**Venue Emergency Response Plan (VERP)**

## **KEY INFORMATION**

**Event:**

**Venue:**

**Venue Communications Desk:** *Venue Operations Centre (VOC) or Competition Management Office*,

**Date:**

**Alert Code Word:**

**“Will (CODE WORD) please come to the** *Venue Operations Centre (VOC) or Competition Management Office* **immediately?”**

|  |  |  |
| --- | --- | --- |
| **Primary Contact** | **Landline 1** | **Landline 2** |
| Emergency Response Agencies | 112 | 999 |
| Local Gardaí / Police | *Please edit as per your event* | *Please edit as per your event* |
| Nearest Hospital | *Please edit as per your event* | *Please edit as per your event* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Position** | **Mobile number** | **Radio Call Sign** | **Radio Channel** |
| Event Manager | *Please edit as per your event* | *Venue 1* |  |
| Safety Officer | *Please edit as per your event* | *Safety 1* |  |
| Event Services Manager | *Please edit as per your event* | *Event 1* |  |
| Medical Coordinator | *Please edit as per your event* | *Medical 1* |  |
| Facility Liaison (optional) | *Please edit as per your event* |  |  |
| Competition Manager | *Please edit as per your event* | *Sport 1* |  |
| Operations Manager | *Please edit as per your event* | *Operations 1* |  |
| Communications Coordinator | *Please edit as per your event* | *Comms 1* |  |

**Designated evacuation routes** are *shown on the Safety Map in Appendix B.*

|  |  |
| --- | --- |
| ***Assembly Point*** | ***Location*** |
| *Please edit as per your event* | *Please edit as per your event* |
|  |  |

The Secondary Assembly Location for this venue is \_\_\_ *Please edit as per your event*\_\_\_\_\_\_\_\_\_\_\_.

## **EVACUATION ROLES & ASSIGNMENTS**

Evacuation Wardens will be assigned to each part of the venue and are responsible for overseeing the evacuation of that area if necessary, in an emergency. There are two types of wardens:

## 

## **Chief Evacuation Warden**

This will normally be an existing facility staff member with the Event Services Manager as deputy.

|  |  |  |
| --- | --- | --- |
| **Chief Evacuation Warden** *Please edit as per your event E.g. Event Services Manager* | | |
| **Position:** |  | **Call Sign:** |

## 

## **Area Evacuation Wardens**

These could be volunteers from any part of the team depending on location together with existing facility staff. They will be responsible for assisting with the timely evacuation of designated area and liaising with the Chief Evacuation Warden regarding the evacuation status of their sector. Persons appointed to warden posts will make themselves familiar with the nearest exit doors and assembly area.

|  |  |  |
| --- | --- | --- |
|  | | |
| **AREA EVACUATION WARDEN & EVACUATION WARDEN POSTS** | | |
| **Area 1** | | |
| Area Evacuation Warden Position | Radio Call Sign | Description of area they are responsible for during an evacuation: |
| *Please edit as per your event* |  |  |
| **Area 2** | | |
| Area Evacuation Warden Position | Radio Call Sign | Description of area they are responsible for during an evacuation: |
| *Please edit as per your event* |  |  |
| **Area 3** | | |
| Area Evacuation Warden Position | Radio Call Sign | Description of area they are responsible for during an evacuation: |
| *Please edit as per your event* |  |  |
| **Area 4** | | |
| Area Evacuation Warden Position | Radio Call Sign | Description of area they are responsible for during an evacuation: |
| *Please edit as per your event* |  |  |
| **Area 5** | | |
| Area Evacuation Warden Position | Radio Call Sign | Description of area they are responsible for during an evacuation: |
| *Please edit as per your event* |  |  |

## **Overview**

The purpose of this document is to enable you, as Event Manager, to have a process in place allowing your Event Management Team to deal with emergency situations which may arise during your event.

The information contained in this document should be obtained prior to the actual day of the event. In some cases you may need to update the VERP following a dynamic risk assessment on the event day and then delegate some roles and responsibilities on the morning of the event.

