

HILLS BASKETBALL ASSOCIATION INC. **EMERGENCY PROCEDURES**

The role of Staff in an Emergency Evacuation

1. Begin and control safe evacuation
2. Ensure people remain clear of danger
3. Report missing people to Emergency Services
4. Give technical advice and help to Emergency Services

Before an Emergency Occurs

- Familiarise yourself with the emergency procedures
- Participate in training
- Maintain emergency equipment
- Know the evacuation routes for the Stadium and where to assemble patrons and staff
- Know where emergency equipment is kept.
- Know how to report emergencies and operate alarms or communications equipment
- Know if anyone needs special help to evacuate

When an Emergency Occurs:

Check for danger in the area.

If there IS danger -

1. Make sure the emergency is reported
2. Check the evacuation route is safe and clear
3. If safe to do so, shut down any equipment and secure valuables
4. Order and control the evacuation
5. If safe, check area for stragglers
6. Account for people in the area
7. Liaise with other staff/emergency services.

If there ISNT any danger -

1. Stay in the area
2. Remain alert
3. Liaise with Emergency Services
4. Keep people informed
5. "If in doubt, get them out"
6. Await "All OK" by emergency services



EMERGENCY EVACUATION PROCEDURES

In the event of an emergency (any situation where there is possible danger to life):

1. The designated EMERGENCY CONTROL CENTRE will be the **Disabled Parking Bay**
2. The person responsible for coordinating a response and ensuring safety of all persons in the area is the most senior person rostered at all times. During competitions the Stadium Supervisor will be the appointed official.
3. The first priority is to notify the relevant Emergency Service.

The duties of the person in charge include:

1. Appointing a First Aid Officer to collect first aid supplies and to set up first aid station in a safe area. The role of the First Aid Officer is to be undertaken by the Game Supervisor(s).
2. Phone relevant Emergency Service and Safety Unit if there is any exposure to staff/patrons.
3. Evacuate area if necessary and lead people to safe area indicated on Site Plan (this area will depend on the area of the Stadium affected)
4. Make announcement over PA (given power is available) for all occupants to move towards exits in an orderly fashion. **Disabled Carpark** to be identified as marshalling point.
4. Check change rooms to ensure no one is left behind.
5. Appoint suitable persons to patrol perimeter of the building, directing all people to the **Disabled Carpark**.
6. Monitor area so no one re-enters until it is safe to do so.
7. On the arrival of the Emergency Services
 - i. Explain the situation
 - ii. What the problem is and where it is located
 - iii. Any chemicals in the near area and quantities.
 - iv. Explain the actions you have taken
8. Contact the General Manager.

Persons with Mobility Impairment

The following guidelines will assist differently abled employees with emergency evacuation.

Visually Impaired:

1. Describe the nature of the emergency to the person
2. Offer to guide the person and ask if he/she prefers to take your elbow
3. Advise the person about the evacuation route
4. Take the person to the assembly area



Hearing Impaired:

- 1 Never assume a hearing impaired person can lip read.
- 2 If the person did not hear the warning or alarm, write down the type of emergency and direct them to the nearest safe emergency exit
- 3 Offer to walk with the person to the exit
- 4 Take the person to the assembly area

Person Using Wheelchair:

1. Describe the nature of the emergency
2. Ask the person how you can help him/her to exit the building
3. Always follow the instructions of the wheelchair user
4. Do not remove a person from a wheelchair unless they agree to such a procedure

AFTER THE EVACUATION

Act as directed by the emergency evacuation procedures and emergency units.

Typical Duties Include:

- 1 Cordoning off the emergency areas
- 2 Directing arriving emergency units to the scene
- 3 Helping out, outside the danger area

Once the all clear has been given by the authorities:

- 1 Assess the damage to the Stadium, clean up the area and ensure all equipment, structures etc are safe.
- 2 Re-establish operations if possible.
- 3 If injuries have been sustained by employees, ensure that they are seen by a doctor.
- 4 Write an incident report detailing the events.
- 5 Debrief employees.



