



HEALTH + SAFETY PLAN

Hazard ID + Risk Management

Emergency Management

Health + Safety Requirements

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THIS HEALTH + SAFETY PLAN

This health and safety plan provides information on Central Energy Trust Arena's emergency evacuation procedures, first aid procedures, emergency response and risk management controls and processes. This health and safety plan is a working document and will be amended, if required, to allow for updates to hazards/ risks created due to the addition of new or changing event details that affect the health and safety requirements of the venue. This document is templated to allow for event-specific risks and detail to be included.

THE EVENT

[Provide a brief on the event this health and safety plan specifically relates to. Include key detail such as dates, the nature/ type of event, estimated attendance and expected demographic]

EVENT KEY STAKEHOLDERS

- **Palmy Venues**

Palmy Venues is a division of the Palmerston North City Council which is the umbrella for the Central Energy Trust Arena and Palmy Conference + Function Centre. Central Energy Trust Arena is the hosting venue of the event and will be referred to as **CETA, Palmy Venues** and the **venue** throughout this health and safety plan

Key Contact: John Lynch, Venues Manager – 021 868 989



- **Absolute Caterers**

Absolute Caterers are Central Energy Trust Arena's exclusive contracted caterer who will provide all public and corporate food and beverage provisions at the events and will be referred to as **AC** or the **caterer** throughout this health and safety plan

Key Contact: Emma Lancaster, Operations Manager – 021 519 981



ROLES + RESPONSIBILITIES

Hirer's Representative

Name:

Position:

Phone:

Email:

Venue Representative

Name: John Lynch

Position: Venue Manager

Phone: 021 868 989

Email: john@venuespn.co.nz

Hirer's Event Contact

Name:

Position:

Phone:

Email:

Venue Event Contact

Name:

Position: Event Coordinator

Phone:

Email:

Hirer's H+S Contact:

Name:

Position:

Phone:

Email:

Venue H+S Contact

Name: Steve Easthope

Position: Venues Facilities Manager

Phone: 021 243 3564

Email: steve@venuespn.co.nz

HEALTH + SAFETY AT WORK ACT 2015

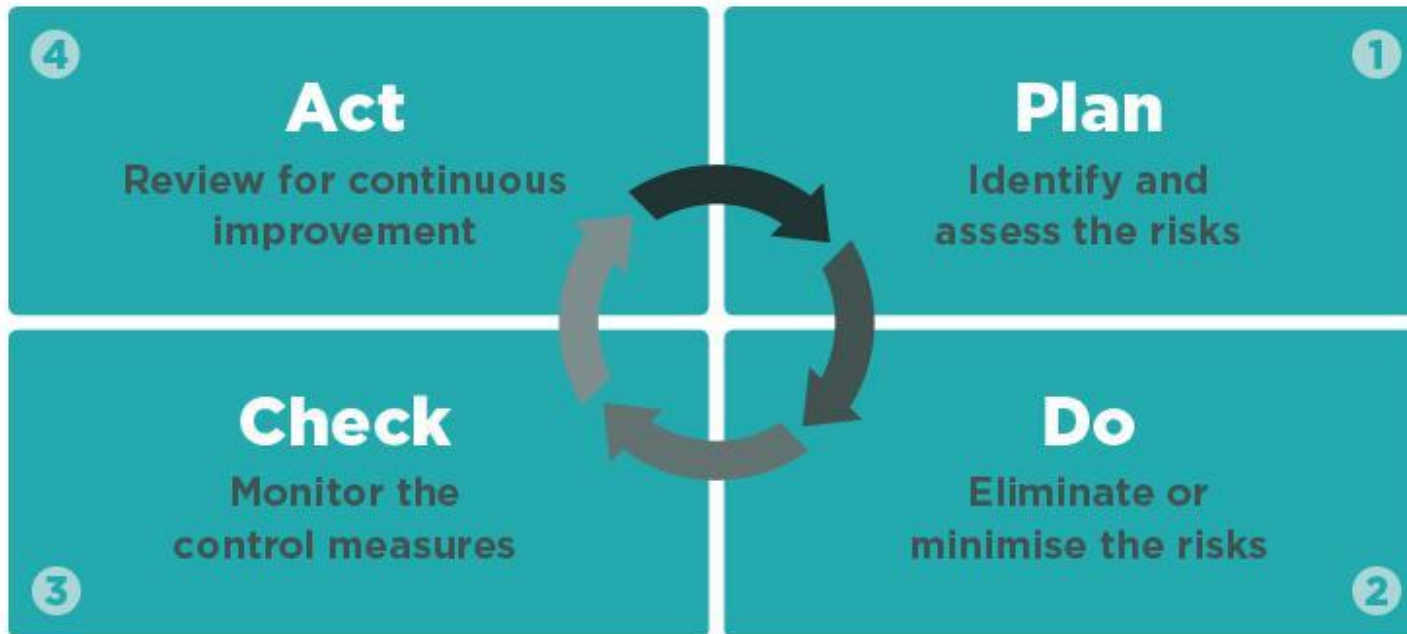
The Health and Safety at Work Act 2015 (HSWA) is New Zealand's workplace health and safety law. The full act can be found by following the link below

[Health and Safety at Work Act 2015 | WorkSafe](#)

The HSWA

- Ensures everyone has a role to play
- Requires those who create the risk to manage the risk
- Allows flexibility in managing health and safety risks
- Makes everyone's responsibilities clear

How to Manage Event Risks:



Who is Responsible?

When an event is conducted by any person conducting a business or undertaking (PCBU), HSWA laws apply and the PCBU must ensure (so far as is reasonably practicable) that work carried out as part of the event does not put the health and safety of participants or spectators at risk.

Who are the PCBU's for these Events?

- The hirers organisation or association
- The venue
- Contractors who are employed to supply goods or services for the event

What is a PCBU?

- A PCBU is a 'Person Conducting a Business or Undertaking'
- A PCBU may be a person if a sole-trader or self-employed, however it usually refers to a business entity such as a company, or an undertaking such as a not-for-profit organisation
- The difference between a business and an undertaking is:
 - A business is an enterprise usually conducted with a view to making a profit
 - An undertaking is usually not profit-making or commercial in nature

Working Together

When two or more businesses operate together, for example at the same location or in a contracting arrangement, they must work together to fulfil their primary duties of care.

What is the Primary Duty of Care?

The primary duty of care is a broad, overarching duty.

EVENT SPECIFIC RISK MANAGEMENT

Event Risk Evaluation

Each individual event must be assessed prior to event confirmation using the Palmy Venues Event Risk Assessment Framework document to understand the overall risk of the event and what control measures must be implemented to minimise risk. The key areas/ factors considered for each event as part of the risk assessment framework are:

- Alcohol
- Drugs
- Nature of the event
- Venue/ venues in use
- Attendance numbers
- Attendance demographic.

Each risk factor will be evaluated and scored accordingly to determine the appropriate risk category. The risk categories are as outlined below

- Insignificant
- Minor
- Moderate
- Significant

Once the event risk factors and categories have been assessed and evaluated, the appropriate risk controls must be implemented as per the risk assessment framework requirements.

Responsibility

Effective risk management demands that key responsibilities are assigned to specific people in areas such as:

- Implementing specific control measures
- Maintaining registers

- Monitoring internal compliance between plan and practice
- Communication and consultation on the event risks
- The implementation of training other team members on risk management practices

Knowledge

Everyone involved in the event should be informed and aware of the risk management process. The promoters, contractors, volunteers, participants, spectators and the venue all have a role to play in risk management.

The event organiser will need to take steps to inform all those involved of their roles and responsibilities and ensure they have the knowledge to remain safe at all times.

Ongoing Process + Continuous Improvement

Events are dynamic projects with a range of variable factors at play. It is important to also consider the risks as dynamic. As the event evolves, so do the related event risks. It is important to constantly keep an eye on both the risks and the control measures in place to manage those risks and use the insights gained to keep enhancing the quality of risk management. This could be in terms of improving risk management each day of a week-long event, as well as improving risk management year on year.

Documentation

It is important to keep records of your risk management planning and implementation. Documented risk management plans are often required as part of the permit process for staging events. In addition, your documented risk management plan is the key point of reference which outlines how risks must be managed including the expectations you have of each stakeholder.

Event Day Communications

The venue incident control point (ICP) will be in operation and will be occupied by the venue Duty Manager, and periodically, by the Security team leader. Any new hazards or risks identified during an event must be directed to ICP immediately and the appropriate course of action will be communicated by ICP.

RISK IDENTIFICATION

All hazards/ risks listed in the register below have been identified and the level of risk has been assessed using the below matrix. All appropriate actions taken are based on the level of risk.

RISK MANAGEMENT MATRIX

		CONSEQUENCE				
		Minor (1)	Moderate (2)	Serious (3)	Major (4)	Severe (5)
LIKELIHOOD	Almost Certain (5)	Medium 5	High 10	Very High 15	Extreme 20	Extreme 25
	Likely (4)	Medium 4	High 8	Very High 12	Very High 16	Extreme 20
	Possible (3)	Low 3	Medium 6	High 9	Very High 12	Very High 15
	Unlikely (2)	Low 2	Medium 4	Medium 6	High 8	High 10
	Rare (1)	Low 1	Low 2	Low 3	Medium 4	Medium 5

LEVELS OF RISK + LIKELIHOOD EVALUATION

	General Description	Strategic	Project	Quantitative	Likelihood
Likelihood of	Risk is expected to occur in most circumstances.	Almost certain to occur in the next 3 years.	Almost certain to occur in most circumstances during the life of the project.	>90% within the next 12 months, or 18 out of every 20 years.	Almost Certain
	Risk event will probably occur in most circumstances.	Will likely occur in the next 3 years.	Will likely occur sometime during the life of the project.	75% - 90% within the next 12 months, or 11 out of every 20 years.	Likely
	Risk event should occur at some time.	Possibly occur in the next year.	Possibly occur sometime during the life of the project.	25% - 75% within the next 12 months, or 5 out of every 20 years.	Possible
	Risk event could occur at some time.	Unlikely to occur in the next 3 years.	Unlikely to occur during the life of the project.	5% - 25% within the next 12 months, or 1 out of every 10 years.	Unlikely
	Risk event may only occur in exceptional circumstances.	Would occur only in rare instances in the next 3 years.	Occur in only rare circumstances during the life of the project.	<5% within the next 12 months, or 1 out of every 20 years.	Rare

