



EMERGENCY RESPONSE PLAN

The Drop Festival
KEIRLE PARK,
MANLY NSW

Saturday 14th March 2020

This document has been prepared for key stakeholders as part of the planning and development application process of the proposed event and is subject to revision.

VERSION 1

Revised: 30th September 2019

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1. OBJECTIVE OF THIS DOCUMENT

The objective of this document is to detail the responsibilities, procedures and reporting structure of the festival's Central Management Team (CMT) in relation to the emergency management of the The Drop Festival, Manly 2020.

This document has been developed through an evaluation of the specific nature and requirements of the site with consideration given to similar festivals previously held on the site.

Forming part of this Emergency Response Plan (ERP) is an Internal Wardens System. The purpose of this system is to embed a top-down approach to the communication and management of emergency plans and procedures. Following this system, each individual will have clearly defined responsibilities, chain of command and line of communication to ensure precise and responsive action when initiating the Emergency Response Plan.

This document is intended to be continuously reviewed and regularly communicated to all relevant parties to ensure a robust and clearly defined emergency management plan.

2. EMERGENCY CONTROL OPERATIONS

The figure below outlines both events' Emergency Response Process.

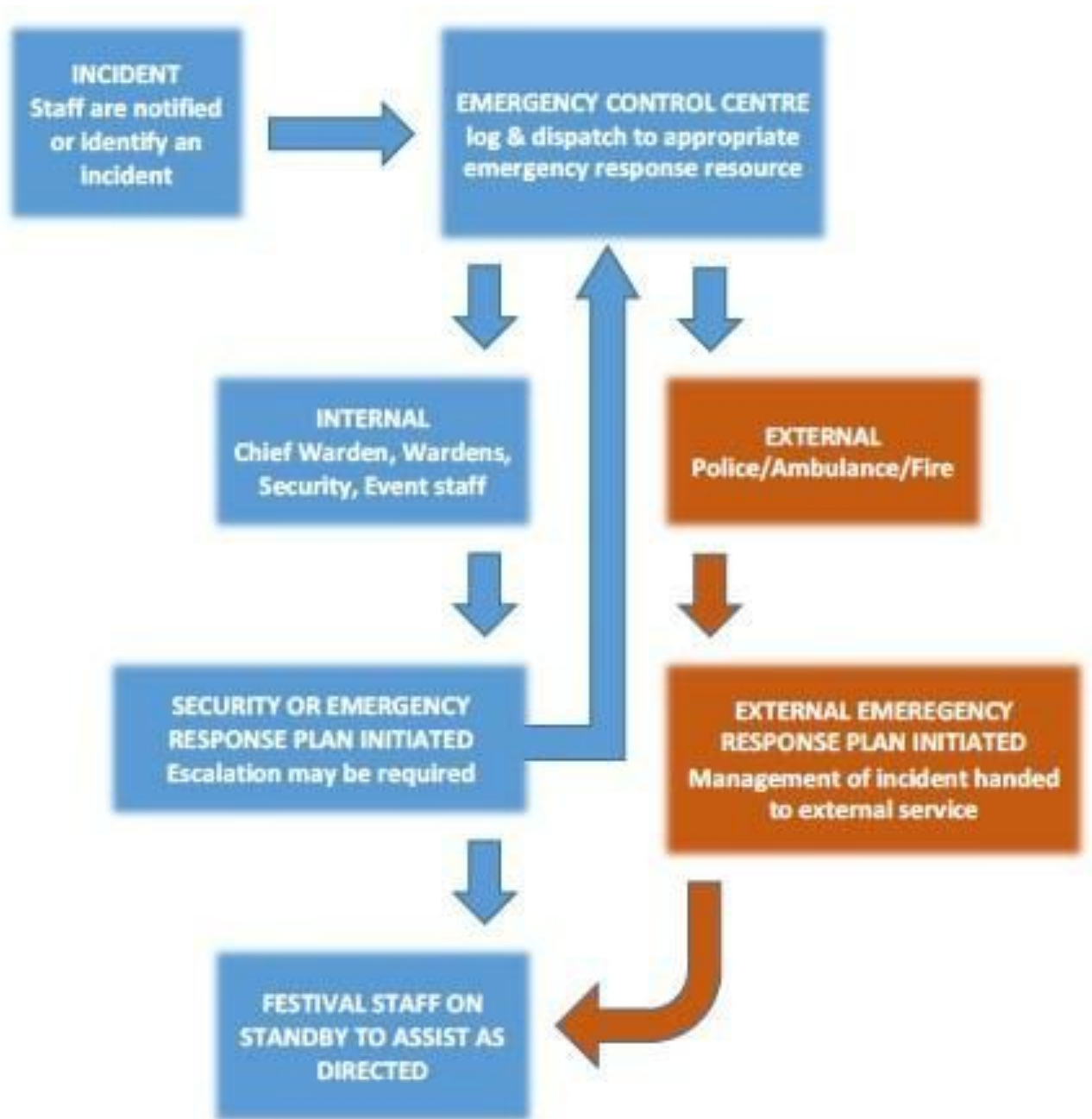


Figure 2.1 Emergency Response Process

2. EMERGENCY CONTROL OPERATIONS (cont.)

In the event that the ERP needs to be actioned, the Event Manager will communicate to all heads of department via the two-way radio system that the ERP is now in action and to assume their position and role as a nominated Warden.

