

EMERGENCY & EVACUATION PROCEDURES

GENERAL INFORMATION

If an emergency does arise, it is paramount that the safety of all occupants, that is all employees, members of the public, visitors and invitees, may be quickly and effectively controlled and evacuated safely, without loss of life, injury and with minimal property losses or disruption to business.

Please make yourself aware of all **exits, muster points** and location of **fire extinguishers**. If you have difficulty locating them please ask for help as soon as you arrive.

If moving heavy objects use safe lifting techniques and / or get someone to help with the load.

General safety precautions help keep the area a safe environment for yourself and patrons.

Please keep all **exits** clear of obstructions and the walkways free of trip hazards.

All buildings are '**Smoke Free**' areas. If you have any difficulty getting patrons to comply with this regulation please speak to the event coordinator.

TYPES OF EMERGENCIES

There are many types of emergency that may affect the event and these include:

- Medical
- Fire
- Severe Weather
- Earthquake
- Hazardous Chemicals
- Physical Threat (Violence/Hold-up)
- Bomb Threat / Explosion

MANAGEMENT

Location of Event coordinator and Communication Control Point will be at designated Shire site.

For detailed site plan, muster points and vehicle access within the grounds, see map(s) attached in Risk Management Plan.

EMERGENCY TELEPHONE NUMBERS

| | | |
|-----------|-----|----------|
| EMERGENCY | 000 | |
| FIRE | 000 | |
| POLICE | 000 | 97337400 |
| AMBULANCE | 000 | |

EVENT ORGANISER

Shire of Waroona

9733 7800

EMERGENCY WARNING SYSTEM

Use the PA system as a means of public address through verbal warning and instruction, and a clear verbal direction to evacuate.

WARNINGS MAY BE DIRECTED TO A SPECIFIC SECTION.

During an outbreak of fire or other emergency/disaster, it does not necessarily mean that all areas of the event complex would require evacuating at once.

An evacuation of a complete area will be determined to the nature of the hazard and its location.

A general alarm will only be given as and whenever necessary and in most instances will be preceded by a verbal instruction.

(SEE NOTICE OF EMERGENCY STATEMENTS AS POSTED)

MEDICAL EMERGENCY

IN THE EVENT OF A MEDICAL EMERGENCY:

1. Immediately contact the Ambulance or First Aid Officer.
2. Advise the Event Coordinator.
3. Render assistance if possible.
4. Ensure area is kept clear.

FIRE

Fire extinguishers are located in all Shire Buildings and vehicles. Event organisers should familiarise themselves with the location of these apparatus.

Each fire extinguisher carries appropriate operating instructions.

The prompt action of an event organiser could well avoid the necessity of an evacuation due to sudden threat of fire.

IN THE EVENT OF A FIRE:

1. Alert the Event Coordinator, and other occupants.
2. Attend to human life in immediate danger.
3. If possible, switch off lights and power points near the fire, and disconnect any equipment.
4. Attempt to extinguish the fire with extinguisher if safe to do so.
5. If fire cannot be extinguished, go directly to the assembly area.
6. If not fighting the fire, go directly to the assembly area.

The Event coordinator will control the evacuation, and their instructions must be obeyed.

BOMB THREAT

The appropriate line of action will depend to a large extent on the information gained during the telephone conversation with the person taking the call.

IN THE EVENT OF A BOMB THREAT:

1. Immediately advise Police of bomb threat details.
2. Notify Event Coordinator.
3. Do not create panic, by unnecessary advice to other persons/occupants.
4. Prevent people from entering the area.
5. Follow the instructions given by the Police and/or the Event coordinator.

HAZARDOUS CHEMICALS

IN THE EVENT OF HAZARDOUS CHEMICALS:

1. Notify the Event Coordinator immediately.
2. Call the Fire Brigade.
3. Move people away from spillage.
4. Do not create panic, by unnecessary advice to other personnel/occupants.
5. Do not touch the hazard.
6. Prevent other people from going into the area.
7. Follow the instructions given by the Event Coordinator or the Emergency Response Team personnel.

PHYSICAL THREAT

IF YOU ARE FACED WITH A SITUATION OF POTENTIAL VIOLENCE OR AN OFFENDER WITH A WEAPON OF ANY DESCRIPTION, OR ARE TOLD THEY HAVE A WEAPON:

- Do exactly what they say and follow instructions carefully.
- If you are not sure what they want you to do – ASK.
- Keep your hands visible at all times and if you need to move at any stage to reach an item (the till or money) or need to turn away – TELL THEM WHAT YOU ARE GOING TO DO.
- Try to keep a step away at all times. Do not give them the opportunity to grab or injure you.
- The money or property is not important – YOU ARE.
- As soon as practicable report the incident to the Police.
- Secure area for Police to conduct forensic investigations.
- Ask any witness to remain until the Police arrive.
- Record all facts in writing immediately

EVACUATION

EVENT COORDINATOR TO CONTROL ALL EVACUATION MOVEMENT / INSTRUCTION

- Give verbal advice to ALL occupants.
- Advise of actual emergency in-hand along with the determined safe assembly areas (Muster Points).
- Make contact with the relevant Emergency Response Agency (Fire, Police, and Ambulance).

