

YEAR

Event Title

Event Dates

Emergency Response Plan

Note to users:

This sample plan is written for equestrian sports conducted in South Australia; however, it is able to be adapted to a wide range of horse activities and pursuits in any state.

Word versions of the document are available on www.horsesa.asn.au

This sample plan is Annexure 2 for the “Horse Event Organisers Tool Kit”

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YEAR

EVENT TITLE

EMERGENCY RESPONSE PLAN

AUTHORITY

The (enter name of event) Event Emergency Response Plan provides for the effective and efficient mobilisation and coordination of the resources both human and physical of the (enter name of event) Event Committee to deal with an incident occurring either before, during or after the conduct of the event and either affecting or in the vicinity of the event and can be initiated either in full or part as appropriate to the incident.

The plan is prepared at the direction and under the authority of the (enter name of committee) as recognition of the need for preparedness and may be supplemented by the plans of SA Police, Emergency Services and participating organisations.

The Event Director or nominated deputy, as appointed by the (enter name of committee) will be responsible under this authority, for the preparation, practice and activation of this plan.

.....signed

Chairperson,
(enter name of committee)

...../...../ 20__

.....signed

Operations Manager
(enter name of committee)

...../...../ 20__

(enter name of event)

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GLOSSARY OF TERMS

Non Equestrian

Casualty Collecting Area

The initial point where Ambulance or First Aid Officers are able to assist rescued casualties. This area is only established when Rescue Services are evacuating casualties from a hazardous environment

Control

The Controlling Agency will be responsible for planning and controlling the emergency response activities of all services, under the overall direction of the Police Coordinator. The authority to control, which relates to situations and operates horizontally across the participating organisations, is authorised by the State Emergency Management Committee.

Command

The direction of members and resources of participating organisations in the performance of their organisation's role and task. Authority to command is established by agreement within the organisation and operates vertically within an organisation. Each organisation therefore will appoint a Commander and in the case of the (enter name of event committee) this will be the Event Director who will relate via the Liaison Officer to the Police Coordinator, where necessary.

Coordination

The bringing together of organisations and resources in order to ensure effective and appropriate response. It is primarily concerned with the systematic acquisition and application of both human and physical resources in accordance with requirements imposed by the threat or impact of an incident. Coordination operates vertically within organisations as a function of the authority to command and horizontally across organisations as a function of the Police Coordinators authority to control

Emergency Operations Centre

The centre established in the event Control Centre located in (enter location) and staffed with the appropriate personnel to provide for inter-organisation liaison during an emergency and from where control and coordination of the Police, Emergency Services and other participating organisations will occur.

Forward Command Post

That secure area established in the vicinity of an incident from where the Police and Emergency Service Commanders manage the incident.

Disaster

A major emergency that the State Governor is satisfied is, or is likely to be, of a nature or scale that it should be declared to be a disaster and dealt with under the Act because of the diverse resources required to be used in the response

Emergency

means an event that causes, or threatens to cause –

- (a) the death of, or injury or other damage to the health of, any person; or
- (b) the destruction of, or damage to, any property; or
- (c) a disruption to essential services or to services usually enjoyed by the community; or
- (d) harm to the environment, or to flora or fauna;

Note –

This is not limited to naturally occurring events (such as earthquakes, floods, or storms) but would, for example, include fires, explosions, accidents, epidemics, hi-jacks, sieges, riots, acts of terrorism or other hostilities directed by an enemy against Australia

Identified Major Incident

An emergency which in the opinion of the State Coordinator, should be dealt with under the Act because of the diverse resources required to be used in response to the emergency, the likelihood of the emergency escalating into a major emergency or for any other reason.

Incident

An everyday event that can be successfully managed by responding available resources and services using standard procedures which will be adequate for the normalisation of the incident.

Major Emergency

An emergency not constituting a 'disaster' that, in the opinion of the State Coordinator, should be dealt with under the Act because of the diverse resources required to be used in response to the emergency, the likelihood of the emergency escalating into a disaster or for any other reason.

Patient Treatment Post

A treatment and further triage area where casualties are held and provided treatment prior to evacuation to definitive medical care.

State Coordinator

The South Australian Police Commissioner, authorised under the State Emergency Management Act 2004 to implement the State Emergency Management Plan and to control all counter disaster and post disaster operations as are necessary

Equestrian

Incident

An incident is defined as where either rider or horse need medical or veterinary intervention but are both able to return to their stable unassisted.

Serious Incident

A serious incident is defined as an incident where either the horse or rider is unable to continue due to injuries sustained.

Major Incident

A major incident is defined as an incident where -:

- the injuries to the horse are such that it may need to be euthanased;
- the injuries to the rider, such as serious head or spinal injuries, are to the level that they may be life threatening; or
- a member of the public sustains an injury that can be deemed related to the actions of an official or competitor.

It is the ultimate responsibility of the Event Director in response to information provided to determine whether an occurrence constitutes an equestrian incident.

Equestrian Incident Management Plan

A sport specific plan required by the Federation Equestre Internationale (FEI) for the management and investigation of a sporting incident that might include injury to spectator(s).

Control Centre

The centre established (**enter location**) and staffed with the appropriate personnel to provide for the control and coordination of the event.

Also referred to as the Emergency Operation Centre for the management of an emergency.

Public Area Emergency

An emergency in the public area involving danger to property or members of the public, but not involving the event or restricted equestrian areas.

Event Stopping - Public Area Emergency

An emergency in the public area that creates an unacceptable danger to personnel, competitors, or officials. The Event Director or Operations Manager in conjunction with other senior event personnel, possibly on the advice of a Senior Police Officer must make the decision to stop the event (**enter here how the event will be stopped**).

Disaster

An emergency, more likely to occur in the public area but possibly on or involving the course, which is beyond the scope of the resources at the event to cope with and will require external resources to be called in.

NOTE

During any disaster or emergency situation, circumstances will dictate whether the event is stopped or not. The preferred policy is to keep the event going unless the emergency creates unacceptable hazards for those who are continuing to use the course, or for those involved in a response to the emergency. The final decision will be made by consultation between the Event Director, Operations Manager and a Police Officer.