All staff on two-way will be instructed to switch to the ECC channel until such time that the ERP is completed and normal operations continue.

The figure below outlines the Emergency Chain of Command that will be utilized at The Drop, Noosa 2020.

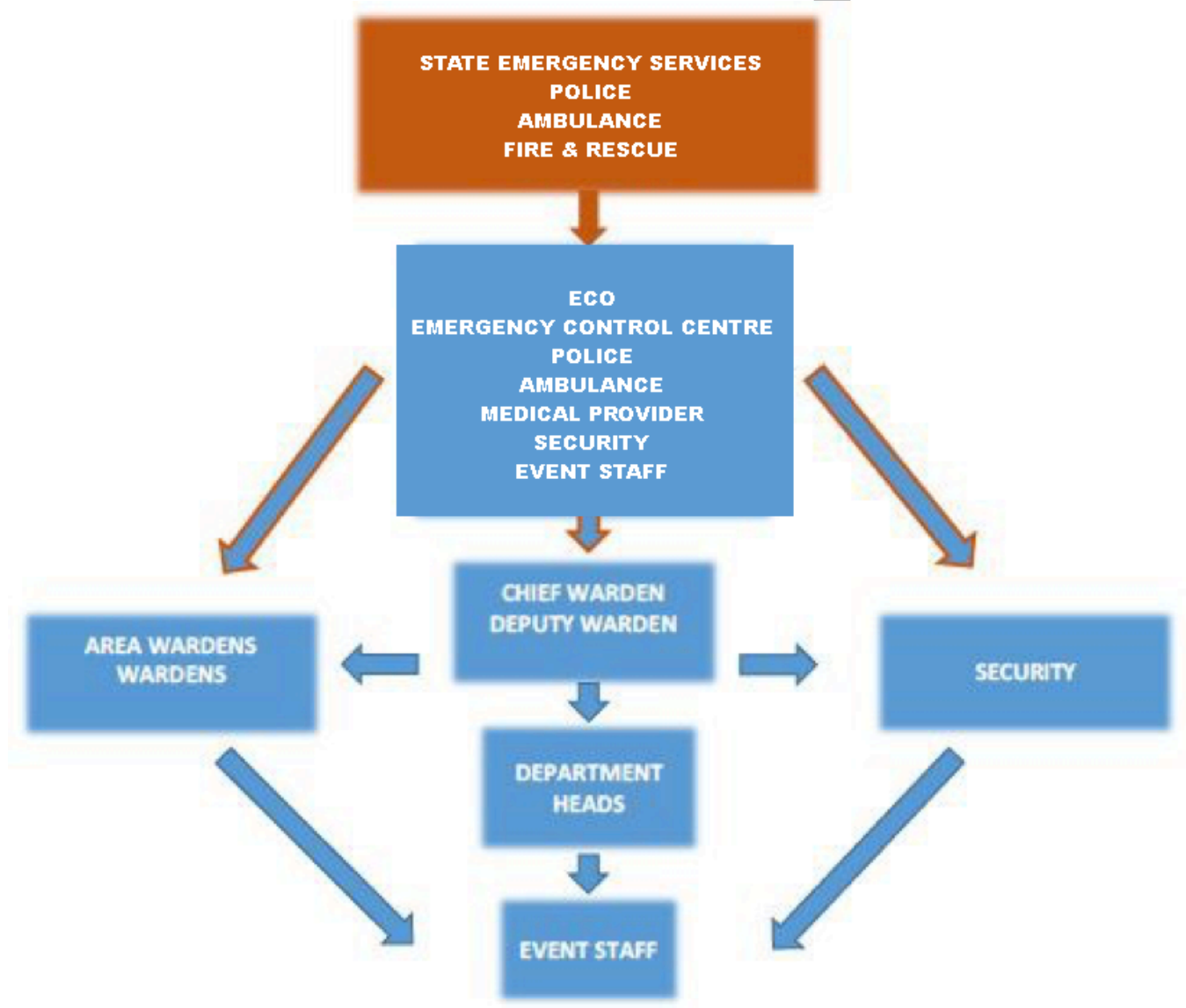


Figure 2.2 Emergency Chain of Command

2.1 Emergency Contact List

QLD Fire/Police/Ambulance	State Emergency Services	000
QLD SES	State Hotline	132 500
National Security Hotline	National hotline	1800 123 400
Poisons Information	Hotline	131 126

