

EMERGENCY MANAGEMENT PROCEDURES

GENERAL INFORMATION

The Venue has an emergency procedure manual that provides guidance to the management, staff, tenants, contractors and hirers of the **Sydney Olympic Park Quaycentre** in effectively implementing and managing a prompt and coordinated 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.

Site: **Quaycentre (formerly Sports Centre)**
Address: **Corner of Olympic Boulevard and Sarah Durack, Sydney Olympic Park, 2127**

VENUE

Sydney Olympic Park Quaycentre (QC) is one of the Venues in the Sydney Olympic Park Sports Venues group. Located within the Sydney Olympic Park precinct, QC is a multi-use Venue available for sports, conferences, concerts, exhibitions, performances, exhibitions, cultural events and dinner functions, with modes ranging up to 4,000 people.

The Quaycentre regularly hosts regional, state, national and international championships in a wide range of sports including indoor soccer, netball, badminton, volleyball, judo, wheelchair sports, dance sports and martial arts.

VENUE	FACILITIES	
Level 1	<ul style="list-style-type: none"> • Main Arena floor • Hall of Legends • Gymnastics Centre • Weight Room • Loading Dock • Plant rooms 	<ul style="list-style-type: none"> • First Aid room • Venue Coordinator Office • Production Office • Marshalling area • Change rooms • Fire Control Room
Level 2	<ul style="list-style-type: none"> • Reception • Legends Café • Acacia Room 	<ul style="list-style-type: none"> • Banksia Room • Offices & Administration
Level 3	<ul style="list-style-type: none"> • Arena seating area • Concourse - toilets, concessions, • Box office • Hall of Champions 	<ul style="list-style-type: none"> • Eva Redfern Lounge • Pitch 2 Grandstand • Access to Media Boxes • Access to Catwalk
Carpark	<ul style="list-style-type: none"> • Car park at rear of Venue • Workshop Rear loading dock 	

HOURS OF OPERATION

The Quaycentre is open daily between the hours of **0645-2300**. (Hours may change over the Holiday periods). The Venue is closed most public holidays.

DEFINITION & ABBREVIATIONS

For the purpose of these procedures, definitions contained in the Australian Standards (AS3745-2010) shall apply.

Assembly area(s): The designated place or places where people assemble during the course of an evacuation.

BGA: A Break Glass Alarm is a manual call point. These small cubes with a Perspex front allow an individual to raise the alarm. If these are red, they connect to the Fire Indicator and if they are white, they activate the EWIS and in some cases, if co-located with a door they act as a door release.

Control Point: The site command post from which internal resources would be coordinated during emergency response and possibly recovery.

CCTV: Closed-Circuit Television cameras are a useful tool to observe an incident and gain real time information.

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

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.

Emergency response team (ERT): Specialist personnel, appointed to attend specific incidents, to contain, control or eliminate the emergency using emergency response equipment.

Evacuation: The orderly movement of people from a place of danger.

Evacuation diagram: Emergency and evacuation information about the facility, comprising a pictorial representation of a floor or area and other relevant emergency response information.

EWIS: An Emergency Warning and Intercommunications System is an occupant warning system for emergency use.

Facility: A building, structure or workplace that is, or may be, occupied by people (occupants).

Full Evacuation: All members of the public, staff and contractors are required to evacuate.

May: Indicates the existence of an option.

Occupant/visitor with a disability (Commonwealth Disability Discrimination Act 1992)

A person who requires–

- (a) more time or different forms of communication, compared with other occupants, to respond to an emergency; or
- (b) assistance to respond to an emergency or evacuate from a facility.

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

Shelter in place (no evacuation): This measure is an emergency response option that allows occupants and visitors to remain inside a facility on the basis that an evacuation to an external-to-building location might reasonably expose evacuated people to a greater level of danger.

Shall: Indicates that a statement is mandatory.

Should: Indicates a recommendation.

Test: Confirmation of correct function or performance of a component or system.

WIP: Warden Intercom Point (or Phone) is a red handset that is an integral part of the EWIS. These are strategically located throughout the venue. It allows communication between the Communications Officer and the Area Wardens.

MODES OF OPERATION

The Quaycentre is a multi-use Venue and operates in a number of different modes. The Emergency Control Organisational structure will be flexible and appropriate to the degree of usage/occupancy/design (i.e. mode of operation) of the Venue at any given time. For planning purposes, the following mode of operation is assumed:

Everyday mode

This is when there may be a number of activities occurring on the site such as classes, administration, court bookings, meetings etc., but no additional staff have been rostered to supervise patrons and only small numbers of spectators are anticipated. On weekdays there can be up to 30 full time staff on the premises. All staff are trained in emergency management and have designated roles to play in the case of an evacuation.

Major event/concert mode

A major event is when over 500 people are expected to attend or additional staff need to be rostered on to supervise patrons or an Event Manager/Controller is rostered to be in attendance. The rostered staff are all trained regularly in emergency management and have designated roles to play in the case of an evacuation. This may also involve the isolation of some fire detection systems due to special effects, smoke machines etc. for extended periods of time. If this is the case then a dedicated “Deputy Chief Warden” (NSW Fire & Rescue Services) needs to be rostered.