HAZARD/ RISK REGISTER

No matter the level of risk, all identified hazards/ risks at Central Energy Trust Arena must be acknowledged and documented. Hazards/ risks listed on the following register are in no order of importance or severity

Person/s responsible are listed as:

- Central Energy Trust Arena (CETA)
- Absolute Caterers (AC, Catering)
- The Hirer (Hirer)
- External contractors
 - Security (Security)
 - First Aid (First Aid)

IDENTIFIED HAZARD/ RISK	LIKELIHOOD RATING (NO CONTROLS)	SEVERITY RATING (NO CONTROLS)	RISK SCORE OVERALL	DETAILED CONTROLLED ACTION	ELIMINATED OR MINIMISED	RISK SCORE OVERALL (W. CONTROLS)	RESPONSIBLE
ENVIRONMENTAL							
Adverse weather conditions	4	2	8	<ul style="list-style-type: none"> Determine whether event can proceed in inclement weather conditions. Wet weather plan to be arranged and on standby if required. Weather monitored in days leading up to the event and communication circulated on postponement/ cancellation process. Venue and hirer to work together on messaging for attendees, staff and stakeholders. Appropriate signage in place indicating slippery surfaces Appropriate wet weather gear issued to staff and sheltered areas if possible. 	Minimised	4	CETA, Hirer
Natural disaster	2	5	10	<ul style="list-style-type: none"> Housekeeping announcement advising of evacuation procedures. 		10	

				<ul style="list-style-type: none"> • All emergency exits to be checked pre-event and confirmed to be in working order and not impeded by any set up. • Emergency stairs and exits to be checked pre-event and throughout the event to ensure they are clear of any obstructions. • Emergency response plan available with actions for various disaster scenarios 			
EVENT OPERATIONS/ PEOPLE							
Event cancellation	3	3	9	<ul style="list-style-type: none"> • Work closely with stakeholders, maintain clear communication and provide any support required to minimise this risk • Hirer to communicate directly with their stakeholders, members and invited guests etc • CETA to communicate with their internal and external contractors and providers such as catering, ticketing staff. • CETA/ the hirer to communicate with public/ ticketholders – 	Minimised	6	CETA, Hirer

				<p>whomever most appropriate.</p> <ul style="list-style-type: none"> • PNCC Communications Advisor to be engaged to approve messaging. 			
Motor Vehicle accident inside complex (vehicle v vehicle OR vehicle v pedestrian)	3	5	15	<ul style="list-style-type: none"> • H+S induction carried out by hirer for their staff, contractors and volunteers. • Marshalling staff/ systems in place where vehicle/ pedestrian crossovers could occur eg. parking wardens or security. • Speed limit throughout complex of 15km to be adhered to. • No unsupervised children under the age of 14 permitted. • Barriers to be set out to separate traffic and pedestrian lanes. • Where possible, internal car parks lockdowns to be enforced at the conclusion of events until a majority of pedestrians have exited the venue. • Limit internal vehicle movement as much as possible during events. 	Minimised	8	CETA, Hirer, AC, Security

Accident involving staff member, contractor or volunteer	4	4	16	<ul style="list-style-type: none"> • Staff to be equipped with appropriate PPE, if required for duties eg. hi-vis, steel-cap shoes • Staff only to carry out tasks they are trained to do. Specialist contractors to be engaged for specialised tasks • Rest and refreshment breaks taken at appropriate times enforced. • Any hazards identified to be reported to the venue immediately. • All staff to be aware of environmental and event specific hazards 	Minimised	8	CETA,AC, Hirer, Security
Food associated illness	3	3	9	<ul style="list-style-type: none"> • Caterers to ensure all food prepared and served is in accordance with required food safety/ hygiene standards. • Certified and documented food handling procedures displayed. • Corporate hospitality dietary requirements/ allergies confirmed 	Minimised	6	AC

				<p>which will be catered for accordingly.</p> <ul style="list-style-type: none"> • Food safety checks to be carried out on external food vendors. Food vendors are issued information packs with regulations on food safety prior to the season commencing. • Food safety certificates received by external vendors prior to operation. 			
Intoxicated persons/ minors drinking	5	3	15	<ul style="list-style-type: none"> • Caterers to enforce 'sale and supply of alcohol act 2012' and remain within the requirements of this act and their license • Designated duty managers with LCQ license at all bars and leading corporate hospitality service teams. • Security to monitor guest behaviour and advise caterers of any intoxication concerns • Catering bar staff to conduct ID checks • Service refused to any patrons who are 	Minimised	6	CETA, AC, Security

				<p>showing visible signs of intoxication.</p> <ul style="list-style-type: none"> Regular alcohol management meetings to be conducted during major events between venue management, security and catering. 			
Cuts and/ or lacerations	2	4	8	<ul style="list-style-type: none"> Chefs/ kitchen staff appropriately trained in handling and using knives. Any sharp objects to be secured. No glass permitted into the venue as per conditions of entry Beverages from public bars decanted. Glassware issued in corporate hospitality areas only. Medical personnel such as St John or Pro-Med to be onsite for all major events. First aid kit available in the Arena office in the Grandstand building. 	Minimised		CETA, AC
Theft/ Unauthorised persons in restricted areas.	4	4	16	<ul style="list-style-type: none"> Warning of potential theft activity signage displayed around venue for patrons to be made aware of risk. 	Minimised	8	CETA, AC, Security

				<ul style="list-style-type: none"> • CCTV cameras in operation in ICP and actively monitored by venue staff. • Security positioned in strategic positions to manage access to restricted areas upon presentation of appropriate access passes only. • Venue/ ticketing staff and catering/ F+B staff to keep cash out of public view and secured as best possible. • NZ Police to be called to assist with criminal behaviour or issues escalated above security intervention. • Venue or NZ Police to trespass any patrons committing criminal activity. 			
Excessive noise leading to complaints	4	2	8	<ul style="list-style-type: none"> • Noise levels kept within district plan conditions • Noise levels monitored by venue staff throughout the event to monitor compliance using sound meter device. 	Minimised	8	CETA, Hirer

				<ul style="list-style-type: none"> • PNCC call centre made aware of events taking place and key messaging • Public notices for major events to be published in the newspaper and on the PNCC website atleast 2 weeks ahead of the event. 			
Drug taking	3	3	9	<ul style="list-style-type: none"> • Security to monitor guest behaviour and advise ICP if patrons are suspected as being under the influence of drugs. • Security to conduct patron bag checks and coat pocket checks at entry on arrival to ensure no prohibited items. • NZ Police to be called to assist with any criminal behaviour, such as drug taking or for any issues that escalate security's abilities to intervene. • Patrons caught with drugs or taking drugs onsite to be trespassed from the venue by 	Minimised	6	CETA, Security

				venue management or NZ Police.			
Breach of venue no smoking or vaping policy	4	2	8	<ul style="list-style-type: none"> Housekeeping announcements and information provided to reinforce smoke and vape free regulations. Designated smoking/ vaping areas available for all events and clearly sign posted. Security to monitor for smoking breaches and address as necessary. 	Minimised	6	CETA, Security
Criminal act (violence, property damage etc)	3	4	12	<ul style="list-style-type: none"> Security to monitor patron behaviour. CCTV in operation throughout the event in ICP and actively monitored by venue staff for misconduct. Venue or NZ Police to trespass offenders if necessary. NZ Police to be called to assist with any criminal offence or issues that escalate security intervention. 	Minimised	8	CETA, Security
Theft of money from ticket booth	3	3	9	<ul style="list-style-type: none"> Ticket booth to be secured at all times with Arena key access only. 	Minimised	6	CETA, AC, Security

				<ul style="list-style-type: none"> • Floats and ticket sale cash secured immediately and returned to Arena office immediately after the event by venue and security staff. • Security positioned in close proximity to ticket booth to deter theft. • Cash to be kept out of visible sight in the ticket booth. • Ticketing staff to declare and sign for their float as being the correct amount. • NZ Police to be called to assist with theft activity. 			
Excessive amounts of rubbish throughout the venue	4	2	8	<ul style="list-style-type: none"> • Venue serviced by venue cleaners prior to the event. • Adequate bins, including recycling, available throughout the venue. • Duty cleaners onsite throughout the event and on RT communications with venue staff/ ICP. • Catering staff to be provided dedicated 	Minimised	6	CETA, Hirer, AC

				<p>allocation of bins including waste, recycling, glass and compostable.</p> <ul style="list-style-type: none"> • Designated cleaning groups to be assigned for post-event clean. 			
Gang presence/ attendance	4	3	12	<ul style="list-style-type: none"> • Security positioned at entry points to refuse entry to any patrons displaying gang slogans, colours or other insignia • CCTV cameras operating in ICP and actively monitored by venue staff • Conditions of entry on display at entry gates which stipulates no gang slogans, colours or other insignia. • NZ Police to be called to assist with any gang related issues. 	Minimised	9	CETA, Security
Dangerous activity/ threat outside of venue that causes venue lockdown	3	4	12	<ul style="list-style-type: none"> • A venue lockdown would be initiated by NZ Police only • ICP to communicate to Venues Manager. Venue Manager to alert Unit Manager and head of Communications. 	Minimised	9	CETA, Security, Hirer

				<ul style="list-style-type: none"> • ICP to liaise with hirer for crowd announcement/ instructions. • ICP to take direction from NZ Police • Communications team to alert call centre and ELT members 			
FACILITY/ MACHINERY/ EQUIPMENT							
Unsafe/ Unsecured equipment/ infrastructure	4	5	20	<ul style="list-style-type: none"> • All seating built for events to be built with side and back rails. Safety checks of all seating prior to events. • Any rigging or overhead equipment to be secured to appropriate points safely and loadings checked. • Detailed rigging plans to be provided by external providers and approved by Venue prior to events. • Appropriately trained staff to carry out equipment installations and safety checks. • No damaged or equipment deemed unsafe to be in use or set up. • Hirer to comply with all venue house keeping and policies 	Minimised	10	CETA, Hirer

