EMERGENCY PROCEDURE QUICK SUMMARY FOR HIRER – TWYFORD HALL/SUPPER ROOM

000	Fire | Police | Ambulance	**132500**	SES: Flood | Storm | Tsunami
6496 1082	Eden Gas & Gear (gas bottles)	**6499 2222**	BVSC: Burst Water Mains | Sewer
0408 356816	Gas Connection (gas/water leak)	**0421 199910** **0438 957160**	The Twyford**: Report All Incidents** to info@thetwyford.com.au
131126	Poisons Information		
132 080 **1300 799 599**	Electricity - Essential Energy Lift Emergency – TK Elevator	**0494 577511** **6460 3800**	Shop 1 Dynasty Nails – if evac required Shop 2 Horizon Bank – if evac required
131050	SafeWork NSW: Report serious injury/illness, dangerous incident or death		
	First Aid Kit in Kitchen	AED in Main entrance corridor	Version: 30/03/2026

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

1. In the event of fire, the venue's fire safety system should automatically alert the fire brigade and trigger an evacuation warning throughout the venue. Emergency lighting should also turn on.
2. If the threat is not a fire, or if the fire safety system does not appear to be functioning, always call 000.
3. If an evacuation is required, assess which Assembly area is appropriate to the threat – see below
4. If not already on, turn on house lights and direct staff to: open all emergency exits (Beach St and Market St) and inform everyone to: calmly evacuate to the appropriate assembly area, and not to leave the assembly area or return to the building until emergency services have given the all clear.
5. Inform other areas of the complex that an evacuation is in progress.

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

The Duty Manager - if present - or the Hirer takes the role of Chief Warden. Remember that Emergency Services may also be coordinating. Follow their directions.

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 your event, 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.**

If safe to do so, the Chief Warden will position themselves at the Fire Indicator Panel in the Main Entrance Corridor to meet Emergency Services as they arrive, inform them of anyone still in the building and the zones affected by the emergency. Persons with disabilities or severe injuries who cannot exit without assistance should be evacuated by Emergency Services. Check areas such as toilets, kitchen, tech room and cleaner store and report back to the warden. If possible, assign someone at each entrance to prevent people re-entering the building.
Once venue is clear, take any door lists / attendance or sign-in sheets and a pen to the Assembly Area.

AT THE ASSEMBLY AREA

Check all members of your team and public are accounted for and check names off lists if available. Inform Emergency Services immediately if anyone is unaccounted for. **Do NOT leave the Assembly Area or return to the building until directed to do so by Emergency Services.**
After the event: submit an Incident Report to The Twyford Venue Manager.