PREPARATIONS FOR MAJOR EVENTS

It is the policy of Sydney Olympic Park Quaycentre that prior to any major event being held within the Venue, management shall evaluate the risks involved. **The hirer shall also evaluate the risk of the activities that are proposed and will be asked to furnish copies to QC.** This summary shall not take the place of risk assessments on the part of the hirer. An Event Operational Plan may be prepared for each “event” indicating usage, participant profile and safety checks.

A Pre-Event Safety Inspection shall always be conducted prior to every major event and a decision made as to any alterations to the specific emergency procedures, the introduction of additional risks and any fire alarm isolation requirements.

TYPE OF INCIDENTS

The Emergency Management Plan addresses the following incidents affecting the immediate safety of those on or near the site.

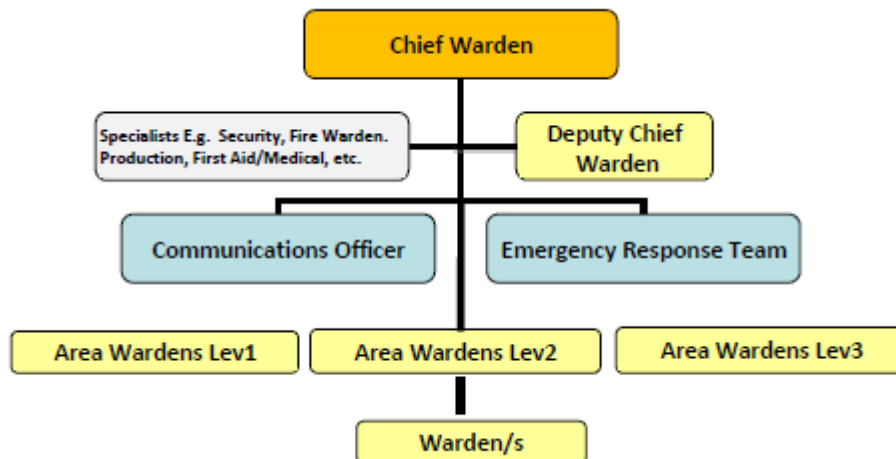
<ul style="list-style-type: none">• Armed Hold-up• Assault• Bombs-Threat/Found/Letter/Parcel/Suspicious item• Chemical Spill/Hazard• Communicable Diseases• Crowd Crush• Deceased person• Electric Shock• Evacuation• Fire	<ul style="list-style-type: none">• Gas Leak• Lockdown• Medical Emergency• Severe Weather• Sexual Assault• Shelter in Place• Structural Failure• Syringes• Violent/Threatening Person• Water Supply Interruption
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EMERGENCY CONTROL ORGANISATION

The **Emergency Control Organisation (ECO)** is responsible for implementing emergency for procedure as prescribed in the Emergency Plan and Procedures. The ECO will be responsible for initiating an appropriate response to emergency situations so as to supervise the safe movement of occupants from an area of danger to an area of safety during that emergency.

The **Emergency Control Organisation (ECO)** will establish contact with identified tenants and neighbours as to the nature of the emergency, its progress and how it could extend to involve other sites or personnel. This initial contact will come from the Communications Officer.

The following structure is ideal and may not be possible at certain business / operating times.



ROLE BREAKDOWN

Every Day mode - Area Wardens will be nominated by the Chief Warden at the time of the emergency provided there is enough resources utilising the Emergency Control Organisational structure. This may include administration staff, casual supervisors, tenants and regular contractors responding to a call for assistance.

Major Event/Concert Mode - Area Warden Roles will be pre-assigned, briefed and provided with checklists. Fire Wardens are assigned to each area of fire risk.

CHIEF WARDEN (CW)

The Chief Warden is responsible for coordinating the on-site response to an emergency or critical incident occurring within or affecting the normal operations of the site.

The Chief Wardens principal functions include:

- Immediately responding to all emergency situations.
- Ascertaining the nature of the emergency and determine appropriate response actions.
- Ensuring the safety of persons on site.
- Ensuring that appropriate emergency services have been notified.
- Ensuring that ECO personnel are advised of the situation.
- Coordinating the deployment of wardens & staff.
- Initiating evacuation and controlled entry procedures (if necessary).
- Where safe to do so, ensuring steps are taken to contain and or control the hazard.
- Where applicable (and practicable), ensuring that affected areas have been evacuated.
- Briefing and assisting emergency service/s personnel.
- Assessing and 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.
- Keeping appropriate senior management informed on developments.

DEPUTY CHIEF WARDEN

The Deputy Chief Warden will:

- Take on or assist Chief Warden Responsibilities (as above), if Chief Warden is unable to perform or delegate.
- Perform and supervise the isolation / de-isolation of the fire safety detection systems.
- Assist where required.

COMMUNICATIONS OFFICER (CO)

- Ascertaining pertinent information relating to the emergency.
- Notifying appropriate personnel and/or contractors.
- Operating EWIS, radios and switchboard etc.
- Relaying all relevant information.
- Maintaining a chronological record or organisational response and key events during the incident or emergency.
- Assisting the Chief Warden as required.

AREA WARDENS (AW)

The Area Wardens principal functions include:

- Overseeing the initial response to an emergency occurring within their area pending the arrival of the Chief Warden or delegate.
- Assisting and directing persons away from hazardous/dangerous areas to safe locations paying attention to access ways, lighting and people with disabilities or who may require assistance.
- Ensuring the Communications Officer is quickly notified of the situation.

