

Section 2: Emergency Procedures



Emergency Evacuation Procedure

Procedure

To familiarize employees with the procedures in place to ensure the safety of people and property in the case of an emergency evacuation.

Reasons For an Emergency Evacuation

The major cause for an emergency evacuation is in the case of a fire. However it may be necessary to evacuate the facility for other reasons such as;

Bomb threat

Gas leak

Other factors which may cause a threat to the health and safety of customers and staff.

Evacuation Steps

The supervisor will decide, based on the situation and severity, whether a full or partial evacuation is necessary.

An announcement will be made over the PA system if an evacuation is necessary.

Steps to follow:

- Do not panic. Try to display self-confidence.
- If smoke is present, stay as close to the floor as possible.
- Direct patrons in a calm and orderly fashion to the nearest exits and assist them out of the building.
- Assemble at the designated assembly points (for patrons on the outdoor course - the grassed area in front of the Big Miner statue; and for all

other patrons - the grassed area outside the main gates) and take a roll call.

- Do not allow anyone to re-enter the park until advised by the Fire Service.
- When safe to do so, staff should re-enter premises first to secure any cash.

The designated assembly points are; for patrons on the outdoor course - the grassed area in front of the Big Miner statue; and for all other patrons - the grassed area outside the main gates.

Do not use the word FIRE when evacuating customers. Use the word EMERGENCY.

Supervisors should be aware of all staff on duty to ensure that they are all accounted for after an evacuation.

Chosen fire wardens will designate areas for staff to check and to assist with the evacuation.

Staff are to assist with the evacuation of patrons without endangering themselves or others.

All staff are to familiarize themselves with fire exits and the assembly points and are to be trained in the correct procedures in case of emergency. Evacuation plans are displayed at various points throughout the venue.



Fire Emergency Procedure

Procedure

To familiarize employees with the procedures in place to ensure the safety of people and property in the case of a fire emergency. This procedure should be read in conjunction with the Evacuation Procedure document.

The Cause of Fire

Three elements are necessary to have a fire;

- Fuel
- Air
- Heat



By taking away any of these elements the fire will be extinguished.

How to Prevent Fires

- Don't give them a chance to start
- Keep all areas clear. Don't accumulate rubbish.
- Store and handle flammable liquids carefully.
- Use safety carrying and pouring cans.
- Use only approved electrical fittings and keep them in good working order. Don't overload circuits.
- Install an adequate number of the right type of fire extinguishers. Keep these in good working order.
- Know how to use your fire extinguishers.

Fire Fighting Evaluation

Once the emergency has been confirmed, the fire warden informed, and the Fire Service notified - the fire warden will decide whether or not to fight the fire.

If yes:

- Ensure the evacuation has commenced.
- Confirm the Fire Service is responding.
- Have the correct first attack equipment available.
- Have backup equipment ready.
- Ensure the route to the exit is not blocked.
- Ensure the fire is not spreading.
- Work in pairs.

If no:

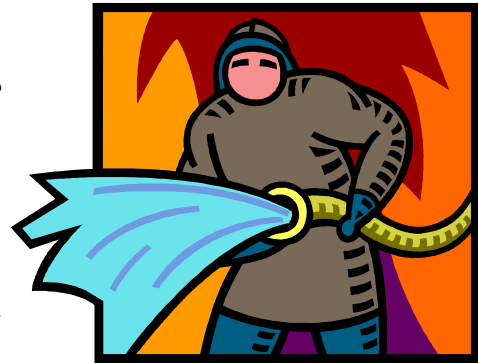
- Confine the fire as much as possible.
- Ensure that the area has been evacuated.
- Search all toilets and other areas in pairs - never **alone**.

- Report area clear to fire warden prior to leaving area.
- Fire wardens will be the last to leave the area.
- Proceed to assembly area.

Gold Rush Golf is not connected to town water and therefore must maintain a supply of water for use through a hydrant system and fire hose reels. This supply is located in the tanks immediately to the left of the main entrance (hydrant supply) and at the back of the main building (hose reel supply).

Fire Check List

- Do not panic.
- Know the uses and locations of your fire extinguishers.
- Inform your Supervisor and get help.
- Instructions must be followed from your fire warden (your Supervisor).
- Evacuate areas if ordered to do so.
- Do not take risks ie entering a smoke filled area alone.
- Never let the fire get between you and an exit.



Fire Wardens Check List

- Assess the situation and confirm the emergency.
- Ensure that the Fire Service has been informed.
- Commence the evacuation of the immediate area if not already underway.
- Consider the level of evacuation required - area only, section of the building or complete building.
- Relocate staff if required.
- Monitor the progress of the evacuation.
- Maintain accurate records of the situation for the Fire Service.
- Act as the point of contact for the Fire Service.
- Give the all clear after being advised by the Fire Service.