- Proceed to evacuate occupants to external assembly areas.
- Advise all occupants not to leave the external assembly area (Muster Point) as they movement may block emergency vehicle access.
- If safe to do so, systematically check the centre for any remaining persons.
- Take First Aid Kit to the external assembly area.
- Re-entry to building to be allowed only after safe clearance has been ascertained by Authorities.

OCCUPANTS:

- On hearing the emergency warning advice, collect your personal effects and move to the nominated assembly area (Muster Point).
- On being instructed to evacuate the Building, proceed with care to the external assembly area nominated.
- Provide assistance; if safe to do so, to physically handicapped or aged persons or any person who cannot “comfortably” leave the building.
- Always obey the instructions given at all times, to ensure your own personal safety and the safety of others.

VERBAL ADVICE

“Attention, attention, all occupants of the building please be advised that there is a minor emergency within the centre.

You are all required to proceed immediately to your nearest emergency muster points.

It is important that you follow all instructions given to ensure your safety.”

EVACUATION INSTRUCTION

“Attention, attention, all occupants must evacuate the building now.

Please remain calm, and proceed through the nearest exit door to the outside muster points.

Do not panic or run.

Please provide assistance to any person who is in need.

Do not go to your vehicle or leave the outside area.

You will be advised further, when your safety has been determined.”

RISK ASSESSMENT PLAN

EVENT DETAILS

| Item | Detail |
|----------------------------------|--------|
| Event | |
| Stakeholders | |
| Project Officer | |
| Staff | |
| Volunteers | |
| Expected Attendance | |
| Attendance Dynamics | |
| Venue | |
| Date | |
| Set-up Start Time | |
| Event Start Time | |
| Event Finish Time | |
| Clean-up Finish Time | |
| Description of Event | |
| Stalls | |
| Food | |
| Entertainment | |
| Alcohol | |
| Road Closures | |
| Police | |
| Ambulance / First Aid | |
| Security | |
| Parking | |
| Disabled Access | |
| Signage | |
| Power | |
| Lighting | |
| Water | |
| Toilets | |
| Rubbish | |
| Insurance | |
| Regulations / Permits / Licences | |

| | |
|--------------------------------|--|
| Site Plan | |
| Emergency Response Plan | |
| Cancellation Plan | |
| Risk Assessment Plan | |

STAKEHOLDERS' RESPONSIBILITIES

| Stakeholder | Core Roles & Responsibilities |
|-------------|-------------------------------|
| | • |
| | • |
| | • |
| | • |

RISK MANAGEMENT PROCESS

Risk Management Guide



Introduction to Risk Management

The Shire of Waroona has adopted an organisational enterprise risk management approach. Risks must be managed during day to day operations to ensure objectives are achieved and exposure to liability is minimised. Effective management of risk provides assurance to stakeholders that there is:

- A reduced likelihood of litigation
- Adequate controls to regulate the Shire's risk exposure
- Protection of the community's health and safety
- Strategies in place to minimise disruption to core services

Responsibilities

The adopted Risk Management Policy ensures an organisational approach through the delegation of responsibility to all levels.

Council: Provision of adequate resources to implement risk process and strategies.

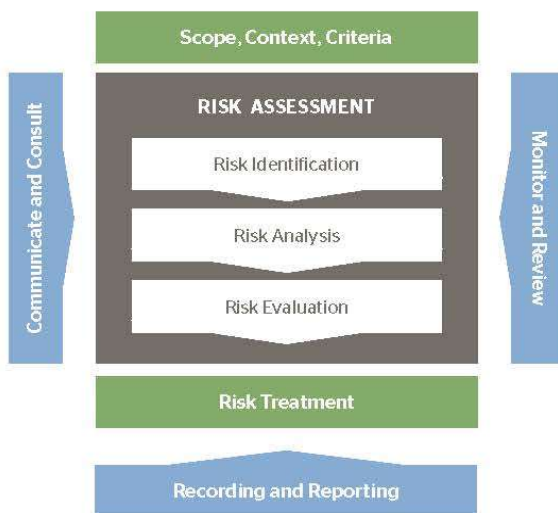
CEO and Executive: Recommending the risk tolerance level of the Shire to Council. Establishment of a Risk Management Committee. Ensuring the development and management of the Shire's risk.