Common Equestrian Abbreviations

FEI	Federation Equestre Internationale
EA	Equestrian Australia
TD	Technical Delegate
CD	Course Designer
GJ	Ground Jury
OC	Organisational Committee
SM	Stable Manager
EIMP	Equestrian Incident Management Plan (Equestrian incidents only)
EMT	Emergency Management Team

Glossary of Event and Venue Terminology

Back of House (BoH)	The areas within a venue that are not accessible to spectators, where all operational and "behind-the-scenes" functions occur.
Bump in Control Centre	Preparation or set up of a venue. An area that controls the event using communications available at the venue, monitoring and directing radio transmissions and telephone calls.

Emergency Management Team (EMT)	A team headed by the Event Director that has responsibility for ensuring the site is evacuated and/or secured; liaising with emergency services; returning the operations to 'normal' as quickly as possible after the crisis; and communicating with all stakeholders.
Event Director	The person in overall charge of the venue and responsible for the planning phase and control of all relevant areas including the response to emergencies.
Event Manager	The individual responsible for general event management, sponsorship and marketing and ensuring adherence to agreed policies and procedures, escalating to the organising committee high stake issues.
Field of Play (FoP)	That area used for the sporting competition plus the immediate and surrounding support areas at which a boundary separates the attendant spectators.
Front of House (FoH)	The area within a venue accessible to spectators. It usually contains services for spectators such as viewing areas, toilets, food and beverage.
Operations Manager	The person responsible for any support services that are required at the venue and for issues related to the operations of functional areas in preparation for and during the event at the venue. During the event, the Operations Manager is responsible for venue repair and replacements including monitoring and managing venue expenditure.
Overlay	The temporary structures added to the venue in addition to permanent buildings and/or structures required for the event.
Technical Delegate	A member of the Federation Equestre Internationale (FEI) who is responsible for seeing that the competition is conducted according to FEI rules.
Technical Officials	The people required to stage and administer the sport and the Field of Play (FoP). These include National Technical Officials, International Technical Officials and International Federation Staff.
Time and Scoring	The specialised system of hardware and software to capture the results of a competition during and at the conclusion of the performance and to pass that data to the Results System for processing and distribution.

1 INTRODUCTION

(Insert details of the event sufficient to describe what is intended at the event including a description of the events occurring, the duration of the event and the area of the event. This should include some detail as to the management structure, the approximate number of participants and spectators.)

This plan is prepared at the direction of **(insert committee name)** to provide for a coordinated response to incidents occurring within, or affecting, the public area at the event and can be used to respond to equestrian incidents if and when necessary.

It provides for the transfer of authority for the area during a major incident and support to the South Australia Police, Emergency and Functional Services.

The Event Director has the responsibility for ensuring the implementation of the plan and for liaison between the Police and any other emergency services in the event of any declared incident.

The Plan may be initiated either in part or in full during any incident that requires some extraordinary coordination.

Successful management of an incident will depend on familiarisation of the Plan by the Officials of the (insert committee name) Committee such that they are aware of their individual roles and responsibilities.

2 AIM OF THE PLAN

The aim of the plan is to minimise any suffering or loss related to an emergency affecting health, finance and the environment by providing for the effective and coordinated response of resources to mitigate the affects of any incident.

3 SCOPE OF THE PLAN

This emergency plan is prepared to provide a coordinated response of the (insert committee name) Committee to any emergency involving or affecting the conduct of the event presented by that body, excluding sport specific incidents managed under a separate Equestrian Incident Management Plan. This includes providing support to the Police and Emergency Services of South Australia, acting in accordance with their roles as required under the State Emergency Management Act 2004, in response to and the subsequent recovery from an incident.

This plan may be used to support the management of a major equestrian incident.

4 HAZARDS (A sample is shown)

Threats that have been identified which may affect the event and require the activation of this plan either in full or in part are recorded below but should not be seen as exhaustive.

PRE-EVENT LOCATION	HAZARD	COMMENT
Competitors	Injury to competitors	Horse &/or rider prior to or en-route to event
	Equine disease	Equine flu or Hendra Virus
	Bad press / protest	Equine accident / cruelty
Venue	Not available	Not ready, damaged, subject to external incident, severe weather, industrial action, sabotage
Management	Injury/sickness	Affecting key event officials
	Lack of personnel	Insufficient skilled volunteers
	Finance	Shortfall of sponsorship, insurance cover, ticket sales
Practice	Injury to competitors	Horse &/or rider during practice Bad press
Campsite	Injury to competitors or support personnel	Camp fire, personal assault, theft
EVENT		
Campsite	Not available	Damage to facility, fire, storm, external incident,
	Threat against facility	Security
	Health / Regulations	Sanitation, food preparation

LOCATION	HAZARD	COMMENT
Stables	Not available	Structural damage, fire, storm, not ready, industrial threat, sabotage
	Threat against facility	Security of venue and equipment
	Equine disease	Medical passports
	Injury or illness	Competitors, stable hand or officials
	Fire	Structural, animal injury
	Electrocution	Power supply safety
	Damage to facility	Vandalism, severe weather, tree falling
	Security	Nobbling, illicit drug use, theft
Cross Country	Construction delay	Injury or illness to officials, industrial, protesters
	Facilities not available / unsafe	Severe weather, vandalism
	Supply delay	Industrial action, accident, illness
	Event delay / postponement / cancellation	Communication failure, equipment failure, course invasion / protest, external incident – accident, tree fall, water / gas main rupture, building fire, power failure, industrial action, protesters convergence/crowd control, severe weather/electrical storm
	Sickness / injury / accident	Officials, volunteers, public
	Accident involving public	Sport associated or other, media management, emergency management, counselling, reports, claims etc.
	Bad press	Implication in associated events, horse injury
	Food supply	Contaminated food
	Fire	Building, vehicle, campsite
	Major competitor accident, injury	Media management, emergency management, counselling, reports, claims etc.
	Structure collapse	Temporary structures, strong wind
Electrocution	Temporary power supplies	
Show Jumping	Construction delay	Injury or illness to officials, industrial, transport accident
	Facilities not available	Severe weather, flooding, damage
	Supply delay	Industrial action, accident, illness
	Event delay / postponement / cancellation / unsafe	Communication failure, course invasion, external incident – accident, water main rupture, building fire, power failure, industrial action, convergence/crowd control, severe weather/electrical storm
	Sickness / injury / accident	Officials, volunteers
	Accident involving public	Sport associated or other, media management, emergency management, counselling, reports, claims etc.
	Bad press	Implication in associated events, horse injury
	Health	Contaminated food, sanitation

