Bomb – Threat/Letter/Found or Parcel Response Plan **B**

## Person Receiving Call

- Obtain and note as much information as possible about the call (utilise the phone threat check list at attachment xxx).
- Immediately inform the Communications Officer.

## Communication Officer

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

## Chief Warden (Where Time Permits)

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

## Brief personnel:

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

## Note

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

## What to Look For

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

- The item appears similar to the one described in the threat message.
- The item is foreign to the premises and it's origin is questionable.
- The item is labelled suspiciously.
- The physical characteristics of the item are suspicious in size, shape, weight and sound.
- The item cannot be vouched for as belonging to anyone on site.
- There are signs of forced entry, footprints, scrapes or fresh diggings.
- Pieces of tape, wire, string, or explosive wrappings etc are present.
- The condition of the room or area have been altered e.g. furniture has been rearranged, doors have been closed which are usually open or windows have been open which are usually closed etc.

**Action on Discovering a Suspicious Object**

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

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

The Chief Warden should

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

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# Bomb – Letter or Parcel Bombs

# B

Letter or Parcel bombs are essentially anti-personal weapons which are generally designed to explode at the moment of opening.

## Activation

Activation may occur as a result of:

- Opening the package
- A rough tearing apart of the envelope
- The pulling of an envelope flap that has been tucked-in
- The action of using a letter opener
- Withdrawal of string or tape
- The removal of contents
- Accident
  - Tampering or careless handling
  - Submersion in liquid
  - Two-way radio or mobile phone transmission in vicinity
  - Smoking in close proximity

## Recognition Points

Characteristics to look for in determining whether mail is suspect include:

- Excessive weight for size
- Uneven balance
- Stiffness of the envelope or package
- Protruding wires or strips
- Perforations or pinholes
- Noise of loose metal when moved
- Greasy marks
- Strong smell of almonds or marzipan
- Sound of ticking
- Powder deposits
- Restrictive markings
- Excessive taping
- Poor typing or handwriting
- Title but no name
- Misspelling of common words
- Visual distractions
- Incorrect title
- Excessive stamps
- Unknown source
- Unusual postmark

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# Bomb – Letter/Parcel Bomb Response **B**

## Person Discovering

If a suspected mail bomb is discovered in the course of opening:

- Carefully place on the nearest level surface
- Do not handle any further
- Evacuate the immediate vicinity
- Notify Chief Warden

## Chief Warden

- Ensure that persons are evacuated from the immediate vicinity.
- Notify Police and Staff.
- Do not use 2-way radio or mobile phone in the vicinity of suspect object.
- Evacuate potential danger area and cordon off.
- Request shut down gas (if applicable).
- If located in an outside room with windows – cordon off outside area.
- Liaise with Police on their arrival.

## Safety Precautions

- Do not handle unnecessarily.
- Do not smoke in the immediate vicinity.
- Do not subject to open flame, excessive heat or direct sunlight.
- Do not immerse in water.

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## Person Discovering

### Caution – Confirm Area Safe to Approach

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

If safe – warn others not to approach area

## Chief Warden

### Caution – Confirm Area Safe to Approach

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

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

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## Child left unattended

### Person discovering

- Stay with the child and call EOC immediately.
- Hand over the child to the responding Security or Police.

### Chief Warden

- Request communication officer to organise a page via the PA system of the child's parent/ guardian, using his/ her name, if known, or the child's name, if known. If no name is available, describe the child's physical appearance
- If you are on your own with the child, ensure that you are in a public area where you can be seen and heard.
- If parents are located, the parent needs to verify their identity by producing photo identification.
- If parents are not located contact the Police (if in attendance).
- Child to be taken to Control Centre (Athletics Control Room) accompanied by a warden

## Child reported missing

- Contact VCC

### Chief Warden

Obtain the following information from the person reporting the child missing:

- Name and age of child
- Physical description of child (height, colour of hair, clothing)
- Where and the time child was last seen.
- Search surrounding area immediately and notify all Security personnel via two way radio of the child's description.
- If the child can not be found, police need to be notified on behalf of the person reporting the incident.

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# (Apparently) Deceased Person

**D**

## Emergency Response Team

- Attend scene.
- Notify Communications Officer of situation to update Chief Warden.
- Ensure that First Aid, Ambulance, Chief Warden and Police are notified.
- Isolate the site where the incident has occurred.
- Segregate any witnesses in a private area away from incident scene.
- Segregate any friend's colleagues of the deceased in a private area away from incident scene.
- Disperse any spectators.
- Avoid contact with blood and other body fluids by using protective gloves.
- If practicable, cover the body and make sure that it cannot be disturbed.
- Do not interfere with any evidence.
- Comfort witnesses / colleagues.
- Collect accurate information about the incident.
- Inform applicable senior management.
- Complete incident report.
- If staff member involved, request police to advise when next of kin have been informed so that senior management can offer support to family.

## Communication Officer

- Contact ambulance
- Request update from Chief Warden and inform Executive Manager Sport, Recreation & Leisure Facilities.
- Assist as required.

## Chief Warden

- Notify Executive Manager Sport, Recreation & Leisure Facilities who will instigate Council incident management procedures.

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# Evacuation Process

E

Providing it is safe to do so

## ALERT

Role	Major Event Mode	Event Mode
Chief Warden	<p>On receiving report of incident that may require an evacuation the Chief Warden should</p> <ul style="list-style-type: none"> <li>• Issue preparatory message if possible</li> <li>• Despatch Emergency Response Team to scene</li> <li>• Liaise with Match Day/Event Police Commander</li> <li>• Confirm Assembly Area/s and egress routes are safe to use</li> <li>• Ensure that staff are in position to direct persons away from the venue</li> <li>• Confirm with Police that access roadways are kept clear to facilitate arrival of emergency services</li> <li>• Inform Promoter/Organiser - where time permits of possible evacuation</li> <li>• Inform Executive Manager Sport, Recreation &amp; Leisure Facilities as soon as practical</li> <li>• Update staff if time permits</li> </ul>	<p>On receiving report of incident, or on hearing the EWIS Alert tone the Chief Warden should</p> <ul style="list-style-type: none"> <li>• Investigate the situation and make an assessment of action required</li> <li>• Designate staff to perform Area Warden roles, assign areas of responsibility and confirm Master Emergency Control Point as location of EWIS if safe to do so</li> <li>• Confirm Assembly Area and egress routes are safe to use</li> </ul>

## EVACUATION

Role	Event Mode	Non-Event Mode
Chief Warden	<ul style="list-style-type: none"> <li>• Initiate action to stop the event/game. Details to stop a game are outlined under Communication Methods in Section 2</li> <li>• Lights up if it is a night event and lights are not on</li> <li>• Request evacuation announcement to be made and EWIS Evacuation tone to be activated</li> <li>• Monitor evacuation</li> <li>• Confer with Communications</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate evacuation</li> <li>• Confirm all affected areas have been evacuated and checked</li> <li>• Deploy available people to take on Wardens duties including securing building entry points</li> <li>• Meet and liaise with emergency services</li> <li>• Inform Stadia Coordinator</li> <li>• Update evacuees/senior management on situation</li> </ul>

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	<p>Officer - confirm all have reported their respective areas evacuated and checked and evacuees have moved away from venue vicinity</p> <ul style="list-style-type: none"> <li>• Liaise with emergency services</li> <li>• Inform Executive Manager Sport, Recreation &amp; Leisure Facilities and keep up to date when practical</li> <li>• Update evacuees/patrons/senior management on situation</li> </ul>	
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**EVACUATION**

In Club Mode the senior most person evacuates and awaits arrival of emergency services.