2.2 Emergency Contact Team

The Drop Festival	Jeremy Stones	0401 422 696
The Drop Festival	Andy Rigby	0422 998 220
Paramedical Services	Peter Mangles	0412 904 952
ISEC Security	Peter Armstrong	0414 429 967
Lock It Down	Les Roberts	04390598 699
Architects of Entertainment	Nathaniel Holmes	0422 169 363
Architects of Entertainment	Chris Burton	0409 892 960

2.3 Radio Channels & Communication

2.3(a) Radio Channels

- 1 ECC
- 2 EVENT
- 3 SITE
- 4 PRODUCTION
- 5 SECURITY
- 6 BARS
- 7 VENDORS / SPONSORS
- 8 TRAFFIC
- 9 MEDICAL
- 10 HARM MINIMISATION
- 11 WASTE
- 12 PROMOTER CHAT
- 13 SPARE 1
- 14 SPARE 2

2.3(b) Radio Communication

It is important that emergency situations are reported immediately and clearly without panic or interference. Report the situation to ECC or a staff member with a radio immediately.

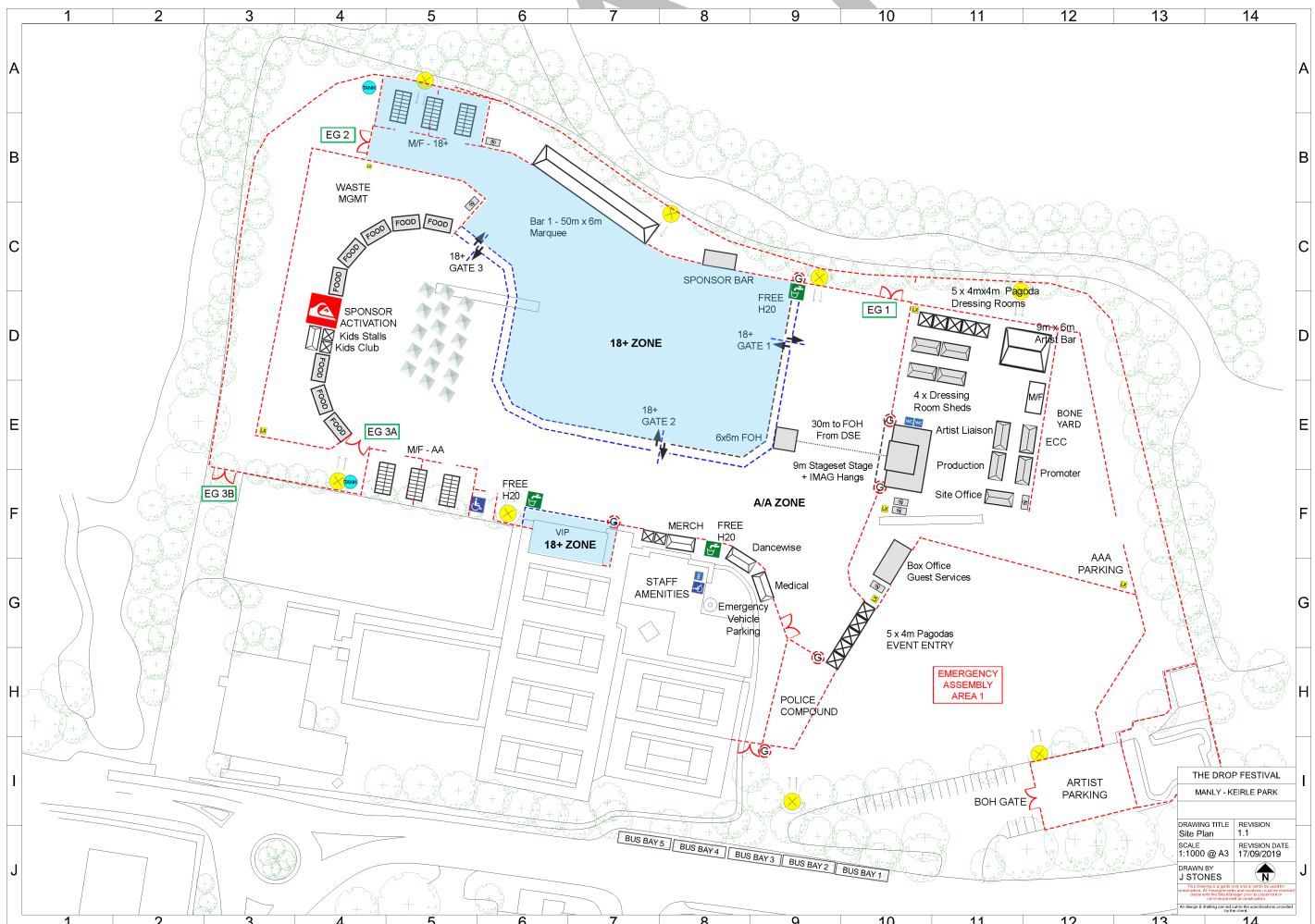
Once ECC responds follow ECC's questions and answer in a slow and clear manner ECC will ask:

- Your name and position
- Your location-refer to grid map or identifying location (I.e: "Stage 2 Amenities")
- The nature of the emergency
- The assistance you require
- Any other relevant information

NOTE: Don't speak unless asked a direct question. Follow the instructions of the ECC operator.