Radio (RT) failure between venue staff	3	3	9	<ul style="list-style-type: none"> All assigned RT's programmed to exclusive Palmy Venues frequency. Radio checks carried out as venue staff connect to their RTs. Staff responsible for ensuring their designated RT is fully charged before their shift begins. All venue staff to have all venue staff member contact numbers saved to their work mobiles as a secondary means of contact. 	Minimised	6	CETA, AC
Fire	3	5	15	<ul style="list-style-type: none"> Housekeeping announcement advising of evacuation procedures. Monitored alarm warning system in place. Security and all onsite staff to be alert to potential fires. Venue and kitchen areas to have checked and certified extinguishers available. 	Minimised	10	CETA, AC, Security, Hirer

				<ul style="list-style-type: none"> • Fire alarm check passed as per building WOF check. • All emergency exits to be checked pre-event and confirmed to be in working order and not impeded by any set up. • Emergency stairs and exits to be checked pre-event and throughout the event to ensure they are clear of any obstructions. • Venue conducts regular fire drills to remain educated and vigilant in fire emergency responses and processes. 			
Electrocution of staff, contractors or public	3	5	15	<ul style="list-style-type: none"> • H+S induction carried out by hirer for their staff, contractors and volunteers. • No unauthorised entry to restricted areas. Restricted areas locked and secure, with key or fob access only. • All electrical leads and appliances to have current electrical certification and test tag 	Minimised	10	CETA, Hirer, AC

				<ul style="list-style-type: none"> • No damaged or faulty electrical leads or appliances to be used under any circumstances • Limit number of power cords through all areas and ensure covered. • Venue checks carried out by venue staff and any hazards identified to be reported and mitigated/ removed immediately. • Catering staff to conduct power compliance checks on external food vendors in food court areas. 			
Utility Failure - Power	2	4	8	<ul style="list-style-type: none"> • Certified, current, tested and tagged equipment only to be used. • 250kva generator onsite that can be used in a back-up capacity. • B+M Electrical on-call for electrical faults and issues. 	Minimised	4	CETA, Hirer, AC

VENUE HOUSEKEEPING + SAFETY PROCEDURES

Please familiarise yourself with the venue housekeeping and safety procedures below

- Central Energy Trust Arena is a non-smoking/ vaping facility. All buildings are totally smoke/ vape free – this includes the building's external stairwells. Smokers and vapers must only smoke in the designated smoking area and must be at least 5 metres away from the building.
- Public toilet facilities are located in all venues, including disability access stalls.
- A first aid kit is available from the office, located on the ground floor of the Arena 1 Grandstand Building. We strongly encourage all hirers of the venue to also provide their own first aid kit and trained medical personnel.
- Three AED Defibrillators are located onsite at Central Energy Trust Arena. These locations are the external wall of the Arena 1 Grandstand building (opposite the Artificial Turf), the external wall of the Arena 4 building (next to the main entrance) and the external wall of the Fly Palmy Arena building (near the corporate lounge entry door). Access to the defibrillators can be made by phoning 111 to obtain the access code in the event of a medical emergency.
- Evacuation procedures are displayed throughout the venue and on each level of the building. Please make yourself aware of the positions of all emergency exits and the evacuation procedures and assembly locations.

WE TAKE HEALTH + SAFETY SERIOUSLY

Your safety is our concern. Please read this information carefully and ask your host if you are unsure of any of the following procedures.



Health + Safety

In accordance with the Health and Safety at Work Act 2015 all visitors and contractors must obey all reasonable instructions whilst on the premises and ensure they do not create hazards that could endanger people or property.



No Smoking or Vaping

Our venues are smoke and vape free. Smokers and vapers are encouraged to smoke or vape in the designated smoking areas and must be at least 5 metres away from any buildings.



Fire + Emergency

In a fire or emergency follow the venue evacuation procedures. Announcement messaging will be made if the venue is required to be evacuated. Obey all instructions given by the fire department, fire wardens, venue or security staff.

FIRST AID

FIRST AID GUIDE

WORKPLACE FIRST AID

1 Evaluate Potential Dangers

Before approaching a victim make sure surroundings are safe for you.

1. Check for:
 - Electrical lines and devices
 - Hazardous fumes and gases
 - Vehicular traffic and machinery
 - Fire
2. Do not approach the victim until hazards removed.
3. Moving the victim should be your last option.

2 Check the Level of Response

1. When able to reach victim, check their response (useful for responding to medical personnel).
2. Check if they are conscious.
3. Speak near victim's ear and ask to open their eyes.
4. Shake victim's shoulders gently if unresponsive.
5. Do not move the victim unless there is a hazard that could cause further injury.

3 Get Help

1. First aid may be required. **Call for help right away.**
2. One person should stay with victim while another calls for help. If alone, call for help immediately.
3. When dialling emergency number, state that you need an ambulance. Provide your phone number, description of incident, condition of the victim, and exact location.



4 Unconscious and NOT Breathing

1. Place victim on a flat, firm surface.
2. Place your palm at centre of victim's chest and other hand on top of first.
3. Compress chest to a maximum of 5 cm, at a rate of 100 times per minute.
4. After 30 compressions, open victim's airway again.
5. Seal victim's nostrils shut using your fingers.
6. Blow into victim's mouth. Keep doing that until you see the victim's chest rise.
7. Let chest fall, inhale some air and then breath into victim's mouth again.
8. Repeat at a rate of two breaths every five seconds.
9. Continue performing chest compressions until medical help arrives, or victim shows signs of response.

Breathing but Unconscious

1. If victim is breathing, **place into recovery position.**
2. Check airway again to ensure they are still breathing.
3. Ask someone to call for help. If there is no one, leave to get help as quickly as possible.

5 Defibrillation (AED)

1. Use an AED (Automated External Defibrillator) if it is available in your facility. Follow the instructions provided.



7 Dealing with Bleeding

1. **Wear gloves.**
2. Have the victim sit down.
3. Carefully expose wound and check for foreign objects (do not remove).
4. Minimise bleeding by placing dressing over the wound and applying firm, direct pressure. Keep it elevated.
5. Victim might go into shock if lots of blood lost.
6. Make victim lie down and conserve their body heat. Reassure them throughout.



6 Dealing with Fractures

1. Keep victim calm and still.
2. Do not move affected area.
3. Treat open, bleeding wounds first.
4. If bone is protruding from affected area do not touch it. Apply dressing **around** bone if bleeding is continual.
5. Help victim find the most comfortable position and support injured area.
6. Call emergency services.



8 Dealing with Burns

1. Neutralise hazards before attending to victim.
2. For chemical burns, wash affected area with water. Ensure water does not carry chemical to unaffected parts. Read chemical container.
3. For non-chemical burns, immerse in cold, running water for 10 minutes.
4. Apply non-adhesive, non-fluffy dressing to affected area.
5. Get medical assistance (if required).



FIRST AID
GUIDE

ADULT
RESUSCITATION

1 Check for Hazards

1. Check and neutralise hazards to victim, yourself and bystanders before treating victim. Check for:
 - Falling objects
 - Incoming traffic
 - Fire and Fumes
 - Electricity
 - Spilled chemicals

4 Check Airway

1. Check airway of an unresponsive victim.
2. Open victim's mouth and look for obstructions.
3. Free the tongue by lifting chin and tilting head back.
4. If victim has suffered a neck or a spinal injury, do not move their head.

7 Recovery Position

1. If breathing normally, put victim into recovery position.
2. Get victim's arm, nearest to you, and place at right angles to body.
4. Put other arm across chest with back of hand on cheek.
5. Grab leg furthest from you and pull on knee gently so victim turns to their side facing you.
6. Pull leg up at a 90 degree angle.
7. Check the airway again to ensure victim still breathing.



2 Check Level of Response

1. Check whether victim is conscious or not.
2. Ask them to open their eyes. Call their name (if known).
3. Gently shake victim's shoulders.
4. Do not move victim unless there is a hazard.

5 Check for Breathing

1. **Look** at the victim's chest - is it rising and falling?
 2. **Listen** for breathing - place your ear near victim's face.
 3. **Feel** for moving air on your cheek when near victim's nose and mouth.
 4. Place one hand on their stomach to feel it rise and fall. This indicates normal breathing.
- A. If victim **IS breathing**, put them into **recovery position**.
- B. If the victim **IS NOT breathing**, call for medical assistance immediately. Start doing full **Cardiopulmonary Resuscitation** and then get a defibrillator.



3 Call for Help

1. You should call emergency services immediately.
2. If you are alone, call for help before responding. If you are with someone, ask other person to call while you respond.
3. Be ready to provide information regarding your location and the incident.

6 Performing CPR

1. Place victim on a flat, firm surface.
2. Place your palm at centre of victim's chest and other hand on top of first.
3. Compress chest to a maximum of 5 cm, at a rate of 100 times per minute.
4. After 30 compressions, open victim's airway again.
5. Seal victim's nostrils shut using your fingers.
6. Blow into victim's mouth. Keep doing that until you see the victim's chest rise.
7. Let chest fall, inhale some air and then breath into victim's mouth again.
8. Repeat at a rate of two breaths every five seconds.
9. Continue performing chest compressions until medical help arrives, or victim shows signs of response.

8 Defibrillation

1. Use an AED (Automated External Defibrillator) if it is available in your facility. Follow provided instructions.



FIRST AID GUIDE

AED: UNTRAINED PERSONNEL

1 AED: Automated External Defibrillators

1. An Automated External Defibrillator, or an AED, is a device that primarily delivers electrical shocks to a person who has suffered a cardiac arrest.
2. An AED analyses if victim's condition requires a shock.
3. Cardiac arrest occurs when the heart stops beating, resulting in body not getting blood to function.
4. The use of an AED immediately after a cardiac arrest can significantly increase the chances of a victim's survival.

2 Who Can Use an AED?

1. Anyone. Semi-automatic and automatic AEDs can be used by people without any training because they provide simple, step-by-step prompts.
2. An AED will only allow shocks if the victim requires it.
3. The steps here are for those with no training in using AED defibrillators.

3 How AEDs Work

1. An AED's pads are attached to victim's chest. They detect heart rate – and analyse when a shock is required.
2. Two kinds of AEDs = semi-automatic and automatic.
3. A semi-automatic AED will prompt the user when to deliver a shock, whereas an automatic AED will simply give notice that it is delivering the needed shock.

4 When Can an AED Be Used?

1. AEDs should be used if victim is not breathing regularly.
2. If you are alone, call for help then use the AED.
3. If you are with someone else, ask them to call for help, start CPR and then use the AED.
4. If the casualty is wet, chest area needs to be dried first.
5. AEDs can be used on pregnant women, children over 1-year old, and on people with pacemakers.
6. An AED will not deliver a shock if it is not needed.