LOCATION	HAZARD	COMMENT
Show Jumping (Cont'd)	Fire	Building, vehicle, campsite
	Major competitor accident, injury	Media management, emergency management, counselling, reports, claims etc.
	Structure collapse	Temporary structures, strong wind
	Electrocution	Temporary power supplies
Support Events / Venues / Construction	Not available	Damaged – severe weather, fire, vandalism, subject to external incident
	Not ready	Utilities failure, industrial threat, protest
	Sickness / injury / collapse	Key personnel
	Health	Food preparation, sanitation, Public, participant, official
	Severe weather	Temporary structures, outside events
	Civil disorder	Vandalism, alcohol management
	Fire	Structures
Event delay / postponement / cancellation	External incident	Emergencies not associated with the event
	Structure collapse	Temporary structures, severe wind
	Security	Theft, personal assault, monies
	Accident(s)	Public, participant, official – falls, electrical supply, gas supply, temporary structures, horse out of control,
Market Place and Catering	External incident	Emergencies not associated with the event
	Structure collapse	Temporary structures, severe wind
	Security	Theft, personal assault, monies
	Accident(s)	Public, participant, official – falls, electrical supply, gas supply, temporary structures, horse out of control,
POST EVENT		
All areas	Sickness / injury / collapse	Key personnel
	Delay in returning venue	Service delay, industrial threat, extreme weather
	Damage to facility	Extraordinary repairs required
	Loss/theft of equipment	Increased costs, insurance claims, bad image

5 ACTIVATION OF THE PLAN

Any such situation will come to the notice either directly or by report to the Event Director.

Authority to activate this plan either in part or totally rests with the Event Director, in consultation with the (insert committee name)

The Event Director or his/her deputy, upon request, or becoming aware of such an incident will respond immediately to her office or designated alternative location to activate this plan to the level required.

Upon activation of this plan those key event personnel required for their particular role will also respond immediately to the Event Director's office or an alternative as directed, to provide their expertise.

6 EMERGENCY CONTROL AND COORDINATION

Emergency control and coordination must be undertaken by the Event Director and may involve the Police and Emergency Services should the incident be of major significance in which case the resources of the (insert event committee name) will be passed to assist these Services.

Any decisions directly affecting the conduct of the event will be made in consultation with the (insert event committee name) and the Police Forward Commander as appropriate.

7 COMMUNICATION

Communication facilities for the event are :-

(insert all means of communication available at the event eg – radios, mobile phones, public address etc)

8 CONTROL CENTRE

The event Control Centre is located

It is ideally suited to provide for an on site Command Post for the coordination of any emergency operations if required.

The hours of full operation will be:-

.....

An alternative emergency operations centre will be identified if required.

9 CONTROLLING AGENCY

This is the Agency responsible for dealing with the emergency and will be determined by the nature and magnitude of the occurrence and any relevant legislation.

For example - in the case of fire or escape of a dangerous substance or any related incident coming within the ambit of the Fire and Emergency Services Act, the Metropolitan Fire Service will be the controlling agency

However, in all situations the Senior Police Officer shall have the co-ordination role as defined within the State Emergency Management Act 2004.

Sporting Emergency

Any sporting emergency response is the responsibility of the Event Director and is dealt with in a separate Equestrian Major Incident Management plan.

It should be understood, however, that a sporting emergency occurring at the event could impinge on the spectator gallery and similarly an incident occurring in the spectator gallery could impinge on the event so that both areas of control need to liaise closely for the ultimate safety of all.

10 INITIAL EMERGENCY PROCEDURES

Due to the nature and spread of the event the initial appropriate steps to be taken in response to an incident will be :-

Ensure everyone at risk is advised and evacuated or sheltered as appropriate,

Advise the Control Centre and/or the Event Director,
Combat the incident with the resources immediately available,
Arrange clear access and egress for emergency services, and
Secure the affected area until the arrival of authorities.

NOTE

During non-operational hours, ensure the appropriate Emergency Service is advised and then the Event Director.

11 AREAS OF AUTHORITY / RESPONSIBILITY

Background

Incidents and emergencies can take many forms, some of which can be anticipated and therefore rehearsed, others may never have been predicted. Each individual scenario will require the most appropriate and timely response, and the action that is taken will impact on the final outcome and potential loss of resources, property and/or life. The roles and responsibilities of individuals, working together, will be crucial to well managed outcomes and it is essential that areas are well defined and understood by team members.

As an example of prevention a regular check requiring the work force to undertake an inspection of their respective work areas should be made to ensure nothing untoward has been placed within the area or changed that may now create an unacceptable hazard.

The Management Team led by the Event Director may handle a minor incident. Other incidents and emergencies will require a much more structured approach and in these situations either a partial or full activation of this plan may be required involving the assistance of many parties.

In a major emergency the Controlling Agency Commander will work with the Event Director and Police Commander to understand any venue or event based implications. Appropriate announcements will be aired over the PA system as directed by the Event Director to ensure all patrons are aware of what is being undertaken and what is required of them.