Managers: Identifying and assessing all potential risks within their area.

All Staff: Active participation in the risk management program. Conducting risk assessments during the performance of their daily duties.

Risk Framework

The Shire of Waroona has embraced risk management through a Risk Management Policy, procedures and reporting mechanisms. Risk management processes are guided by ISO 31000:2018. The following diagram illustrates the full risk management cycle according to this standard.



Risk Control Rating

Excellent: Doing more than would reasonably be expected under the circumstances.

Adequate: Doing what would be reasonably be expected under the circumstances.

Inadequate: Doing less than would reasonably be expected under the circumstances.

Risk Management Process

1 | Establish the Context

Define the subject of the risk assessment, i.e. the activity, strategy, service, function etc. and determine the level of context, i.e. Strategic, operational or project. Identify the stakeholders who should be included and/or consulted during the risk assessment.

2 | Identify Risks

What can happen that could:

- Impede the achievement of the organisation's objectives
- Cause a stakeholder to lodge a complaint or initiate legal action
- Result in a financial loss
- Comprise the safety or health of the community
- Damage the environment now or in the future

Where and when could these events occur?

Why and how could they happen?

3 | Analyse Risks

Evaluate existing controls:

- Are there any current practices that might prevent the risk from occurring or lower the consequence of that risk?

Determine the consequence and likelihood of the risk occurring after any current controls.

Assess the overall risk level using the risk matrix.

4 | Evaluate Risks

With regard to the organisational risk tolerance level, decide if further treatments are necessary to reduce the risk to an acceptable level.

5 | Treat Risks

- Identify options for treating risks with negative outcomes
- Assess risk treatment options
- Prepare and implement treatment plans

6 | Monitor and Review

Record the risk management process, monitor and review regularly to ensure that the treatments are still effective and are still within the risk tolerance level.

Shire of Waroona's General Categories of Risk

| Category | Possible Risk Area |
|----------------------|--|
| Financial | Projects going over budget, legal costs, insurance claims, overpayments, inappropriate use of resources |
| Environmental | Regulatory compliance, contamination, inadequate environmental practices in processes and procedures |
| Operational | Adverse effects on core business, business continuity, human resource risks, loss of knowledge |
| Reputational | Public perception, poor customer service, sub standard works, corruption, misuse of confidential information |
| Health | Exposure to health risks, injuries to the public within Council buildings or on Council property |
| Project | Delays start or completion, variations to scope or budget, insufficient funds |

Consequence Rating

| Level | Description | Financial Impact | Health | Reputation | Operation | Environment | Project |
|-------|---------------|--------------------------|--|---|--|---|--|
| 1 | Insignificant | Less than \$10 000 | Near miss/ negligible injuries or health effect | Low impact, low profile, minor complaint | Little impact - objectives still achieved with minimum extra cost or inconvenience | Contained, little and reversible impact managed by on site personnel | Insignificant impact on the project. It is not possible to measure the impact on the project as it is minimal |
| 2 | Minor | \$10 000 to \$50 000 | Minor injury or health effect/First aid treatment | Heightened concern by community, several complaints | Inconvenient delays - partial achievement of objectives with some compensating action taken | Contained, minor damage or contamination that is reversible and managed by on site personnel | <5% deviation in scope, scheduled end-date or project budget requiring manager approval |
| 3 | Moderate | \$50 000 to \$250 000 | Moderate injury or health effect/Medical treatment | Low level local news profile | Significant delays to major deliverables - additional costs required and or time delays to achieve objectives. Adverse impacts on KPIs and targets | Contained, significant contamination and damage that is reversible, managed by on site personnel | 5-10% deviation in scope, scheduled end-date or project budget requiring senior management approval |
| 4 | Major | \$250 000 to \$1 million | Serious health effect, death or extensive injuries | Major coverage in local media, low profile in state media | Unable to achieve corporate objectives or statutory obligations resulting in significant visible impact on service provision such as closure of facilities | Uncontained, significant contamination and damage that is reversible but requires third party assistance, minor breach of legislation | 10-25% deviation in scope, scheduled end-date or project budget requiring restructure of project and senior management or Council approval |
| 5 | Catastrophic | More than \$1 million | Multiple deaths or severe permanent disabilities | High state or national news profile | Organisation unable to function | Extensive contamination and damage that is irreversible, major breach of legislation | >25% deviation in scope, scheduled end-date or project budget requiring the project to be deferred or redeveloped |