2.4 Emergency Control Centre Location

Site map Grid Reference: **E11**



2.5 Incident Colour Codes

Incident Warning Signal: "Code (incident colour code)" said 3 times

Emergency Evacuation Warning Signal: Code Orange

Supplementary Codes: For internal communications, the standard emergency warning colours (as per AS3745:2010)

Radio Communications in an Emergency

So that patrons or others in ear-shot of two way radios cannot hear details of emergencies, codes are to be used to define the emergency.

EMERGENCY RADIO COLOUR CODES	
CODE RED	Fire
CODE BLUE	Medical
CODE PURPLE	Bomb Threat
CODE YELLOW	Internal / Threat to Essential Services
CODE BLACK	Personal Threat
CODE BROWN	External Emergency
CODE ORANGE	Evacuation

When the situation is resolved, an ALL CLEAR should be communicated ie: *Code Red All Clear*

3. INTERNAL WARDENS

The Internal Wardens system defines the responsibilities, chain of command and line of communication when implementing the Emergency Response Plan in the case of emergency at The Drop, Manly 2020.

Internal Wardens Contact List – The Drop, Noosa 2020

Role	Name	Radio	Phone
Chief Warden	Craig Sheridan	EVENT	0419 422 696
Deputy Chief Warden	Jeremy Stones	EVENT	0422 998 220
Area Warden - Zone A	Justin Tynan	BARS	0409 558 737
Area Warden - Zone B	Nathaniel Holmes	PRODUCTION	0422 169 363
Area Warden - Zone C	Chris Burton	SITE	0409 892 960
Area Warden - Zone D	Samantha Murray	EVENT	0423 550 040

3.1 Responsibilities of Internal Wardens

The table below outlines the roles and responsibilities of Internal Wardens at The Drop, Manly 2020.

Role	Responsibilities
Chief Warden	<ul style="list-style-type: none">• Take control of the situation at the appropriate control point, if safe to do so• Ensure Emergency Services are notified• Ensure all Area Wardens, Deputy Wardens & Roaming Wardens are advised of the situation• Ensure all patrons and employees are removed from the hazard area• If necessary initiate evacuation and control entry to the affected areas• Hand over control to the Emergency Services on arrival• Brief and assist the Emergency Services as required• Ensure management is notified• Maintain a log of the incident

3.1 Responsibilities of Internal Wardens (cont.)

Deputy Chief Wardens

If the Chief Warden is not at the Event grounds, the nominated Deputy Chief Warden will assume all responsibilities, duties and control. If the Chief and Deputy Chief Wardens are not available, the next ranking member of the Emergency Control Organization on duty will assume control as Chief Warden.

During an emergency the Deputy Chief Warden will be delegated tasks by the Chief Warden. The Deputy Chief Warden, or nominated Area Warden, will provide confirmation of patrons and employees marshaling and safety, or otherwise, to the Chief Warden by runner or other appropriate communication means.

Area Wardens

The primary responsibility of the Area Wardens is to ensure, as far as practicable, the safety of patrons and employees and when necessary arrange their orderly evacuation from danger. It is the duty of Area Wardens to:

- Ensure the appropriate Emergency Service has been notified
- Commence evacuation if the circumstances warrant this
- Communicate with the Chief Warden by whatever means and act on instructions
- Advise the Chief Warden the circumstances and action taken
- Engage persons as required to assist Wardens
- Confirm the activities of the Wardens have been completed to the Chief Warden
- When required, Area Wardens will ensure that their areas of responsibility have been totally evacuated, if safe to do so.

Wardens

Wardens and all other employees will act as directed by an Area Warden. Specific employees may be allocated various tasks, which should only be carried out if safe to do so.

It is the duty of Wardens to:

- Report to the Area Warden when required duties are complete
- Act as directed by Area Warden The role of the Warden is to assist the Area Warden with their responsibilities, and if nominated, to assume responsibility of the Area Warden in their absence.