In the event of an evacuation, the Area Wardens are responsible for:

- Implementing and coordinating the evacuation of their area, identifying and co-ordinate staff as either Wardens to evacuate or shelter-in-place patrons.
- Positively control the movement of persons away from the 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 Chief Warden via Communications Officer.
- Prevent unauthorised persons from entering evacuated areas of their area.

WARDENS (W)

In the event of an emergency, staff will:

- Provide assistance to the Area Warden.
- Follow instructions from the Area Warden.

Tasks that may be delegated include:

- Assisting with evacuation.
- Encourage people to go to assembly areas.
- Checking that areas are clear (provided safe to do so).
- Assist people with Disabilities.
- Unauthorised persons from entering evacuated areas of their area.
- Report any concerns including materials, acts or defects that may cause a safety hazard.

SPECIALIST PERSONNEL

To advise and assist the Chief Warden as required relative to their field of expertise. This may be First Aid trained staff, Maintenance staff, PR representative or Security.

AUTHORITY TO INITIATE A RESPONSE

Any person may report an emergency or potential emergency by contacting Reception on 600. Reception will contact the Venues Coordinator as Chief Warden. The Chief Warden will always be contactable via mobile phone or radio.

The Chief Warden will then determine the seriousness of the incident and contact the emergency services where appropriate. The Event Controller and/or Venue Management representative will be informed immediately.

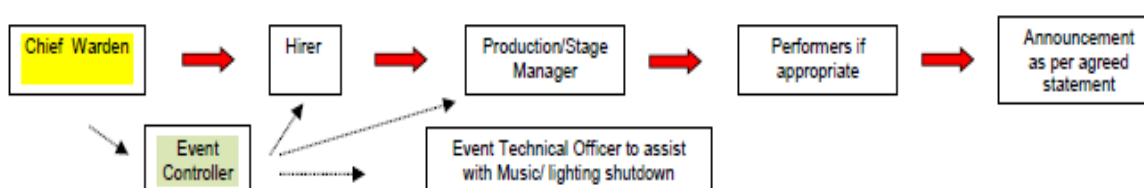
Those staff fulfilling Area Warden Roles may initiate an evacuation of their designated areas if it is required.

Role	Authority
Anyone on site	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 the whole site and to stop the event if required

EMERGENCY AUTHORISATION LEVELS

STOPPING AN EVENT (MODE)

In the event of a declared emergency, the event or activity may need to be stopped. This will follow a similar procedure as below:



It is important that the Venue's Event Controller / Manager be aware of this procedure ASAP. Processes for stopping and restarting events will be documented during pre-event emergency planning sessions. It may NOT be appropriate to cancel the event.

EMERGENCY CONTROL CENTRE (ECP)

The response to an emergency should where possible, be managed from the designated ECP vicinity located at:

- **Reception (Level 2). This ECP is referred to as the "Grade 20 Orange Room"**

In the event that this location is rendered unsafe, the alternate ECP will be:

- **Fire Control Room (Level 1 near loading dock). "Grade 20 Orange Room – Level 1"**

If an emergency situation necessitates the evacuation of the building or events unfold to prevent access, a mobile ECP can be initiated by the Chief Warden or Emergency Services. This will be communicated by radio, mobile phone or adult messenger.

EVACUATION INFORMATION

EGRESS POINTS

In the event of an evacuation, there are a number of exits that are to be used to evacuate the premises:

Level 1

- a. Loading docks – down driveway and around onto Hockey Pitch 2;
- b. Doors leading out of the Hall of Legends into P7 car park and then around onto Hockey Pitch 2;
- c. Doors leading out of the Gymnastic Centre into P7 car park and then around to Hockey Pitch 2;
- d. Arena exits lead to the loading docks, the Gymnastics Centre, Northern end stairs and other smaller exits on the northern end.

Level 2

- a. Front door up path to grassed area at northern end of building;
- b. End of the administration corridor to the grassed area at northern end of building;
- c. Out the Acacia Room to P7 car park;
- d. From the cafe across the bridge, between the Hall of Legends and Gymnastics Centre, and into the P7 car park and then to Hockey Pitch 2.

Shared Entry Ramp to Level 3 and Netball Central

- a. SOPA through the QC, control and manage access to this area. Bollards will remain in place and locked preventing vehicle access. Keys are available from SOPA Rangers and facility / Venue co-ordinators. The shared ramp entry between Olympic Boulevard and QC Level 3 and Netball Central must be kept clear and free from obstructions during event mode at QC. Small tables, banners, etc. and check-in desks no greater than approx. 2m of a portable nature are permitted in the upper foyer. Ramp will remain free for the purpose of Egress at all times. Any temporary barriers or the like must be supervised so they can be moved quickly in the event of an egress. The ramp retains 5Kpa Live load limit at all times.
- b. The ramp area is identified in Attachment 16: QC'S SHARED RAMP ACCESSOVERLAY.

Level 3

- a. Out Door 1 (main door) near ticketing onto ramp/path leading down to grassed area at northern end of building;
- b. Door 2 out onto the ramp at the northern end onto bus bay;
- c. Out Door 3 around the northern end of the building and onto the grassed area at northern end of building;
- d. Out Door 4 down the large stairs to Hockey Pitch 2;
- e. Out the Hall of Champions door leading to Eva Redfern Lounge and onto Hockey Pitch 2.

QC Front Loading Dock

- a. Delivery, collection and emergency vehicles are permitted in the loading dock road. Parking is not permitted due to the potential impact on exit routes, hydrant access for QC and Netball Central and access to QC Fire Control Room. Event Controllers are responsible for ensuring this area is free from parked vehicles.