12 Areas of responsibility

..... as Chairperson of theManagement Committee is responsible for the presentation of a successful event and the authorisation of all incident media statements. Her deputy will be

12.1 Event Director

..... as Event Director is responsible to theManagement Committee for the overall successful conduct and management of the event. This includes the planning, training and response of all personnel to any incident and for the provision, establishment and operation of any necessary control centres. His/Her deputy will be

..... will normally be contacted via the Control Centre and is responsible for the :-

- Overall command, control and coordination of all event resources,
- Activation of this plan as necessary including the conduct of a debrief,
- Provision of welfare care for event personnel both competing and officiating,
- Preparation and submission of any incident reports,
- Liaison with FEI, EFA, and other Equestrian Officials,
- Ensuring provision of sport specific services,
- Ensuring provision of any special sport orientated transport requirements,

- Administration of finance including insurance claims,
- Ensuring liaison with sponsors,
- Ensuring appropriate advertising and marketing,
- Overall management of the event program,
- Ensuring liaison with the Local Council,
- Ensuring provision of an appropriate level of security,
- Ensuring the provision of support event personnel,
- Ensuring provision of safe & healthy public and official catering and food concessions,
- Management and coordination of support events and displays,
- Ensuring coordination of stall holders and trade stalls,
- Ensuring liaison with Police and Emergency Services,
- Ensuring liaison with the Office of Public Transport if any road closures are involved,
- Ensuring minimal adverse affects on the neighbouring community, and
- Control of any Ticketing.

12.2 Event Manager (if appointed – if no Event Manager the Event Director is responsible for these duties rather than ensuring that they are done)

.....is appointed by the Management Committee and is responsible to the Event Director for the efficient and effective management of the event. This includes ensuring the planning and training of personnel for any incident.

.....will normally be located and is responsible for the :-

- Administration of finance including insurance claims,
- Liaison with sponsors,
- Appropriate advertising and marketing,
- Liaison with the Local Council,
- Provision of support administration personnel,
- Management and coordination of support events and displays,
- Management of minimal adverse affects on the neighbouring community,
- Management of support events, catering stalls and any trade stalls, and
- Management of Ticketing.

12.3 Operations Manager

..... is appointed by (insert Committee Name) as Operations Manager and is responsible to that body for the efficient and effective provision of the engineering and supply of support infrastructure, and the general coordination of the infrastructure of the event. This includes the and operation of a control centre.

..... will normally be contacted via the Control Centre and is responsible for the :-

- Liaison with FEI and EFA,
- Provision and control of event support personnel,
- Provision of sport specific services,
- Provision of special sport orientated transport requirements,
- Ensuring, when necessary, the establishment of an equestrian Major Incident Operations Centre.
- Liaison with the Management Committee,
- Liaison with the Local Council and coordination of local council and authorities planning,
- Provision and control of an appropriate level of security service,
- Provision and control of support personnel,
- Minimising any adverse affects on the neighbouring community,

Coordination of public and official catering and food concessions infrastructure,
Coordination of stall holders and any trade stall infrastructure,
Coordination of any support event infrastructure,
Coordination of venue utilities planning,
Coordination of Police and Emergency Service planning,
Provision of event support infrastructure, and
Provision of a Communication network and centre,

12.4 Media Manager (If no media manager this role can be done by the Event Director)

..... is responsible to the Event Director for the management of media relations.

12.5 Incident Investigator – (Equestrian) (Someone should be prepared to carry out this role in the event of a nasty sporting incident)

..... is appointed by the Event Committee and is responsible to that Committee for the effective and efficient management and control of investigations into a sporting incident.

He is responsible for the :-

Collection of statements from event officials,
Gathering of involved competitor information,
Taking of photographic evidence, and
Provision of reports to the FEI & EFA.

..... will normally be contacted through the Control Centre.

13 ANTICIPATED ACTIVATION PROCEDURES

It is envisaged that the following procedures will be adopted in an emergency situation:-

- a. Information received by the Event Director will dictate the degree of response required.
- b. The priority given to dealing with the incident shall be assessed according to the degree of urgency required
- c. The Event Director will called key personnel to respond or a state of readiness as appropriate.

14 ACTION TO ACTIVATE THE PLAN

The Event Director will make contact with the key event personnel advising them of the situation and requesting them to respond as directed and to communicate similarly with other personnel as appropriate.

Key responding personnel should keep the Event Director apprised of the situation and whether other additional response is required. In particular whether outside resources will be required to normalise the situation.

The Event Director should keep the Event Management Committee informed of the incident and response that is or will be required.

15 EMERGENCY ACTION ADVICE

From the list of recognised threats it is agreed that there will be one or a combination of possible courses of action that may be taken and these actions may differ according to the area being notified in relation to the location and type of incident.

The alert to personnel will be made via the most appropriate means according to the nature, time of the incident and resources available. These may include two-way radio, telephone system, public address system, or runner.

Any order to take some emergency action, including evacuate the venue, will only be issued by the Event Director and in consultation with the Police Commander if in attendance.

The message to personnel should include three pieces of information -:

Level of Response required Location of Incident Action to be taken

It is important that all personnel understand what is meant and how to react (complete details are contained in Annex 'J' Response Plan.

It is therefore possible for the Event Director to declare varying actions according to the nature and location of the incident.

16 ASSEMBLY AREAS

In the event that an evacuation of the venue is necessary Assembly Areas will be advised at the time of any order to evacuate and will be decided upon by the Event Director according to the type and magnitude of the incident and the prevailing weather conditions.

17 RE-ENTRY

Should re-entry to the venue, or specific areas be possible any internal security should be enforced as soon as possible.

18 EVENT OFFICE INVOLVEMENT IN EMERGENCY OPERATIONS

Apart from its direct responsibilities to establish liaison between the Event Director and the Event Committee, the Event Office is to establish an information centre to deal with any inquiries.

19 MEDIA MANAGEMENT

In the event of any emergency occurring during the event only the Chairperson of the Event Committee or his/her nominated representative will make or authorise statements or hold media conferences.

The Media Manager, or persons specifically delegated will deal with normal general media inquiries and requests for interviews.

All personnel in the normal course of operations and particularly during emergencies must not make any comment to members of the Media.

20 STAFF BRIEFING

Prior to the commencement of the Event a meeting is to be held with all key personnel from Event Management together with Police and Emergency Service representatives, if appropriate, to brief them on all aspects of the event and emergency procedures. Additional meetings, as appropriate, will be conducted whenever any significant changes occur or after a significant incident.

21 RESOURCES

The resources available at the event include -:

List such things as first aid personnel, telephones, vehicles, horse ambulance etc.

22 RELATED PLANS

Record any Police or other emergency service plans prepared for the event – if any

23 PARTICIPATING ORGANISATIONS ROLES AND RESPONSIBILITIES

Sample listed below

SA Police will be responsible for the coordination of all responses to emergencies and the control and management of all traffic, public safety and law and order.