However, it is **important** to ensure that:

* All members of your core event management team (any volunteer who has a specific responsibility to ensure the smooth operation of the event) are aware of this document and its contents.
* The roles/responsibilities not already assigned prior to the event are assigned to a team member on the event day and that this document is updated accordingly. It is critical that those assigned responsibility have a good understanding of what their role involves.

To assist in your preparation of this Emergency Response Plan, you should complete your Event Risk Assessment. This will help enable you to identify areas which may pose a risk (and may be the primary source of an emergency) and will assist you in making decisions regarding the implementation of this plan.

**You should also work closely with *Facility Liaison* and where possible integrate with emergency plans already in place, making the necessary additions or modifications to cater specifically for your event.**

If the venue being used for the event is a non-exclusive venue (i.e. there are other people, not involved in your event using the venue), the authority to initiate an evacuation should be decided between the Event Manager and the Facility Liaison. Two possible scenarios are as follows:

1. The Event Team is in charge of a significant portion of the overall facility, or there is a large number of persons participating and/or attending at the venue. In this case it should be agreed with the Facility Liaison in advance that the Event Manager is authorised to evacuate the venue. The procedures normally used in the facility to respond to an incident, will then be followed. The Event Team should be aware of these procedures and will need to adhere to them in the event of an incident.

2. The area or number of people controlled by the Event Team is relatively small in comparison to the overall facility or number of people using it, the authority to evacuate rests with the Facility Liaison. In this situation, observation of an incident by a member of the Event Team that could potentially require evacuation of the venue should immediately be notified to both the Event Manager and the Facility Liaison.

## **Incident Communications and Records**

The Venue Communications desk, usually located in the *Venue Operations Centre (VOC) or Competition Management Office*, is the control and communications hub of the venue. The Communication Coordinator works from here and manages any internal and external communication by monitoring and directing two-way radio communication, receiving and making telephone calls, accepting requests for resources and passing the requests to the correct parties.

The Event Manager must ensure that details of a major incident are recorded at the earliest opportunity. He/she should instruct a team member (usually the Communications Coordinator) to commence a log of communications and action taken from the time the incident commenced until such time as the Statutory Services are stood down and control of the Venue is returned to the Event Manager.

## **VENUE EMERGENCY RESPONSE TEAM (VERT):**

The Venue Emergency Response Team (VERT) consists of key members of the Event Management Team who will coordinate all initial emergency incident response efforts at the venue level. The VERT has the following members:

|  |  |
| --- | --- |
| * Event Manager | * Safety Officer |
| * Event Services Manager * Communications Coordinator | * Medical Coordinator |

Event Team member issued with handheld portable radios must ensure that they are fully charged and recharged at regular intervals.

## **EMERGENCY CONTACTS & RADIO ALERTS**

## **Alert Code word (PA & Radio)**

Only the Alert Code word below will be used in a venue to alert all volunteers of a potential incident and specifically to alert the VERT members over the radio channels in use (or all staff if PA is unavailable).

The Event Manager or designated Deputy are the only staff members authorised to instruct the PA Announcer to use the Alert Code word.

## **Action on hearing the Code**

1. **VERT** 
   1. If required to do so, all VERT members switch to the Channel *TBC (Please edit as per your event)* on radios
   2. Meet fellow VERT members immediately at the agreed location – *Venue Operations Centre (VOC) or Competition Management Office*,

**OR**

Immediately assemble at a secure, private and convenient location on premises depending on the incident and advise the VERT of this location

1. **All volunteers**
   1. Maintain radio silence unless directly involved in the incident.

1. **Evacuation** **Wardens –** 
   1. Go to assigned evacuation warden positions immediately and standby
   2. Evacuation wardens at exit points ensure exits are prepared for use
   3. Answer requests for information promptly and confirm it has been understood
   4. Undertake all instructions promptly and report their completion to the VERT
2. **Announcer -** repeat the following announcement for a venue evacuation

* May I have your attention please?
* In the interests of Public Safety, it has become necessary to evacuate.
* Please follow the directions provided by the venue staff and move to the nearest exit.
* Remain calm and please do not run.
* Thank you.