R
A
C
E

RESCUE - persons in immediate danger (and only if safe to do so)
ALARM - Raise the alarm, follow your emergency plan & procedures
CONTAIN - Close all doors and contain the fire behind fire barriers
EXTINGUISH - Attempt to put out the fire with portable appliances. Only if you are trained and it is safe to do so.

STANDING FIRE ORDERS Look for green emergency fire and 'EXIT' signs. Walk quickly following signs to the nearest exit. Feel all closed doors for heat and if so do not open the door and seek an alternative exit route. Do not return into building.



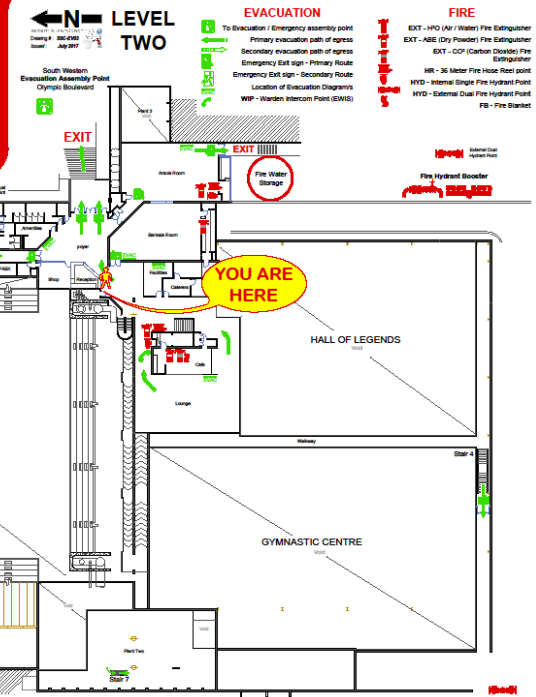
EMERGENCY CONTACTS
SOPA Operations Centre 9718 7888
SOP Sports Centre 8am-10pm 9714 7600
Venue Co-ordinator (On Duty) 0409 668 684
Secure Parking (Car park P7) 9714 7077

IN CASE OF EMERGENCY CALL

You are located at : QUAY CENTRE Olympic Boulevard
SYDNEY OLYMPIC PARK N.S.W 2127



EVACUATION DIAGRAM



R
A
C
E

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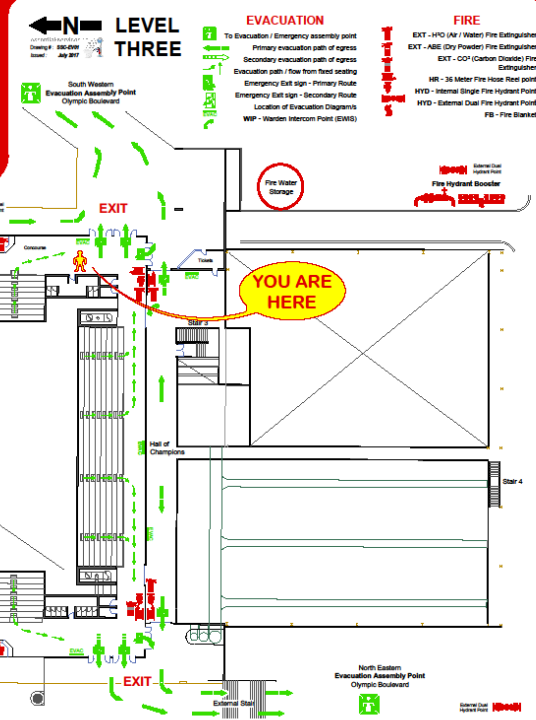
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IN CASE OF EMERGENCY CALL

You are located at : QUAY CENTRE Olympic Boulevard
SYDNEY OLYMPIC PARK N.S.W 2127