<b>COMMUNICATIONS OFFICER – Major event mode</b>
<p><b>ALERT</b></p> <p>On being advised by Chief Warden to prepare for evacuation:</p> <ul style="list-style-type: none"> <li>• Contact Emergency Services</li> <li>• Contact the following key personnel and instruct them to assume ‘Standby’ positions : <ul style="list-style-type: none"> <li>All Event Staff Supervisors</li> <li>Security Supervisors</li> <li>Catering Contractor</li> <li>Cleaning Supervisor</li> <li>Medical Contractor</li> <li>Event Manager</li> <li>Police Commander on site</li> <li>Ground Announcer</li> </ul> </li> <li>• Also instruct all radio holders to maintain radio silence unless urgent</li> <li>• Advise Chief Warden when notifications have been completed</li> </ul>
<p><b>EVACUATION</b></p> <p>On being directed by NRL Match Official or equivalent to evacuate:</p> <ul style="list-style-type: none"> <li>• Instruct Ground Announcer to notify referee and to utilise Screens if available</li> <li>• Request the EWIS operator (member of the Emergency Response Team) to Make the Evacuation Announcement via EWIS</li> <li>• Log actions</li> <li>• Note evacuation reports from Wardens</li> <li>• Assist Chief Warden as required</li> </ul>

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## Major Event Mode (providing it is safe to do so)

<b>Warden – Customer Service</b>
<p><b>STANDBY</b></p> <ul style="list-style-type: none"> <li>• Ensure that all stairways are unobstructed</li> <li>• Report to area warden</li> <li>• Await further instructions</li> </ul>
<p><b>EVACUATION</b></p> <ul style="list-style-type: none"> <li>• Direct movement of persons towards nearest safe exit</li> <li>• Discourage persons from gathering in stairways or walkways</li> <li>• Encourage movement through the area</li> <li>• Stop unauthorised persons from entering your section</li> <li>• Check toilets (male, female and disabled) in your area</li> <li>• Report all clear to Area Warden</li> </ul>

<b>Warden - Security Staff – Crowd Safety</b>
<p><b>STANDBY</b></p> <ul style="list-style-type: none"> <li>• Ensure that all stairways are unobstructed</li> <li>• Await further instructions</li> </ul>
<p><b>EVACUATION</b></p> <ul style="list-style-type: none"> <li>• Direct movement of persons towards nearest safe exit</li> <li>• Discourage persons from gathering in stairways or walkways</li> <li>• Stop unauthorised persons from entering your section</li> <li>• Assist Area Warden as required.</li> </ul>

<p><b>AREA WARDEN 1 -</b>  <b><u>SECURITY DOOR ATTENDANT</u></b>  <b>You are responsible for:</b>  xx Room, Director City Lifestyles Boardroom, Kitchen, Toilets &amp; Lift</p>
<p><b>STANDBY</b></p> <ul style="list-style-type: none"> <li>• Alert all staff in the area</li> <li>• Delegate roles to staff</li> <li>• Await further instructions from the Chief Warden</li> </ul>
<p><b>EVACUATION</b></p> <ul style="list-style-type: none"> <li>• Deploy staff to evacuate all areas within the zone</li> <li>• Organise staff to - Secure cash <ul style="list-style-type: none"> <li>- Turn off and secure liquor supply</li> <li>- Turn off gas and electrical appliances</li> <li>- Collect the First Aid Kit</li> </ul> </li> <li>• Report to the Chief Warden that all persons are out of the area</li> <li>• Assist the Chief Warden as required</li> <li>• If not required to assist the Chief Warden proceed to the Assembly Area</li> </ul>

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# Field of Play Invasion

**F**

On becoming aware of the Field of Play being invaded, Security should remove offenders from the field and detain them in the Security Office.

The Chief Warden should be immediately notified.

Where appropriate the Chief Warden will notify:

- Police.
- Emergency Control Organisation (Emergency Control Organisation) personnel
- The Hirer/ Promoter

The Chief Warden should ensure that any rowdy person or group is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motive, intentions, mood, and location.

Police and security will usually be responsible for removal of people.

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## Member of Staff Discovering

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

## If too dangerous to fight the fire then:

- Evacuate patrons and staff from the danger area. (Use ALL available safe exits).
- If applicable, turn off gas / ignition sources.
- Attempt to contain fire and smoke by closing all windows and doors after area has been evacuated.
- Leave the area by the nearest safe exit and update Chief Warden.

## Emergency Response Team (in Major Event Mode)

- Proceed to scene and ensure that persons are evacuated from the immediate vicinity.
- Switch alert tone off if appropriate
- Obtain back up from staff as required.
- Where applicable, isolate gas to fire affected area and shut down air conditioning
- If safe to do so, coordinate local fire fighting efforts.
- If too dangerous to fight fire, attempt to contain fire after area has been evacuated.
- Liaise with Fire Brigade on arrival.
- Brief staff to assist.
- Decide on evacuation requirements e.g. immediate area, other areas affected, impact zone, ease of movement for emergency services.

## Communications Officer

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

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# Food Poisoning

**F**

## Chief Warden

On being informed of suspected Food Poisoning incident ensure:

- First Aid Treatment – call ambulance if required
- Request assistance from relevant Catering contract manager and have any suspect food quarantined
- Inform Executive Manager Sport, Recreation & Leisure Facilities
- Obtain appropriate details from guests/staff
- Complete incident report
- Refer to HACCP procedures (Catering)
- Confirm statutory/ local government reporting requirements and comply

# Gas Leak

**G**

## WARNING

**CONFIRM AREA IS SAFE TO APPROACH**

Do not enter any confined area where there is the slightest risk of being overcome by gas

## Chief Warden

- Where applicable, evacuate persons from the affected area and assemble them in a well ventilated area where they are not exposed to further risk.
- If safe to do so, isolate gas supply or instruct applicable facilities personnel to isolate.
- Ensure no ignition sources in the affected area.
- Ventilate the affected area.
- Notify Fire Brigade, plumbing contractor and gas supplier.
- If major leak, it may become necessary to evacuate all, or a substantial part/s of the building.

## Gas Mains

### To Shut off the gas supply

- Locate the Main Gas Meter as shown in the picture below . This is located in the fenced compound at the Pembroke Road entry.
- To Close – Move orange handled gate valves 90degrees so that they are at right angles to pipe work

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**Kiosk Gas Mains**



The gas mains to each individual kiosk area are located in close proximity to the kiosk areas. These are caged to prevent damage to the valve.

The Kiosk in the Western Grandstand (kiosk 4) has an emergency gas shut off point located within the kiosk.

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## Chief Warden

- Ascertain if someone is in the lift, If yes, ascertain their condition (e.g disturbed, calm, etc)
- Reassure the occupant
- Do not attempt to release persons from the lift car
- Notify lift maintenance contractor- Kone Elevators Pty Ltd 1300 362 022
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the fire brigade and ambulance should be immediately summoned to rescue/treat the person.
- If person is calm, then ensure that lift contractor is notified and await their attendance.
- Continue to reassure the occupant
- Complete Incident Report
- Notify Stadia Coordinator so a Pathways request can be logged

The site is equipped with 2 lifts. They are serviced by Kone Elevators 1300 362 022.