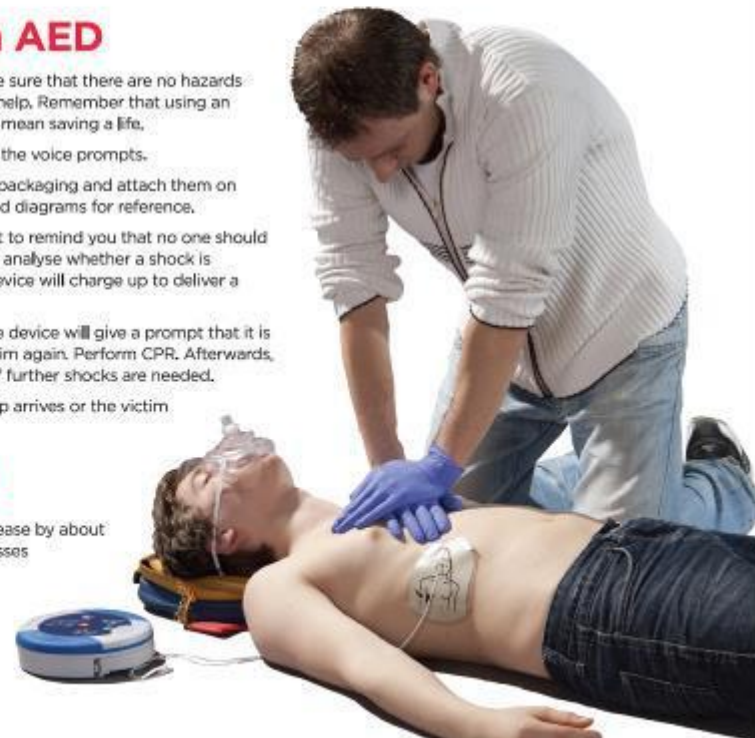


5 Using an AED

1. Before you use an AED, make sure that there are no hazards and that you have called for help. Remember that using an AED as early as possible can mean saving a life.
2. Switch on the device. Follow the voice prompts.
3. Remove the pads from their packaging and attach them on the chest. Follow the attached diagrams for reference.
4. The device will give a prompt to remind you that no one should be touching the victim. It will analyse whether a shock is needed for the victim. The device will charge up to deliver a shock if required.
5. After the delivered shock, the device will give a prompt that it is safe for you to touch the victim again. Perform CPR. Afterwards, the device will then analyse if further shocks are needed.
6. Do not stop until medical help arrives or the victim shows signs of recovery.

Remember!

1. The chances of survival decrease by about **14% for each minute** that passes without defibrillation.
2. An AED **can be used by an untrained person**. Each AED is equipped with a step-by-step instructions.



FIRST AID GUIDE
FOR BURNS

Burn Classifications

- 1. Superficial:** Reddening of skin on affected area. Swelling and localised pain.
- 2. Partial thickness:** Characterised by combination of reddening, swelling, and blistering of skin. Clear fluid seeps from blisters if burst and localised pain.
- 3. Full thickness:** Skin looks pitted and charred. Skin surrounding affected area looks wax-like. Blisters will form and clear fluid will leak from affected area. Victim may not feel any pain if the nerve endings are damaged.

1 Evaluate Potential Dangers

1. Make sure you have neutralized any hazard before you try to treat a burn victim. Call for professional medical help immediately.



2 Treatment of Burns

1. Check if victim is conscious.
2. Know the cause of the burn. If cause is chemical, then check 'Dealing with Chemical Burns'.
3. Cool using cold, running water for 10 minutes. No ice.
4. Remove constricting items such as watches and rings, but not if in contact with burn.
5. Apply non-adhesive, non-fluffy, sterile dressing.
6. Do not burst blisters or remove damaged skin. Do not use ointments or fats such as butter.

3 Dealing with Chemical Burns

1. If burn injury was caused by chemicals, then it should be placed under running water for 20 minutes.
2. Make sure chemical does not reach unaffected areas.
3. Clothing that has been contaminated must be removed if it does not cling to the skin of affected area.
4. Find out cause of the burn. Check chemical container details.



4 Applying Dressing to Burns

1. Always apply non-fluffy dressing to burns once they have cooled down.
2. Use dressings soaked in water-based gel to minimise infection.
3. Dressings can be improvised if necessary.
4. Note: majority of chemical burns occur after physical contact.



5 Degrees of Burn Severity

1. The severity of a burn injury depends on the part of the body that is affected and the damage caused by burn (for reference, 1% of body's skin surface is equal to the palm of hand).
2. The following cases should be referred to a hospital:
 - Superficial burns affecting 5+% of body surface,
 - Partial thickness burns that affect 1+% of body surface,
 - Any kind of full thickness burns,
 - Burns affecting children,
 - Burn cases affecting feet, hands, face, and genitals,
 - Burns covering a limb,
 - Burns with different depth patterns.



Note: If you are unsure about severity of a burn, it's important to refer victim to proper medical assistance.

6 Burning Clothes

1. If victim's clothing is on fire, their airway will be at risk.
2. Set off fire alarm.
3. Try to get victim onto floor. You may have to use an object (e.g., broom, blanket) so not exposed to flames.
4. Try to extinguish flames using a fire blanket.
5. Check victim's airway, breathing and circulation.
6. Cool burned areas.

7 Dealing with Complicated Burns

1. Burns that affect the airway are very serious. Treat external burns and call for help.
2. Lungs and related areas can be burned by fumes. This requires immediate medical attention.
3. A circle burn affects the skin surrounding a part of the body. As the swelling increases, it can hinder circulation. Treat the burn and call the emergency services.

FIRST AID
GUIDE

EXTERNAL
BLEEDING

1 Use Protection

1. Your safety should come first. **Wear gloves** or any other protection before you respond.
2. If you do not have gloves, then avoid direct contact with the victim's blood.
3. You can improvise a barrier to prevent direct contact.



4 Elevate the Wound

1. If possible, raise the injured area above the rest of the body – this should be above the heart.
2. If one of the legs is injured, both legs should be elevated.
3. Continually monitor the elevated area.

2 Identify and Examine

1. Have the victim sit down. Reassure the victim.
2. Carefully expose wound and check for foreign objects (do not remove).
2. Assess the wound.
3. Remove any clothing that prevents examination of the wounded area.
4. If there are any foreign objects in the wound, do not remove them right away.

5 Dress the Wound

1. Pick the appropriate dressing for the wound.
2. Make sure the dressing is not too tight to avoid cutting off circulation.
3. Apply the dressing directly to the wound. Bandage firmly.
4. If blood seeps through the bandage, apply a second one on top.
5. If there is a foreign object in the wound, apply the dressing around it.



3 Use Direct Pressure

1. When profuse bleeding occurs, you need to act fast.
2. Using your gloved hand, apply direct pressure to the injured area.
3. If there is a foreign object in the wound, apply pressure around it.
4. If the victim is able, allow them to apply the direct pressure on his own.
5. Remember, the victim might go into shock if lots of blood lost.



6 Clean Up

No matter how many precautions you take, there is still a chance that you can come in contact with body fluids of the victim.

1. Intact skin should serve as a barrier. However, if you have breaks in your skin, ensure they are covered.
2. If you have come in contact with the victim's blood, wash with soap and water.
3. If blood comes in contact with open skin and eyes, then wash it with water and seek medical advice.



FIRST AID
GUIDE

CPR & AED
DEFIBRILLATION

1 Check for Hazards

1. **Check and neutralise** hazards to victim, yourself and bystanders before treating victim. Check for:

- Falling objects
- Incoming traffic
- Fire and Fumes
- Electricity
- Spilled chemicals

2 Check Level of Response

1. Check whether victim is conscious or not.
2. Ask them to open their eyes. Call their name (if known).
3. Gently shake victim's shoulders.
4. Do not move victim unless there is a hazard.

3 Call for Help

1. You should call emergency services immediately.
2. If you are alone, call for help before responding. If you are with someone, ask other person to call while you respond.
3. Be ready to provide information regarding your location and the incident.

4 Check Airway

1. Check airway of an unresponsive victim.
2. Open victim's mouth and look for obstructions.
3. Free the tongue by lifting chin and tilting head back.
4. If victim has suffered a neck or a spinal injury, do not move their head.

6 Performing CPR

1. Place victim on a flat, firm surface.
2. Place your palm at centre of victim's chest and other hand on top of first.
3. Compress chest to a maximum of 5 cm, at a rate of 100 times per minute.
4. After 30 compressions, open victim's airway again.
5. Seal victim's nostrils shut using your fingers.
6. Blow into victim's mouth. Continue until chest rises.
7. Let chest fall, inhale some air and then breath into victim's mouth again.
8. Repeat at a rate of two breaths every five seconds.
9. Continue performing chest compressions until medical help arrives, or victim shows signs of response.



5 Check for Breathing

1. **Look** at the victim's chest - is it rising and falling?
2. **Listen** for breathing - place your ear near victim's face.
3. **Feel** for moving air on your cheek when near victim's nose and mouth.
4. Place one hand on their stomach to feel it rise and fall. This indicates normal breathing.

- A. If victim **IS breathing**; put them into **recovery position**.
- B. If the victim **IS NOT breathing**; call for medical assistance immediately. Start doing full **Cardiopulmonary Resuscitation** and then get a defibrillator.

7 AED Defibrillation

1. If victim is breathing normally, put him/her into the recovery position.
2. Check pockets for any sharp objects. Remove them.
3. Get arm of the victim nearest to you and place it at a right angle to the body.
4. Place other arm across chest with back of hand touching the cheek.
5. Grab leg that is furthest from you and pull on knee gently so that victim turns to their side facing you.
6. Pull leg up at a 90 degree angle.
7. Check airway again to make sure that victim is still breathing.
8. Ask someone to call for help. If there is no one, then leave to get help as quickly as possible.
9. Stop if: victim shows signs of recovery, AED says so, you cannot continue due to exhaustion, or, there is danger.

Remember!

1. The chances of survival decrease by about **14% for each minute** that passes without defibrillation.
2. An AED can be used by an **untrained person**. Each AED is equipped with a step-by-step instructions.