EVACUATION DIAGRAM



EVACUATION ASSEMBLY AREAS

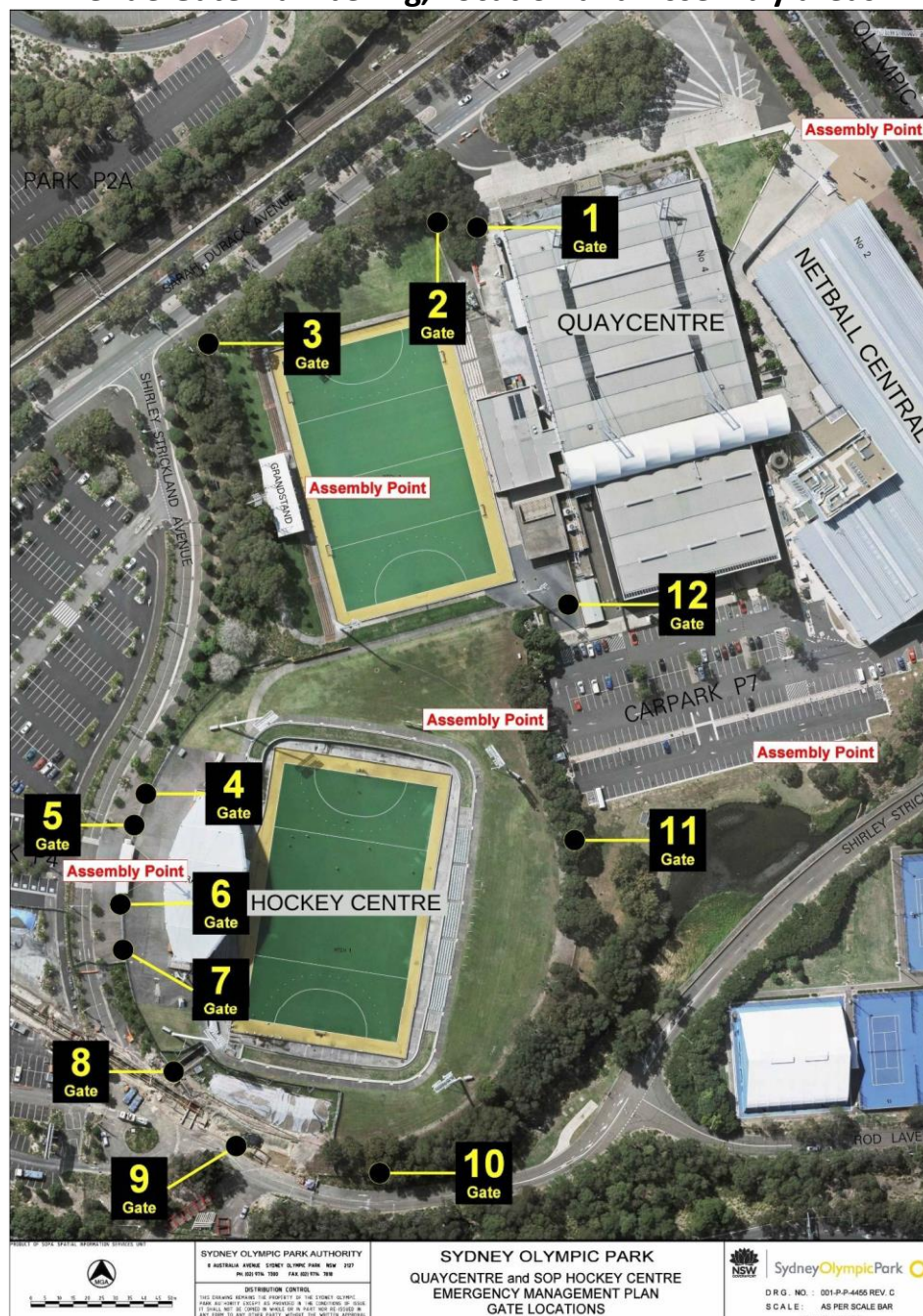
In the event of a general evacuation of the building, people should be directed to proceed to designated Evacuation Assembly Areas as follows:

- The area adjacent to Olympic Boulevard at the front of the Quaycentre ramp; or
- the rear P7 car park; or
- Hockey Pitch no. 2; or
- Grassed area adjacent Olympic Hockey pitch.

One, a combination or all of these areas may be used depending upon the emergency.

These areas may be used as an initial holding spot to then move people away from the area. Assistance may need to be gained from both SOPA rangers (through the Operations Centre) and the responding police to assist in a “transport strategy” if it is a major event.

Venue Gate Numbering, Location and Assembly areas



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. Staff who are first aid trained, and hirer's first aid officers will 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.

RE-ENTRY

People are only permitted to re-enter the affected area/building when the Chief Warden gives the 'All Clear'.

- This will only occur after consultation with the appropriate senior emergency services officer present (& senior management/specialist staff where applicable).
- Where practicable, staff should re-enter the venue before members of the public.

ENTRY POINTS FOR EMERGENCY VEHICLES

In the event of a non-fire related emergency, the Chief Warden via the Communications Officer will communicate the appropriate entrance for emergency vehicles to enter, depending on the type, size and location of the incident. A designated member of the Emergency Control Organisation will be located at the P7 entrance gate to direct the vehicle to the incident location if required.

The shared entrance ramp should not be used for vehicles and should remain free from obstacles.

SAFE / ISOLATION ROOM

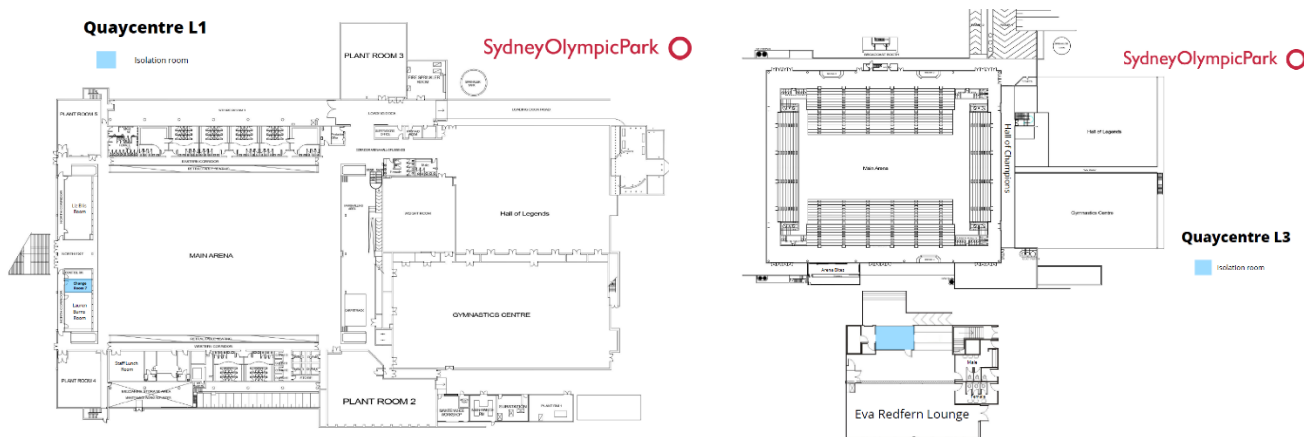
QC has three identified Isolation or Safe rooms:

- **Level 1 – VIP Room.**
- **Level 2 – Administration, Store 15**
- **Rear of Eva Redfern Lounge, old catering store**

All rooms serve the purpose of being able to be isolated with limited access where people or property can be secured.