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## Nearest Member of Staff

- Confirm that no further danger exists to casualty.
- Obtain First Aid assistance by contacting Emergency Control Organisation (major event mode) or by contacting Stadium Emergency number xxx (in event mode)
- Remain with the casualty until the First Aider is in attendance.

## First Aider

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

## First Aid kits are located

- In Major Event mode- in the first aid rooms on the Eastern Grandstand concourse and on mobile first aid officers
- During Event and Club Modes the hirers are responsible for their own first aid kits and trained first aiders.
- For non-event mode a first aid kit is located in Office 1.

## Communication Officer (where required)

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

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# Power Failure

P

## Chief Warden

- Establish whether power failure is site or locality specific
- Contact appropriate maintenance personnel / power authority
- Inform staff
- Assess impact and activate major incident communication plan.
- Evacuate stands with caution as to the darkness of precinct
- Complete Incident report

Equipment	Specification
Air Conditioning	•
CCTV	•
Computer System	•
Mech Venting & Air Handling	•
Lighting	•
Telecommunications	•

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On becoming aware of public disorder in the vicinity of or within the site, or there is a real likelihood of such an incident occurring or a rowdy person or group has trespassed on the site, the Chief Warden should be immediately notified.

Where appropriate the Chief Warden will notify:

- Police.
- Emergency Control Organisation (Emergency Control Organisation) personnel.

Where time permits, the Chief Warden should consult with key persons and determine if appropriate personnel and property protection measures should be instituted.

**Note** - Where sufficient advanced warning of possible unrest is obtained, an action plan must be documented (See 'Pre-Event Planning').

If there is a risk to occupant safety or of unlawful entry, then staff should be directed as follows:

- Take steps to restrict access or infiltration by the rowdy person or group.
- Remove themselves and patrons to safe areas within the buildings.
- Secure critical records, equipment and valuable items.
- Remove any objects in accessible locations that could be used as weapons or missiles by aggressive trespassers.
- Be mindful of possible diversionary tactics by the rowdy person or group to mask criminal activity.

The Chief Warden should ensure that any rowdy person or group is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motive, intentions, mood, and location.

Police and security will usually be responsible for removal of people.

From the moment that the possibility of public disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Chief Warden and all necessary action undertaken (particularly providing advanced warning to the site's occupants) to assure this.

## Pre-Event Planning

On being advised of a forthcoming event which could possibly result in public disorder:

- Chief Warden must be notified.
- The Stadia Coordinator would co-opt, as appropriate, staff and/or representatives of security, the Fire Brigade, Police and Ambulance for a planning meeting.
- This group would determine the appropriate response after identifying the risks.
- An action plan would be prepared which would:
  - define the escalation procedures through to the worst case scenario
  - define the response level
  - identify the resources to be available

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- determine the responsibilities of each member of the Emergency Control Organisation
  - Wardens would be notified of their role and lines of communication.
- Staff, on a need to know basis, would be informed of the response plan.

### Chief Warden

- Immediately inform Police and Executive Manager Sport, Recreation & Leisure Facilities
- Attempt to monitor demonstration/s. If there is a risk to occupant safety or of unlawful venue entry, then direct staff as follows:
  - Assess situation.
  - Take steps to restrict access to venue or infiltration within venue by the demonstrator/s
  - Secure critical records, equipment and valuable items.
  - Remove any objects in accessible locations, which could be used as weapons or missiles by aggressive trespassers.
  - Be mindful of possible diversionary tactics by demonstrators to mask criminal activity.
  - The Chief Warden should ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motive, intentions, mood, and location.
  - Removal of trespassers is usually performed by Police (& Security where applicable).
  - From the moment that the possibility of civil disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Chief Warden and all necessary action undertaken (particularly providing advance warning to the site's occupants) to assure this.

### Post-Event

On termination of the event:

- The Chief Warden must prepare a report in conjunction with the Executive Manager Sport, Recreation & Leisure Facilities.
- Any other information would be gathered in order that the Emergency Planning Committee to review the response to the event.

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## Chief Warden

The onset of a seismic event will occur without warning and even a slight tremor will simultaneously cause anxiety and uncertainty amongst patrons and staff alike

In the event of a light tremor, the Chief Warden should consider the following:

- The possibility of further tremors (and uncertainty concerning magnitude, frequency, duration and timing)
- Impact on building structure
- Impact on utilities
- Impact on fire safety and communications systems
- Impact on occupant morale (and in the case of shows or functions – impact on crowd behaviour)

The Chief Warden will need to promptly determine if a risk is posed to occupant safety as a result of any or all of the above factors and implement an appropriate response.

In the event of a more pronounced seismic event, the consequences may be far more extreme and could encompass any or all of the following:

- Structural collapse
- Gas leaks
- Fires
- Communications Failure
- Casualties
- Loss of critical personnel
- Failure of essential services
- Dilution of emergency services capabilities
- Uncontrolled crowd movement

In the event of such a disaster, the Chief Warden's major priorities would include:

- Prompt re-establishment of command, control and communications
- Evacuation of non-essential personnel
- Combating fires
- Isolation of hazardous utilities
- Treatment of casualties
- Cordoning off dangerous areas
- Accounting for staff
- Support to emergency services

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## Chief Warden

On receipt of a report of a sexual assault, the Chief Warden should:

- Ensure the appropriate medical treatment is afforded.
- Ascertain the facts from relevant persons – preserve the crime scene.
- Explain to the victim that the police will be called as they can provide specialist expertise and support to the victim.

*It will however be up to the victim to determine whether s/he wishes Police to take further action in relation to the matter*

- Notify Police
- Notify Executive Manager Sport, Recreation & Leisure Facilities
- Log brief details and complete a detailed confidential incident report

## NOTE

Sexual assault is a very personal and traumatic (both physically and psychologically) crime for the victim and must be handled with the sensitivity and the well being of the victim should be foremost in the mind of the responding staff member.

The preservation of physical evidence can prove to be significance in obtaining the subsequent conviction of an offender for this crime. For this reason, where applicable and circumstances permit, the victim should be discouraged from cleaning themselves or disposing of clothing worn at the time of the offence until police are in attendance.

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Situations can develop external to the site where it is prudent in the interests of personnel safety to temporarily hold persons within the venue – these situations may be safety related, such as a rail accident, gas leak, chemical release or, security related, such as a report of an armed offender or a suspected explosive device outside the venue.

In any such event, the priority for Campbelltown Sports Stadium is the safety of personnel within the site and this will be primarily dependant on effective, prompt, site-wide communications and perimeter security.

