



EFYC EMERGENCY PLAN

Doc No. EFYC

1 DOCUMENT REVISION HISTORY

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1	August 2023	General Manager	

2 DOCUMENT APPROVAL

Rev.	Reviewed By	Position Title	Date	Approved by	Position Title	Date
1	Dave Quinn	Safety Officer	1/12/23	S McWhirter	Acting CEO	20/7/23

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3 INTRODUCTION

Emergency situations can occur regardless of how much effort is invested in managing businesses and activities safely. Threats or potential emergencies can be “rising tide” or “slow burn” that allows time to prepare prior for the impact of the event, or the exposure can be “sudden” or “spontaneous”, requiring an immediate response.

Regardless of the circumstances, it is essential that well planned and prepared response capabilities are developed, practiced and validated in order to protect people, the environment and our facilities.

4 PURPOSE

The purpose of this procedure is to define the EFYC process for preparing for, responding to and recovering from emergency events at EFYC.

5 SCOPE

This procedure has been developed to encompass all operations and activities conducted on EFYC club premises, vessels in transit, moored or parked within the EFYC lease.

6 ABBREVIATIONS

The abbreviations and definitions contained in Table 1 are approved for use in the planning, preparation and conduct of emergency response activities within EFYC activities:

Table 1 – Abbreviations and Definitions

Term	Definition
Accountability	The state of being liable to be called to account.
Authorised Delegate	An Authorised Delegate is a person, appointed by the General Manager who, in the absence of the General Manager may act on his or her behalf in fulfilling the roles and responsibilities of the General Manager. There are two Authorised Delegates, being the Accounts Manager and the Duty Manager, dependant on who is on duty at the time.
Building	Includes any erection, edifice, wall, chimney, fence, wharf, jetty, or vessel or other floating structure, and includes any part of any of those things.
Competent Person	A person who has acquired through training, qualification or experience, or a combination of those things, the knowledge and skills required to do that thing competently.
Consequence	The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage, or gain.
Crisis	Loss of management control resulting in an actual or potential threat to EFYC’s long-term ability to do business due to the impact on the operability, image, reputation, and liabilities of EFYC.
Emergency	The occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response.

Emergency Management	Actions taken in response to an incident to preserve life, the environment, and assets.
Emergency Response	Action taken at the site of a physical incident to preserve life, environment, and assets. Emergency response incorporates the actions of EFYC and other authority/agencies.
ERP	Emergency Response Plan
Evacuation	Organised, phased, and supervised dispersal of people from dangerous or potentially dangerous areas.
Event	An unplanned incident resulting in, or having the potential to cause harm to people, property, or the environment. The term incident also includes near misses.
External Agency	An agency existing outside of the EFYC emergency response group that may provide emergency services during an emergency event. i.e., Fire brigade, ambulance, police
Hazard	In relation to a person, means anything that may result in: (a) injury to the person; or (b) harm to the health of the person. A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.
Housekeeping	Management of workplace layout and cleanliness.
Incident Management	The process responsible for managing the lifecycle of all incidents. The primary objective of incident management is to return the Information Management service to end-users as quickly as possible.
Inclement Weather	Heavy rain, strong winds, flooding and any other weather situation that poses a threat to personnel or equipment.
Lockdown	A state of isolation or restricted access instituted as a security measure.
Muster Point	Designated assembly point located in a safe position away from point of evacuation.
OSC	On Scene Co-ordinator
Pollution	Pollution is the introduction of contaminants into the natural environment that causes adverse change.
Response	The execution of duties and services in order to preserve and protect life, property and the environment.
Risk	The chance or probability and the negative and positive effect upon an objective or activity.
Shall	Mandatory
Should	Recommended but not mandatory

Reasonably Practicable	Means that the requirements of the law vary with degree of risk in a particular activity or environment which must be balanced against the time.
Rescue	To separate the worker(s) from the hazard, to perform emergency response (initial first aid or other procedure as deemed necessary), as required.
Responsibility	Person or thing for which one is responsible, a duty, commitment and level of authority and managerial freedom.
Risk Assessment	The estimation of the level of risk associated with an identified hazard to determine the resources needed to control the risk. Risk is measured in terms of consequence and probability.
Telephone Discipline	Telephone discipline in an emergency refers to the requirement to reduce calls to those which pertain directly to the emergency. Only personnel nominated on the emergency contact list are to initiate telephone calls within the emergency management network.

7 ROLES AND RESPONSIBILITIES

Roles and responsibilities overlap in some areas in order to ensure continuity in the absence of key personnel on leave or personnel unable to be contacted. During daily business responsibility owners should liaise to ensure all responsibilities are being carried out. The roles and responsibilities of key personnel in the development and conduct of emergency management is detailed below in table 2:

Table 2 – Roles and responsibilities

Roles	Responsibilities
<p>Vice Commodore /General Manager</p>	<p>Ensure that the EFYC Emergency Management Plan and is regularly reviewed, tested, evaluated, and updated.</p> <p>Ensure that during any emergency that communications are maintained with the EFYC Commodore.</p> <p>Ensure potential credible emergency response situations are identified and planned for in detail.</p> <p>Ensure high risks to personnel, property and the environment have approved defined emergency response actions developed.</p> <p>Ensure that the Accounts Manager and Duty Manager are appointed as Authorised Delegates to act on behalf of the General Manager in his absence.</p> <p>Ensure personnel are trained in, and aware of, the roles and requirements of this plan.</p> <p>Ensure that all incidents are reported and investigated, recorded, and assigned actions are completed.</p> <p>Approve all external reporting and communications.</p> <p>Manage the scheduled review of the EFYC Emergency Preparedness and Response Plan and ensure associated drills and exercises.</p> <p>Ensure adequate resources are available to trained personnel in their roles and responsibilities in accordance with this plan.</p> <p>Monitor the reporting and investigation of incidents through to completion.</p> <p>Participate in the development of external reporting and communications.</p> <p>Manage the contracted process with St Johns to ensure all on site first aid kits are inspected and re stocked in accordance with the contract requirements.</p> <p>Ensure the Club defibrillator is inspected and serviced.</p> <p>Ensure the St Johns first aid kit register is complete and up to date.</p>
<p>Accounts Manager / Rear Commodore M&S</p>	<p>Manage the scheduled review of the EFYC Emergency Preparedness and Response Plan and ensure associated drills and exercises.</p>