BOMB THREAT

1. Handling Procedures
 - 1.1. In the case where a threat is received by telephone or by any other means:
 - 1.1.1. Staff on reception to ring the Police Department immediately
 - 1.1.2. Contact other staff in the centre
 - 1.1.3. Contact the Chief Executive Officer
 - 1.1.4. Secure all monies in safe
2. Evacuating Bomb Threat
 - 2.1. Check exits, designated compound areas and car park to verify they are safe
3. Evacuation
 - 3.1. Discuss and nominate which exits are to be used for the evacuation (nominated standard exits may be appropriate)
 - 3.2. Second staff member to stand at entrance to prevent any person from entering or approaching the building.
 - 3.3. Commence evacuation procedures. All doors to remain open.
 - 3.4. Gather all people into **disabled carpark area**.
 - 3.5. Check change rooms for stragglers, also around grounds.
 - 3.6. Staff to remain with patrons and reassure them until emergency services have accessed area and given the 'OK' to return.
 - 3.7. Once centre is back in operation, write a report of incident, ring Chief Executive Officer and inform that all is OK.



FIRE AND EVACUATION

- 1 Alert and assemble other staff on duty.
- 2 Identify location of fire.
- 3 Contact Fire Brigade (000).
- 4 Alert Fire Brigade of chemicals on premises.
- 5 Evacuate area and assemble patrons in 'Safe Areas'.
- 6 Contain fire / smoke by closing doors and windows (do not lock) if safe to do so.
- 7 Extinguish the fire if safe to do so.
- 8 Provide first aid if required.
- 9 When evacuation completed account for all staff and patrons (if possible).

ALL CLEAR GIVEN BY AUTHORITIES:

1. Assess damage to Stadium, clean up area and ensure all equipment, structures etc are safe.
2. Re-establish operations if possible.
3. Send injured staff to hospital for check up.
4. Write report on incident (with witness reports).
5. Debrief employees.

First Attack Fire Fighting

In the early stages of a fire, it may be possible to prevent danger to building, occupants and damage to property by suppressing the fire with an extinguisher or hose reel. This is called first attack fire fighting.

Hose reels and extinguishers are provided in buildings for the occupants use. However, they should only be used by trained persons, when it is safe and when their use is likely to be effective. If a fire is too large or too dangerous to attack with this equipment, evacuation is the only safe option. In such cases, doors to the fire area should be closed to confine the fire until the arrival of the Fire Brigade.

General Advice

Fire Prevention

Fire prevention is the best form of fire protection. Common sense, good housekeeping and regular equipment maintenance programs are the key to the prevention of fire. All staff should



be aware of possible fire hazards and should promote good housekeeping practices and general fire safety. Never forget the prevention of fire and the safety of occupants is your responsibility.

Methods of Extinguishment

Cooling The best way to take the HEAT out of anything is to COOL it. The best cooling agent is water. Water puts out a fire by turning to steam and converting the heat away into the atmosphere. When the temperature of the burning material falls below that which is required to support combustion, the fire will go out.

Smothering We can remove the OXYGEN from a fire SMOTHERING, i.e. using a fire blanket or an extinguisher which will expel the oxygen from the area (such as CO², vaporising liquid, powder or foam). We can use the frying pan lid to smother a fat fire. Closing doors behind you as you leave also helps prevent the spread of fire.

Starving Our FUEL is food. If our food is taken away, we STARVE. We can starve a fire by turning off the gas fire or removing other combustibles from the area of the fire. back burning in a bush fire is a typical way of starving a fire.

Fire Extinguishers

What you must do first

- Fire can happen anywhere, anytime – so be prepared. Check all the fire extinguishers in your area, read their instructions and learn how to operate them.
- It is vital that the first person to notice the fire acts immediately – and calmly.
- Before opening the door of a room believed to contain a fire, place the back of your hand against the door to detect any heat. Now lightly touch the handle to see it is not too hot, taking special care if it is a metal handle.
- Human lives come before any attempt to protect property. Raise the alarm and warn people to leave the area immediately according to the evacuation plan – even if you are confident you can put out the fire.
- People should leave without waiting to see if the fire is controlled by fire extinguishers.
- They should calmly walk, not run, to the assigned assembly points outside – just as in previous fire drills.
- No one should attempt to gather up work materials or collect personal belongings.
- Once outside, no-one should re-enter the building until it is safe to do so.
- Only tackle a fire if you are confident you can do so safely – ideally, in company with a workmate.



Operating the Extinguisher

- Never turn your Back to the blaze, because fire can grow and spread much faster than you might suspect. And, again, be sure that the way is clear for you to retreat to safety.
- Especially, make sure that there is an exit nearby and no danger of your escape route being cut off. If possible, work in pairs.
- Be aware of the danger of smoke – keep well away from it! All smoke and fumes are extremely hazardous and can cause loss of consciousness – even death. Statistics show that smoke inhalation kills more people than the fire itself.
- If you are not confident of tackling the fire easily and safely, close the door and leave immediately.
- This is how you use extinguisher. Remember the 'PASS' formula
 - P – PULL the Pin...
 - A – AIM the nozzle...
 - S – SQUEEZE the handle and...
 - S – SWEEP the fire.