The Emergency Fire Service Number is 000

The Ballarat Fire Brigade Number is 03 5331 7744



Cash Related Assault

Procedure

To familiarize employees with the procedures in place to ensure the safety of people and property in the case of a cash related assault. This procedure should be read in conjunction with the Cash Management Procedure document.

The control measures suggested in this procedure may also help minimise the risk of injury arising from non-cash related assault (eg robbery of property other than cash, sexual assault). This procedure does not deal with the risk of injury which arises from other forms of violence at the workplace (such as violence between co-workers or verbal abuse).

Cash Related Assaults

Cash related assaults result from people seeking to unlawfully access cash at the workplace.

Crime prevention is the anticipation, recognition and appraisal of a crime risk and the taking of steps to remove or reduce that risk. The safety of yourself, your fellow staff and customers should be of paramount importance.

Offenders do not wish to be seen during an attack - the higher the visibility of staff, the lesser the risk.

The risk of cash related assault increases:

- Where there is or appears to be inadequate barriers to prevent unlawful access to cash.

- Where the point of sale staff member is not visible to people outside the workplace.
- When a person can enter the workplace undetected.
- When the point of sale staff member cannot see other people in the workplace.
- During opening and closing times.
- During hours of darkness.
- When a person is working alone.

The Gold Rush Golf Cash Management Procedure document must be read and understood by all staff members who are responsible for carrying, receiving and/or dispensing money around the park and outside the park (ie to the bank).

Meeting Potential Threats



If faced with a potentially dangerous situation or threatening person:

- Try to remain calm and assess the situation.
 - Activate alarm or call for help as soon as it is safe to do so.
 - Obey any instructions, but don't provide money or goods not asked for.
 - Move slowly but with safety.
 - Advise the offending person of any movements you may have to make which could appear sudden or unexpected.
- Unless otherwise ordered, continually watch the offending person.
 - Do not invade the space of the person committing the offence and keep your hands in view.
 - Make mental notes about the offender, eg clothing, scars, tattoos, unusual features, odours, accent, speech, nicknames, weapons, vehicle used and direction traveled.
 - Mentally go through a possible offence and consider what you can do. This helps your mind not go blank and you can have a more secure control of any situation which may occur.

REMEMBER: No amount of money is worth a life.

If an offence occurs, take the following steps:

- Activate the alarm by pressing the panic button under the front counter, if not already activated.
- Telephone **000** police with the following information: Your name, address of premises (*Western Highway, Woodman's Hill—next door to the Woolshed*) - including nearest cross streets (*near Brewery Tap Rd*), number of offenders and description, description of vehicle and direction of travel.
- Close the premises to the public and isolate area for forensic tests.
- Ensure that no-one interferes with the scene or any articles that may have been left behind by the offending person/s (eg note or weapon).
- Request witnesses to remain or get their names and contacts.
- Have staff independently complete suspect description forms.
- Refrain from making statements to the media before police arrive.
- Do not discuss with anyone the amount of money or goods stolen.
- Supply police with all details - however insignificant they may appear.
- Consider victim support or counseling if required.

Opening and Closing For Business

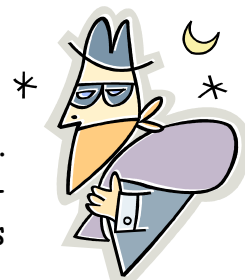
The workplace is more likely to be targeted by a potential offender when it is either opening or closing for business. There are a number of reasons for this:

- There are usually fewer people around to provide assistance to the victim and/or to witness the crime;
- The worker may be carrying cash;
- It may be dark, providing cover for potential offenders;
- The worker may be alone.

The *Gold Rush Golf Opening & Closing Procedure* documents must be read and understood by all staff members who are responsible for opening and/or closing the venue.

Working During the Hours of Darkness

The risk of assault increases during the hours of darkness. This is because darkness provides cover for potential offenders and there are likely to be fewer people around to witness a crime and/or to provide assistance.



Suggested control measures include;

- Staff should access a safe retreat area or secure location if possible, in the case of an assault (the office can be deadlocked).
- Staff should ensure that provided lighting is illuminating both the interior and exterior of the workplace to eliminate possible hiding places.
- Staff should avoid working alone unless absolutely necessary.
- Staff will have access to panic assistance (under the front counter).



Bomb Threat Procedure

Procedure

To familiarize employees with the procedures in place to ensure the safety of people and property in the case of a bomb threat. This procedure should be read in conjunction with the Emergency Evacuation Procedure document.

Bomb Threat Steps

If staff are confronted by a bomb threat situation they must;

- Not hang up the phone, as it assists in tracking the caller's location.
- Treat every threat seriously and try to remain calm.
- If possible, write down what the caller is saying, background noises and accents.
- Contact police immediately and advise them of the threat.
- Advise your supervisor, who with the help of employees, will evacuate the building through the fire exits as quickly as possible.