## Chief Warden

On being instructed by emergency services to hold personnel within the building, or, on the basis of available information it appears to be prudent course of action in the circumstances, the following process may be adopted:

- Where practicable, establish line of communication with applicable emergency services in order to be able to keep abreast of developments outside and confirm how you will know when its safe to release personnel from the building
- Confirm Nature and location of threat / hazard
- Depending on the threat / hazard, confirm if air-handling systems should be shut down
- Depending on the threat / hazard, determine if external doors or windows should be closed or locked
- Deploy staff (if necessary) to secure (where applicable and safe to do so) all applicable perimeter entry / exit points (in the case of a building, emergency exits must not be locked internally but should be staffed)
- Direct Communication Officer to make the “shelter in place” announcement over radios initially and then via the PA system
- Inform Executive Manager Sport, Recreation & Leisure Facilities
- Ensure the resumption of normal activities is only resumed when all clear is give by emergency services

## Communication Officer

When directed by the Chief Warden to make “shelter in place” announcement:

### “Shelter In place Announcement”

**Your attention please this is an important safety announcement. We have been advised by..... (Name of agency).....that a safety / security (as applicable) incident has occurred outside XXX.**

**The.....(name of agency).....have instructed us to request everyone to remain within the building until such time as the situation has been resolved and its safe to go outside.**

*Include any additional safety precautions (e.g. “please stay away from windows; “the air handling system has been shut down as a precaution” etc)*

**We are in close contact with the..... (Name of agency).....and will continue to keep you updated as information comes to hand. Thankyou for your cooperation**

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**Note:** Monitor storm via Bureau of Meteorology website ([www.bom.gov.au](http://www.bom.gov.au))

## Precautionary Measures

On becoming aware of an approaching storm of apparent severe intensity, the following precautionary measures should be borne in mind:

- Inform patrons of approaching severe storm and recommend an appropriate action
  - Eg. – Hail – Shelter in Place
  - Eg. – Electrical – No Mobiles
- In consultation with the police (if in event mode) decide on strategy. Shelter in Place or stop event and send patrons off site. If possible some people can shelter indoors - don't remain outside due to the risk of lighting strike and flying missiles.
- Ensure staff close doors and windows where appropriate
- Bring indoors or firmly secure any objects outside (in particular facility signage and shade structure at Athletics Centre) that could become airborne in strong wind gusts and cause damage.
- Instruct staff not to use electrical equipment during an intense electrical storm (this includes computers and telephones).
- Notify staff when the severe weather has passed
- Complete Incident Report
- In severe windy conditions ensure all temporary shade structures are secured or tied down or taken down and dismantled

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## Chief Warden

Where there is the possibility of a total or partial structural failure or collapse of the building:

- Persons should be immediately evacuated / kept away from the area until it has been professionally inspected to determine structural integrity.
- Inform appropriate facilities personnel including Stadia Coordinator, Manager Assets and Supply and emergency response officer/team
- Inform Fire Brigade.
- A cordon around the affected area should be established at a sufficient distance that persons cannot be exposed to falling debris.
- Where applicable isolate gas supply to affected area from external point
- Once the area has been evacuated, determine if it is practicable and safe to isolate power to the area from the external point.
- Inform Executive Manager Sport, Recreation & Leisure Facilities and Coordinator Building.

Where there is no risk of structural collapse, but there is the possibility of objects falling from the structure (e.g. window failure):

- Immediately cordon off the area below, to prevent persons from being injured by falling debris.

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# Syringes (found)

S

## Member of Staff Discovering

- Once discovered, do not leave unattended.
- Do not touch it.
- Inform cleaners
- Be aware of other possible syringes in the area.
- Await the arrival of cleaners who will notify Chief Warden
- On their arrival notify them of the exact location.

## Cleaners/ Staff

- Handle the syringe only with approved surgical gloves and tongs.
- CAUTION: Do not handle in a way which is likely to cause injury – handle with needle pointed down and away from the body.
- Place in sharps container located in the Medical rooms/ First Aid rooms
- Complete Incident Report.

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# Violent / Threatening Person

V

## Person Encountering Violent or Threatening Person

- Obtain assistance from security – contact Stadia Coordinator if possible.
- Do not argue with the person.
- Move away from the person and alert others to move away also.
- Do not surround the person.
- Make it easy for the person to leave the building/area.
- Avoid sudden moves.
- Do not attempt to physically subdue the person.
- Make a mental note of the person's description.
- Remember that assuring your physical safety is the primary goal.

### Self Defence

If physically attacked by a person, you may use no more force that is reasonable in the circumstances to protect yourself

## Chief Warden

Ascertain:

- Exact location of the incident.
- Is the person armed?
- Does the person appear to be affected by drugs or alcohol?
- Are there other persons in the vicinity?
- What are the other persons doing at the moment (e.g. evacuating, hiding, confronting the person etc)?
- Does the informant know the identity of the violent/threatening person?
- If not, can the informant provide a brief description of the violent/threatening person?
- Name and location/contact n. of the informant.
- Ensure Police are notified and liaison point identified.
- Keep persons away from the incident area.
- Do not argue with the violent/threatening person.
- Do not attempt to deal with the violent/threatening person alone.
- If there is the slightest apparent risk to personal safety, keep well away from the person, attempt to keep them under discreet observation and await the arrival of Police.
- Update Executive Manager Sport, Recreation & Leisure Facilities if of a serious nature

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# Water Leak / Burst Pipe

W

## Person Discovering

Contact Council's Stadia Coordinator who will contact the relevant contractors.

## Chief Warden

Subject to the extent and location of the water leak, it may be necessary to:

- Move persons away from the affected area
- Shut off electricity to the affected area
- If practicable, isolate the source of flooding/water leakage
- Prevent unauthorised access to the affected area
- Organise for electricity to be shut off to the affected areas
- If practicable, organise to isolate the source of flooding/ water leakage

## Communications Officer

- Notify Council's Coordinator Buildings and or the Maintenance contractors Electricians and plumbers requested by Chief Warden. Contact details are in Attachment 3.

## Repairs and Maintenance Contractor

- Shut off electricity to the affected area
- If practicable, isolate the source of flooding/water leakage

## Note

- Water soaked material should not be placed in an area where they might cause collateral water damage to other material e.g. rugs, carpets etc
- Follow up action may involve the pumping out of the affected area and the removal of undamaged material

## Water Mains

The water mains are located in the fenced compound at the Pembroke Road entry.



### Water Mains Operation

**To Close** – Move the two blue handled valves 90degrees clockwise, so that at right angle to pipe.

**To Open** – Move the two blue handles valves 90degrees anticlockwise, so that handle are in line with pipe

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# Water Supply Interruption

# W

## Person discovering

Contact Stadium Emergency number and if relevant Stadia Coordinator

## Chief Warden

- Confirm if interruption is limited to an area within the building or is a mains fault affecting the entire site.
- If localised, contact applicable facilities personnel.
- If site wide, contact water supply authority and attempt to ascertain likely duration.
- Consider possible implication (hygiene, catering, and fire safety) & determine response and report.
- Contact Executive Manager Sport, Recreation & Leisure Facilities.

## Communications Officer

- Notify appropriate contractor as requested by Chief Warden
- Communicate with the building via EWIS PA if building has to be closed under instruction from Chief Warden.
- Update Chief Warden as required.

## Chief Warden

- If it is a mains fault, inform Executive Manager Sport, Recreation & Leisure Facilities as soon as possible as the building may have to be closed due to a lack of available hygiene facilities.
- Organise signs to be posted accordingly.