Weslo Security service will be responsible to the Event Committee for providing general security at the venue. Should an incident occur the service will be provided in liaison with SA Police.

The Federation Equestre Internationale through the agency of the Ground Jury and the Chief Steward will be responsible for the conduct of the horse events.

Dr. as Chief Medical Officer will be responsible to the Event Director for the provision of medical care to the participants.

Dr. will be responsible to the Event Director for the provision of veterinary services to the participants including the control of the horse ambulances.

SA Ambulance Service is responsible to the Chief Medical Officer for the provision of emergency medical care and transport of participants, officials and the public.

St. John Ambulance Australia Operations Branch will be responsible to the Chief Medical Officer for the provision of initial first aid services to participants and where appropriate the transport of the injured.

SA Metropolitan/Country Fire Service will be responsible, for advising Event Director with regard to fire safety and for response to fires or chemical spills.

24 PARTICIPATING ORGANISATIONS KEY PERSONNEL

Police
Security
Medical
Ambulance
First Aid
Fire

25 DISTRIBUTION

Copies of this plan have been issued to or will be issued to prior to the event to:-

SITE / VENUE PLAN

ANNEX 'A'

EVENT COMMUNICATIONS ALLOCATION

No.	Event Title	Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Help	Admin	Operations	Competition	Equipment
1	Committee Chairman		x	x	x	x	x	x	x	x	x	x	x	x	
2	Event Director		x	x	x	x	x	x	x	x	x	x	x	x	
3	Event Manager		x	x	x	x	x	x	x	x	x	x	x	x	
4	Event Media Manager		x	x	x	x	x	x	x	x	x	x	x	x	
5	Stable Manager		x	x	x	x	x	x	x	x	x	x	x	x	
6	Security		x	x	x	x	x	x	x	x	x	x	x	x	
7	Operations Manager		x	x	x	x	x	x	x	x	x	x	x	x	
8	Event Secretary		x	x	x	x	x	x			x	x	x	x	
9	Chief Steward		x	x	x	x	x	x			x	x	x	x	
10	Veterinary Delegate		x	x	x	x	x	x			x	x	x	x	
11	Steward		x	x	x	x	x	x			x	x	x	x	
12	Steward		x	x	x	x	x	x			x	x	x	x	
13	St.John		x	x	x	x			x		x	x	x	x	
14	Course Designer		x	x	x	x	x				x	x	x	x	
15	P/A Coordinator						x	x	x		x	x	x	x	
16	Cleaning						x	x	x	x	x	x	x	x	
17	Chief Medical Officer							x	x		x	x	x	x	
18	Incident Investigator							x	x		x	x	x	x	
19	Horse Ambulance 1							x			x	x	x	x	
20	Spare														

**RESTRICTED
TELEPHONE DIRECTORY**

Name	Position	Phone	Mobile	Fax
	Catering			
	Chief Medical Officer			
	Chief Steward			
	Commentary			
	Course Designer			
	Event Director			
	Event Manager			
	Event Secretary			
	Horse Ambulance			
	Incident Investigator			
	Judge			
	Media Manager			
	Operations Manager			
	Police			
	Security			
	St. John			
	Stable Manager			
	Veterinary			

EMERGENCY AIDE MEMOIR**ACCIDENT**

- CARE FOR THE PATIENT
- DON'T DO MORE THAN YOU ARE TRAINED TO DO
- KNOW YOUR LOCATION
- CALL AN AMBULANCE – '000'
- ADVISE WHAT HAS HAPPENED
- MEET THE AMBULANCE
- ENSURE EVENT MANAGEMENT ARE ADVISED

FIRE

- ADVISE OTHERS IN YOUR AREA
- CALL THE FIRE SERVICE – '000'
- IF SAFE TO DO SO – COMBAT THE FIRE
- DON'T CAUSE PANIC
- EVACUATE TO A SAFE AREA
- ENSURE EVENT MANAGEMENT ARE ADVISED

BOMB THREAT

- ADVISE THE WARDEN / EVENT MANAGEMENT STAFF
- ADVISE THE POLICE – '000'
- DON'T CAUSE PANIC
- OBSERVE ANYTHING UNUSUAL
- LEAVE QUIETLY IF DIRECTED
- ENSURE EVENT MANAGEMENT ARE ADVISED

EMERGENCY PHONE NUMBER**POLICE – AMBULANCE – FIRE****000****OR**

.....

I AM AT TheEvent

DESCRIPTION OF LOCATION (including site number and landmark)

.....

WHAT HAS HAPPENED:

MY NAME IS:.....THE TELEPHONE NUMBER HERE IS:

ACTION PROCEDURE

FIRE

IF YOU DISCOVER A FIRE IN YOUR AREA:

1. Alert other occupants
2. If possible, attend to any injured person/s who may be in immediate danger,
3. Alert the Event Management – CALL THE FIRE BRIGADE,
4. If you are familiar with the limits of the type of fire extinguisher available in your area, attempt to extinguish the fire, **but do not place yourself or other persons at risk** in doing so,
5. If you cannot extinguish the fire, leave the building or area by the nearest fire exit,
6. The nominated Warden OR Event Director should control the evacuation. All present should obey your Warden's instructions,
7. If a Warden is not present evacuate via the safest exit,
8. A Warden or the Event Director should endeavour to ensure the building or area is totally evacuated

ACTION PROCEDURE

BOMB THREAT

IF YOU RECEIVE A BOMB THREAT:

1. If it is by telephone, do not hang up
2. Try and find out as much as you can about the threat
3. Notify the Event Director exactly what was said
4. Do not create panic by telling others
5. Make notes on the call you took
6. The Event Director will take any further action that is required.

IF A SUSPICIOUS PACKAGE IS FOUND

1. Do not touch it – clear the area
2. Advise your Event Director immediately but do not create panic by telling other persons
3. Prevent other persons from going into the area near the package
4. Your Event Director will advise you of any further action you should take
5. If your Event Director is unavailable advise the Police.