	<p>Facilitate the identification of potential credible emergency response situations and development of response plans.</p> <p>Lead and monitor the development of approved defined emergency response actions developed.</p> <p>Ensure adequate resources are available to trained personnel in their roles and responsibilities in accordance with this plan.</p> <p>Monitor the reporting and investigation of incidents through to completion.</p> <p>Participate in the development of external reporting and communications.</p> <p>Ensure this plan is distributed and implemented throughout all EFYC project and operations sites.</p> <p>Monitor the development and application of site-specific emergency response arrangements.</p> <p>Provide oversight in the preparation and delivery of emergency response training.</p>
<p>On Scene Coordinator (OSC)/ (Bosun, Food and Beverage Manager, On Water Coordinator)</p>	<p>The Bosun is responsible for the management of combustible and flammable waste on the club premises. The removal of combustible and flammable wastes shall be undertaken with club approved contractors using approved removal processes.</p> <p>The Bosun shall raise any concerns relating to the storage or usage of combustible or flammable materials or liquids to the General Manager for resolution.</p> <p>In terms of emergencies, the OSC is the senior member (at the incident who takes control of the incident and reports to the General Manager or senior person on site at the time of the incident.</p> <p>He/she maintains a presence at the incident location and provides live reporting to the General Manager</p> <p>Ensures the incident site is cordoned off and no one enters the site unless Authorised by the General Manager or an Authorised Delegate.</p> <p>Undertakes emergency management training as determined by EFYC.</p> <p>Provides information/updates to external agencies relating to the emergency as required.</p>
<p>Wardens/On Water Coordinator, Marketing Manager, Food and Beverage Manager, Accounts Manager</p>	<p>Ensure that the Emergency Evacuation is formally implemented as required.</p> <p>Account for all personnel including contractors and visitors following an emergency or evacuation.</p>

	<p>Ensure buildings are secure and ensure no personnel attempt to re-enter the buildings until formally Authorised to do so.</p> <p>Ensure visitors are always escorted by personnel during an emergency situation or emergency drills.</p> <p>Ensure energy sources, where possible, are turned off in the event of fire (Electrical and Gas).</p>
<p>Muster Checker (MC)</p> <p>Receptionist, Bar, and restaurant staff</p>	<p>Ensure patrons and staff are directed to the correct muster point when an evacuation is required</p> <p>Provide Aid/guidance/instruction on any special requirements for disabled/aged or infirmed patrons to be assisted to the muster point.</p> <p>Provide an accurate head count at the muster point of patrons, staff and contractors. Use staff rosters and contractor sign in sheets and restaurant bookings as guidance</p> <p>Report on personnel accounted for at the muster point to the General Manager or senior person on site</p> <p>Provide situational updates to persons gathered at Assembly Areas</p> <p>Maintain control of the muster point</p>
<p>First Aiders</p> <p>Receptionist, Bar, and restaurant staff</p>	<p>Monitor the club first aid kits for completeness and currency and report any deficiencies to the General Manager.</p> <p>Provide immediate first aid in the event of an injury or illness.</p> <p>Maintain currency in EAR/CPR.</p>
<p>Personnel other staff</p>	<p>Shall understand and comply with this plan</p> <p>Report hazards and incidents to their supervisor.</p> <p>Shall participate in planned exercises of the plan when required.</p> <p>Report to the assigned muster point in an emergency.</p> <p>Comply with directions given by the muster checker.</p>

8 PROCEDURE

8.1 Emergency Response Philosophy

Control of the EFYC premises is vested in the General Manager, or in his absence, an authorised delegated person. The overriding priority is the safety of staff and the public, protection of the environment and of club and member property, and the continuation of the EFYC club as a business.

Emergency situations will be managed by the site “on duty” management team, with additional internal and external support able to be called upon if required. EFYC’s approach to emergency

management is one of prudent over-reaction, assessment, and de-escalation, rather than under response and late escalation.

The senior person on site at the time of an emergency event is responsible for ensuring the incident response is based on the severity and complexity of the incident, and is understood by all.

8.2 Risk Management

Emergency management relies on successfully adapting the organisation to change in its environment. The critical element to emergency management requires the identification and controlling of the risks and threats that could manifest into an emergency and ensure that EFYC has sufficient controls to manage the risks.

EFYC General Manager shall ensure that risk has been formally assessed to enable that emergency threat scenarios are identified and controlled. EFYC General Manager shall ensure that sufficient resources have been established to manage the identified emergency risks. All risk assessments shall be reviewed at least annually to ensure that they are current and relevant to manage the impacts of actual or potential emergency situations.

Ultimately the above responsibility resides with the EFYC General Manager or an Authorised Delegate.

8.3 Risk Assessment

A continual process of reviewing the risk EFYC register to identify risks, or changes to the risk profile, shall be undertaken to ensure that this plan is amended and updated accordingly.

The risk assessment shall include an assessment of:

- Evacuation routes,
- Assembly Areas,
- Emergency wardens,
- Emergency contacts,
- First aid provisions including trained personnel,
- Emergency communications; and
- Contractor management.

8.4 Preparedness and Response

EFYC management shall adopt the following methodology to support the evaluation and mitigation of emergency risks associated with EFYC projects and operations. The process shall encompass the following:

- Prevention,
- Preparedness,
- Response; and
- Recovery.

8.5 Prevention

EFYC management shall apply a prevention strategy through the proactive analysis and monitoring of potential emergency scenarios based upon EFYC operations and activities. These emergency scenarios and mitigation controls shall be itemized within the risk assessments and relevant

documented processes and shall be routinely monitored for both accuracy and effectiveness of the controls.