But, always be sure to test the extinguisher first before approaching the fire.



Class and Type of fire and how to extinguish

Common Solid Combustibles, class A **COOLING**

(eg, wood, fabric, paper etc. But not fats and cooking oils)

Flammable Liquids, class B **SMOTHERING**

(eg, petrol, kerosene etc. But not fats and cooking oils)

Flammable Gases, class C **STARVING**

(eg, L.P.G, acetylene, natural gas etc.)

Combustible Metals, class D **SPECIAL SMOTHERING AGENT**

(eg, magnesium)

'Electrical' Fires, class (E) **NON-CONDUCTING FIRE FIGHTING AGENTS**

(eg, in electrical appliances or motors)

Fats and Cooking Oils, class F **SMOTHERING**

NOTE: There is no official class E fire. Extinguishers which are safe to use on electrical fire may have an (E) on the label.



OPERATIONAL MISHAP

- 1 Secure and make safe the mishap area .
- 2 Ensure appropriate first aid is tendered.
- 3 Investigate the mishap immediately.
- 4 Contact the Stadium and/or the Game/Stadium Supervisor.
- 5 Complete details in the Communication Logbook immediately.
- 6 Fill in 'Injury Incident Report' if accident happened to employee.
- 7 All injured employees must see a Doctor.
- 8 Where appropriate, clearance will be required by Workcover NSW and OH&S section before commencement of operations or use of equipment.



PERSONAL THREAT

(Armed Hold Up/Assault)

Prevention/Awareness

1. The less temptation we offer the potential offender, the less chance we have of becoming a victim.
2. Keep all cash and cash handling out of the view of the public.
3. Keep cash levels at a minimum and advertise that there is little or no opportunity.
4. When banking or transporting cash, vary the routine.
5. Report all suspicious characters and behaviour and any unusual change in systems or routines to the Chief Executive Officer and /or the Police.
6. Trust your first instincts.
7. Never discuss the Stadium's security or financial affairs outside of work- criminals are constantly looking for opportunities. What you say may be overheard or inadvertently passed on to the wrong people.
8. All cash is to be kept in the stadium safe over night.

During an Armed Hold Up/Assault

1. Don't be a hero. Never challenge the offender physically or verbally.
2. Remind yourself to remain calm mentally and remain calm and deliberate physically.
3. Allow yourself time to check and listen carefully.
4. Follow instructions. If you cannot comply explain why with the offender.
5. Keep your hands in clear view and where possible, above shoulder height.
6. Do not speak unless you are required to and avoid eye contact.
7. If you stand side on to the offender, you are less of a threat.
8. Do not trigger alarms, silent or otherwise, until the offender has left the premises.
9. If you need to lower your hands or reach for anything to comply, explain why. Ask and wait for approval.
10. Observe and collate. Look for height references, fixed objects on other people.
11. Try to collate an accurate description of the weapon and always assume the weapon is real.
12. The more details that you can give to the police, the greater the chance of apprehension.
13. Make a list of details.



14. Small details can be important. Concentrating on those details can help you remain calm.
15. Avoid eye contact. Don't make it obvious to the offender that you are observing them.

After the Incident

1. When sure the offenders have left the premises, contact the police.
2. Tell the police the following:
 - a. The time of the crime.
 - b. The exact location.
 - c. Injuries, if any.
 - d. How long since the crime was committed.
 - e. The known number of offenders.
 - f. The weapons used.
3. Secure the scene. All entry and exit points should be locked to prevent access to the scene.
4. If necessary, delegate staff members to guard and protect the scene from the public access to disturbance.
5. Any witnesses to the incident should remain until the police arrive.
6. Do not disturb the crime scene in any way. All items left or handled by the offenders should remain untouched.
7. If possible, have all witnesses write down details such as descriptions of the offender and other details whilst waiting for the arrival of the police.
8. Details pertaining to security and the amount of money involved should only be discussed with the police only.

Should a situation such as the one discussed ever occur, counseling will be provided for staff members who are the victims of the crime.



BLACKOUT PROCEDURES

- Continue to communicate with patrons
- Explain to patrons what is happening. If power is not immediately restored escort patrons to the foyer area
- Conduct another check of the area ensuring all patrons are in the foyer.
- Call General Manager and explain situation.
- Lock gates and post signs explaining the situation.
- Call security and explain situation as alarm may not activate.