3.2 General Responsibilities of All Nominated Wardens

WITHIN their area of responsibility, Wardens will ensure that:

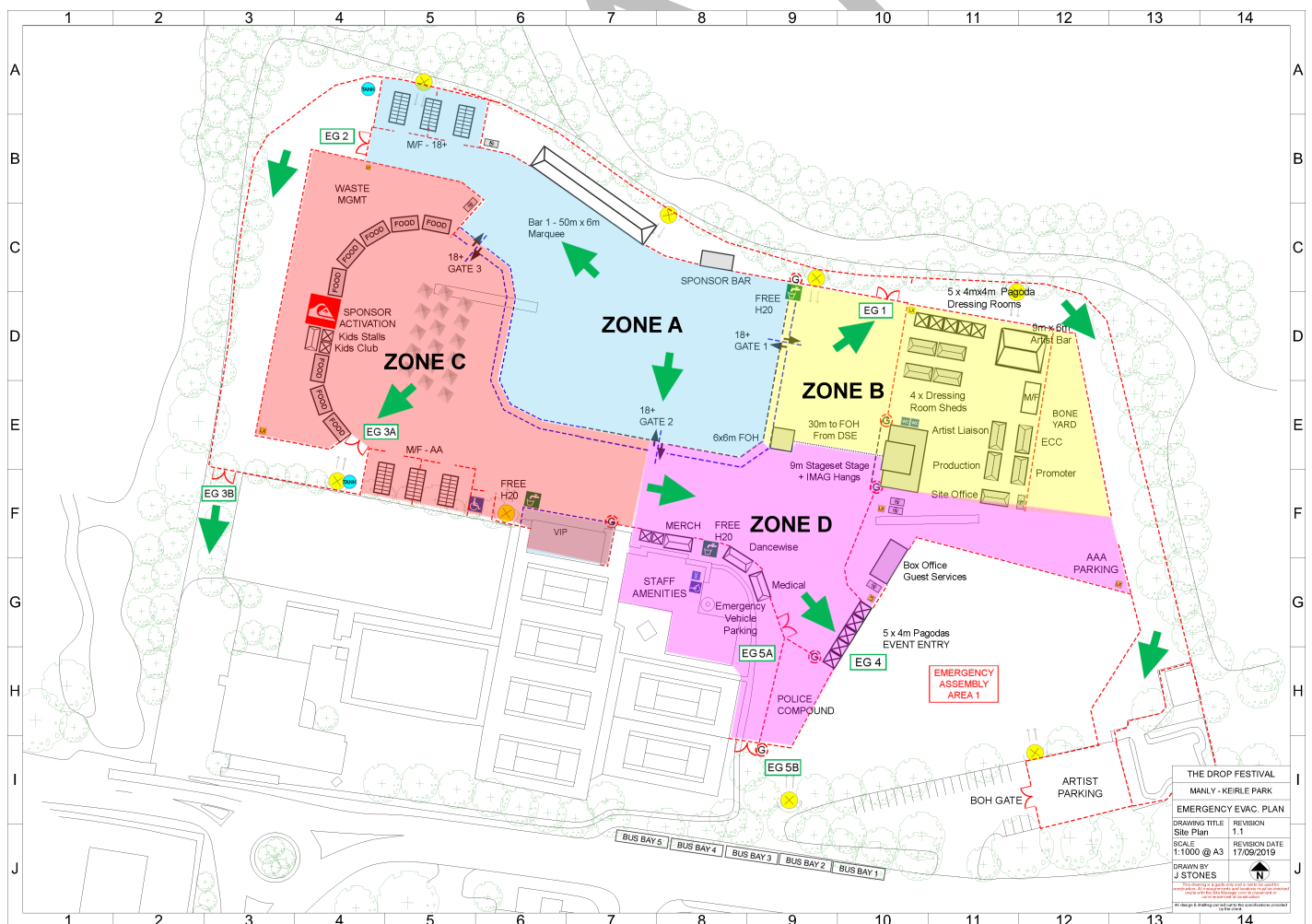
- They are familiar with the layout of the Event environment and the general locations used by patrons and employees, including contractors and vendors
- They are familiar with the location of all first aid facilities and other emergency equipment
- New employees are thoroughly briefed on safety procedures as part of their induction process
- They oversee the Wardens, contractors and vendors within their area of responsibility
- They represent their area at debriefings

Wardens **WILL** take appropriate action to ensure:

- Good housekeeping, so that litter does not accumulate to increase the danger of fire
- All suspicious packages/bags are reported
- Hazardous materials are not stored or used incorrectly, notwithstanding the nature of work
- Equipment does not impede access and egress
- Pathways are free of obstruction
- Fire extinguishers, safety signs and safety equipment are serviceable at all times
- Hydrants and hose reels are accessible
- Access to emergency equipment is not obstructed
- Safety barriers are in place where required
- Any irregularities are reported to the Chief Warden
- Maintenance issues are attended to
- All incidents are logged on the forms provided
- Inspection checklists are completed
- Incident reports will be handed to Communications Officer at Event Management.

NOTE: It is not the responsibility of a Warden to actively control an emergency.