The most successful form of mitigation is to prevent potential emergency situations from occurring. This can be done by reducing the potential for triggers of these events in the workplace. Prevention strategies should include:

- Reducing the fire loading for the facilities by:
 - Correct storage of chemicals and flammable substances, in accordance with manufacturers instructions and Safety Data Sheets where provided,
 - Removing combustible and flammable wastes from site regularly, (see 8.5.1 Combustible and Flammable Waste),
 - Positioning heat radiating equipment away from flammables materials; and
 - Ensuring that compliant smoke detectors are established on EFYC buildings.
- Operating and maintaining vessels safely by:
 - Ensuring operators are fully informed of EFYC marina procedures,
 - Ensuring operators are trained and competent,
 - Maintaining pre-operational safety checks on all operational equipment; and
 - Removing all vessels that are un-fit for service.
- Carrying out thorough risk assessments, planning tasks appropriately and providing all the necessary resources.
- Ensuring personnel are trained and competent to carry out their role as per job requirements.
- Ensuring all hazards are reported, corrected, and monitored.

The EFYC General Manager or an Authorised Delegate shall be responsible to ensure a review and update of the risk registers is conducted on an annual basis.

8.5.1 Examples of Combustible and Flammable Waste Materials

Combustible materials are solids or liquids that can easily ignite and burn. If a combustible material is exposed to fire or heat, it is likely to ignite, burn or release flammable vapours. Combustible material has a flashpoint between 37.8°C and 93.3°C,

Combustible Solids	Combustible Liquids
Wood	Oil
Paper	Diesel Fuel
Rubber	Lubricants
Plastic	Oil Based Paints
Cloth	Cleaning Solvents

Flammable materials are ignited or flame immediately when contacting with fire or high temperature in the air and continue to burn or slightly flame. Flammable Material has a flashpoint less than 37.8°C

Flammable Solids	Flammable Liquids
Cotton	Aerosol Cans
Alkali Metals	Acetone
Acrylic	Petrol
Polyester	Alcohol

8.6 Preparedness

EFYC shall ensure that sufficient emergency management protocols are established which includes:

- Conducting detailed and relevant planning to ensure that sufficient internal and external resources and controls are available to mitigate the identified credible emergency scenarios,
- As part of the club staff induction processes, the credible emergency scenarios and response protocols are communicated and routinely rehearsed,
- Personnel who are required to fulfill the emergency positions are suitably trained in the requirements of the appointed position,
- Analysis of emergency response resources and equipment to ensure that such controls are sufficient to manage the potential emergency scenarios,
- Physical and desktop emergency response activities shall be routinely conducted; and
- EFYC management shall complete formal lessons learned for all training activities or actual emergency management incidents with the intent to assess and identify areas for improvement.

8.7 Response

EFYC shall ensure that the appropriate response resources have been identified, tested and available in preparation for an emergency event. The response resources and availability should be evaluated and tested during the prevention and preparedness phases. Appropriate emergency response additionally relies upon the assistance and intervention of internal and external agency and equipment resources during or immediately after an emergency.

EFYC may leverage off external agencies to provide physical and or technical resources to support an emergency.

8.8 Recovery

The recovery phase of the emergency management cycle encompasses the coordinated process of supporting emergency-affected personnel (i.e., restoration of emotional, social, economic, and physical well-being) and the risk analysis required to re-establish normal framework operations. Recovery post a major emergency/crisis is generally measured in weeks, months and/or years proportionate to the nature and scale of the emergency.

8.9 Emergency Communication Planning

A functional communications plan is a critical enabler in supporting the timely transfer of information relating to the emergency. The transfer of accurate information supports the organisation's decision-making processes at all levels of EFYC's emergency management processes. EFYC shall employ the most expedient method of available and functional communications during an emergency. These methods may include but are not limited to:

- Site alarms, speaker warnings, horns etc.,
- Telephone (fixed, mobile and satellite),
- Text/SMS,
- Email; and
- Physical contact.

Note:

When exercising the effectiveness of the emergency management processes; an assessment of the functionality and sustainability of the established EFYC communications network must be

conducted. If the communications are identified to be intermittent or problematic; at any stage, then a more functionally robust communication alternative must be identified and implemented.

8.10 Recognising a Potential Emergency

An emergency is any incident, event, business continuity, reputation or liability issue that threatens the commercial position or survivability of EFYC. An emergency can be triggered by an event or by an issue or any turning point which falls outside of normal business contingency planning and emergency response arrangements.

Emergency situations can be difficult to identify, and if not appropriately managed, they can escalate to become a crisis very rapidly. They may involve media interest, and they will frequently be driven by perceptions rather than facts.

Based upon the risk analysis conducted the following are the emergency threats identified as credible to EFYC operations:

- Medical emergency:
 - At the club,
 - On board a club centerboard, keelboat, or power boat.
 - Aboard a non-club boat in the immediate vicinity.
- Fire:
 - On board a vessel,
 - In the clubhouse building,
 - Boat shed,
 - Kitchen,
 - Bush/grass fire in the area bordering the club; and
 - Boat at refuelling jetty
- Vessel fuel leakage:
 - Diesel; or
 - Petrol.
- LP Gas Leak:
 - In the club house; or
 - On board a vessel.
- Hazardous Chemical Spill to land or water,
- Sinking or sunken vessel,
- Bomb threat.

8.11 Emergency Response Activation

The emergency response activation will normally occur via voice, radio, or telephone dependent on the site of the incident. It is important, once the initial call has been made from the incident site that communications remain open for the continued transfer of information. Regardless of whether voice, radio or telephone is used to notify personnel or external emergency services of an incident, the following baseline information should, where practicable be provided to the receiver and formally recorded:

- Name of caller,
- Exact time and location of the emergency,
- What number you're calling from (if using phone),
- The nature of the emergency,

- The number of casualties/injuries,
- The type of injuries; and
- What hazards are present.

8.12 Actions on Receiving an Emergency Notification

Upon notification of an incident the EFYC General Manager, or “duty Manager” shall establish who the senior person is at the incident or event site and assign that person as the On-Scene Coordinator (OSC) until otherwise relieved. The OSC shall then maintain continuous communication with the General Manager

The OSC shall:

- Assess the event and undertake immediate containment and lifesaving actions as required,
- Notify local emergency response resources,
- Establish the key elements of the situation by using “**At, At, What What What**”,
 - **At** time - At 0935,
 - **At** location – i.e., Vessel fire in the marina, one person injured,
 - **What** occurred – Engine fire with unknown cause,
 - **What** has been done. Fire extinguisher used, fire hose rolled out and on standby, Ambulance service notified by owner, Staff member sent to main gate to guide ambulance to the incident area, incident area isolated, General Manager notified.
 - **What** is the future intent – OSC in attendance, first aid ongoing, OSC will coordinate with ambulance personnel.