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## Section 5 - Attachments

- Attachment 1: Emergency Control Organisation Warden List – Event and Non Event
- Attachment 2: Event Day Preparations
- Attachment 3: Event Emergency Contact List
- Attachment 4: Campbelltown Sports Stadium – Seating Map
- Attachment 5: Evacuation Maps
- Attachment 6: Grid Maps
- Attachment 7: Pre – event PA / VRB Message
- Attachment 8: Announcement
- Attachment 9: Phone Threat Checklist
- Attachment 10: Adjacent Site Contact List
- Attachment 11: Fire Hydrant Map

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# Attachment 1 : Emergency Control Organisation Warden List

## Emergency Control Organisation WARDEN LIST – MAJOR EVENT MODE

Emergency Role	Staff Position
Chief Warden	Located in the Event Operations Centre
Deputy Chief Warden	Circulating throughout the venue
Communications Officer	Security – Radio Log attendant
EWIS Operator	
Emergency Response Team	Maintenance staff, catering contractors, event staff, security, customer service
Area Warden	
Warden	All remaining security and customer service staff

### Area Warden Locations and Responsibilities

Football Stadium			
Area		Position	Decription
1	Western Grandstand Ground Level	Tunnel	Players, officials and operational areas Players tunnel and hallways
2	Western Grandstand Concourse Level	Concourse	Toilet facilities Function room Public toilets Public bar/Kiosk (kiosk 4) Concourse spectator seating areas Accessible seating areas
3	Western Grandstand 3 <sup>rd</sup> Floor	Level 3	Corporate facilities Media Area Upper Western Spectator seating
4	Western Surrounding Precinct	Leumeah Entry	Ticket booth Turnstiles Operational Office Outside Broadcast Compound Mobile venders Immediate surrounds
5	Field of play	Tunnel	Grassed field of play
6	Eastern Grandstand	Security	Concourse spectator seating Toilet facilities

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			First aid room Accessible toilet Public bar / Kiosks (Kiosk 1 & 2)
7	Eastern Grandstand  Corporate facilities	Corporate hospitality manager	Corporate facilities Foyer Toilets Lift
8	Southern Spectator Hill	Security	Spectator seating Grassed hill 'Vinnies bar' South East amenities, bar/Kiosk (kiosk 3)
9	Northern Spectator Hill	Security	Spectator seating Grassed hill Northern amenities Athletics precinct
10	Pembroke Road surrounding precinct	Security	Ticket boxes Turnstiles Eastern grandstand surrounds
<b>Athletics Centre</b>			
<b>Area</b>		<b>Position</b>	<b>Decription</b>
11	Athletics Grandstand	Security	Operational rooms Grandstand seating Kiosk (kiosk 5) Northern Amenities (when open)
12	Track and field facilities and surrounds	Security	Synthetic athletics track Field facilities Grassed spectator berms Pembroke Road entry areas
13	Ground staff Maintenance shed	Groundsman	

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# Attachment 2 : Event Day

## Individual responsibilities in an Emergency- Example only

In an emergency, the Emergency Control Organisation will assume control of the situation until emergency services arrive. Once emergency services have arrived, the Chief Warden will hand-over Campbelltown Sports Stadium to the emergency services incident controller and assist where required.

The purpose of the Emergency Control Organisation is to ensure that life preservation remains the priority over asset protection.

## All Staff

Staff should be briefed prior to the commencement of each shift by their supervisors. All staff should familiarise themselves with the following in the section to which they have been assigned for the event:

- The emergency procedures for their location;
- Appropriate keys to open or lock areas in that area;
- All exits – both standard, emergency and alternate emergency (if main emergency is blocked or its use would endanger patrons);
- Location of designated assembly areas outside the venue;
- The location and use of the various types of fire fighting appliances (if trained);
- The radio codes for the various forms of emergency; and
- Any patrons that may need assistance in the event of an evacuation.

In the event of an emergency staff should, if safe to do so:

- Turn off all appliances and gases (where appropriate);
- Close any doors into any catering rooms (concessions, kitchens, etc);
- Follow instructions from the Area Warden and assist where appropriate and if requested;
- Tasks that may be delegated include
- Assisting with evacuation;
- Checking that areas are clear (provided safe to do so);
- Standing by at exit gates;
- Assisting People With Disabilities
- Providing a calm influence; and
- Providing Assembly Area assistance
- Report any concerns including materials, acts or defects that may cause a safety hazard.

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- General Area Customer Service and Security Personnel (Warden) Start of shift
- Be familiar with evacuation procedures and locations of fire fighting equipment;
- Know the location to be stationed and actions required to guide patrons to the evacuation gates; and
- Report any unsafe or insecure areas to the supervisor.

General Area Customer Service and Security Personnel (Warden) Event of evacuation

- Prepare for evacuation;
- Initiate and control evacuation as directed by supervisor;
- Direct patrons through the side gates (break cable ties) and onto the Terraces (guide over step) or down through the main external exit stairs and onto the Forecourt;
- Communicate with supervisor once area cleared; and
- Await further instructions from the supervisor.

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Area		Area Warden	Descriptions	Shift Commencement	Event of evacuation
1	Western Grandstand Ground Level	Tunnel Security	Players, officials and operational areas Players tunnel and hallways	Collect Emergency Evacuation Backpack Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the supervisor.	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Check all operational areas, offices and toilet, shutting each door after checking. Communicate with supervisor once area cleared; and Proceed to the Emergency Assembly Area Await further instructions from Chief warden / supervisor.
2	Western Grandstand Concourse Level	Concourse	Toilet facilities Function room Public toilets Public bar/Kiosk (kiosk 4) Concourse spectator seating areas Accessible seating areas	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the supervisor.	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Check all toilet facilities, kiosks and bar areas, function room, Assist those seated in the accessible seating areas Clear all seating areas directing patrons to the nearest exits Communicate with supervisor once area cleared; and Proceed to the Emergency Assembly Area Await further instructions from Chief warden / supervisor.
3	Western Grandstand 3 <sup>rd</sup> Floor	Level 3 Customer Service	Corporate facilities Media Area Upper Western	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor;

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Area		Area Warden	Descriptions	Shift Commencement	Event of evacuation
			Spectator seating	stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the supervisor.	Check all media boxes, corporate facilities and toilets, closing each door after it has been cleared. Clear all seating areas directing patrons to the nearest exits Communicate with supervisor once area cleared; and Proceed to the Emergency Assembly Area Await further instructions from Chief warden / supervisor.
4	Western Surrounding Precinct	Leumeah Entry Security	Ticket booth Turnstiles Operational Office Outside Broadcast Compound Mobile vendors Immediate surrounds	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the supervisor.	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Check all operational areas including, ticket booths, security office, outside broadcast area, mobile vendors and immediate surrounds Communicate with supervisor once area cleared Ensure that no one enters the venue without authorisation. Prepare to meet emergency services at the main entry gates if required Await further instructions from Chief warden / supervisor.
5	Field of play	Tunnel Match Officials	Grassed field of play	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Responsible for those on the field of play (players, entertainers, officials, media etc) Players/officials should huddle and remain close to each other while an incident is occurring or as they

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Area		Area Warden	Descriptions	Shift Commencement	Event of evacuation
				areas to the	<p>exit.</p> <p>Direct patrons, players and officials gathered on Field of Play to the northern vehicle tunnel and then to the Emergency Assembly Area.</p> <p>Communicate with supervisor once area cleared;</p> <p>Proceed to the Emergency Assembly Area</p> <ul style="list-style-type: none"> <li>• Await further instructions from the Chief Warden/ supervisor</li> </ul>
6	Eastern Grandstand	Security	<p>Concourse</p> <p>spectator seating</p> <p>Toilet facilities</p> <p>First aid room</p> <p>Accessible toilet</p> <p>Public bar /</p> <p>Kiosks (Kiosk 1 &amp; 2)</p>	<p>Be familiar with evacuation procedures and locations of fire fighting equipment;</p> <p>Know the location to be stationed and actions required to guide patrons to the evacuation gates; and</p> <p>Report any unsafe or insecure areas to the</p>	<p>Prepare for evacuation;</p> <p>Initiate and control evacuation as directed by supervisor;</p> <p>Direct patrons to the nearest safe exit</p> <p>Direct to the Emergency Assembly Area</p> <p>Check all toilet facilities, kiosk and bar areas, assessable toilet, first aid rooms and communications cupboard.</p> <p>Communicate with supervisor once area cleared;</p> <p>Proceed to the Emergency Assembly Area</p> <p>Await further instructions from the supervisor.</p>
7	<p>Eastern Grandstand</p> <p>Corporate facilities</p>	Corporate hospitality manager	<p>Corporate facilities</p> <p>Foyer</p> <p>Toilets</p> <p>Lift</p>	<p>Be familiar with evacuation procedures and locations of fire fighting equipment;</p> <p>Know the location to be stationed and actions required to guide patrons to the evacuation gates; and</p> <p>Report any unsafe or insecure areas to the</p>	<p>Prepare for evacuation;</p> <p>Initiate and control evacuation as directed by supervisor;</p> <p>Direct patrons to the nearest safe exits</p> <p>Direct to the Emergency Assembly Area</p> <p>Assist people with disabilities exit the building</p> <p>Check all toilet facilities and corporate boxes closing doors behind</p> <p>Communicate with supervisor once area cleared;</p>