THE EVENT DIRECTOR / WARDEN SHOULD

1. Advise the Police and KEY Event personnel
2. Quietly clear the area requesting persons to take with them their own property
3. Take note of anything unusual – parcel or other objects
4. Obtain details of the call for the Police
5. Ensure people are kept clear of the area
6. If necessary, warn immediate neighbouring persons.

ACTION PROCEDURE

MEDICAL

When advised of an accident or illness that may require emergency care the following steps must be taken-

1. Obtain the following information-
 - 1.1 Location of the accident / injured person / and if St John or Medical personnel are in attendance
 - 1.2 Nature of accident / injuries sustained / number of persons involved
 - 1.3 Whether an ambulance / emergency services are required to attend.
2. When contacting the Ambulance Service or the Event Management the following advice should be given.
 - 2.1 Your name and, if applicable, any Company / Team name
 - 2.2 Exact location of the emergency including the name of the building or structure, a contact telephone number to enable a return call to be made if necessary for further information
 - 2.3 Nature of the emergency including details of any injuries / illness to any persons
 - 2.4 Advise the best means of access to the facility and confirm that a person will be in place to direct the emergency services to the incident.
3. Provide initial care and shelter for the patient within the limits of your skill.

GENERAL PRACTICE

1. GENERAL SAFETY REQUIREMENTS:

1.1 FIRE PREVENTION

Fire prevention cannot be over emphasised and the particular interest of every occupant in the checking of and watching out for FIRE HAZARDS will play an important part in the overall safety of those who occupy or visit facilities within the area.

1.2 HOUSEKEEPING

It is important that all present adhere to the following:

- 1.2.1 Keep exits completely clear of obstructions of any nature
- 1.2.2 Prevent unnecessary accumulation of unwanted items that may increase the FIRE HAZARD. Continuous disposal is a sound practice.
- 1.2.3 Prevent storage of unnecessary quantities of flammable materials that would fuel a fire.
- 1.2.4 Ensure fire extinguishers are readily accessible.

BOMB THREAT PROCEDURES FOR CALL RECEIVER

1. Remain calm and try to delay the caller, ask them to repeat.
2. Try to attract the attention of another person and have them inform the Event Management.
3. Be calm and courteous. Listen carefully to what the caller is saying and for any background noises.
4. **DON'T HANG THE PHONE UP**
5. Hand the completed checklist to the Event Management for delivery to the Police.

KEEP CALM AND DELAY THE CALLER

Date _____

Time _____

BOMB THREAT CHECKLIST

1. When is the bomb going to explode? _____
2. Where is the bomb? _____
3. What does the bomb look like? _____
4. What kind of bomb is it? _____
5. Why did you place the bomb? _____
6. What is your name? _____
7. Where are you? _____

EXACT WORDING OF THE THREAT

DONT HANG UP THE PHONE

ANY ADDITIONAL INFORMATION

DONT HANG UP THE PHONE

DID THE VOICE SOUND FAMILIAR TO YOU? IF SO, DO YOU KNOW THE VOICE?

<u>Voice & Speech</u>	<u>Manner</u>	<u>Language</u>	<u>Background Noise</u>
Loud	Calm	Local	Voices
Soft	Angry	Foreign	Music
Raspy	Other	Good Command	Children
Fast	Deliberate	Fair Command	Typing
Slow	Emotional	Poor Command	Traffic
Nasal			Aircraft
Intoxicated	<u>Sex & Age</u>	<u>Origin of Call</u>	Trains
Pleasant	Male	Local	Machinery
Distinct	Female	Public	Ocean
Stutter	Adult	STD	Animals
Impediment	Juvenile	Private	Birds
Hesitant	Approx.Age		Other
Uneducated			
High			
Deep			

NAME OF PERSON COMPLETING THIS REPORT _____

POSITION _____

PHONE NUMBER _____

MISSING PERSON CHECK LIST

LAST SEEN AT (location) _____

DIRECTION OF TRAVEL _____

Personal Details

SURNAME _____

FIRST NAMES _____

AGE _____ DATE OF BIRTH _____

HOME ADDRESS _____

Description

HEIGHT _____ WEIGHT _____ BUILD _____

HAIR COLOUR _____ TYPE _____

RACIAL APPEARANCE _____

IDENTIFYING FEATURES _____

CLOTHING Head _____

Top _____

Bottom _____

Feet _____

Reported by

NAME _____

ADDRESS _____

TELEPHONE _____ RELATIONSHIP _____

Control Centre notified at _____ a.m./p.m. on (date)

Police notified at _____ a.m./p.m. on (date)

REPORT TAKEN BY _____

Incident Report Form

Once completed, please hand to your supervisor / event management.

Name of person(s) involved in the incident:- _____

Contact Details (Tel):- _____ **Address:-** _____

Name of witness(es) if any:- _____

Contact details (Tel):- _____ **Address:-** _____

Incident details - please cross one or more boxes as appropriate

- | | |
|---|---|
| <input type="checkbox"/> Injury
<input type="checkbox"/> Property Damage
<input type="checkbox"/> Housekeeping/Maintenance
<input type="checkbox"/> Unauthorised Entry | <input type="checkbox"/> Theft
<input type="checkbox"/> Fire
<input type="checkbox"/> Bomb Threat
<input type="checkbox"/> Other (Please specify): _____ |
|---|---|

Time of Incident:- _____ **am/pm** **Date of Incident:-** _____

Exact Location: _____

How did the incident occur? _____

What were the consequences of the incident? _____

What action has been taken to prevent re-occurrence? _____

Where applicable complete the following details

Your name and contact details: _____

Name of Person receiving report:- _____

Phone Number:- _____

Time Incident Reported:- _____ **am/pm** **Date Incident Reported:-** _____

Event Management notified at:- _____ **am/pm** **on:-** _____ **(date)**

RESPONSE GUIDELINES

THE PREVENTION AND DETECTION OF FIRES
AND OTHER HAZARDS TO LIFE AND PROPERTY IS
EVERYONE'S RESPONSIBILITY

1. Objective

To ensure the efficient and effective emergency response and where appropriate the safe evacuation of theEvent venue in the event of an emergency situation affecting personal safety.