8.13 Communications

Well established and disciplined lines of communications are essential in establishing fact in an emergency. A list of *EFYC Emergency Contact Numbers is shown as Appendix 1 to this document*.

8.13.1 At the incident site

At the incident site the OSC is the “eyes on” person who is providing the necessary information and support the General Manager or designate, and emergency services where required. The OSC shall only communicate with the General Manager or emergency services and should not be contacted under any circumstances by any other person during this time.

8.13.2 Incident site to OSC/General Manager

The General Manager or an Authorised Delegate may become the single point of contact with the OSC and external resources for information and updates on the status of the situation on site. The General Manager or an Authorised Delegate may then issue tasks or requests based on that information and updates.

The General Manager or Authorised Delegate shall ensure that the EFYC Commodore is notified as soon as is practicable of any emergency event.

8.13.3 General Manager

The General Manager or Authorised Delegate shall inform the EFYC Commodore of the situation as soon as is practicable and maintain communications as agreed with the EFYC Commodore.

8.14 Concluding an Emergency/ Crisis Situation

The EFYC General Manager or an Authorised Delegate has the authority to communicate that an emergency has been sufficiently controlled and the situation no longer constitutes an emergency. This information should be communicated to all personnel involved.

At the conclusion of the emergency, the General Manager or an Authorised Delegate shall consolidate all information reporting, etc. and formally file the information for further action.

As soon as practicable the General Manager shall conduct a review/evaluation of the emergency and lessons learned and as required modify the EFYC emergency plan as required.

8.15 Emergency Response Resources

EFYC General Manager (through designated personnel) shall ensure that all resources required for the prevention and response to emergency situations are provided. Emergency response equipment shall be maintained and tested, at regular intervals by appropriately trained and competent persons. Emergency response equipment and training in the use of emergency response equipment shall be provided to all personnel.

8.15.1 Access and Egress

All access and egress routes shall be always kept clear from obstruction and shall be sufficiently sign-posted and illuminated with compliant emergency lighting. Fire doors are to be inspected yearly and tested every 6 months.

8.15.2 Exit Signage / Lighting

Emergency or exit lighting shall be checked every six (6) months in accordance with the current country or region standard.

8.15.3 Emergency Evacuation Diagrams

Emergency Evacuation Diagrams compliant with Australian Standards are in located in easily visible locations at all areas designated as offices, works spaces or public entertainment areas. The evacuation diagrams include:

- The signs' location within the worksite or entertainment area (i.e., a 'You are here' indicator),
- The route from the sign location to the nearest emergency exit,
- All the emergency exits of the site,
- Location of manually operated emergency alarms,
- Location of firefighting equipment,
- Location of the first aid equipment; and
- Location of designated assembly areas.

8.15.3.1 Assembly Areas

Emergency Evacuation Diagrams show the two (2) designated Assembly Areas. Assembly Area A is the grass area to the east of the club building known as the rigging area. Assembly Area B is the flat area at the top of the public parking area which is the junction of Petra Street and Jarret Drive.

Wardens will direct/guide patrons/staff and other persons to the nearest assembly area taking into consideration any potential hazards or risks presented by the emergency event.

Muster checkers will be located at both A and B Assembly Areas to account for persons and provide updates as they become available.

8.15.4 Fire Detection Systems

Office mains powered smoke and heat alarms shall be tested every six (6) months. Back up batteries shall be replaced annually where fitted.

Automatic fire detection and alarm systems (panels) are to be inspected monthly.

Battery powered smoke detectors shall be tested monthly and have the batteries replaced annually, a general cleaning of smoke detectors shall also occur annually or as required. Generally, battery powered smoke detectors have a shelf life of 10 years, as required EFYC management shall

ensure that they are replaced on or before this expiry, noting that the manufacturer's instructions may stipulate a shorter timeframe.

EFYC management shall ensure that fire detection systems are functional and comply with the requirements of the country or region standard.

8.15.5 Fire Fighting Equipment

EFYC management shall ensure that enough EFYC or volunteer personnel are trained and competent in the use of fire extinguishers. Fire extinguishers shall be in accordance with the Australian Standards. EFYC management shall ensure that all personnel are inducted in emergency response actions relating to a fire within their work area and records of training are documented on an attendance record. EFYC Bosun shall routinely inspect fire extinguishers in accordance with regulatory requirements.

8.15.5.1 G6 Keys

All owners of boats stored in pens are issued a G6 key which is used to unlock the fire extinguisher cabinets. G6 keys are also available in the administration office.

A list of ***Fire Fighting Equipment is shown as Appendix 2 to this document.***

8.15.6 First Aid

EFYC General Manager shall ensure enough personnel are trained and competent in first aid. EFYC should have at least one qualified first aider at each EFYC activity.

First aid medical kits shall be located at EFYC work areas and shown in the Emergency Evacuation Diagrams. EFYC General Manager shall ensure that the medical kits are accessible, appropriately sign-posted and inspected and re stocked by St Johns as per the inspection schedule. First aid kits shall be selected for the environment and risks.

8.16 Training and Competency

EFYC management shall ensure that all staff receive training in specific emergency response actions and shall identify personnel who may be required to undertake specific emergency response roles. As a minimum EFYC management shall ensure that there is a responsible person assigned emergency control duties for each EFYC site/activity.

19.2 Emergency Drills

EFYC management shall ensure that emergency response exercises are conducted a minimum of annually. The level of response to emergency situations shall be assessed and improved where necessary. All corrective actions post the emergency response exercises shall be documented.

All emergency response training shall be recorded on the EFYC *Emergency Response Drill Report*.

8.17 Emergency Reporting and Investigation

All EFYC staff shall ensure that all emergency incidents are reported to EFYC management as soon as practicable. EFYC management shall ensure that all incidents are recorded, reported, and investigated.