Level of Risk (Risk Matrix)

| Level | Description | Probability |
|-------|-----------------------|---|
| 5 | Almost Certain | Expected to occur in most circumstances > More than once per year or greater than 90% chance |
| 4 | Likely | Will probably occur in most circumstances > At least once per year or between 60% and 90% |
| 3 | Possible | Should occur at some time > At least once in three years or between 30% and 60% |
| 2 | Unlikely | Could occur at some time > At least once in ten years or between 5% and 30% |
| 1 | Rare | May occur, only in exceptional circumstances > Less than once in fifteen years or less and 5% |

Level of Risk (Risk Matrix)

| | | Consequence | | | | | |
|------------|------------------|-----------------|----------|------------|---------|----------------|---------|
| | | Insignificant 1 | Minor 2 | Moderate 3 | Major 4 | Catastrophic 5 | |
| Likelihood | Almost Certain 5 | M (5) | H (10) | H (15) | E (20) | E (25) | |
| | Likely 4 | M (4) | M (8) | H (12) | H (16) | E (20) | |
| | Possible 3 | L (3) | M (6) | M (9) | H (12) | H (15) | |
| | Unlikely 2 | L (2) | M (4) | M (6) | M (8) | H (10) | |
| | Rare 1 | L (1) | L (2) | L (3) | M (4) | M (5) | |
| L | Low | M | Moderate | H | High | E | Extreme |

Risk Acceptance Criteria

| Risk Level | Descriptor | Action Required | Criteria for Risk Acceptance | Review Frequency | | Risk Owner | |
|------------|------------|---|--|------------------------|-------------------------------|------------------------|---|
| | | | | Strategic/ Operational | Project Risks | Strategic/ Operational | Project Risks |
| Low | Acceptable | Accept the risk | Risk acceptable | Annual | If the scope/ context changes | Operational Manager | Project Manager |
| Moderate | Monitor | Monitor the risk but consider risk treatments | Risk acceptable with adequate controls | Semi-annual | If the scope/ context changes | Operational Manager | Project Manager |
| High | Treat | Treat the risk. Reduce either the likelihood, consequence or both by improving existing controls or adding new controls | Risk acceptable with excellent controls | Quarterly | Monthly | Executive Management | Steering Committee where relevant or Project Director |
| Extreme | Treat | Treat the risk. Reduce either the likelihood, consequence or both by improving existing controls or adding new controls | Risk only acceptable with excellent controls and all treatment plans to be explored and implemented where possible | Monthly | Monthly | CEO | Steering Committee where relevant or Project Director |

Risk Management –

| Context | Risk | Existing Controls | Overall Control Rating | Consequence | Likelihood | Level of Risk | Risk Accepted |
|--------------------------------|---|---|------------------------|-------------|------------|---------------|---------------|
| Event Roles & Responsibilities | Staff/volunteers fail to have clear event roles | <ul style="list-style-type: none"> Nominated clear coordinator Comprehensive Project Plan Meetings with stakeholders | Adequate | Mod | U | M | Y |
| | Not knowing who to contact in an emergency | <ul style="list-style-type: none"> Shire of Waroona shirts worn by staff Emergency procedures and contacts provided | Adequate | C | R | M | Y |
| | Insurance coverage | <ul style="list-style-type: none"> Shire of Waroona Public Liability | Adequate | Major | U | M | Y |
| | Loss of reputation | <ul style="list-style-type: none"> Well organised, project planning, risk assessment, emergency and evacuation procedure in place | Adequate | Min | U | L | Y |
| Human Behaviour | Audience misbehaviour | <ul style="list-style-type: none"> Adult staff and volunteers only to approach individuals behaving inappropriately | Adequate | Mod | P | M | Y |
| | More than expected numbers | <ul style="list-style-type: none"> Adequate number of staff Capacity and Evacuation Plan | Adequate | Mod | U | M | Y |
| Environment | Undesirable weather | <ul style="list-style-type: none"> Event can be moved indoors | Adequate | Min | U | L | Y |
| | Electrical | <ul style="list-style-type: none"> Venue has existing power Electrical Cord covers | Adequate | Major | U | L | Y |

| | | | | | | | |
|--------------------------|--|---|----------|-------|---|---|---|
| | Litter | <ul style="list-style-type: none"> • Bins and bags supplied by venue • Clean up organised by event planners | Adequate | Min | L | L | Y |
| Emergency Management | Fail to manage emergency appropriately | <ul style="list-style-type: none"> • Exit signs clearly marked • PA system for emergency management • Emergency Plan completed | Adequate | C | R | L | Y |
| Entertainment & Services | Food handling | <ul style="list-style-type: none"> • Authorised staff handling food only • Food hygiene and safety policies adhered to | Adequate | Major | U | M | Y |
| COVID -19 | Community transfer | <ul style="list-style-type: none"> • Encourage social distancing where people can • Hygiene • Sanitiser available | Adequate | Major | P | M | Y |