2. Scope

This document shall cover all clients, public, contractors, employees, permanent, part time, casual or voluntary and all incidents as listed below and shall embrace the need for partial or complete evacuations, if appropriate.

- a. Personal threat
- b. Fire
- c. Bomb Threat
- d. Other Cause

3. Emergency Action Advice

From the list of recognised threats it is agreed that there will be one or a combination of possible courses of action that may be taken and these actions may differ according to the area being notified in relation to the location and type of incident.

The alert to staff will be made via the most appropriate means according to the nature of the event and resources available. These may include two-way radio, telephone, or runner.

Any order to take some emergency action, including evacuate the venue, will only be issued by the Event Director or nominated deputy.

The message to personnel will include four pieces of information and it is important that you understand what is meant and how to react.

Area Identification

Firstly the area identification will be given (refer site diagram at Annex 'A').

Level of Response

Secondly personnel will be advised of the level of activity to which they will be required to respond. This will be one of the following:-

- Stand-by - this means to be alert and observant ready for action.
- Respond - this means to respond as appropriate to the incident.
- Stand Down - this means the incident is over return to normal operations.

Location of Incident

Thirdly a description of the incident and its location will be given –

e.g. fire in forest or missing child in park.

Action to be taken

Fourthly an order involving the action for to be taken in the area –:

- Information only** - this means no action required - be alert.
- Secure your area** - this means prevent persons entering or exiting the area until further advice.
- Search the area** this means the area is to be searched for a person or suspicious object.
- Evacuate** - this means your area is to be evacuated using normal safe evacuation procedures
- Return** this means the affected area is now safe to be inhabited.

It is therefore possible for the Event Director to declare varying actions according to the nature and location of the incident and these actions will be declared by area.

4. Response Procedure - PERSONAL THREAT

In the event of a personal threat occurring at the venue the following procedures should be adopted :-

- a. obey the offender's instructions ;
- b. do only what is demanded by the offender ;
- c. stay out of danger if not directly involved and leave the area if safe to do so ;
- d. phone the Police (**000**) if safe to do so and keep the telephone line open ;
- e. if possible, alert other personnel ;
- f. carefully observe the offender and any vehicle that may be involved ;
- g. where possible and if safe to do so prevent other persons ' blundering ' into the situation
- h. preserve the scene until the Police arrive to check for fingerprints etc. ;
- i. make a written note of as much detail as possible such as mannerisms, scars distinguishing features, conversation etc., as soon as possible ;
- j. request any witnesses to remain until Police arrive ;
- k. exclude any media involvement ; and
- l. advise the Event Director as soon as possible.

5. Response Procedure - FIRE

- i. Any person locating a fire is to advise the Fire Service by telephone **000** and, if possible, and where safe to do so, endeavour to extinguish the fire whilst calling out a warning to anyone else nearby.
- ii. The Event Director or delegate will be responsible, during the event, to confirm a call to the fire service and arrange for an emergency ambulance to be on stand-by.
- iii. The response is to notify all persons to **prepare** to evacuate a structure or the venue at the direction of the Event Director. The Event Director will advise persons of any need to evacuate, when and if appropriate.

6. **Evacuation**

In the event that a structure or venue evacuation is required all persons are required to observe the following points :-

- i. When directed by the Event Director or in their absence Security personnel, leave the structure or venue in a quiet and orderly manner, leaving any lights on, closing **but not locking any doors** and taking with them any visitors or patrons.

A person should be allocated to assist any mobility-impaired person(s).

- ii. When practical, but without risk to personal safety :
 - (a) Gather and secure any cash;
 - (b) Secure important documents in metal cupboards and/or filing cabinets;
 - (c) Save data and shut down computers;
 - (d) Switch off electrical equipment;
 - (e) Gather personal belongings and take them with you **PROVIDING you do not go to other areas to collect them**
- iii. Evacuate the structure or venue as directed to a safe area away from the incident.
- iv. Gather in a group in a safe area upwind of any smoke of chemical spill ideally in a clear area on the side of the nearest road.

NOTE: On reaching the safe area, checks should be made to ensure all personnel from your area are present and if possible record the name and address of any visitors or clients who may have suffered and injury during the evacuation.

IMMEDIATELY REPORT ANY MISSING PERSON TO THE EVENT DIRECTOR

- v. **DO NOT ATTEMPT TO RE-ENTER ANY BUILDING OR THE VENUE** unless authorised by the Event Director.
- vi. **Do not** give any information to the media. All inquiries are to be referred to the Event Director.
- vii. Refrain from using mobile telephones unless on matters pertaining to the emergency.
- viii. Report any difficulties that occur during the evacuation to the Event Director for discussion at the de-briefing.

7. Response Procedure - BOMB THREAT

- a. Bomb threat calls may be received on any phone.
- b. Should you receive such a threat on your phone;
 - i. **DO NOT PANIC** - **DON'T HANG THE PHONE UP** - **NOTE THE TIME**
 - ii. Speak calmly and listen carefully.
 - iii. By using the `Bomb Threat Checklist' try to find out:
 - (a) Where the bomb is located
 - (b) When it is set to go off
 - (c) What the bomb looks like
 - (d) What kind of bomb it is
 - (e) Name of the caller
 - (f) What is the motive.
 - iv. Complete the Bomb Threat Checklist immediately, before discussing anything with others.
 - v. While the caller is on the line or immediately afterward, contact the Event Director and hand over the completed Bomb Threat Checklist.

NOTE: In the absence of the Event Director, the Police are to be notified.
Do NOT advise anyone else
- c. On receipt of advice of the threat or the completed Bomb Threat Checklist the Event Director or delegate will respond as necessary to achieve a safe structure and/or venue evacuation.
- d. The Event Director or delegate will immediately telephone the Police and Ambulance Service (000) and request their attendance.
- e. The original bomb threat checklist must be retained and handed to the Police.
- f. **UNDER NO CIRCUMSTANCES ARE PERSONNEL TO CONDUCT BOMB SEARCHES** - these will be arranged by Police or the Event Director.
- g. All persons are required to observe the following points in regard to an evacuation of the premises during a bomb threat
- h. Peruse their immediate work area for any package or object that is not normally in that area and advise the Event Director if such item is located.