**FIRST AID
GUIDE**

**EYE
INJURY**

1 Check the Eye

1. Understand the situation. Find out what caused victim's injury. Proceed to appropriate section of the poster.
2. Have victim sit down and stand behind him.
3. Have them lean back with their head tilted to side of injured eye.
4. Part lower and upper lids of affected eye. Ask victim to move their eyeballs around.
5. Check for lodged foreign objects. Most of the eye surface is not visible, so this is important. Keep victim informed.

4 Injured Sockets

1. Check if victim has suffered head or neck injuries. If they have, those should be prioritised.
2. Examine eye as shown in the Step 1.
3. A cold compress can be used to reduce the swelling.
4. If there is any blood leaking into the eye, medical attention is needed right away.

5 Arc Eye

Arc eye can be caused by overexposure to UV rays e.g. when arc welding.

Victim may complain of severe headache. Eyes may feel gritty and may see black spots.

1. Keep victim in a dark room.
2. Pad the eyes.
3. Take victim to hospital.



2 Irrigate the Eye

1. Check eyewash package is sealed, not out-of-date, and solution is clear. If not, do not use.
3. If using water, ensure water source is clean and pure.
4. Irrigate eye under cold running water for 20 minutes.
5. If eye shuts, open gently. Ensure contaminated water does not reach unaffected eye.
6. Ask victim to hold a sterile dressing over affected eye.
7. Identify the chemical that has caused injury. Refer victim to a hospital.



3 Chemical Contamination

Make sure there is no risk to yourself before treating the victim.

1. Put on gloves.
2. Keep victim seated with head inclined, and then stand behind them.
3. Check chemical container to find out more about it.
4. Irrigate eye as shown in Step 2 for 20 minutes, unless information on chemical container states differently.
5. Cover the eye with sterile dressing. Seek medical help.



6 Application of Dressings

It is not possible to immobilise a single eye - eyes move as one unit. Keep this in mind.

1. If major foreign object lodged in eye, then leave it in place.
2. Lie victim down.
3. If major object is protruding, immobilise with rolled bandage. If foreign object is a minor one, place light dressing over affected eye.
4. Bring victim to hospital, or send for emergency help.

7 Calling for Help

1. You should call for help immediately.
2. If you are alone, call for help before responding. If you are with someone, ask them to call while you respond.
3. Be ready to provide information regarding your location and the incident.



FIRST AID
GUIDE

ELECTRICAL
SHOCK

1 Evaluate Potential Dangers

1. Ensure power sources are 'off' before attending to victim.
2. Keep 25 meters from high voltage electricity until power turned off by authorities.
3. For low voltage, turn off mains power.
4. Insulate yourself from ground using books, newspaper, or rubber matting.
5. Remove cables or wires from victim using non-conductive object e.g. (wood, rolled up newspaper)



2 Check the Level of Response

1. When able to reach victim, check their response (useful for responding to medical personnel).
2. Check if they are conscious.
3. Speak near victim's ear and ask to open their eyes.
4. Shake victim's shoulders gently if unresponsive.
5. Do not move the victim unless there is a hazard that could cause further injury.

3 Get Help

1. First aid may be required. **Call for help right away.**
2. One person should stay with victim while another calls for help. If alone, call for help immediately.
3. When dialling emergency number, state that you need an ambulance. Provide your phone number, description of incident, condition of the victim, and exact location.



4 Check the Airway

1. Check airway of an unresponsive victim.
2. Open victim's mouth and look for obstructions.
3. Free the tongue by lifting chin and tilting head back.
4. If victim has suffered a neck or a spinal injury, do not move their head.

Check for Breathing

1. **Look** at the victim's chest - is it rising and falling?
2. **Listen** for breathing - place your ear near victim's face.
3. **Feel** for moving air on your cheek when near victim's nose and mouth.
4. Place one hand on their stomach to feel it rise and fall. This indicates normal breathing.



5 Unconscious and NOT Breathing

1. Place victim on a flat, firm surface.
2. Place your palm at centre of victim's chest and other hand on top of first.
3. Compress chest to a maximum of 5 cm. at a rate of 100 times per minute.
4. After 30 compressions, open victim's airway again.
5. Seal victim's nostrils shut using your fingers.
6. Blow into victim's mouth. Keep doing that until you see the victim's chest rise.
7. Let chest fall, inhale some air and then breath into victim's mouth again.
8. Repeat at a rate of two breaths every five seconds.
9. Continue performing chest compressions until medical help arrives, or victim shows signs of response.

Breathing but Unconscious

1. If victim is breathing, place into recovery position.
2. Check airway again to ensure they are still breathing.
3. Ask someone to call for help. If there is no one, leave to get help as quickly as possible.

6 Dealing with Burns

Electrical exposure can cause burns to the skin and, in severe cases, internal organs. Proper treatment is vital.

1. If conscious, immerse injured area in cold, running water.
2. Once burn has been cooled, cover with clean dressing.
3. Place unconscious victims in recovery position and cover burned area with wet dressing.
4. Do not remove blisters. Do not use adhesive or fluffy dressings. Do not apply fats, butter or ice.

7 Dealing with Other Injuries

1. Check for muscle spasms and seizures. Can occur after actual shock.
2. Place padding under head and cover victim in blanket.
3. Ensure victim's breathing is unrestricted.
4. If victim breathing but unconscious, place in recovery position. If victim is NOT breathing, perform CPR and call emergency services.
5. Even if victim does not show signs of injury, bring them to hospital, as electrical shock can affect internal organs.

RESPONSE ORGANISTIONS

Law + Order

New Zealand Police to be contacted to assist with incidents or any situations that escalate security intervention. Depending on the risk level of the specific event, Police personnel may be onsite or an on-duty direct contact provided.

Fire

Unless an emergency call is made, the disposition of Fire Service personnel and equipment will be at the discretion of the NZ Fire Service Officer in charge on the event day, subject to other Fire Service requirements. NZ Fire Service will take the lead monitoring role of any required fire plan and/ or evacuation scheme.

Medical Services

Unless an emergency call is made, the disposition of medical personnel and equipment will be at the discretion of the medical officer in charge on the event day, subject to other medical service requirements.

Security, Evacuation + Crowd Control

Security is responsible for the provision of suitably certified, trained and equipped staff to provide security services for the safety of any public patrons, competitors, contractors and venue staff in the vicinity of the venue including car parking areas and to assist with the site evacuation plan, if required.

Site Control + Coordination

The management site control team of Palmy Venues, Security and NZ Police have the responsibility to ensure a safe and enjoyable event. Any decision to evacuate or cancel the event due to attendee or public health and safety concerns falls within this group and will be made collectively with agreement between the 3 parties. Such action will be communicated by the incident control point (ICP)

Site Maintenance

Palmy Venues will be responsible on behalf of the hirer for the setting up of the facility requirements at the event site and maintaining venue owned equipment/ utilities during the event.

EMERGENCY EVACUATION PLAN

Aim

The aim of this evacuation plan is to ensure that all event patrons, staff and contractors can act quickly, decisively and calmly in the event of an emergency, should the need to evacuate the venue be required.

Initiation of evacuation

An evacuation will be signalled by the sound of a continuous alarm. The following people are authorised to initiate an evacuation:

- NZ Fire Service
- NZ Police
- Civil Defence
- Venue Management (ICP)
- Trained Venue Staff

Areas of responsibility

Venue

In the event of an evacuation, fire wardens, venue staff and security personnel will evacuate all patrons in attendance.

Hirer

Must ensure their contractors, competitors and staff are informed of the details of the evacuation procedures (provided by the venue) and locations of emergency exits at the beginning of the event.

Attendees/ patrons

Must listen to the housekeeping and safety procedures at the beginning of the event and must follow instructions given by venue staff, security staff or NZ Fire Service and must act in a safe and appropriate manner during an evacuation.

Evacuation Procedures

If you require any assistance, cannot find or do not understand the evacuation procedures or assembly point locations make sure you talk to a venue staff member immediately for explanation.

Exits + Evacuation Routes

All evacuation procedures and evacuation routes for each individual venue are on display at all entry and exit points.

Please familiarise yourself with all exit points and evacuation routes in each venue.

If a continuous alarm sounds please leave through the nearest exit and wait in the assembly area closest to your exit.

