**Adverse Behaviour and Emergency Response**

**Conduct of All Personnel & Disciplinary Procedures**

Neglectful behavior, including throwing of objects, careless driving, abusive language, fighting onsite, illegal or  
inappropriate behavior is prohibited.

We retain the right to instantly terminate the engagement of any person, contractoror stall holder who, through their actions, threatens the health and safety of others and/or himself/herself or whose actions may cause damage to plant,  
property and equipment.

**Workplace Violence, Harassment, Bullying and Aggression**

Workplace violence, aggression or bullying is unacceptable and includes verbal or emotional bullying, unwelcome behaviour, harassment or discrimination, abuse, threats or a physical attack on an individual or property. Dealing with Complaints from the Public. All complaints from members of the public should be directed to the Event Management Centre where their complaint will be logged and passed onto the appropriate person or entity.

**Risk Assessment**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **01** | Bullying, harassment and discrimination | Anxiety  Mental Disorders | We are committed to ensuring the organisation is free from all forms of discrimination, sexual harassment, bullying and victimisation and the event is adhering to the rules of the Human Rights Commission and the Equal Opportunity Act 2010  All staff, volunteers and contractors are thoroughly briefed regarding acceptable and unacceptable behaviour.  We have a robust and effective reporting system ensuring that all staff, volunteers, and contractors feel completely empowered to report all issues immediately knowing it will be resolved discreetly in a timely fashion.  Counseling will be available as required for all victims. | D2  Low |  |  | Accept | Management  Stakeholders  Area Warden  Wardens  Contractors |

**Emergency Procedures**

In the event of an emergency please follow the below mentioned instructions:

* Remain calm,
* Move away from the hazardous area and assist others to move away if safe to do so,
* Ensure Emergency Services are notified via the Event Management Centre or if unable to, call 000 immediately,
* Await instructions to evacuate and control entry to affected area,
* Contain any fire by closing doors and windows,
* Extinguish fires if trained and safe to do so.

In the event of an **evacuation warning**, all persons are to immediately evacuate away from the danger area by the nearest and safest route to a safe area. Each area has its own specific evacuation assembly points with Fire/Safety Wardens in place to effect an evacuation if required. Once you have reached the assembly area remain calm and await further instructions from Wardens or Site Security. Please follow the instructions of Security and Safety Wardens during any evacuation and move calmly to the designated Emergency Assembly Point.

**Event Staff Responsibilities in the Event of an Emergency**

**EMC Coordinator**

* Take communications that come into the EMC over Channel 1, by phone or radio
* Ensure all relevant Emergency Services are notified
* Ensure the Chief Warden and relevant Area Wardens are notified
* Access maps in EMC viewing the affected area noting grid references
* Instruct camera operator to view incident and record
* Advise EMC members of Event specific factors that may relate to how the situation is attended to
* Communicate EMC instructions to relevant Area Warden once response plan is confirmed
* Instruct Communications Coordinator to direct secondary event staff to assist as necessary
* Log & constantly update details on Incident Reporting Log until incident is closed & complete

**Chief Warden**

* Assume control point at the incident if safe to do so
* Wear Chief Warden vest·
* Advise EMC of Event specific factors that may affect response plan·
* Ensure EMC instructions are being followed correctly·
* Direct Event staff on the ground and call in support infrastructure·
* Delegate tasks to Deputy Chief Warden·
* Brief and assist the Emergency Services as they arrive on site·
* If not safe to attend the incident, the Chief Warden will attend the EMC

**Deputy Chief Wardens**

* During an emergency, the Deputy Chief Warden will be delegated tasks by the Chief Warden.
* If the Chief Warden is not at the 2020 Santa’s Wonderland grounds, the Deputy Chief Warden will assume all responsibilities and duties. If the Chief and Deputy Chief Wardens are not available, the next ranking member of the Emergency Control Organisation will assume control as Chief Warden.

**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.
* Notify the EMC of incident and standby for instructions
* Ensure the affected area is made as safe as possible while waiting for EMC instructions
* Engage assistance from wardens
* Inspect affected area and communicate any relevant factors to the EMC
* Use Warden safety equipment as aids (i.e.vest, loud hailer)
* Carry out instructions from the EMC & Inform EMC of response plan progress
* Assist Chief Warden as required
* Ask EMC for assistance (i.e. security, Event crew) if necessary
* Complete incident report form

**Communications Coordinator**

* The communications officer will act as directed by the Chief Warden. Duties will include:
  + Attending to emergency calls
  + Notifying the appropriate emergency service
  + Notifying the Chief Warden of the emergency
  + Establish and maintain communications between Chief Warden and the Area Wardens
  + Transmit and record instructions and information
  + Maintain Emergency Incident Log
  + Maintain area maps

**Wardens & all other Employees**

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

**PLEASE NOTE: IT IS NOT THE RESPONSIBILITY OF A WARDEN TO ACTIVELY CONTROL EMERGENCIES.**

**Evacuation**

On hearing Alert Announcements (Beep Beep), Warnings or recognising an Emergency;

* Meet Staff at Venue Marshalling Point (normally front entry)
* Contact Event Management Centre /Help Desk and report or ascertain situation
* Assign Staff to evacuation assistance roles
* Ensure all Wardens are positioned at the ready
* Alert adjacent Areas of an impending evacuation if necessary
* Assist Patrons to remain calm and orderly
* Stay at Marshalling Point until notified (if safe to do so)
* On evacuation signal or (Whoop Whoop) immediately make your way via Emergency Exits to the Assembly Area (If unable to communicate with Help Desk, Area Warden to commence evacuation)

**Assessment of Emergency**

* Location and extent of emergency.
* Proximity of flammable liquids/gases and other flammable materials or suspect items (in case of bomb threats).
* If toxic emission is present, evacuation must be away from direction of toxic emission.
* Whether it is safe to try and extinguish a fire or retard smoke penetration.
* The nature and extent of injured persons in the danger area and whether those present can evacuate all personnel including mobility impaired persons in danger.
* The nearest safe exit route.