DO NOT TOUCH IT.

 - ii. When directed by the Event Director, or delegate, leave the structure and/or venue in a quiet and orderly manner, leaving any lights on, **doors open** and taking with you any visitors or patrons.

A person should be allocated to assist any mobility-impaired person(s).
 - iii. When practical, but without risk to personal safety :
 - (a) Gather and secure cash;
 - (b) Secure important documents in metal cupboards and/or filing cabinets;
 - (c) Save data and close down computers;

- (d) Gather personal belongings and take them with you **PROVIDING you do not go to other areas to collect them**

iv. Evacuate the structure or venue as directed to a safe area away from the incident.

NOTE: Preference should be given to areas other than a car park.

v. Gather in a group in a safe area upwind of any incident ideally in a clear area on the side of the nearest road.

NOTE: On reaching the safe area, checks should be made to ensure all personnel from your area are present and if possible record the name and address of any visitors or clients who may have suffered any injury during the evacuation.

IMMEDIATELY REPORT ANY MISSING PERSON TO THE EVENT DIRECTOR

vi. **DO NOT ATTEMPT TO RE-ENTER ANY STRUCTURE OR THE VENUE** unless authorised by the Event Director.

vii. **Do not** give any information to the media. All inquiries will be referred to the Event Director.

viii. During the course of the incident refrain from using telephones unless on matters pertaining to managing the emergency.

ix. Report any difficulties that occur during the evacuation to the Event Director for discussion at the de-briefing.

i. Complete area vacancy will be maintained until the area is declared 'safe'.

8. Area of Authority/Responsibility

a. Event Director

i. Authority

The Event Director or, in his/her absence the appointed Deputy, shall be in sole control of the structure or venue and all personnel during any evacuation as a result of fire or bomb threat.

ii. Responsibilities

(a.) Ensure the maintenance and availability of the evacuation plan to all personnel.

(c.) Ensure a current list of personnel normally working at the venue and arranging the checking of such list in the event of an evacuation.

(d.) Arrange for as many personnel as possible to be trained in the location and use of fire fighting equipment including fire extinguishers and fire blankets.

(e.) Maintain a current list of personnel who have been trained in the operation of fire fighting equipment and if practical to direct those personnel to utilise equipment in an attempt to control a fire.

- (f.) Ensure proper housekeeping is carried out in order to decrease the possibility of fire and enhance the adequate access and egress for persons who may have to evacuate.
- (g.) Manage or arrange the safe and efficient evacuation of any structure and/or specific areas and/or the venue.
- (h.) Ensure persons are appointed to check **ALL** structures, toilets, and other areas to ensure **ALL** persons have been safely evacuated **AND DO NOT RE-ENTER.**
- (i.) Ensure persons are appointed to prohibit the entry of all persons to the structure or venue other than Fire Service or Police personnel.
- (j.) Liaise with Officers of other Emergency Services when necessary.
- (k.) Prepare and / or receive reports of incidents including those from traders.
- (l.) Within seven (7) days of an evacuation, arrange for a debrief meeting with all staff as appropriate and call for any comments..

11. **Plans and Schedules**

The following plans/documents will be produced, maintained and displayed as appropriate by the Event Director.

- a. A site plan showing the location of fire extinguishers, fire blankets, main electricity switch, gas supply tap and exits.
- b. A schedule of personnel who have received training in the use of fire fighting equipment.
- c. A schedule showing the names of personnel normally working in each area including acknowledgment that all these personnel are familiar with this document and the procedures contained herein.
- d. A schedule showing the names and contact details of next of kin or emergency contacts for personnel normally working at the venue.

**OPERATING PROCEDURES AIDE MEMOIR
EVENT DIRECTOR**

NO ACTION- INFORMATION ONLY

1. On being advised of an incident affecting only a part of the venue or specific key personnel the Event Director will respond appropriately by activating the plan to the level necessary.
2. For those key personnel in areas not affected by the incident at this stage, advice only should be given.

SECURE

1. Once emergency advice is received, immediately implement the "Secure" procedure using the most appropriate communication methods to Event Personnel
2. Contact the Police and decide to what degree it is necessary to secure the venue and maintain communications with the Police.
3. Move to the Control Centre to coordinate the process.
4. Ensure that all appropriate gates are secured or controlled.
5. Ensure that appropriate public announcement has been made.
6. Once the area is secured, await further advice / instructions from the Police.

SEARCH

1. Once an emergency advice is received immediately implement the "Search" procedure using the most appropriate communication methods to the appropriate personnel.
2. Contact the Police and decide to what degree a search is necessary and maintain communications with the Police.
3. Move to the Control Centre to coordinate the search.
4. Ensure that any necessary public announcement is made.
5. Ensure that searching personnel are aware not to cause public alarm.
6. Once the area search is under way await further instructions from the Police.
7. Confirm that the search is complete.
8. Once the search is completed await further advice / instructions from the Police.
9. If a suspicious package or article is located -:
 - a. Consult with the Police on evacuation process.
 - b. If possible seek verification from work force of the area on the bona fide's of the object
10. Activate evacuation of areas as guided by the Police.
11. Consider the postponement of the event or the re-entry of patrons in consultation with the Police.

EVACUATION

1. Once emergency advice is received immediately implement the “Evacuation” procedure using the most appropriate communication methods to the appropriate personnel
2. Contact the Police and / or Emergency Services and decide whether evacuation is necessary and to what degree, maintain communications with the Police.
3. If safe, move to the Control Centre, otherwise an appropriate alternative, to coordinate the evacuation.
4. Ensure that any necessary public announcement is made.
5. Ensure that the event is stopped.
6. Ensure that all necessary gates are opened
7. If it is a fire confirm the call to the fire service
8. Direct that personnel evacuate as directed.
9. Once the evacuation is under way await further instructions from the Police or Emergency Services.
10. Confirm that the evacuation is complete.
11. Once the evacuation is completed await further instructions from the Police.
12. Consider the postponement of the event or the re-entry of patrons in consultation with the Police and Emergency Services.
13. Advise the Event Committee of decision to proceed or not.
14. Advise all event personnel and work force of decision to proceed or not.