8.18 Media

It is likely that during or post a serious emergency that EFYC personnel may be contacted to provide comments or a statement. All emergency media enquiries shall be diverted to the **EFYC General Manager or an Authorised Delegate**, who shall appoint an organisational liaison/spokesperson. The Club Manager shall confer with the Commodore on who the spokesperson shall be.

EFYC personnel (including contractors) are not permitted to provide statements to the media unless they are formally authorised by the EFYC General Manager or an Authorised Delegate.

8.19 Media Statement

The EFYC media statement is a pre-prepared, fill-in-the-blank document that allows a short statement to be prepared and issued in as little time as possible. It allows the emergency management team time to better understand the situation, collect the facts, and ultimately issue something more detailed. It also helps stop the rumour mill before it starts.

A good guiding principle is to “act fast but think carefully.” It may be important to publish the EFYC side of the story before unnecessary public relations damage is done just because of a communications delay. EFYC should be seen as responsive, empathetic, efficient, and aware of the gravity of the situation; however, it’s better to delay a statement by a few minutes than to rush out a poorly crafted comment that could backfire or make the situation worse.

Any statement should only include definitive facts and not speculative details; verify everything you say. Make sure that the statement is also authentic and appropriate for the situation at hand.

The statement should always include:

- A factual headline
- The date and time
- The location of the incident
- Basic details that have been confirmed
- When the club was made aware of the issue
- Actions the is taking that you are willing to make public
- An expression of compassion or empathy (if appropriate)
- Contact details OR details on when further updates may occur

It should never include:

- Details that are unconfirmed or uncertain
- Any kind of speculation
- A response to unsubstantiated rumors
- Statements of blame or finger-pointing
- Names of victims in the case of death (without the family’s permission)

Media Statement example 1

We have recently been informed that a [what happened] at [location] involving [who] occurred today at [time]. The incident is under investigation and more information is forthcoming.

Media Statement example 2

At approximately [time] there was what is currently being investigated as a [incident] at [location]. We are working to determine [damage, injuries, etc.]. At this time, we have confirmed that [General information that is for certain. Delete if no confirmed info is available.]

The safety and well-being of our employees, contractors, and neighbours are our first priority. [Expression of compassion/concern if appropriate]. As more information is available, we will be providing updates through [web site address] and regular media briefings.

Note for Media: Media briefings will be held at [location] at [time – specific time, or general, i.e., every hour on the hour, etc.].

9 RECORDS

Records	Retention
Emergency Preparedness and Response Plan	Annually
Emergency Drills	2 years
Incident Investigations	7 Years

APPENDIX 1: EFYC Emergency Contact List

EFYC Executive Committee

Name	Role	Contact Details	After Hours
Steve McWhirter	Commodore	0413443071	squirt@bigpond.net.au
Peter Halliday	Vice Commodore/CEO	0421038747	Phalliday1@bigpond.com
Paul Van Bilsen	Rear Commodore Sail	0400 934 095	pdvanbilsen@hotmail.com
Vern Tidy	Hon Treasurer	0413056915	butcha@bigpond.com

EFYC Staff

Name	Role	Work Contact	Email
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Renee Keating	On Water Coordinator	93398111	activities@efyc.com.au
Josie Huck	Marketing	93398111	Marketing@efyc.com.au
Geoff Edgington	Bosun	0410280405	Reception@efyc.com.au

External Emergency Services

Name	Role	Contact Details	After Hours
Ambulance	Medical Response	000	
DOT Marine Operations	Coordination/Safety	92392272	
East Fremantle Town Council Ranger	Council Property	93399339	0418947312
Fire and Rescue	Emergency Response	000	
Fiona Stanley Hospital	Medical Services	6152 2222	Fiona Stanley Hospital
Fremantle Volunteer Sea Rescue	On Water Response	0416171929	0416171929
Fuel Contractors (Fuelquip) (Chris Vince)	Fuel control	93793666	
Parks and Wildlife Services (DPaW)	Marine life	92199000	0419192845
Police	Emergency Response	000	
State Emergency Service	Emergency Response	92775333	92775333
Water Corporation	Water Services	94202420	
Water Police	On Water Response	94428600	
Western Power	Power Services	131354	131354

APPENDIX 2: Equipment Locations

Equipment	Location
Marina Fire Hose Reels	<ul style="list-style-type: none"> • Entry to B, C, D, E and F Jetties • End of B, C, D, E and F Jetties • Middle of D, E and F Jetties • D Jetty Centre Arm x 3 • D Jetty Fuel Arm x 2 • E Jetty Extension x 1 • Outside of the Training Room – GF of Clubhouse
Motorised Fire Pumps	Adjacent to ice machine GF of Club
Fire Hydrants	<ul style="list-style-type: none"> • Onshore at commencement of D, E and F Jetties • Dual Upstand onshore at commencement of C Jetty • Dual Upstand in FESA Cabinet at Jerrat Drive/Petra Street Parking area (Top of the hill) • Western Shore 1, 6 and 12 pens
Fire Extinguishers	Located throughout the clubhouse and Marina as shown on Emergency Evacuation Diagrams (Require key G6 to open cabinets)
Mooring Ropes, Fenders, and Tow Lines	Bosuns Shed (Northern End of Works Area at base of stairs)

APPENDIX 3: Medical Emergency

<p>WHERE:</p> <ul style="list-style-type: none"> • Within the Clubhouse facilities • Within the EFYC marina on a moored vessel • During a club event with club vessels underway (Scheduled races etc.) 	
<p>Immediate actions by persons at the medical emergency</p>	<ul style="list-style-type: none"> • Check for <i>Danger</i> • Assess the casualty's <i>Response</i> • <i>Send</i> for help • Check <i>Airways – If blocked clear the airway</i> • Check for <i>Breathing – Provide 2 quick breaths</i> • Check <i>Circulation- If no Circulation commence Cardiopulmonary Circulation</i> • <i>Defibrillator</i> (Located at the Western end of the Main building outside the office) • Raise the Alarm, call emergency services if required 000 • Manually lock open the gates for emergency access and post a staff member at the gate to direct emergency services. • Coordinate additional resources to provide medical assistance if required <p>Note:</p> <ul style="list-style-type: none"> • Defibrillators are located at the entry to administration, and at the western entry to the Commodores Bar. Dial 000 for the access code. • Basic First Aid Kits are in the Administration office, the Training room and in the Hospitality Service area.
<p>On water emergency</p>	<p>If the medical emergency occurs on a vessel during a club event the Race Control Officer (RCO) shall be responsible to coordinate the movement of the person either to the EFYC facilities, or to another yacht club should the urgency of the situation require so. Communications by radio or telephone shall be coordinated by the RCO.</p> <p>The General Manager is to be informed of the emergency as soon as it is practical and safe to do so.</p>
<p>Continued response</p>	<ul style="list-style-type: none"> • Notate key times and details associated with the incident. • Record the first aid administered • Track movement of the patient (hospital, medical Centre etc.) • Secure the scene if required • Consolidate witness statements if required
<p>Close Out Actions</p>	<ul style="list-style-type: none"> • Consolidate witness statements • Incident investigation completed • Notify Regulator if required (e.g., Electricity board if electric shock incident) • Corrective and preventative actions established