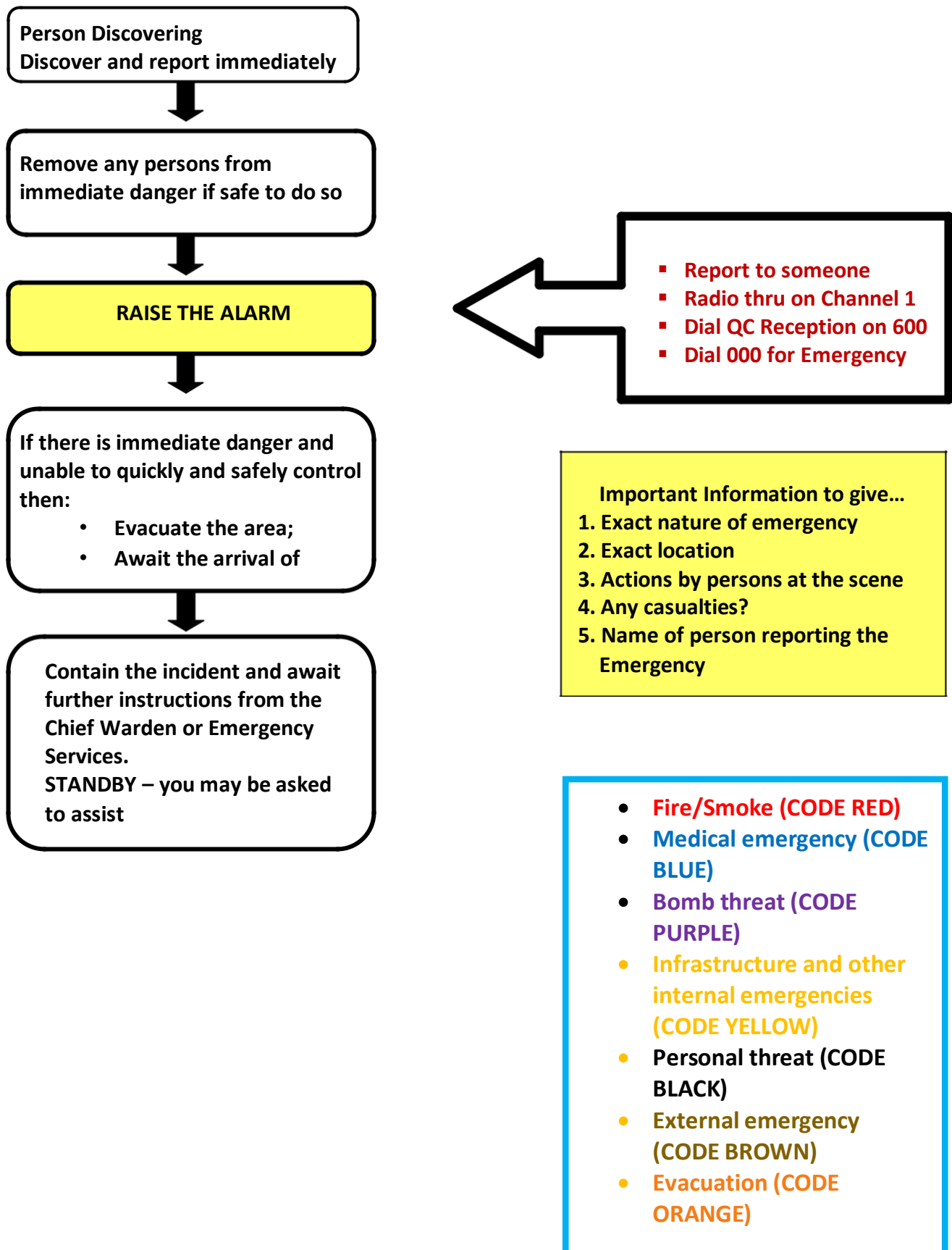
In cases where VIP's visit the venue, these rooms should be inspected and confirmed by Emergency Services as suitable for the purpose. Emergency exits in proximity should be identified.

In cases where communicable diseases may be suspected, the room with the least exposure to staff or public will be utilised. Alternative areas may be utilised at short notice given immediate needs.



EMERGENCY RESPONSE AND EVACUATION PLAN

EMERGENCY RESPONSE PLAN



EMERGENCY ALERTING CODE / RADIO ANNOUNCEMENTS

Where it is possible that an evacuation will be imminent, the Chief Warden may direct the Communications Officer to alert staff in order that they may initiate preparatory actions.

An announcement via the radio system will notify staff of the possible emergency. Earpieces should be used at all times which means that the public will not be alarmed unnecessarily. If unavailable, staff should use discretion where possible. However, the venue does also use a coded warning of a possible issue, which may result in an evacuation or emergency response.