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Area		Area Warden	Descriptions	Shift Commencement	Event of evacuation
					Do not allow anyone back into the building Proceed to the Emergency Assembly Area Await further instructions from the supervisor.
8	Southern Spectator Hill	Hill Security	Spectator seating Grassed hill 'Vinnies bar' South East amenities, bar/Kiosk (kiosk 3)	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Check all toilet facilities, kiosks and bar areas, Clear all seating areas directing patrons to the nearest exits Communicate with supervisor once area cleared; and Proceed to the Emergency Assembly Area <ul style="list-style-type: none"> <li>Await further instructions from Chief warden / supervisor.</li> </ul>
9	Northern Spectator Hill	Hill Security	Spectator seating Grassed hill Northern amenities Athletics precinct	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Check all toilet facilities, kiosks and bar areas in the athletics precinct Clear all seating areas directing patrons to the nearest exits Communicate with supervisor once area cleared; and Proceed to the Emergency Assembly Area <ul style="list-style-type: none"> <li>Await further instructions from Chief warden / supervisor.</li> </ul>
10	Pembroke Road surrounding precinct		Ticket boxes Turnstiles Eastern grandstand surrounds	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Check all operational areas including, ticket booths,

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Area		Area Warden	Descriptions	Shift Commencement	Event of evacuation
				stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the	mobile vendors and immediate surrounds Communicate with supervisor once area cleared Ensure that no one enters the venue without authorisation. Prepare to meet emergency services at the Pembroke Road Entry gates if required Await further instructions from Chief warden / supervisor.

Area		Area Warden	Descriptions	Shift Commencement	Event of evacuation
11	Athletics Grandstand		Operational rooms Grandstand seating Kiosk (kiosk 5) Northern Amenities (when open)	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and Report any unsafe or insecure areas to the	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Clear all seating areas directing patrons to the nearest exits Check all toilet facilities, kiosks operational rooms and storerooms Communicate with supervisor once area cleared; and Proceed to the Emergency Assembly Area Await further instructions from Chief warden / supervisor.
12	Track and field facilities and surrounds		Synthetic athletics track Field facilities Grassed spectator berms Pembroke Road entry areas	Be familiar with evacuation procedures and locations of fire fighting equipment; Know the location to be stationed and actions required to guide patrons to the evacuation gates; and	Prepare for evacuation; Initiate and control evacuation as directed by Chief Warden/supervisor; Responsible for those on athletics track, grassed areas, spectator hills and pembroke Road ticket booths and precinct.

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				Report any unsafe or insecure areas to the	<p>Athletes and officials should huddle and remain close to each other while an incident is occurring or as they exit.</p> <p>Direct patrons, players and officials gathered on grassed in-field / track to the Emergency Assembly Area (football Field)</p> <p>Communicate with supervisor once area cleared;</p> <p>Proceed to the Emergency Assembly Area</p> <p>Await further instructions from the Chief Warden/ supervisor</p>
13	Groundstaff Maintenance shed		Groundsmand		

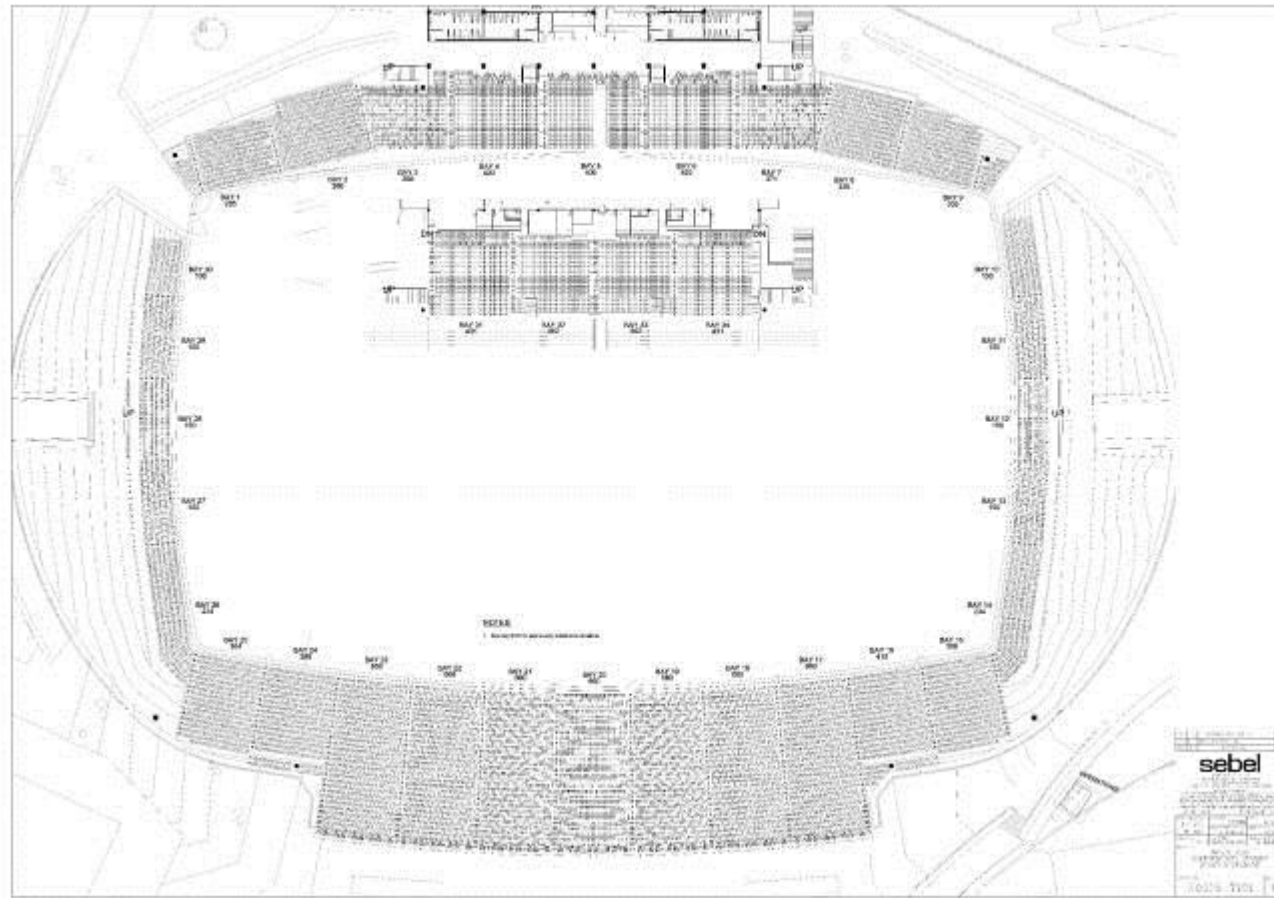
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# Attachment 3 – Emergency Contact List