APPENDIX 4: Building Fire

<p>Where:</p> <ul style="list-style-type: none"> • Office • Workshop • Storage Shed • Clubhouse 	
<p>Immediate actions</p>	<ul style="list-style-type: none"> • Raise the alarm, inform office, bar, or workshop staff immediately. • In the event of a small fire attempt to extinguish the fire using fire extinguishers located within the building. If there is any risk to personal safety the primary requirements are to raise the alarm and evacuate. • Notify Emergency Service 000 as required • Confirm the event location and affected zones. • Alert club patrons using the emergency broadcast system located in the back of house area behind the bar in the wardroom on the first floor. • Manually lock open the gates for emergency access and post a staff member at the gate to direct emergency services. • Ensure notifications to EFYC General Manager or Authorised Delegate. • Inform Bosun • Provide first aid to any injured personnel. • Evacuate areas at risk and move to assembly areas. • Verify all personnel are accounted for (wardens and muster checkers) <p><u>Fire Fighting with extinguishers:</u></p> <ul style="list-style-type: none"> • Warn personnel in the vicinity by shouting “Fire, Fire, Fire” • Ensure someone has alerted the emergency services and notify the supervisor • Determine type of fire and exact location • Identify and select correct type of extinguisher • Have another person back you up with another extinguisher • Where possible, keep the doorway at your back or behind you • Keep low to avoid smoke • Do not get too close to the fire. Direct the extinguisher agent at base of the fire not at the smoke.
<p>Continued response</p>	<ul style="list-style-type: none"> • Administer first aid to injured personnel • Notate key timelines and details associated with the incident. • Evacuate in accordance with the site evacuation process • Appoint a guide to meet emergency services at the club gate • Account for personnel at the muster point • Provide updates to the General Manager or Authorised Delegate • Secure the incident scene and stop people from reentering the site
<p>Close Out Actions</p>	<ul style="list-style-type: none"> • Consolidate witness statements • Incident investigation completed • Notify regulator as required • Corrective and preventative actions established

APPENDIX 5: Fire, (bush, wildfire, grass fire)

Where: The vegetated area bordering Jerrat drive to the south of the clubhouse, and the area behind the club house and lawn area.	
Immediate actions	<ul style="list-style-type: none">• Raise the alarm, inform office, bar, or workshop staff immediately.• Inform Fire and Emergency Services using 000 if able to do so• Confirm direction of wind and determine evacuation and muster area as applicable to the conditions as required to do so• Shut all the air vents and turn the air conditioning on to 'full' and 'recirculate'• Close doors and windows• Alert club patrons using the emergency broadcast system located in the back of house area behind the bar in the wardroom on the first floor.• Manually lock open the gates for emergency access and post a staff member at the gate to direct emergency services.• If necessary, evacuate the clubhouse away from the fire (Decision to be made by senior person)• Ensure notifications to EFYC General Manager or Authorised Delegate.• Verify all personnel are accounted for (wardens and muster checkers)• Provide first aid to any injured personnel.
Continued response	<ul style="list-style-type: none">• Advise EFYC General Manager or Authorised Delegate of the incident or situation• Notate key timelines and details associated with the incident.• Provide updates to the EFYC management.
Close out actions	<ul style="list-style-type: none">• Incident investigation completed• Corrective and preventative actions established

APPENDIX 6: Kitchen Fire

WHERE: Kitchen	
Immediate actions	<ul style="list-style-type: none"> • Raise the alarm, inform office, bar, or workshop staff immediately. • If a fat or other cooking oil fire, use a fire blanket if safe to do so. Follow up with other fire blankets, one at a time if unsure the fire is not fully extinguished. • If uncontrolled: <ul style="list-style-type: none"> ○ Close doors and windows ○ Alert club patrons using the emergency broadcast system located in the back of house area behind the bar in the wardroom on the first floor. ○ Manually lock open the gates for emergency access and post a staff member at the gate to direct emergency services. • Inform Fire and Emergency Services • Ensure notifications to EFYC General Manager or Authorised Delegate. • Verify all personnel are accounted for (wardens and muster checkers) • Provide first aid to any injured personnel.
Continued response	<ul style="list-style-type: none"> • Advise House, Food and Beverage Manager of the incident • Inform General Manager or an Authorised Delegate of the incident • Notate key timelines and details associated with the incident. • Provide updates to the EFYC as required
Close out actions	<ul style="list-style-type: none"> • Incident investigation completed • Corrective and preventative actions established

APPENDIX 7: Boat Fire at Refuelling Jetty

Where: Fuel jetty "D"	
Immediate actions	<ul style="list-style-type: none"> • Raise the alarm immediately and advise of the exact location of the fire (Person advised shall inform emergency services) • Inform Bosun • Inform Fire and Emergency Services using 000 if unable to raise the alarm with others • Prioritize the situation: <ul style="list-style-type: none"> ○ Close the fuel supply lines as shown on attached map 3 ○ Evacuate any injured person from the boat if able to do so ○ Evacuate persons on board ○ Fight the fire if able to do so using appropriate fire extinguishers ○ Remove combustible material if safe to do so ○ Confirm direction of wind and determine evacuation and direction of threat (if any) the fire is presenting, determine if portable fire pump could/should be deployed to boat to assist ○ If other boats are alongside the refueling jetty and are accessible, ensure that these are moved away from the jetty as quickly as possible to prevent spread of the fire ○ Administer first aid to injured personnel ○ Have other vessels that are accessible moved away if possible • Establish an exclusion zone around the vessel to exclude unnecessary persons being exposed to risk • Confirm emergency services have been notified
Continued response	<ul style="list-style-type: none"> • Ensure General Manager is informed as a matter of urgency • Inform Rear Commodore M&S and Power Captain • Ensure staff or other person allocated to keep the club gate open and to guide emergency services • Evacuate the area as required • Assist clean up team as required. • Contact Swan River Trust if a spill has occurred
Close out actions	<ul style="list-style-type: none"> • Incident investigation completed • Corrective and preventative actions established.