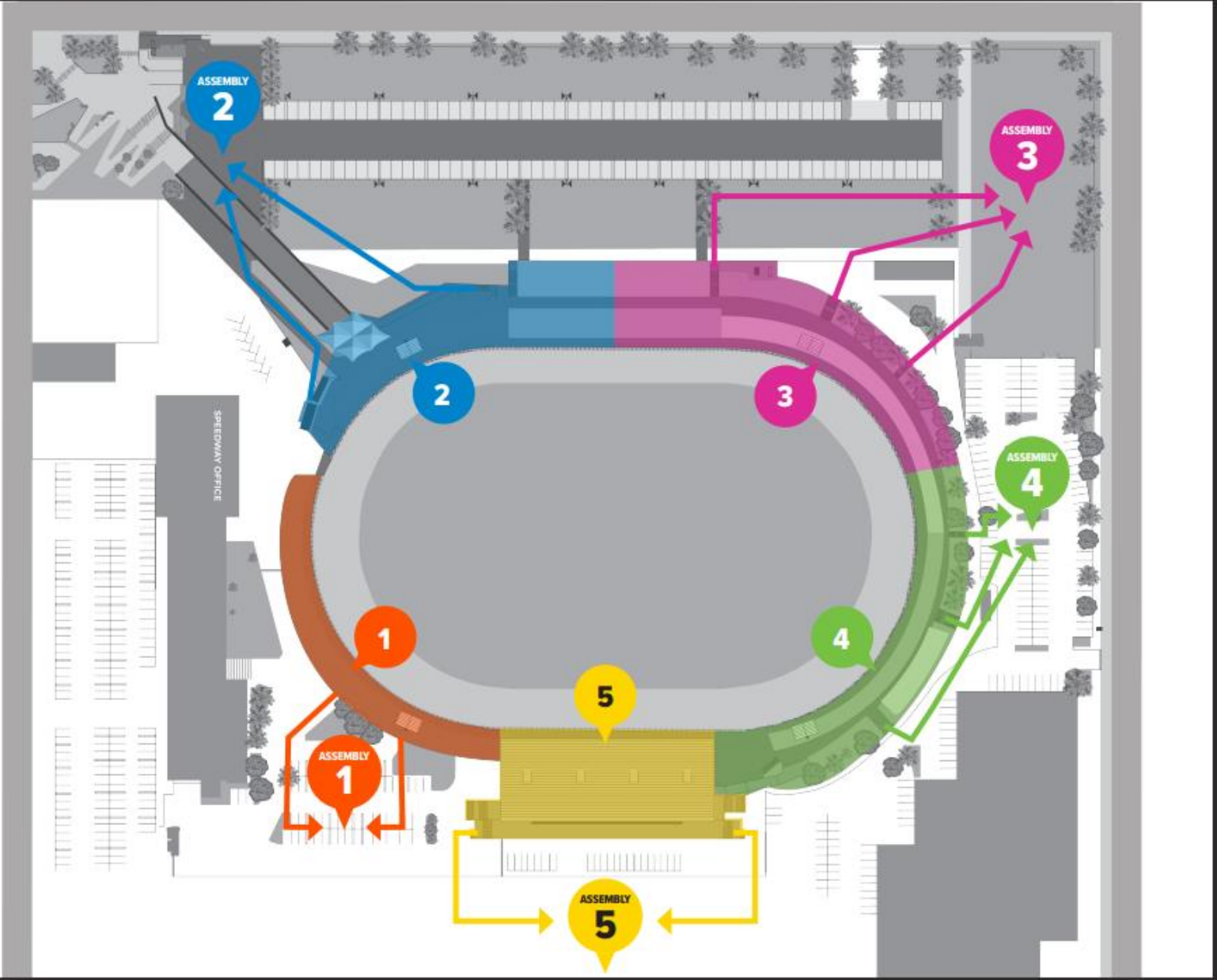
Assembly Areas

Remain in the assembly area until the ALL CLEAR signal is given and do not re-enter any venue until directed by venue staff.

Obey all instructions given by the fire department, fire wardens or venue staff.

If you need any assistance, cannot find or do not understand the evacuation procedures or assembly point locations contact a venue staff member immediately for explanation.

CENTRAL ENERGY TRUST ARENA
EVACUATION PLAN



VENUE EMERGENCY RESPONSE PROCEDURES

Emergency Response Plan



Venue Location:

Address: 61 Pascal Street, Palmerston North
(Nearest Intersection is Cook Street & Cuba Street)
Lat Long: 40.356054, 175.600704
GPS: 40° 21' 21.7944" S 175° 36' 2.5344" E

Venue Contact Details:

PHone: 06 356 1505
FAX: 06 355 5480
Email: office@venuespn.co.nz
Web: www.venuespn.co.nz
<https://www.facebook.com/centralenergytrustarena/>

Emergency Services:

Landline: Dial 1 for outside line

Police Emergency - Dial 1-111

Palmerston North Police Station
From Landline Dial – 1351 3600
From Mobile Dial 06 351 3600

Medical Emergency - Dial 1-111

Palmerston North Hospital
From Landline Dial 1356 9169
From Mobile Dial 06 356 9169

Fire Emergency - Dial 1-111

Palmerston North Fire Station
From Landline Dial 1353 2500
From Mobile Dial 06 353 2500

Additional Help Contacts:

Civil Defence 06 356 8199
Worksafe 0800 030 040
Poisons Line 0800 764 766
HealthLine 0800 611 116
PlunketLine 0800 933 92

Additional Information:

Local Emergency Radio Frequencies
92.7AM, 99.9AM, 92.2FM, 97.8FM

Introduction

The purpose of this plan is to assist staff and users of Palmerston North Conference & Function Centre to respond appropriately in an emergency situation, to take note and provide the necessary standard incident information along with the information specific to the environment they are in.

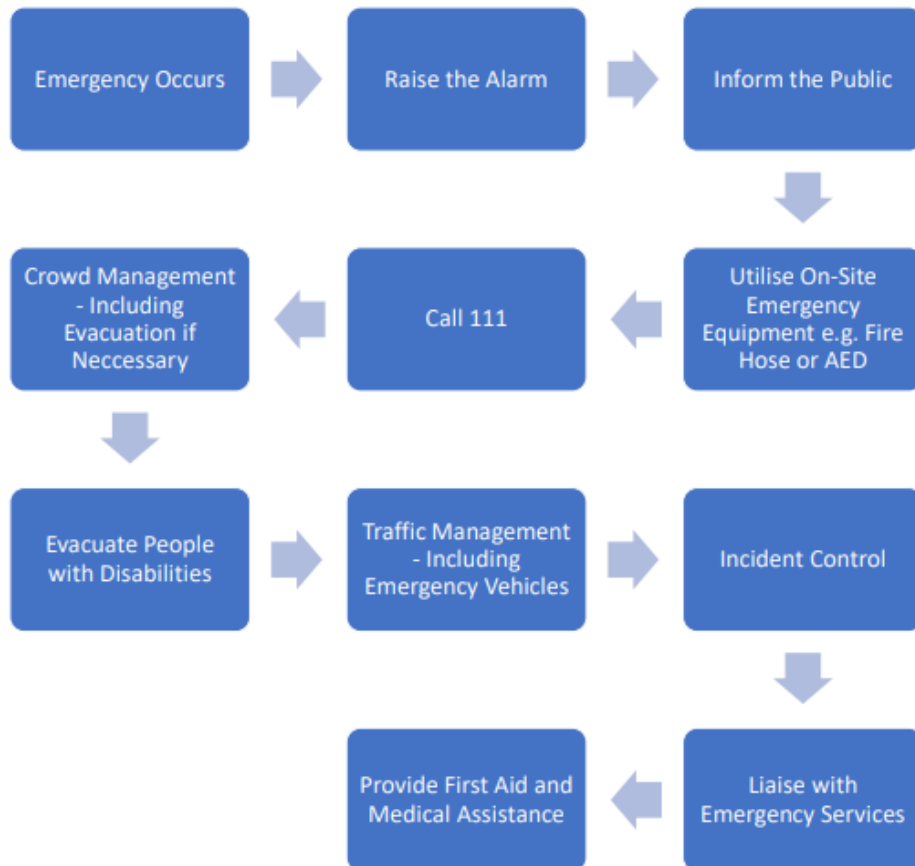
As part of our ongoing commitment to best-practice emergency management procedures and frameworks, this guide has been produced to support the safety and welfare of all staff, visitors and contractors. The Venue will make every reasonable effort to prepare for, and respond to, emergencies based on the situation, information and resources available.

What is an Emergency?

An emergency is a situation or any unplanned event, that has the potential to cause death or serious injury or seriously affect staff, visitors, contractors or members of the public. It is likely to shut down the venue, disrupt operations or cause physical or environmental damage. It could occur from any of the circumstances included in this plan and even some that aren't.

Emergency response process

While every event is unique, there are some basic steps to follow when responding to any emergency:



Emergency staff communications plan

In any emergency event, staff will be kept informed of the situation through the provision of relevant, accurate and up to date information. This will be achieved through a combination of mediums, such as web updates, e-mail, text and social media.

Emergency communications plan for staff

- For immediate information to staff the Palmerston North City Council will attempt to email all staff, and where appropriate, text staff.
- Up to date information will be published on the City Council or Civil Defence Websites www.pncc.govt.nz, www.getthrough.org and on its Facebook page. Twitter and main stream media will also be used to broadcast relevant information more widely.
- A PNCC Communications and Marketing representative will work directly with the Incident Controller and the Senior Management team to ensure all information is accurate and appropriate.

Response Actions

Appropriate response actions that allow for every variable for a particular incident or range of hazards cannot be listed in a tick box format. The scenario response actions on the following pages are therefore suggested recommendations and guides that follow a logical sequence or timeline, but do not account for the entire range of human responses.

Fire

	Response actions (as appropriate)
Discovery of a fire	<input type="checkbox"/> Activate the fire alarm
	<input type="checkbox"/> Call 111
	<input type="checkbox"/> If safe to do so extinguish the fire
On hearing the fire alarm	<input type="checkbox"/> Evacuate the building using the nearest fire exit
	<input type="checkbox"/> Fire Wardens evacuate people to the designated assembly point(s)
	<input type="checkbox"/> Ensure visitors with disabilities are assisted by a responsible person
	<input type="checkbox"/> Walk calmly and quickly and avoid panic
	<input type="checkbox"/> Fire Wardens to check rest areas, bathrooms and common rooms en route to the designated exit point
	<input type="checkbox"/> Ensure any visitors are included in the evacuation
Returning to the building	Do not return to the building until given the all clear by the NZ Fire Service
Ongoing operations following a fire	<p>The continuing operation of the venue will be determined by the extent of the fire and the availability of resources such as buildings, services, equipment, staff and other resources.</p> <p>The responsibility of whether or not to continue functions and events rests with the PNCC Senior Management Team.</p>

Earthquake

	Response actions (as appropriate)
During an earthquake	<input type="checkbox"/> If indoors: <ul style="list-style-type: none"> • Drop to the floor, take cover under a desk or table and hold onto the legs until the shaking stops • Keep away from shelves containing heavy objects and other large items of furniture • Keep away from windows • Stay indoors until the shaking stops
	<input type="checkbox"/> If outside: <ul style="list-style-type: none"> • Move away from buildings, trees, streetlights and power lines, then • Drop, cover and hold
When the shaking stops	<input type="checkbox"/> Ensure your personal safety first
	<input type="checkbox"/> Check on those around you and offer help if necessary
	<input type="checkbox"/> If anyone requires medical assistance, call 111 and/or administer first aid
	<input type="checkbox"/> If the area is unsafe evacuate to the nearest assembly area: As per the individual venue evacuation plans on display in each venue
	<input type="checkbox"/> Keep people away from dangerous areas
	<input type="checkbox"/> Palmerston North's location has no real threat from a tsunami
	<input type="checkbox"/> Listen to the radio for instructions from Civil Defence.
Ongoing operations following an earthquake	<p>The continuing operation of the venue will be determined by the extent of the fire and the availability of resources such as buildings, services, equipment, staff and other resources.</p> <p>The responsibility of whether or not to continue functions and events rests with the PNCC Senior Management Team.</p>

Flooding/Storm/Severe Weather Event

	Response actions (as appropriate)
Storm conditions /flooding reported or sighted	<input type="checkbox"/> Ensure all windows and doors are closed
	<input type="checkbox"/> Pick up any debris around the outside of your workplace that could become airborne
	<input type="checkbox"/> If you have to move outdoors be aware of flying debris
	<input type="checkbox"/> During heavy rain be mindful of surface flooding caused by overloaded storm water systems or blocked drains
	<input type="checkbox"/> Switch off any electrical equipment that could be affected by floodwaters, and move any valuable documents or equipment to a safe area
	<input type="checkbox"/> Report any damage or flooding to PNCC