## **VERT Action Cards**

## **Event Manager**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| 1 | Meet fellow VERT members immediately at the agreed location –  *Venue Operations Centre (VOC) or Competition Management Office*,  **OR**  Immediately assemble at a secure, private and convenient location on premises depending on the incident and advise the VERT of this location |
| 2 | The Event Manager or designate will contact the Statutory Emergency Services via the **112** or **999** service. They will activate an emergency response by providing the relevant information using the acronym **E.T.H.A.N.E.**   |  |  | | --- | --- | | ***Prompt*** | ***Information to be supplied*** | | **E** | Exact location of Incident | | **T** | Type of Incident | | **H** | Hazards on Site | | **A** | Access/Egress Routes | | **N** | Numbers Involved | | **E** | Emergency Service Required | |
| 3 | Inform Event Services Manager, Safety Officer, Medical Coordinator |
| 4 | Inform the Facility Liaison  **Note:** If the Event Manager does call for an evacuation they should immediately notify and involve the Facility Liaison in the decision as the Facility Liaison may need to initiate an evacuation of other parts of the facility that are also in use. |
| 5 | Request Sound Production – PA Announcer to make the “*Alert Code word*” announcement over the PA system |
| 6 | Handover control to Emergency Services on arrival, continue to liaise and assist the Emergency Services as required |
| 7 | Notify SOI Staff member of the incident /that an evacuation is commencing, explain nature of incident |
| 8 | Initiate cancellation of other elements of event until normality has been restored |
| 9 | Implement the advice of the Emergency Services |
| 10. | Gather written information concerning the situation and the response from your VERT team members to the SOI Staff member as soon as possible |

## **Event Services Manager**

|  |  |  |
| --- | --- | --- |
| **Steps** | **Incident** | **Action/Inform** |
| 1 |  | Meet fellow VERT members immediately |
| 2 |  | Advise all volunteers to keep athletes, coaches, volunteers and public away from the scene |
| 3 |  | Maintain and keep clear access / egress routes for emergency services and provide advice to the Emergency Services on arrival |
| 4 |  | Update the Event Manager of any actions being taken |
| 5 |  | Assist with the coordination of scene preservation |
| 6 | Fire | Advise volunteers only to attempt rescue or extinguishing action if it is safe to do so |
| 7 | Assembly Areas | Inform the Transport Coordinator / Operations Manager to ensure pre-identified rendezvous locations and Assembly Areas are available |
| 8 | Bomb Scare | Advise all Event Services volunteers to examine the area for anything suspicious |
| 9. | Evacuation | Establish whether persons are trapped.  Only attempt rescue or extinguishing action if the individual has experience or expertise. |

## **Safety Officer**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| 1 | Meet fellow VERT members immediately |
| 2 | Provide advice and assistance to the Event Manager, Emergency Services and other team members as necessary |
| 3 | Ensure the safety of volunteers attending the scene |
| 4 | Ensure documenting procedures are initiated, assist the communications Coordinator in recording and documenting the incident response |
| 5 | Assist with the coordination of scene preservation |

## **Medical Coordinator**

|  |  |
| --- | --- |
| **Steps** | **Action** |
| 1 | Meet fellow VERT members immediately |
| 2 | Provide advice and assistance to the Event Manager and the Emergency Services as necessary |
| 3 | Ensure medical assistance is provided at the scene; while maintaining the safety of volunteers attending the scene |
| 4 | Ensure documenting procedures are initiated |

## **Area Evacuation Wardens**

|  |  |
| --- | --- |
| 1 | Make evacuation announcement in areas not covered by PA system or radio user |
| 2 | Calmly direct all persons out of designated space along evacuation route towards designated exit |
| 3 | Confirm that area is clear or person(s) is missing/injured/still inside with Event Services on leaving an area |
| 4 | While leaving, notify Event Services Manager with evacuation status (i.e. area clear or persons may be inside) |
| 5 | Continue to direct group towards designated Assembly Areas and gather group at pre-planned point within Assembly Area (in case Area Warden needs to check/confirm anything later) |
| 6 | Retire to Assembly Area and report immediately to Event Services Manager at pre-planned rendezvous point within the Assembly Area |

## **Initiating an Emergency Response**

## **Stopping an Event**

While every effort will be made to ensure that the event proceeds smoothly, it is imperative to plan for unforeseen circumstances in order to ensure public safety. It may be necessary to curtail or limit an event in the interest of safety. If an event has to be stopped, curtailed or limited **it will only occur** **upon the direction of the Event Manager**.