“Attention, would all Grade 20 staff please report to the Orange Room? I repeat would all Grade 20 staff please report the Orange Room”

This allows staff to prepare and brief staff to be given tasks as the Wardens and for other staff to prepare for a response, which may require co-ordination. Radio communications should be kept to an absolute minimum. Area Wardens should brief staff if available.

If the alert is subsequently cancelled, the following **Stand down announcement** will be made:

“Attention, Grade 20 staff are no longer required – I repeat Grade 20 staff are no longer required – Thank you.”

EVACUATION SIGNAL

The signal to evacuate will be the broadcasting of an Evacuation Announcement via the P.A system, activation of the EWIS Evacuation Tone and/or a verbal announcement by an authorised person. The evacuation announcement will be made in plain English over the P.A. system supported by the Evacuation tone or via verbal directive.

EVACUATION BROADCAST

In the event that it becomes necessary to initiate an evacuation, the Chief Warden will direct the Communications Officer to make an Evacuation Broadcast via the EWIS P.A. system.

In assessing the emergency situation, the Chief Warden will need to determine the most appropriate Emergency Assembly Area.

The form of this announcement will be as follows:

“Attention-Attention, This is an important safety announcement.

There is no need for alarm. A controlled evacuation is being conducted and you must evacuate the building. Please now calmly move to your nearest exit and leave the building.

Once outside, move away from the exit to the Assembly Areas (P7 Car park at rear of the Centre or Hockey pitch 2 Or Grass Area at Olympic Pitch or Olympic Boulevard)

DO NOT STOP DIRECTLY OUTSIDE ANY EXITS OR ENTRANCES OR RETURN TO YOUR CAR.

Please follow directions from our staff. If you need assistance, please ask. Thank you”

(Include any restrictions or danger areas e.g. due to the location of the, persons must not go near the..... (location).....when evacuating).

SHELTER IN PLACE

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 QC is the safety of personnel within the Venue and this will be primarily dependent 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 it is safe to release personnel from the building.
- Confirm nature and location of threat / hazard.
- Depending on the threat / hazard, confirm if air-handling systems will be shut down.
- Depending on the threat / hazard, determine if external doors or windows will 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.
- Inform Venue Manager who will then inform Venue Management representative.
- Ensure the resumption of normal activities is only resumed when the all clear is given by Emergency Services.

Communication Officer

When directed by the Chief Warden to make “shelter in place” announcement, the form of this announcement will be as follows:

“Attention, Attention,

This is an important safety announcement.

The Venue has been advised by..... (Name of agency) that an incident (as applicable) has occurred outside.

We have been instructed to remain within the building until such time as the situation has been resolved and it is safe to go outside.

Include any additional safety precautions (e.g. “please stay away from windows and doors; “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. Thank you.”

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

As soon as information is available or the threat passes, further announcements may be made regarding a controlled evacuation.

FACILITY EQUIPMENT AND SYSTEMS

Equipment has been installed throughout the venue for use during an emergency. It shall be maintained, to the relevant Australian Standards and accessible for immediate use.

AIR CONDITIONING PLANT

Under a fire alarm condition, all central plant (chillers, boilers and associated pumps) will shut down. The solenoid valves in the gas lines to the burners on the boilers will also close. All air-handling units will shut down. Supply fans to the Arena and Gymnastics Centre will run at high speed. Arena fans run in the under seat supply mode.

CCTV

The site is equipped with a variety of cameras which record footage for periods of time. Footage is monitored on occasion from Reception. Signage is in place and the venue has a policy on such use.

EMERGENCY EXIT SIGNS

Emergency exit signs are installed throughout the building. These lights have emergency power backup to provide illumination during a power failure. Emergency lighting can be relied upon for a period of 45 minutes, after which time lights may gradually lose power. Curtaining throughout the Venue has been adjusted to always reveal the exit signs.

EMERGENCY LIGHTING

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

EWIS PA SYSTEM

The EWIS PA allows PA messages to be communicated across the Venue. This can be done to a select area or, by utilising the “ALL” button where messages can be sent simultaneously to all speakers throughout the Venue.

FIRE DETECTION, SUPPRESSION AND WARNING SYSTEMS

Quaycentre has fire detection, suppression and warning systems.

Throughout the Venue there are:

- Smoke Detectors
- Sprinkler systems

When activated the **Fire Indicator Panel (FIP)** is also activated. The monitoring system is triggered and the NSW Fire & Rescue is notified. The fire detection system is interfaced with the **EWIS system (Emergency Warning and Intercommunication System)**.

The **EWIS** provides a dedicated emergency communication system between the Area Wardens and Chief Warden and to communicate with occupants effectively and efficiently in the event of an emergency. This is achieved by the use of “Alert” and “Evacuate” tones.

FIRE HYDRANTS

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. These areas must be kept clear of vehicles, structures and obstructions at all times.

FIRE EXTINGUISHERS

Fire extinguishers are located throughout the Venue to assist in providing efficient and timely response to fire emergencies. “Rated” extinguishers are provided and maintained to Australian Standards.

FIRE BLANKETS

Fire blankets are located in the cafe on Level 2 and Arena Bites (K3 – Arena Level 3) outlets.

FIRST AID

A first aid room is located on Level 1 of the Quaycentre adjacent to the Supervisors office. Only trained first aiders should provide treatment in this facility. The Venue has a defibrillator and oxy viva at this location.