3.3 Area Warden Zones



4. CATEGORIES OF INCIDENTS REQUIRING RESPONSE

The Drop, Manly 2020 event defines 'Emergency' as any occurrence that:

- Results in the event requiring the assistance of the Police or Emergency Services; or
- Requires either a partial evacuation or full evacuation of an area.

Occurrences of theft, assault or intoxication and ejection from the site will be managed by Security and escalated to Police if the Police deem it necessary or the persons involved wish to press charges. For these occurrences the event's ERP will not be actioned.

Categories of Emergency that would require ERP action include but not limited to:

Category	Type	Response
Category 1	<ul style="list-style-type: none">• Extreme Weather occasioning structural failure• Bomb threat	Full evacuation
Category 2	<ul style="list-style-type: none">• Gas Leak• Fire / Explosion• Power Failure• Structural Collapse	Partial evacuation
Category 3	<ul style="list-style-type: none">• Theft• Assault• Intoxication• Fence Jumpers	Security / Police Response

In the event of a full evacuation being required, the Police or relevant NSW Emergency Service will manage the evacuation with assistance of the event's ERT. It is the job of the ERT to assist in the identification and notification of an emergency and to follow the instruction of the relevant state emergency service.

NOTE: State Emergency Services (Police, Fire & Rescue, Ambulance) out rank all Event Management. Should members of either emergency service give any personnel a direct order; they should carry out the order. Confirmation from Event management is not required.

5. EVACUATION

The total evacuation of one or more of the event areas will in most instances be initiated by the Police and the Chief Warden or delegated via the Area Wardens. On some occasions it may be necessary for the Area Wardens to self-initiate evacuation from the immediate area of a threat prior to notification from the Chief Warden. It should be noted that the extent of evacuation might vary from one circumstance to the next.

Police or Emergency Services take control of the evacuation and will give the direction for the Chief Wardens and Deputy Wardens to action. These directives will then be handed down to Area Wardens then to Wardens. If a total evacuation of the site is necessary, patrons and staff will be marshaled to the nearest Assembly Area. Once assembled, one Area Warden per Assembly Area will be in radio contact with the Deputy Wardens.

For Emergency Evacuation Map, please refer to Appendix A, "Site Plans".

5.1 Evacuation Phases

Category	Type
Phase 1	Immediately move all people away from the danger
Phase 2	Move people laterally to a safe area
Phase 3	Evacuate affected parts of the premises
Phase 4	Total evacuation of the premises

Where practicable the nominated Area Warden should check that all persons are cleared from their area of responsibility and report the result of the check to the Chief Warden.

The type of evacuation will depend on the nature of the emergency and will generally be determined by the Chief Warden or a delegate. Should either Event's resources be overwhelmed as a result of the event, the controlling Emergency Service will initiate the Municipal Safety and Emergency Management Plan to assist with the emergency and the event recovery.

5.2 Delegation of Duty

If the Chief Warden at either event is unavailable, responsibility will be delegated in the following sequence:

1. Deputy Chief Warden
2. Area Wardens

5.3 Mobility Impaired Persons

In the event of an evacuation Wardens should assist or arrange assistance for mobility- impaired persons. A mobility-impaired person is any person who will require physical assistance during an evacuation. For example:

- Permanent Disablement
- Temporary Disablement
- Deafness (full/partial)
- Blindness (full/partial)
- Advanced pregnancy

5.4 Testing Evacuation Plan

If the nature of The Drop, Manly 2020 makes physical testing of the plan practical, and if it is warranted for a particular activity, the emergency control team may request a practice of an emergency through a full or partial evacuation drill based on a scenario created from the latest threat identified. This will be identified through the risk management process.

5.5 Public Announcements and Signage

Public Address FOH Microphone to be used for onsite announcements by the Stage Manager or Event Manager. Back up loud-hailers are to be used in case of FOH audio failure.

When the public address system is used, it is essential that the tone, the language and the paralanguage used convey a calm, assured attitude.

The below messages are examples only:

- 1 "Ladies and Gentlemen: You are not in any immediate danger, for your safety we need to stop the event temporarily and clear the area. Please assist us by following the directions of our wardens to the nearest safe exit."
- 2 "This Event has been cancelled due to circumstances beyond our control. We ask you to be patient and leave in an orderly manner. Please follow the directions of our wardens to the nearest safe exit."

In the event of a PA failure messages can be delivered by the following methods:

- Loud hailers available at Site Office
- Signage Boards around site
- On Stage (Video Screen)

5.6 Emergency Signage

Message Type: Major Incident, Inclement weather, Patron behavior

Location of emergency signage: On Stage (Video Screen) and around the site in Highly Visible Locations

5.7 Emergency Services Assistance

The Emergency Control Centre will contact Emergency Services.