Service	Organisation	Contact Numbers
Air Conditioning	Ultimate Air (Mark Kruger)	0418 480 419
Ambulance	Ambulance service of NSW	000 131 233 (enquiries)
Building Maintenance	Ken Tough (Campbelltown City Council)	0419 243 782
Electrical	Lathams Electrical (Bill Harrison)	0412 272 043
Energy Australia		1800 686 688
Environment Incident	Environmental Protection Agency	131511
Fire Brigade	Campbelltown Fire Brigade	000 4625 2709
Fire Extinguishers	CHUBB	1300 369 309
Fire Panel	CHUBB	
Gas Hazard / Emergency		13 19 09
Hospital	Campbelltown Hospital	4634 3000
Integral Energy		13 10 03
Needle Stick Injury	Bigge Park Medical Centre	9827 8022 9828 3000 (AH)
Plumbing	Newman's Plumbing (Wayne Newman)	0418 254 129
Poisons Information Centre		13 11 26
Police	Campbelltown	4620 1199
Police Assistance Line		13 14 44
Pound	Campbelltown City Council	4628 3044
Rural Fire Service		9603 7077
State Emergency Service (SES)		132 500
Wildlife Rescue	WIRES	8977 3333
Water & Sewerage		13 20 90
Work Cover NSW		13 10 50

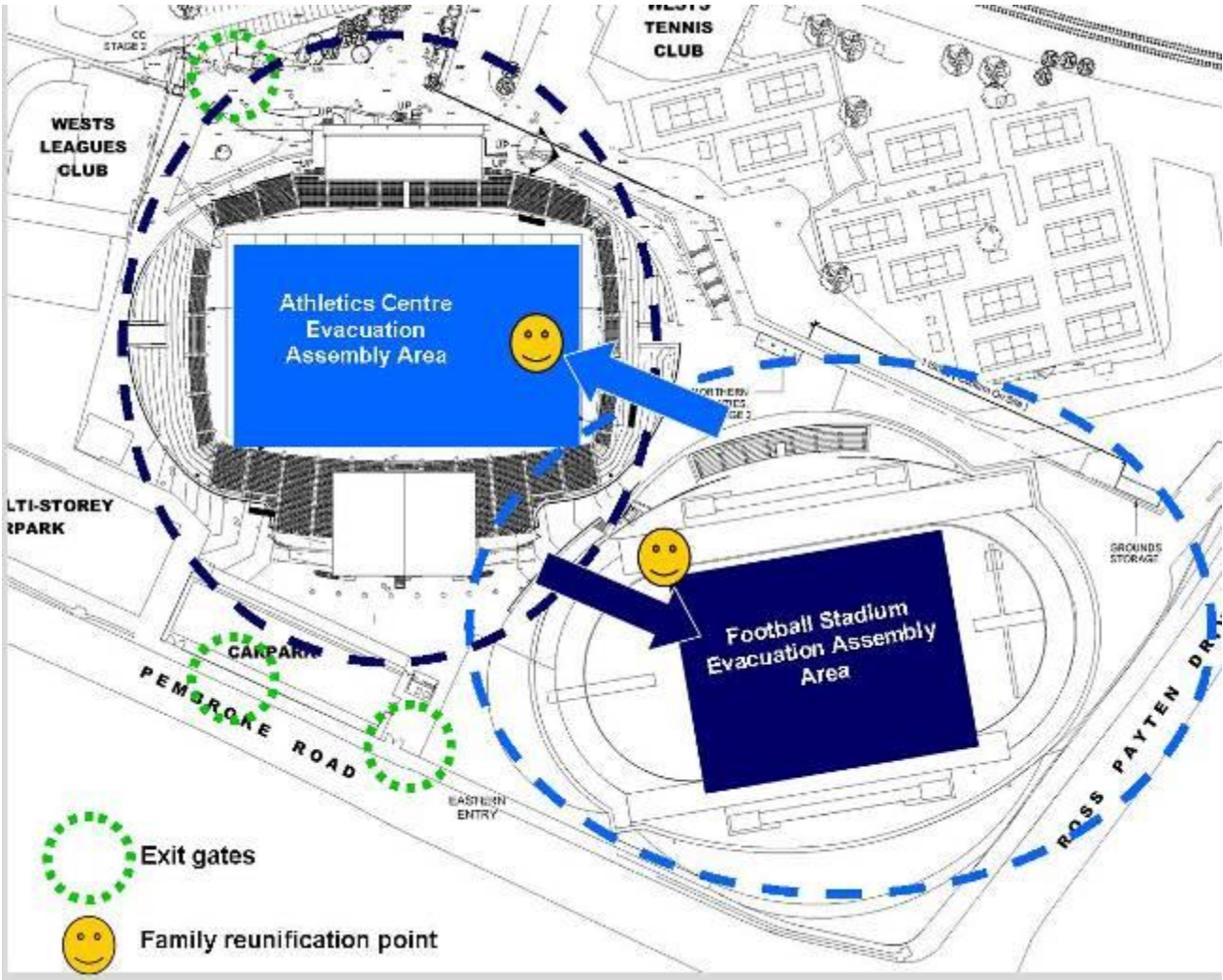
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# Attachment 4 : Seating Plan



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# Attachment 5 : Evacuation Maps



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# Attachment 7 : Pre-event PA / VRB Message

**Public Address (PA) and Video Replay Board (VRB) messages to be read and displayed prior to a major event for partial and full evacuation**

Please listen to and read this important announcement.

In the unlikely event of a major emergency at Campbelltown Sports Stadium, the Emergency Management plan will swing into immediate action.

Patrons in affected areas will be alerted by the PA, the big screen and the ground attendants to evacuate the grandstands via the nearest signed exits, or even onto the field if advised to do so.

Please familiarise yourself with the nearest exit.

Do not use lifts, and please refrain from using mobile phones.

**AND PLEASE NOTE:** In the event of a serious disaster within Campbelltown Sports Stadium, a total evacuation is unlikely; any emergency would probably be confined to a stand or a section of the ground.

Thank you for your attention.

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# Attachment 8 : Announcements

## ANNOUNCEMENTS

Make following announcement, in a calm, clear voice:

### PARTIAL EVACUATION

Ladies and gentlemen, can I please have your attention for an emergency message?  
(repeat)

Would all patrons in the \_\_\_\_\_ (west / east / north / south) stand only please make your way quietly and calmly to the nearest exit under the guidance of our staff and vacate the area.

This is an emergency evacuation for patrons in the \_\_\_\_\_ (west / east / north / south) stand only

Please refrain from using mobile phones - all lines are required for emergency use.

Do not stop directly outside keep moving.

Would you please now evacuate the venue – thank you

### FULL EVACUATION

Ladies and gentlemen, can I please have your attention for an emergency message.  
(repeat).

Would all patrons please make their way quietly and calmly to the nearest exit under the guidance of our staff and vacate the venue.

This is an emergency evacuation of the entire venue.

Please refrain from using mobile phones - all lines are required for emergency use.

Do not stop directly outside keep moving. Would you please now evacuate the venue – thank you

Unless otherwise advised by the emergency services or Chief Warden, repeat the message leave message on VRB.