Portable first aid kits are located in the Supervisors office on Level 1, at Reception on Level 2 and the Gymnastics Coach's office on Level 1. Reception will call first aiders if required.

Major events and concerts may also have trained professional Medical staff on site engaged by QC. Such services are of high standard and go through a rigorous tender process to obtain association with SOPA.

HOSE REELS

Hose Reels are provided for first attack fire fighting, when safe to do so, by those trained in their use. Hose reels will be clearly visible and accessible at all times.

HOUSE LIGHTS

There are House Lights in the building, which can be turned on immediately to illuminate exits and egress paths.

RADIO SYSTEM

Radio communications are provided to staff on site. In an emergency, all staff will switch to Channel 1 on instructions from the Communications Officer. Staff must do a radio check and report in.

In the event of a blackout, it is likely that radio communications will be lost. During a blackout, the WIP phones may be used to communicate with the Area Wardens and Area Wardens back to Reception.

SMOKE DOOR

There is a smoke door between the loading dock and the arena corridor. This door will close on activation of the fire alarm and is to be manually closed and remain closed during event times.

SPILL EQUIPMENT

Safety Data Sheets (SDS) detailing action, which can be safely taken to control a spillage of hazardous material are, stored in the Facilities Office. Spill absorbent material (kit) is located strategically on Level 1 and 3. The department responsible for the material will be responsible for the "clean-up" if it is safe to do so.

MEDIA STATEMENTS

During or following a major incident, **Staff are not authorised to make comment to the media or represent the Organisation in an official speaking role.**

All media enquiries should be referred to the Centre or Executive Manager initially who will screen prior to referring such matters to SOPA's Government and Media Relations Manager.

The hirer's Event Official/Manager or equivalent of will represent the hirers' perspective. The hirer's representative should speak to the Venue Manager prior to any public statement to ensure clarity and consistency. The Venue Manager and Venue Management representative will determine (where practicable in consultation with senior management where appropriate) a communication strategy suitable to the circumstances. The Venue Manager (or delegate) is responsible for informing the SOPA Media Representative and Executive personnel (or designated nominee).

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 do not have the information you require. Senior Management have been advised of the situation andmay be contacted through (applicable spokesperson).....OR a spokesperson will be available to talk to you shortly....."

Do not allow media into the Venue.

STATUTORY INVESTIGATIONS

Statutory investigation of some emergencies may be required by the Coroner, Police, and Emergency Services, Safework or other authorities. Full co-operation will 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.

If the incident is serious in nature then Safework should be notified within 24 hours and within 7 days of an injury by SOPA's Risk and Compliance Manager.

HANDING-OVER OF EMERGENCY CONTROL OPERATIONS

Control of emergency operations will 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 the incident, the response, injuries, status of response strategy e.g. Evacuation or Shelter in Place.

TERMINATING THE EMERGENCY

After the Emergency Services organisation have relinquished control of the site, the Chief Warden in consultation with the hirer, Event Controller and the Venue Manager and Venue Management representative shall decide when to resume normal duties before members of the public are allowed to enter the site.

POST EMERGENCY REPORT

After any emergency, an initial report shall be prepared by the Chief Warden in consultation with Venues Services Department within 48 hours and submitted to the Venue Manager.

The report will 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 (if identified within the 24 hours post incident).

A report to the SOPA Executive may also be required.

CHILD PROTECTION

SOP Venues are committed to the safety and wellbeing of all children accessing our programs and services. There are different forms of child abuse these include: Neglect, Sexual abuse, Physical abuse, Emotional abuse or Psychological harm.

Our responsibility includes but is not limited to:

- Understand our obligations in recruitment, reporting, sharing information and keeping records.
- Identify and report any risks to children.
- Up to date training in child protection.

CONTACT LIST

Organisation	Phone Number
Sydney Olympic Park Sports Halls	9714 7602
Sydney Olympic Park Quaycentre	9714 7600
Olympic Park Railway Station	9752 8557
Concord Hospital	9767 5000
Emergency Services	000
Sydney Olympic Park Pharmacy (below Pullman Hotel)	9746 9706
MONSTER Skate Facility	9714 7885
RAS	9704 1376/ 9704 1111
SECURE PARKING	9714 7077/ 0403 369 924
AUBURN Police Station	96468699
Sydney Olympic Park Aquatic Centre	9714 7500
Sydney Olympic Park Athletic Centre	9714 7501
Sydney Olympic Park Archery Centre	9714 7502
SOPA Rangers	9714 7700
Venues Live (catering)	0419 700 221
Quayclean (cleaning)	1300 897 117 (0430 111 942)
Stadium Australia	8765 2000
Qudos Bank Arena	8765 4321

EVENT STAFF EMERGENCY CONTACT LIST

Position	Name	Phone
Venue Manager	Stephen Donovan	0407 192 761
Events Manager	Alex Biddolph	0429 004 960
Venue Services Manager	Neil Gillies	0408 471 260
Services Co-ordinator	David Fong	0422 285 421
Program Services Manager	Lauren Roy	0434 859 506
Senior Event Co-ordinator	Tracy Lewis	0408 772 381
Event Coordinator	Isabel Maricic	0412 066 161
Venues Co-ordinator/Supervisor	Francis Parcarey, Ross Stirling, Azmaan Johnston Glen O'Donnell / Josh O'Donnell	Supervisor's phone: 0409 668 684