APPENDIX 8: Boat Fire in a Pen

Where?	
Boat moored within the marina pens	
Immediate actions	<ul style="list-style-type: none"> • Raise the alarm immediately if unable to inform others to do so • Inform Bosun • Inform Fire and Emergency Services using 000 if unable to raise the alarm with others • Prioritize the situation: • Evacuate any injured person from the boat if able to do so • Evacuate persons on board to safety • Isolate power to the jetty using the switch located at the beginning of each jetty • Shut off the fuel source for the fire if able to do so safely • Fight the fire if safe to do so with fire extinguisher or hose reel • Remove combustible material if safe to do so • Shut doors and hatches to contain fire if practicable • Confirm direction of wind and determine evacuation and direction of threat (if any) the fire is presenting, determine if portable fire pump could/should be deployed to boat to assist • Administer first aid to injured personnel • Have other vessels that are accessible moved away if possible • Confirm emergency services have been notified • Hand over to emergency services on arrival
Continued response	<ul style="list-style-type: none"> • Ensure General Manager is informed as a matter of urgency • Ensure staff or other person allocated to keep the club gate open and to guide emergency services • Evacuate the area as required • Assist clean up team as required. • Contact Swan River Trust if spill has occurred
Close out actions	<ul style="list-style-type: none"> • Incident investigation completed • Corrective and preventative actions established.

APPENDIX 9: Fuel Leak within The Marina

<p>Where? Source of leak is from inside the marina (Boat source)</p>	
<p>Immediate actions</p>	<ul style="list-style-type: none"> • Raise the alarm immediately and advise of the exact location and source of the spill (if known) • Inform Bosun • Assess the extent of the spill and danger to self and others – only approach if it is determined safe to do so • Prioritize the situation: <ul style="list-style-type: none"> ○ Stop or contain the source of the spill if safe to do so ○ If the spill is of a combustible fuel, clear the area of all unnecessary persons ○ If the spill is at the refueling jetty, turn of pumps by pushing the RED EMERGENCY STOP BUTTON ○ Isolate the fuel valve at the head of D Jetty ○ If the spill is originating from a boat, turn off the bilge pump on the boat ○ Deploy equipment from marine spill kits located on the fuel jetty and E jetty entry. Fit booms around the entire spill using club boats if necessary • If required alert the emergency services • Ensure the General Manager or an Authorised Delegate has been informed
<p>Continued response</p>	<ul style="list-style-type: none"> • Monitor the situation until it is resolved • Await emergency services if required • Evacuate the area as required • Assist clean up team as required • Provide full details of spill and actions to General Manager or an Authorised Delegate • General Manager or an Authorised Delegate is to notify Swan River Trust of the spill <p>Note: For Petrol Fuel spillage:</p> <ul style="list-style-type: none"> • Advise Fire and Rescue Service 000 • Advise and request support from a “Fuel Spillage and Control Contractor” (May be available through emergency services) • In coordination with the Fire and Rescue Service and the Fuel Spillage and Control Contractor, have the vessel towed to a suitable location if necessary for the safe recovery of the fuel. • The Fire and Rescue Service will advise other relevant authorities of the emergency
<p>Close out actions</p>	<ul style="list-style-type: none"> • Incident investigation completed • Corrective and preventative actions established.

APPENDIX 10: LP Gas Leak

<p>Where? Boat in the marina In the clubhouse</p>	
<p>Immediate actions</p>	<p>In the Marina</p> <p>It is likely that LP Gas leakage in the marina will be from small LPG bottles or cylinders on boats. LPG leakage can present a potential fire hazard and should be treated accordingly</p> <ul style="list-style-type: none"> • Close the cylinder valve completely • Alert all persons in the vicinity to the presence of a gas leak • Immediately stop all engines and switch off electrical equipment • DO NOT operate and equipment that is not flame proof or may generate a spark • Move the cylinder to a safe location at least 20 metres from any heat or ignition source. Monitor the contents gauge and when empty return to the supplier, with a tag attached explaining the fault. • Ventilate the vessel or vehicle until the air is clear of vapour • Inform people when it is considered safe or “all clear” <p>In the Clubhouse</p> <p>If vented to the outside air, LPG will dissipate with the slightest movement of air. With LPG vented into a sealed structure, with no air movement, the LPG gas will collect on the floor. It will rise toward the ceiling, as more LPG enters the structure.</p> <ul style="list-style-type: none"> • Inform persons working within the clubhouse that there is a gas leak and all electronic, heat, flame or spark generating devices or equipment must be turned off • Close off the Isolation Valves located at the Gas Cabinet at the top of the hill in the carpark • Open all doors and windows and allow the gas to be vented to the outside air • The senior person present may advise to evacuate to an area upwind of the gas leak • Inform the General Manager or an Authorised Delegate • Inform Rear Commodore M&S
<p>Continued response</p>	<ul style="list-style-type: none"> • Identify the source of the leak and determine how the leak occurred • If it is a simple human error cause, take the necessary corrective action • If the source is undetermined, arrange for a qualified contractor to undertake examination and repair
<p>Close out actions</p>	<ul style="list-style-type: none"> • Incident investigation completed • Corrective and preventative actions established.