The site emergency meeting point is located at the following locations:

1. BOH GATE – Venue Access via Pittwater Road

Emergency Services Access

It is planned for Emergency Services (including vehicles) to gain access via the following routes:

1. Pittwater Road through EG 5B to designated emergency Vehicle Parking Area.
2. Pittwater Road through the BOH Gate (to access Backstage / Stage 1)
3. Pittwater Road through EG 3B to enter the main arena

6. EMERGENCY RESPONSE GUIDES

To be updated and reviewed on a regular basis.

For Weather Response Guide, please refer to Appendix M, "Adverse Weather Plan".

6.1 Fire Response Guide

First Staff On Scene

- 1 Clear any persons in immediate danger from the fire
- 2 Ensure fire response staff are contacted via security radio
- 3 Quickly assess and raise the alarm by notifying Area Warden
- 4 Ensure all patron are clear of danger
- 5 Attack fire with appropriate firefighting equipment if trained and if safe to do so
- 6 Withdraw when instructed

Area Warden

- 1 Quickly assess the situation
- 2 Remove any persons in danger if safe to do so
- 3 Consider evacuation of the area
- 4 Ensure Chief Warden and fire brigade are notified

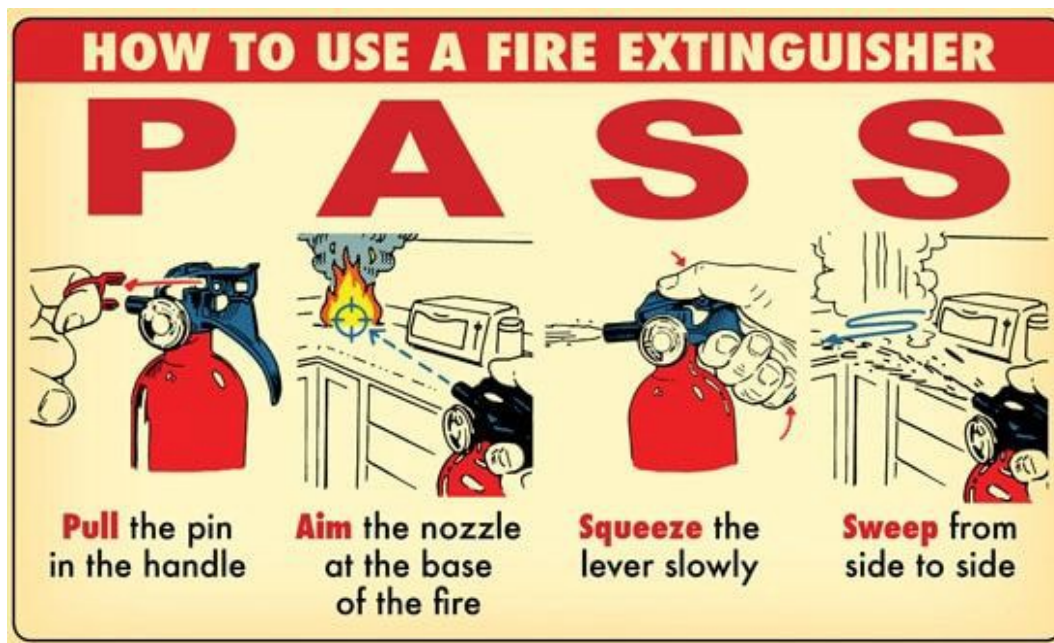
Chief Warden

- 1 Determine situation
- 2 Confirm fire services are contacted and responding
- 3 Provide fire services with update on type of fire and access
- 4 Establish control point, if safe to do so
- 5 Determine appropriate evacuation route (note wind direction)
- 6 Identify injured persons
- 7 Arrange for staff to meet and assist Emergency Services on arrival

Special Considerations

- 1 Do not attempt to remove debris from electrical equipment
- 2 Emergency Services Management Plans will override this plan if warranted
- 3 If irritating or noxious vapours are present, withdraw immediately and stop all personnel from entering the area.

6.1(a) Fire Extinguisher Operation



- 1 Ensure that you are using the correct extinguisher
- 2 Stand well back from the fire (2 - 4 paces)
- 3 Maintain a clear retreat path (door to your back)
- 4 Have someone watch your back for trip hazards
- 5 Pull pin on extinguisher
- 6 Squeeze lever
- 7 Direct extinguisher at base of fire (with a side-to-side motion)
- 8 Move closer as fire diminishes (remain 1 pace back)

6.1(b) Fire Extinguisher Categories

		A	B	C	E	F	NOTES
		Wood, Paper & Plastics	Flammable & combustible liquids	Flammable gases	Energised electrical equipment	Cooking oils and fats	*Limited indicates that the extinguisher is not the agent of choice for the class of fire, but that it will have limited extinguishing capability. Class D fires (involving combustible metals) use only special purpose extinguishers and seek expert advice.
							COMMENTS Comments (Refer Appendix A of AS 2444)
TYPE OF EXTINGUISHER Colour scheme - AS 2444							
H2O	WATER						Dangerous if used on flammable liquid, live electrical equipment and cooking oil/fat fires.
FOAM	FOAM					LIMITED	Dangerous if used on electrical fires.
DCP	POWDER AB(E)						Special Powders are available specifically for various types of metal fires. (Seek Expert Advice)
CO2	CARBON DIOXIDE	LIMITED	LIMITED				Generally not suitable for outdoor use. Suitable only for small fires.
fb	FIRE BLANKET						Use as an Blanket to wrap around a Human Torch. (Ensure you replace after every use)
	FIRE HOSE REEL						Ensure you maintain a path of egress between you and nearest exit. (DO NOT USE NEAR ELECTRICAL EQUIPMENT / COMPUTERS)