**Evacuation Phases**

* Phase 1: Immediately move all people away from the danger if safe to do so
* Phase 2: Move people laterally to a safe area
* Phase 3: Evacuate effected parts of the premises
* Phase 4: Total evacuation of the venue

**Protocols**

NOTE: Entry and re-entry are forbidden until authorised by the Officer-In-Charge of the attending Emergency Services. It is essential that all Staff make contact and introduce themselves to all Area Wardens and Wardens at the event. Please familiarise yourself with evacuation procedures.

**On Hearing Evacuation Announcements or Warning**

* In the event of an evacuation warning, all persons are to immediately evacuate away from the danger area by the nearest and safest route to a safe area
* Direct patrons to exit calmly via stairs – DO NOT USE LIFT.
* Monitor crowd behaviour and update Event Management Centre.
* Ensure Wardens have cleared all venues, rooms, offices, toilets, storerooms and plant rooms in your Venue or Area.
* When it is all clear report to Event Management Centre and move to Evacuation Assembly Area.
* Avoid the use of mobile phones and radios in situations involving explosives or bomb threats.
* NOTE: Police, Fire and Ambulance take control of all emergency response once they arrive.
* Should either give any personnel a direct order, they should carry out the order.
* Confirmation from event management is required.

**Armed or Dangerous Intruder Response Guide (Code Black)**

**If You or Any Staff are involved**

* Remain calm. Tell yourself to remain calm.
* Obey the offender.
* Do exactly what you are told and no more.
* Tell the offender exactly what you are doing and give them what they want.
* Obtain a description of the offender and write down as much as possible after the offender has left.
* Use the police description form to record details.
* Do not make any sudden unexpected movements.
* Be reasonably slow (consider your safety) in handing over keys, money or information
* Be aware of where the offender went and what he or she touched.
* Secure anything which was touched and do not touch it yourself.
* Lock the door of the building and only allow Police or Management to enter.
* If possible move the situation to a less populated location
* Observe the offender (height, weight, age, clothing, speech disabilities, accent etc.)
* Immediately notify the EMC
* Do not approach intruder
* Activate the alarm and call Police only when it is safe to do so.

**Area Warden**

* Immediately notify the EMC and standby for instructions
* Assist first person only if safe to do so
* Assess intruder if safe to do so and report details to EMC Coordinator
* Carry out EMC instructions
* Assist Chief Warden
* Complete intruder check list

**EMC Coordinator**

* Follow entire responsibilities list emphasising;
* Communicate intruder information reported by Event staff to South Australia Police
* Keep abreast of Police response plan and communicate details to Chief Warden and Area Warden
* Dispatch Police instructions to all affected Event staff

**Chief Warden**

* Assume control position onsite if safe to do so,
* Advise EMC on safest evacuation route,
* Direct Event staff and Deputy Warden,
* Brief controlling agency onsite when they arrive – SA POLICE

**Special Considerations**

Do not provoke or confront the intruder

**Civil Disturbance Response Guide**

Any staff directly involved or aware:

* Contact EMC or any Event staff with radio
* Advise Area Warden all information relevant to the situation e.g. how many, position, actions
* Remain calm, avoid handling demonstrators in anyway
* Avoid provoking the throwing of missiles

**Area Warden**

* Notify EMC
* Advise EMC on purpose, strength and mood of group
* Do not allow staff or vendors to confront protestors
* Ensure cash handling areas are secure
* Follow EMC instructions
* Assist Chief Warden

**EMC Coordinator**

* As the situation dictates, notify Police EMC member and Chief Warden
* Communicate updates to Police from on the ground staff
* Dispatch Police Instructions to Event Staff

**Chief Warden**

* Direct Event staff and order the install of Event temporary infrastructure as required
* Brief Police on Arrival

**Special Considerations**

* Do not provoke the protestors
* Person displaying abnormal or erratic behaviour response guide
* Any staff directly involved or aware
* Contact EMC or any Event staff with radio
* Advise the Area Warden all information relevant to the situation e.g. what is concern, position, actions of person

concerned

* Remain calm, avoid confronting person in anyway
* Observe actions of patron discretely
* Take note of description of patron, clothing, age, sex, etc.

**Area Warden**

* Notify EMC
* Advise EMC on patron behaviour, anti-social behaviour, actions concerning public
* Do not allow staff or vendors to confront patron
* Follow EMC instructions
* Keep situation calm, manage bystanders with security
* Assist Chief Warden

**EMC Coordinator**

* As the situation dictates, notify Police EMC member and Chief Warden
* Communicate updates to Police from on the ground staff
* Determine whether Security attend
* Dispatch Police Instructions to Event Staff

**Chief Warden**

* Direct Event staff and order the install of Event temporary infrastructure as required
* Brief Police on Arrival

**Special Considerations**

Do consider welfare of others within the area, escalate concern to EMC quickly