APPENDIX 11: Hazardous Chemical Spill

Where?	Any area of the club property where a hazardous chemical is spilled to the ground or water
Immediate actions	<p>A hazardous chemical may be any substance that is flammable, explosive, irritating or corrosive to skin, lungs, and eyes (e.g., acids, alkali, paints, fumes), that can potentially cause physical and health hazards to people, or can result in harm to the environment.</p> <ul style="list-style-type: none"> • Inform Bosun • Assess the extent of the spill and danger to self and others – only approach if it is determined safe to do so • Inform the General Manager or an Authorised Delegate • Prioritize the situation: <ul style="list-style-type: none"> ○ Administer first aid to injured personnel ○ Stop the source of the spill. • If required alert the emergency services and provide: <ul style="list-style-type: none"> ○ The nature of the chemical if known ○ Safety and location of people ○ Presence of fire, smoke, fumes and wind direction ○ Materials available to contain the spill ○ If the chemicals have entered water ways or drains • Deploy warning triangles or traffic cones to alert other people in the area • Establish an exclusion zone around the spill • Try to prevent spill entering local waterway or surrounding habitat <p>Note: Information relating to actions to be taken in response to a spill will be on the container or the Safety Data Sheet (SDS) accompanying the chemical</p>
Continued response	<ul style="list-style-type: none"> • General Manager or Authorised Delegate to inform Swan River Trust if any hazardous substances is spilled to water • Await emergency services if required • Evacuate the area as required • Assist clean up team as required.
Close out actions	<ul style="list-style-type: none"> • Incident investigation completed • Corrective and preventative actions established.

APPENDIX 12: Sinking or Sunken Vessel

<p>Where? In a pen or within the Marina</p>	
<p>Immediate actions</p>	<ul style="list-style-type: none"> • Raise the alarm immediately and advise of the exact location of the vessel and any known injuries • Inform Bosun • Inform General Manager or an Authorised Delegate • If required alert the emergency services • Assess the potential for danger to self and others – only approach if it is determined safe to do so • Prioritize the situation: <ul style="list-style-type: none"> ○ If the vessel is in a pen, initiate pumping procedures with onboard bilge pumps (providing there is no apparent oil or fuel visible in the vessel) and /or mobile pump units. For location of pump units see map 1 ○ Inform the owner as soon as possible and request their attendance at the scene. If no contact is available and the leak cannot be rectified, if possible arrange for the vessel to be towed to a beach ○ A vessel which cannot be pumped out, and which will eventually sink, will require contingency planning for fuel/oil spillage. Booms must be arranged to contain any fuel or oil spillage until it can be reclaimed by absorbents or pumped out. Any floating debris must be collected. ○ If the sinking occurs in the marina but outside the pens the position of the vessel must be clearly marked by buoys to avoid any hazard to other vessels
<p>Continued response</p>	<p>The responsibility for raising the sunken vessel rests with the owner. The club may arrange for raising and lifting of the vessel at the owners request, or without request if the owner has not undertaken the task within the timeframe stipulated by the General Manager in a written or verbal request. In any case, the total cost shall be to the owner of the vessel.</p>
<p>Close out actions</p>	<ul style="list-style-type: none"> • Incident investigation completed • Corrective and preventative actions established.

APPENDIX 13: Bomb Threat

The bomb threat is one of the most widespread and accessible modus operandi related to terrorism, primarily due to the impact it generates. Most attacks with explosive devices take place without warning. Most bomb threats are hoax but need to be handled methodically.

It is difficult to define a reliable action protocol that allows us to detect whether a threat is real, credible, and plausible, or instead it is a false threat or a bad joke. Therefore, there is no reliable system to accurately detect false alarms from actual incidents. In short, when faced with any bomb threat, three alternative decisions can be made:

- Not paying attention and continuing with activities as if the threat had never occurred.
- Carry out an indiscriminate evacuation without carrying out any verification or contrast of the threat.
- Consider the threat possibly truthful and act preventively. According to terrorism experts, from both the police and the military, the third option is best.

If the threat is communicated in writing:

- Immediately notify the General Manager or most senior person on site
- Avoid manipulating the paper, email, or container (envelope, box, computer, etc.).
- Notify the Police (providing them with all the information verbally. If they request it, send them the audio, video, and photograph of the message and package received so that they have as much information as possible to assess the threat and to advise you on what to do.
- Until receiving clear instructions from the Police, preserve the content and container of the message (preventing other people from altering, manipulating, or destroying it). When the Police or provide them with all the information and follow the POLICE instructions

If the communication is made by telephone:

- The essential thing is to prolong the call as much as possible, extract as much relevant information as possible and write it down objectively and reliably:
- Keep in mind that the seconds that the call lasts may be the only contact that is maintained with the caller, hence the importance that all information is collected accurately.
- Concentrate on maintaining control to provide valuable data to the Police.
- If this call is answered correctly, more data can be obtained than the simple warning, and although it may seem strange, the person who makes the threat will often answer questions since he may be inexperienced.

The General Manager or senior person on site is to follow advice provided by the police. Where an evacuation is advised, conduct the evacuation in a calm and orderly manner, ensuring all patrons and staff are accounted for at the evacuation point.

Communications are to be always maintained with police and the EFYC Commodore is to be advised immediately.

BOMB THREAT CHECKLIST

Exact wording of the bomb threat

Questions to Ask the Caller	
Where is the bomb?	
When will the bomb explode?	
What kind of bomb is it?	
What does the bomb look like?	
Did you place the bomb?	
Who placed the bomb?	
What will cause the bomb to explode?	
Why was the bomb placed?	
What is your name?	

Callers Voice	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Child	Approx. Age:	
	<input type="checkbox"/> Calm	<input type="checkbox"/> Soft	<input type="checkbox"/> Distinct	<input type="checkbox"/> Raspy	<input type="checkbox"/> Cracking voice
	<input type="checkbox"/> Angry	<input type="checkbox"/> Loud	<input type="checkbox"/> Slurred	<input type="checkbox"/> Deep	<input type="checkbox"/> Disguised
	<input type="checkbox"/> Excited	<input type="checkbox"/> Laughter	<input type="checkbox"/> Nasal	<input type="checkbox"/> Ragged	<input type="checkbox"/> Accent
	<input type="checkbox"/> Slow	<input type="checkbox"/> Crying	<input type="checkbox"/> Stutter	<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Familiar
	<input type="checkbox"/> Rapid	<input type="checkbox"/> Normal	<input type="checkbox"/> Lisp	<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Whispered