Gas leak

	Response actions (as appropriate)
If gas leak is suspected	<input type="checkbox"/> Give a verbal warning to those in the immediate area
	<input type="checkbox"/> If possible and safe to do so open windows to allow the gas to dissipate
	<input type="checkbox"/> If possible and safe to do so , turn off ventilation and machinery and ensure that naked flames are extinguished
	<input type="checkbox"/> Do not: <ul style="list-style-type: none">• operate any electrical switches, including lights or alarms• use cell phones in area where leak is occurring• allow anyone to smoke in the vicinity
	<input type="checkbox"/> Evacuate the building avoiding the areas of contamination as best as possible and closing doors behind you
	<input type="checkbox"/> Call emergency services (111) from a safe location
	<input type="checkbox"/> Do not return to the building until the 'All Clear' has been given

Hazardous substance spill

	Response actions (as appropriate)
Become aware of hazardous substance spill	<input type="checkbox"/> All hazardous substance spills must be treated as toxic and dangerous; they can be in liquid, solid, powder or gas form
	<input type="checkbox"/> Do not touch the suspect material; remove everyone from affected area if safe to do so . Consider evacuation of entire venue if required
	<input type="checkbox"/> Isolate and contain the hazardous material by closing doors, and turn off isolation switches, ventilation and machinery if safe to do so
	<input type="checkbox"/> Notify others verbally; do not activate building alarms or other electronic equipment
	<input type="checkbox"/> If required, contact emergency services on 111
	<input type="checkbox"/> Give appropriate first aid to anyone in contact with the spill
	<input type="checkbox"/> If available, provide Material Safety Data Sheets to Emergency Services on arrival
	<input type="checkbox"/> Do not return to the building until the 'All Clear' has been given

Suspicious letter or package

	Response actions (as appropriate)
General	<input type="checkbox"/> Note the location of the package and a description of it (markings etc)
	<input type="checkbox"/> Do not touch, examine, shake or attempt to move the package
	<input type="checkbox"/> Check with the addressee to see if they are expecting the package
	<input type="checkbox"/> Remove everyone from immediate area
	<input type="checkbox"/> From a safe distance call the police (111). Advise them of the circumstances, the description of the package and its location. Note: do not use a cell phone or other radio device anywhere near the package.
<input type="checkbox"/> As appropriate, position staff at a safe distance to direct people away from the area where package/letter is.	
<input type="checkbox"/> Follow instructions from NZ Police who will take control of the scene in conjunction with other emergency services	
If you open a letter/package and discover powder	<input type="checkbox"/> Put on gloves and place opened letter/package in a plastic bag
	<input type="checkbox"/> If hands or any part of the body may have come into contact with the envelope or package then wash with soap and hot water
	<input type="checkbox"/> If contents spilled <ul style="list-style-type: none"> • Do not clean up or wipe spilt contents • Avoid breathing the powder or spores • Clear and isolate the area • Switch off air conditioning • Wash hands with soap and hot water • Call the police (111)
	<input type="checkbox"/> If contents are spilt on clothing <ul style="list-style-type: none"> • Select a nearby unoccupied room for changing • Remove clothing and place in plastic bag • Shower with soap and hot water • Call the police (111)

Suspicious persons/criminal activity

	Response actions (as appropriate)
Suspicious or criminal activity	<input type="checkbox"/> Ensure personal safety
	<input type="checkbox"/> From a safe location call the police giving as much detail as possible (description, location, direction of travel of offenders)
	<input type="checkbox"/> Alert other staff to assist as appropriate
	<input type="checkbox"/> Isolate and preserve a crime scene for later forensic examination
	<input type="checkbox"/> Do not engage in conversations with unauthorised visitors or media
	<input type="checkbox"/> In protest or unrest situations withdraw to a place of safety
	<input type="checkbox"/> Follow instructions from the NZ Police who will take control of the scene

Bomb Threat

Keep calm. Do not hang up. A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police.

Let the caller talk. Ask the questions as the opportunity arises and avoid being confrontational. Fill out the checklist on the following page (13) with as much information as possible.

Email threat: please also complete the applicable sections on the following checklist

This checklist for bomb threats should be kept by the phone. Staff who would normally answer the phone should be briefed on the questionnaire to ensure some familiarity with it. A pre-printed version of the check list is available from police and may be preferred over this list for convenience.

Questions	Answers
When is the bomb going to explode?	
Where is the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What is the explosive type and quantity?	
Why did you place the bomb?	
What is your name?	
Where are you?	
What is your address?	
Exact wording of the threat:	
The Caller	
Sex:	<input type="checkbox"/> Male <input type="checkbox"/> Female
Estimated age:	
Any speech impediment (specify):	
Accent (specify):	
Voice- loud – soft etc:	
Speech – fast – slow etc:	
Manner, calm emotional etc:	
Did you recognise the voice?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so who do you think it was?	
Was the caller familiar with the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Threat Language	
<input type="checkbox"/> Well spoken	<input type="checkbox"/> Irrational
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Taped
<input type="checkbox"/> Message read by caller	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Abusive	
Any background noises?	
<input type="checkbox"/> Street noise	<input type="checkbox"/> Aircraft
<input type="checkbox"/> House noise	<input type="checkbox"/> Voices
<input type="checkbox"/> Music	<input type="checkbox"/> Machinery
<input type="checkbox"/> Vehicle	<input type="checkbox"/> Other: _____
Call taken	
Date: _/_/___	Time:
Length of call:	Number called:

Active Shooter or Violent intruder

An active shooter is a person or persons who appear to be actively engaged in killing or attempting to kill people in populated areas.

A Violent Intruder is anybody displaying threatening behaviour or aggression (physical or verbal) Police are the lead agency for Active Shooter & Violent Intruder events, and their primary goal will be to get to the shooter or intruders as soon as possible. The police will not attend to injured persons in the first instance.

In response to the sound of gunfire, the report of a shooting or witnessing a shooting or violent event, the following procedures should be followed.

	Response actions (as appropriate)
Shots are heard or a violent intruder is active in the venue	<input type="checkbox"/> Call 111 <ul style="list-style-type: none"> • Identify yourself and the venue, including address (61 Pascal Street) • Details of situation • Details of any casualties • Description of weapons used, shots fired etc • Description, location and identity of offender if known • Identify the 'target' of aggression if known
	<input type="checkbox"/> Remove yourself and others from immediate danger where possible
	<input type="checkbox"/> Alert other staff (do not use fire alarm) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Staff Radio Transmitters, Text Message or Mobile call </div>
	<input type="checkbox"/> If safe to do so move everyone to the safest location possible
	<input type="checkbox"/> Lock and/or barricade doors/windows, keep quiet and do not leave your location until safe to do so
	<input type="checkbox"/> If a hostage situation ensues follow all instructions from the captor, speak only when spoken to and sit down (if possible) to avoid appearing aggressive
	<input type="checkbox"/> If offender leaves the scene note direction of travel or vehicle used
	<input type="checkbox"/> Once police arrive, liaise with them to secure crime scene(s)
	Following the incident
<input type="checkbox"/> Liaison with the media should only be undertaken by the Marketing & Communications Representatives in conjunction with the NZ Police	
<input type="checkbox"/> Decisions to temporarily close or continue operating will be made by NZ Police or Government officials.	

Venue Lockdown

A lockdown is initiated when there is a violent or dangerous situation that poses an immediate deadly threat to individuals in the venue. There are two types of lockdowns, external threat lockdown and an internal threat lockdown. An internal threat lockdown is one where there is a dangerous intruder or situation that is already happening in the venue. An external threat lockdown is where there is a situation in the surrounding community that could be a threat to the venue.

Internal threat lockdown

- Lock, if able, and barricade doors in your immediate area
- Evacuate to a safe area outside if possible
- Turn off lights
- Place signs in exterior windows to identify the location of injured persons
- Block interior windows; close interior blinds if any
- Turn off radios and computer monitors
- Keep occupants calm, quiet and out of sight
- Keep yourself out of sight and take adequate cover/protection (i.e., concrete walls, desks, filing cabinets)
- Silence cell phones (do not turn off)
- If able, take out the intruder, which could mean just disrupting or distracting the intruder's actions to give first responders time to arrive
- Do not endanger or jeopardise your life or the lives of others at any time.

What to report:

- Your specific location: including venue name
- Number of people at your specific location, Injuries: number injured, types of injuries
- Assailant(s): location, number of suspects, race/gender, clothing description, physical features, types of weapons, backpack, separate explosions from gunfire, etc
- Individual(s) identity if known.

Un-securing an area:

- Consider risks before un-securing rooms; the individual may be trying to enter the room
- The individual may or will not stop until he/she is engaged by an outside force
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area
- Consider the safety of those secured in the room vs those outside the room
- If doubt exists for the safety of the individuals inside the room, the area should remain secured.

External threat lockdown

An external threat lockdown is where there is a situation in the area surrounding the Venue or local community that could be a threat.

Once an external lockdown is initiated, follow the procedures below:

- A timely warning will be immediately distributed throughout the venue
- Monitors will be placed at some doors to allow authorised access
- No one will be allowed to leave until an all clear is given

Serious injury or death

sudden death (or serious injury) of an event attendee or staff member has the potential to create significant dangers or risks to the physical and emotional wellbeing of people within the victim's community.

The event also has the potential to cause sudden and/or significant disruption to the effective operation of a workplace if the aftermath is poorly or insensitively handled; furthermore, it can attract adverse media or public comment.