6.2 Active Shooter

In the event of an active shooter incident on site the event emergency plan will be enacted with protect in place/life preservation being the primary focus. Event staff and security will follow directions of NSW Police and the protocols establishing in the ASNZCTC Active Shooter Guidelines for Mass Gatherings.

Any evacuation or mass movement of patrons and staff will only occur at the direction of the NSW Police. In the event of an active shooter incident the following principles apply:

1. Do not move patrons/staff to assembly areas of places of mass gathering until situation resolved unless area is sheltered and secure
2. Do not move people on mass or allow people to gather until active shooter situation is resolved
3. Allow patrons and staff to find shelter behind event infrastructure
4. Once incident resolved follow emergency management arrangements.

6.3 Vehicle Onsite With Intent

For Hostile Vehicle Mitigation Strategy, please refer to Appendix B, "Traffic Management Plan".

6.4 Bomb Threat Procedure

Remain calm and focused and obtain as much information as possible from the person making the threat. Before the event, ensure you have read through the Bomb Threat Procedure Checklist to familiarise yourself with the questions you will need to ask of the person making the threat.

IMMEDIATELY report the threat to Event Control (by radio), or phone 000. You will be requested to provide them with as much detailed information as possible.

BOMB THREAT / SUSPICIOUS PACKAGE

- | | |
|--------|---|
| Step 1 | Use the Bomb Threat Checklist to record all details |
| Step 2 | Notify The ECC |
| Step 3 | ECC to Contact Police |
| Step 4 | Evacuate areas as directed |

Bomb Found

- | | |
|--------|--|
| Step 1 | DO NOT TOUCH IT – Clear the area and do not re-enter unless instructed |
| Step 2 | Advise ECC Immediately |
| Step 3 | ECC to advise Emergency Services |
| Step 4 | Stand by for further instructions |

6.4 (a) Bomb Threat Checklist

QUESTIONS TO BE ASKED	CALLER'S VOICE
Where did you put the bomb?	Accent [specify]:
	Any impediment [specify]:
When did you put it there?	
	Voice [loud, soft etc]:
What does the bomb look like?	
	Speech [fast, slow etc]:
What kind of bomb is it?	
	Diction [clear, emotional etc]:
Did you place the bomb?	
	Did you recognise the voice?
Why did you place the bomb?	
	If so, who do you think it is?
What is your name?	
	THREAT LANGUAGE
Where are you?	· Incoherent?
	· Irrational?
What is your address?	· Taped?
	· Message read by caller?
Sex of caller:	· Abusive?
	· Other?
Estimated age:	

EXACT WORDING OF THREAT	BACKGROUND NOISES	
	Street/house noises?	
	Aircraft?	
	Voices/music?	
	Local call?	
	STD/ISD/OTHER?	

ACTION		CALL TAKEN & BY WHOM	
Report call immediately to:		Date & time of call:	
Title	Phone Number	Duration of call:	
Manager:		Name of person taking call:	
Police:		Telephone No:	
Event Manager:		Number called	
		Signature:	

6.5 Structure Damage Response Guide

Damage to structures in and around the event maybe caused by flood, earthquake, storm damage or other type of emergency. The response guide is outlined below:

Area Warden

- 1 Raise the alarm by contacting the Chief Warden by any means possible
- 2 Proceed to evacuate immediately if safe to do so
- 3 Note degree and nature of damage
- 4 Assist and guide patrons and employees encountered
- 5 Direct all patrons and employees to an appropriate area away from the hazard area
- 6 Take care not to move people from safety to danger
- 7 Await instruction
- 8 Assist Emergency Services as required Chief Warden
- 9 Confirm controlling Emergency Service Contact
- 10 Ensure response by appropriate personnel
- 11 Ensure emergency services are advised as to ideal access considering conditions
- 12 Establish control point, if safe to do so
- 13 If not safe to stay, proceed to evacuate immediately
- 14 Note degree and nature of damage
- 15 Identify injured persons
- 16 Assist emergency services on arrival

SPECIAL CONSIDERATIONS

- Do not attempt to remove debris from electrical equipment
- Emergency Services Management Plans will override this plan if warranted
- If irritating or noxious vapours are present, withdraw immediately and stop all personnel from entering the area