





## EMERGENCY PROCEDURES QUICK SUMMARY – THE TWYFORD

000	Fire   Police   Ambulance	132500	SES: Flood   Storm   Tsunami
6496 1082	Eden Gas & Gear (gas bottle)	6499 2222	BVSC: Burst Water Mains   Sewer
0408 356816	Gas Connection (gas/water leak)	6495 7435	The Twyford: <b>Report All Incidents</b> info@thetwyford.com.au
131126	Poisons Information	0438 957160	
132 080	Electricity - Essential Energy	6495 8410	Shop 1 Coast Property – if evac required Shop 2 Horizon Bank – if evac required
0418 4291113	Lift Emergency Steve James CORE	6460 3800	
0407 260546	Hodgson Builder - if evac required		
131050	SafeWork NSW: Report serious injury, illness, dangerous incident or death		
 	First Aid Kit + AED (defibrillator) in Twyford Hall kitchen		Interim Version: 1/11/2023

You are at **THE TWYFORD, 16 Market Street Merimbula NSW** Nearest cross street: Beach Street

**1. Call for Help 2. If evacuation is required**, the key element is to **get people outside as quickly and safely as possible**. While there are procedures in place for the effective evacuation of people, the most important thing to remember if you can't remember anything else is to **keep people moving calmly out of the building**. As people arrive for an event or on site, it is good practice to **be aware of anyone who may need extra assistance in the event of an evacuation, due to a disability or language difficulty**.

 **ASSEMBLY AREA**  
**TSUNAMI ALERT**  
**WOOLWORTHS CARPARK**  
The Twyford lies in a tsunami emergency evacuation zone. If a tsunami LAND ALERT is issued, evacuate UPHILL along Market St to Main St to the **above-ground carpark at Woolworths**. **DO NOT GO TOWARDS THE LAKE**

 **ASSEMBLY AREA**  
**GAS, FIRE OR OTHER EMERGENCY ALERT**  
**GRASS AREA ON LAKE SIDE OF BEACH ST CARPARK**

### EVACUATION TO ASSEMBLY AREA

In an ideal situation you will be informed of the decision to evacuate and an orderly and simultaneous evacuation of the venue will take place. However, in an assessment of the threat - fire, affray, tsunami or bomb threat - the decision to evacuate can be made by *any* member of staff and indeed even the public. In the unlikely event that a full evacuation is needed, the **Duty Manager** if present, or the **Hirer** takes the role of Chief Warden and makes the decision on whether to evacuate. Please remember that **Emergency Services** may also be coordinating. Should procedures change, please follow their directions.

**If an emergency in the venue means the event needs to stop** the Chief Warden will:

1. Use the sound system or loud hailer to make an announcement to everyone in the venue that the event is stopping, and dial the appropriate emergency number(s).

**If the building needs to be evacuated** the Chief Warden will:

2. Turn on all house lights (or ask Tech Op to do so) and direct ushers / other staff to open all emergency exits.

3. Inform everyone in the building (including adjacent venue spaces, backstage, kitchen, toilets, shops 1&2, plant rooms, building site) that an evacuation is required and direct them:

- to proceed calmly via exits to the relevant **Assembly Area** and **WHERE it is located**
- to **NOT leave the Assembly Area** or return to building until Emergency Services direct them to do so.

4. **Persons with disabilities, severe injuries or who are otherwise unable to exit the venue without assistance should remain in place** until they can be safely evacuated by Emergency Services.

5. The Chief Warden will be positioned at the Beach St Hall entrance to meet Emergency Services as they arrive and inform them of anyone still in the building. If safe to do so, assign staff to prevent people entering other doors.

6. Once all areas have been cleared, secure valuables and take any door lists / attendance or sign-in sheets and a pen with you to the Assembly Area.

### AT THE ASSEMBLY AREA

Check that all members of your group are accounted for. Check names off lists (if available). Inform Emergency Services if anyone is unaccounted for. **Do NOT leave the Assembly Area or return to the building until directed to do so by Emergency Services**. **Submit an Incident Report**