- Run evacuation tone for 30 then repeat the message
- Log times that announcement were made

### SHELTER IN PLACE - Weather

Ladies and gentlemen, can I please have your attention for an emergency message?  
(repeat)

Would all patrons in the \_\_\_\_\_ (specify area or all areas) please take shelter (location) \_\_\_\_\_ due to (why)

\_\_\_\_\_ it is expected that the (type of weather)

\_\_\_\_\_ will last for (approx time)

\_\_\_\_\_ minutes. Please wait for further instructions before moving from this safe location. – thank you

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# Attachment 9 : Phone Threat Checklist

<p style="text-align: center;"><i>Place this under your telephone</i></p> <p style="text-align: center;"><b>GENERAL QUESTIONS TO ASK</b></p> <ol style="list-style-type: none"><li>1. What is it?</li><li>2. When is the Bomb going to explode?  Or  when will the substance be released?</li><li>3. Where did you put it?</li><li>4. What does it look like?</li><li>5. When did you put it there?</li><li>6. How will the bomb explode?  Or  how will the substance be released?</li><li>7. Did you put it there?</li></ol> <p><b>CHEMICAL / BIOLOGICAL THREAT QUESTIONS</b></p> <ol style="list-style-type: none"><li>1. What kind of substance is in it?</li><li>2. How much of the substance is there?</li><li>3. How will the substance be released?</li><li>4. Is the substance a liquid, powder or gas?</li></ol> <p><b>BOMB THREAT QUESTIONS</b></p> <ol style="list-style-type: none"><li>1. What type of bomb is it?</li><li>2. What is in the bomb?</li><li>3. What will make the bomb explode?</li></ol> <p><b>EXACT WORDING OF THREAT</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>ACTION</b></p> <p>Report call immediately XXXX</p>	<p><b>CALLER'S VOICE</b></p> <p>Accent (specify): _____</p> <p>Any impediment: _____</p> <p>Voice (loud, soft, etc): _____</p> <p>Speech (fast, slow, etc): _____</p> <p>Diction (clear, muffled): _____</p> <p>Manner (calm, emotion, etc): _____</p> <p>Did you recognise the voice? _____</p> <p>If so, who do you think it was? _____</p> <p>Was the caller familiar with the area? _____</p> <p><b>THREAT LANGUAGE</b></p> <p>Well spoken: _____</p> <p>Incoherent: _____</p> <p>Irrational: _____</p> <p>Taped: _____</p> <p>Message read by caller: _____</p> <p>Abusive: _____</p> <p>Other: _____</p> <p><b>BACKGROUND NOISES</b></p> <p>Street noises: _____ House noises: _____</p> <p>Aircraft: _____</p> <p>Voices: _____ Local call: _____</p> <p>Music: _____ Long Distance: _____</p> <p>Machinery: _____ STD: _____</p> <p>Other: _____</p> <p><b>OTHER</b></p> <p>Sex of caller: _____</p> <p>Estimated age: _____</p> <p><b>CALL TAKEN</b></p> <p>Date: ___/___/___ Time: _____</p> <p>Duration of Call: _____</p> <p>Number called: _____</p> <p><b>RECIPIENT</b></p> <p>Name (print): _____</p> <p>Telephone Number: _____</p> <p>Signature: _____</p> <p><small>* Hand completed card to Security Department or Police</small></p> <p><b>NOTES</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>REMEMBER KEEP CALM – DON'T HANG UP</b></p>
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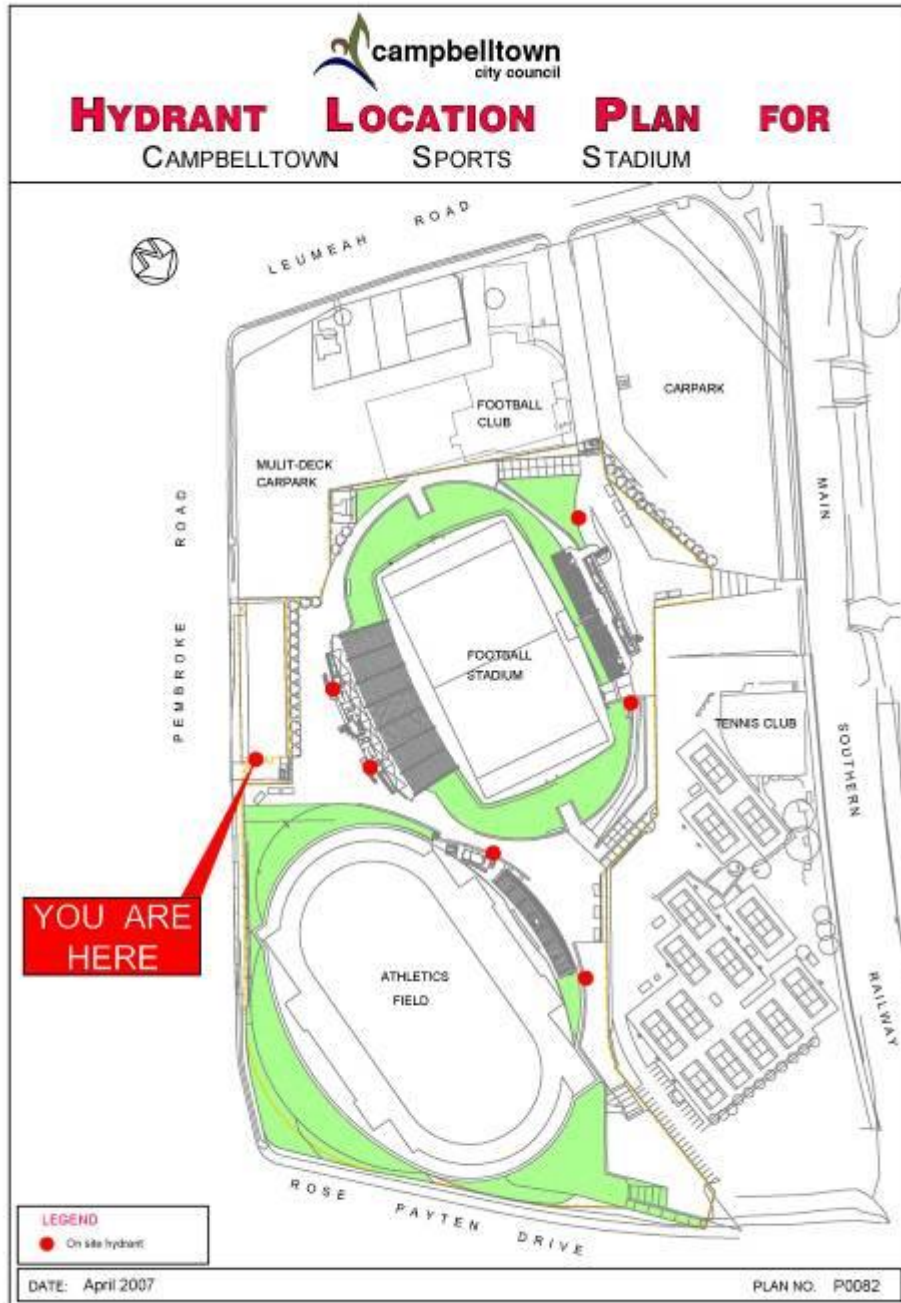
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# Attachment 10 : Adjacent Site Contact List

Site	Position	Emergency Phone Number
West's Leagues Club	Chief Director City Lifestyles Officer	
West's Tennis Club	Manager	
Leumeah Railway Station	Station Master	

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# Attachment 11 : Fire Hydrant Location Plan



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