	Response actions (as appropriate)
Death / serious injury occurs at the venue	<input type="checkbox"/> Ensure your own safety. Assess area for danger (e.g. live wires, poisonous substances etc)
	<input type="checkbox"/> Do not assume death has occurred – give immediate first aid
	<input type="checkbox"/> Call emergency services (dial 111)
	<input type="checkbox"/> Notify Manager/HR; isolate and contain the area
Action after medical personnel have taken over	<input type="checkbox"/> Manager/HR to advise (as soon as possible): <ul style="list-style-type: none">• Senior Management Team and staff• Marketing & Communications Team
	<input type="checkbox"/> Consider accompanying police to advise next-of-kin
	<input type="checkbox"/> Advise Staff Support Team as required
	<input type="checkbox"/> Complete Accident report form with all known details

Death or Serious Injury is a notifiable event under the laws of the 'Health and Safety at Work Act 2015'. Worksafe must be notified Immediately 0800 030 040 (24/7)

HEALTH + SAFETY REQUIREMENTS OF THE HIRER

Compliance

The hirer will comply at all times with the venue operator's health and safety policies and procedures for the venue as advised to the hirer from time to time and the requirements of the Health and Safety at Work Act 2015 (and any amendments). In particular, the hirer will:

- Not obstruct or interfere with any venue signage, walkways, entrances, exits or common areas.
- Not park any vehicle or moving plant in any place including any car parking area forming part of the common areas other than those designated by the venue operator (if any). If the venue operator becomes aware of any vehicle or moving plant parked in breach of this sub-clause it may immediately and without notice have the vehicle towed away or the moving plant removed and the cost of removal and recovery will be paid by the hirer.
- Be prepared for an emergency evacuation, evacuate the venue if there is a fire or other emergency and direct all persons to the assembly area, keep fire and emergency exit doors clear from obstruction at all times, provide first aid facilities during the hire period and provide a cell phone contact number for emergency purposes.

Notification

The hirer will immediately notify the venue operator of any risk or hazards which the hirer observes or becomes aware of at the venue and/ or any near miss, notifiable event, incident, injury, illness or accident it becomes aware of at the venue whether or not the same involves any equipment or any of the venue operators employees. The hirer will provide the venue operator with such assistance as may be necessary to conduct any health and safety review or investigation.

Hirer Responsibility

The hirer will

- Consult, cooperate and coordinate activities and facilitate engagement with the venue operator and any other persons (including without limitation all other hirers, users, suppliers, service providers and contractors to the venue) to the extent that the parties have overlapping duties in relation to health and safety, including in relation to ticket holders and invitees to the venue
- Ensure that during the hire period the hirer and its employees, contractors, competitors or invitees of the hirer working or otherwise at the venue during the hire period, acts in accordance with and at all times comply with

- The venue operator's housekeeping rules, policies and procedures regarding health and safety and building security and access, including, but not limited to evacuation procedures, maximum number of persons at the venue, no smoking policy etc; and
- All of the venue operator's directions; and
- Provide it's health and safety policy and a detailed health and safety plan for the event (including all event risk assessments) that is acceptable to the venue operator in all respects no later than 10 working days prior to the commencement of the hire period. The hirer will not be permitted to access the venue during the hire period until such time as this has been complied with to the venue operator's satisfaction.

PALMERSTON NORTH CITY COUNCIL HEALTH + SAFETY POLICY

Author / Last Reviewed By: Sarah Brooks, Human Resources	Version: Five
Adopted by: Executive Leadership Team [88-19]	Date: July 2019

Introduction

People are our most valuable asset. Supporting an environment where the safety, wellbeing, and health of employees, volunteers, contractors, and other persons are of paramount importance to the Palmerston North City Council.

The effective delivery of this policy requires everyone to accept a personal responsibility for health and safety. The Council will provide professional and competent support and advice where needed.

The Palmerston North City Council is committed to complying with the Health and Safety at Work Act 2015, government regulations, NZ Standards and Approved Codes of Practice and Safe Work Instruments.

Definitions

PCBU – Person Conducting Business or Undertaking. In terms of Council, Palmerston North City Council as an entity is the PCBU.

Officer – in regards to the Council this includes members of the elected Council and the Chief Executive.

Worker – a person who carries out work in any capacity for the Council, including Council staff; contractors; subcontractors and their employees; and others as stipulated in the Health and Safety at Work Act 2015.

Other persons – this includes work place visitors and members of the public that could be affected by your work activity.

Workplace – any physical location in which work-related activities are performed under the control of, influenced by, or where overlapping duties exist with the Council.

Policy Statement

The Council as the Person Conducting a Business or Undertaking (PCBU) will:

- Demonstrate commitment and excellent health and safety practice with legal compliance as a minimum

- Implement policy and procedural requirements within a system of continuous review of performance and improvement
- Implement effective consultation and communication systems for health and safety
- Consult and actively promote participation with staff and contractors to ensure they have the commitment, training, skills, knowledge and resources to maintain a healthy and safe environment
- Engage with workers (including union and worker representatives) and maintain strong work participation processes and structures, including several health and safety committees that meet regularly
- Ensure that emergency plans and procedures are in place and all staff, visitors and contractors are made aware of these and how to respond to all emergencies and critical incidents
- Work together with other PCBUs to consult, coordinate and cooperate to ensure optimum health and safety results
- Have mechanisms in place to accurately record, report, investigate (where necessary) and continuously improve health and safety performance and learn from any reported injury, work-related illness or incidents
- In the event that an employee is injured or becomes ill and cannot assume their full duties, the Council will proactively work with the employee, their health care professional, and ACC Case Manager (where applicable) to ensure that the employee is able to return to work in a managed and safe manner as soon as possible.
- Ensure all buildings, plant, substances and equipment are managed and maintained to ensure they pose no risk to health and safety of workers or the public with a system in place to monitor and assess these items;
- Ensure all staff have the required training to safely carry out their roles, with particular attention given to training and competency in the use of plant, substances and equipment.
- Monitor the health of workers and the conditions at the workplace for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking

Legal Duties, Duty Holders, Roles and Responsibilities

The Health & Safety at Work Act 2015 installs legal Duties throughout a Business or Undertaking:

PCBU:	Primary Duty of Care
Officer:	Due Diligence
Worker:	Comply and Co-operate

Every person associated with the Council in a work capacity has a responsibility to maintain excellent health and safety practices; this responsibility increases incrementally through the levels of the line management structure.

Person Conducting or Undertaking Business (PCBU) Responsibilities

Palmerston North City Council, the entity, has the following Duties under the Act:

- Providing and maintaining a work environment that is without risks to health and safety
- Providing and maintaining safe plant and structures
- Providing and maintaining safe systems of work
- Ensuring the safe use, handling and storage of plant, structures and substances
- Providing adequate facilities for the welfare of workers when they are doing work for your business, including ensuring access to those facilities
- Providing any information, training (including H&S induction), instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from the work of the business
- Monitoring the health of workers and the conditions at the workplace for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking
- Providing healthy and safe worker accommodation.

Officers' Responsibilities

The Chief Executive has the following Duties as an Officer under the Act:

- Acquire and keep up-to-date knowledge of health and safety matters for the Council
- Understand the nature of the Council's operations and of the associated hazards and risks
- Ensure the Council has appropriate resources and processes to eliminate so far as is reasonably practicable, or minimise so far as is reasonably practicable, risks to health and safety
- Ensure that the Council has appropriate processes for receiving and considering information regarding incidents, near misses, hazards, and risks and for responding in a timely way to that information
- Ensure the Council has, and implements, processes for complying with any duty or obligation
- Verify the provision and use of the above resources and processes through reviews and audits

Managers / Supervisors Responsibilities

Managers/Supervisors are responsible for the safety and health of all workers under their control and will:

- Provide information on safety and health matters to employees through education and training. This includes ensuring that employees are made aware of the hazards and risks in their work areas and are adequately trained so they can carry out their duties in a safe manner. This will be reflected in the annual staff competency reviews

- Follow up all matters concerning health and safety in a prompt manner (e.g. where issues have been raised at Toolbox Meetings)
- Analyse and mitigate work hazards and risk as they are observed or reported through elimination or minimisation
- Investigate all reported injuries, work-related illness and incidents to identify all contributing factors and, where appropriate, formulate plans for corrective actions with the required timeframes
- Actively encourage the early reporting of any pain or discomfort
- Encourage employee consultation and participation in all health and safety matters
- Ensure that all health and safety documentation is completed accurately and in a timely manner
- Monitor and review through regular audits and formal observations with corrective actions applied where deficiencies have been identified

Workers' Responsibilities

Council staff and contractors (including sub-contractors and volunteer workers) have the following responsibilities:

- Take reasonable care for his or her own health and safety
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Comply as far as he or she is reasonably able with reasonable instructions given by the Council in relation to health and safety
- Cooperate with the Council's policies and procedures relating to health and safety
- Observe and practice safe work methods
- Wear or use Council issued PPE (such as sunblock, hi-vis etc.) and safety equipment in a correct manner at the required times. Council issued gear needs to be used rather than non-Council equipment / safety wear. Employees have a responsibility to ensure that their issued gear is fit for purpose. Employees are required to report faulty or damaged gear to their supervisor / manager so that it can be replaced
- Report pain or discomfort as early as possible
- Take an active role in treatment and rehabilitation plans to ensure an early and sustainable return to work
- Accurately report all incidents (including near misses), injuries, and hazards to the appropriate person within the required time frames, particularly in relation to any plant, substances or equipment.

Health and Safety Committees include representatives from senior management, Human Resources, unions, and elected health and safety representatives as nominated by their worker groups. The Committees support the ongoing improvement of health and safety by discussing and working together to ensure worker health and safety. Part of this process will be the implementing, monitoring, reviewing and planning health and safety policies, systems and practices.

Duties of other persons at workplace

Other people at the workplace must:

- Take reasonable care for his or her own health and safety
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Comply, as far as he or she is reasonably able, with any reasonable instruction that is given by the Council in relation to health and safety

References

Applicable legislation and Regulations:

- Health and Safety at Work Act 2015
 - Health & Safety at Work (General Risk and Workplace Management) Regulations 2016
 - Health and Safety at Work (Worker Engagement, Participation and Representation) Regulations 2016
 - Health & Safety in Employment Act 1992
 - Hazardous Substances and New Organisms Act 1996
 - Accident Compensation Act 2001
- Policies, Guidelines, and Procedures:*
- Employee Code of Conduct
 - Drug and Alcohol Policy (MT85)
 - Harassment and Bullying (MT22)
 - PNCC Health and Safety Manual
 - City Enterprises Safe Systems of Working (SSW)
 - Various Standard Operating Procedures (SOPs), Industry Regulations, and Codes of Practice as they relate to the type of work being performed

For further information contact

- Health and Safety Representatives / Health and Safety Committee members
- Supervisor / Manager
- Human Resources

This Policy will be reviewed biennially

Next Review Date: July 2021