Advice from the Statutory Services, Event Safety Officer and Event Services Manager will be taken into account when deciding to stop, curtail or limit an event at any venue by the Event Manager.

## 

## **Action in the event of a Fire**

This procedure should be followed on the discovery of a fire at an event venue

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| --- | --- | --- |
|  | **Who** | **Action** |
| 1. | **Person observing/ discovering** | Activate the nearest Fire Alarm Break Glass Unit or alert persons in the vicinity by another means immediately. |
| 2. | **Person observing/ discovering** | Report the details of where the fire is and what is on fire to a member of the Core Event Management Team or person nearest to you on radio. |
| 3. | **VERT Team Members** | Initiate the actions per role – *please see VERT Action cards.* |
| 4. | **Area Evacuation Warden** | Take up evacuation positions and begin evacuation of immediate area |
| 5. | **Volunteer Services Coordinator** | Volunteer Services Coordinator should take check-in and registration lists with them to assembly area if safe to do so |

## 

## **Action in the event of Evacuation**

|  |  |  |  |
| --- | --- | --- | --- |
| **DESCRIPTION: STANDARD PROCEDURE** | | | |
|  | **Who** | | **Action** |
| 1 | **Person observing/ discovering** | | Upon discovery or observation of any incident that may necessitate evacuation, find nearest person with a radio and make a priority call to the Event Management Team providing a brief, specific details of incident and location |
| 3 | **Event Manager** | | Call Venue Emergency Response Team (VERT) on ‘Channel *TBC (Please edit as per your event)* using “*Alert Code word”* passing on brief, specific details of incident and location |
| 5 | **VERT** | | Initiate the actions per role – *please see VERT Action cards.* |
| 6 | **Area Evacuation Warden** | | Take up evacuation positions and begin evacuation of immediate area |
| 7 | **VERT (including Facility Liaison)** | | Reduce the situation to basic details and current conditions. Determine immediate response needs and appropriate action (including whether or not a full or partial evacuation is required) |
| 8 | **Event Manager** | | Make decision on whether or not to evacuate and instruct VERT accordingly: |
|  | **A. IF DECISION IS NOT TO EVACUATE** | | |
|  | **Event Manager** | Make ‘all-call’ advising volunteers / staff to stand down and continue with routine operations | |
|  | **Event Manager** | Inform SOI Staff member that the VERT was assembled; report nature of incident, decision made and rationale for decision | |
|  | **VERT** | At the earliest reasonable time, re-establish normal operational procedures as much as the situation and conditions permit. | |
|  | **B. IF DECISION IS TO EVACUATE** | | |
|  | **Who** | | **Action** |
| 1 | **Event Manager** | | Make priority call across all channels - “Commence Evacuation” - indicating whether a full or partial evacuation is required, and which evacuation route should be used. |
| 2 | **Facility Liaison** | | Activate electronic alarm system (e.g. sound alarm, emergency lighting) |
| 5 | **VERT** | | Initiate the actions per role – *please see VERT Action cards.* |
| 3 | **Event Manager** | | Contact the local emergency services, either on site or Dial 999 or 112 |
| 11 | **Event Services** | | Tick wardens off list as each one leaves |
| 12 | **Event Services** | | Leave when area is clear or at latest safe time to do so. (DO NOT Re-Enter area if Warden or person is missing) |
| 17 | **Event Services Manager** | | Provide VERT and emergency services with an update when all Area Evacuation Wardens have returned |

## **APPENDIX B- MAPS**