Remember your safety, the safety of your co-workers and of patrons is of the utmost importance.

Bomb threat checklist forms are left in the staff timesheet folder at reception to ensure prompt recording of conversation details.



Cash Management Procedure

Introduction

Any business activity handling cash and/or valuables, whether large or small, is at risk from cash related assault. It is essential, therefore, that effective management systems are in place to minimize the risk and the potential threat to the safety and well-being of workers and members of the public. This procedure document should be read in conjunction with the Cash Related Assault Procedure document.

Cash & Valuables in Transit Situations

Cash in transit occurs at the venue in the following ways;

- Internal transfer of cash within the premises
- Performing arcade machine clearances
- Couriersing cash to the bank

Other security risk operations include;

- Balancing of float pre-shift and post-shift
- Taking delivery and storage of stock

Internal Transfer of Cash Within the Premises

An internal transfer of cash should only be performed by suitably qualified and trained staff and at an appropriate time. An internal transfer in the venue occurs whenever a staff member carries cash from one point in the venue to another. For example;

- Taking till draws to the reception/kitchen for the start of trading
- Making change during trading
- Taking till draws back to the office at the close of business
- Providing temporary floats and collecting cash for ad-hoc functions

Points to adhere to when performing an internal transfer;

- Till draws and change tins must be counted and stocked in the strong room ready for distribution throughout the premises.
- Till draws and change tins should be in place prior to the opening of a particular work station if practicable to avoid any unnecessary view of money by patrons.
- Cash to be carried by staff throughout the venue for the purpose of making change must be carried in a pencil case or other suitable carrying device to disguise its contents.
- Staff are to use routes of staff only areas throughout the building whenever possible to avoid possible contact with patrons.

Performing arcade machine clearances

Another high risk task is the clearing of the venue's arcade machines due to the large amount of cash that is handled during the process. Unfortunately the procedure must be done at the machine and therefore in possible full view of patrons. In order to minimize the risk of harm the following steps must be adhered to;

Cash box keys are to be kept separate from the floor keys and are to be stored in the office.

Whenever possible the counting of machine proceeds is to be performed in the office.

Couriering Cash to the Bank

Possibly the most high risk cash in transit task is the couriering of cash to and from the bank due to the fact that staff are exiting the controlled environment of the venue. As it is not cost effective to engage the service of secure couriers, staff will be required to perform this task on a regular basis. Staff must consider the following points when undertaking this activity;



- Couriering of cash will only be performed by approved staff and/or personnel.
- Approved staff may only perform the task alone if the total cash either to the bank or from it is less than \$10,000. Above this amount, a second staff member must accompany the courier.
- The vehicle transporting the courier and the cash must be brought to a point adjacent to the entrance prior to the cash leaving the of-

- office. The venue car park is the closest point to the main entrance.
- Courier staff must always use the main entrance to exit and enter the building.
 - Courier staff should use a foreign carry bag to disguise the banking satchels and to aid in the carrying of heavy coin returns.
 - Courier staff should vary the timing of the task so as not to establish an easily followed pattern.
 - If there is a cash return, staff must park adjacent to the main entrance and take the cash directly to the office. The vehicle used can then be moved from this location if required.
 - No money is to be left in a vehicle unattended. Staff must not perform other tasks whilst doing the banking unless all cash has first been secured at either the bank or in the venue office.

Balancing of float pre-shift and post-shift



An important part of the operational procedure of the business is the monitoring of the floats and tills. Much of this is performed prior to and after trading by the supervisor.

Points to consider when performing this task are;

- All counting of floats is to be performed in the office.
- Counting of monies from other activities (ie raffles, collections etc) should wherever possible be performed out of public view in a secure, locked facility, the preferred location being the office.
- All money left on the premises overnight must be in the office or the arcade machines, the preferred location being the office.
- If this task is being performed outside trading hours, the venue must be in a full lockdown state.

Taking delivery and storage of stock

Every week the business may take delivery of hundreds of dollars worth of stock for use and resale within the venue. The majority of regular stock deliveries such as drinks and ice creams will come at pre arranged times and appropriate staffing levels have been made to accommodate this. Staff should be aware of the value of the stock and the appeal it has to would be thieves.

Therefore the following points should be considered when taking delivery of non-cash valuables;

- Never leave stock unattended - always secure stock before leaving the scene.

- Always check each item listed on the delivery docket to verify correct quantities and sign the docket for future auditing.
- Ensure that stock is stored in its correct location and that the storage area is secure at all times.
- Do not loiter around stock or store areas after the delivery has concluded as it may tempt the opportunistic thief.

Risk Management

Gold Rush Golf has undertaken a number of planning and preventative steps to assist in the deterrent of robbery and the health and safety of staff. These include;

- The installation of a full security key system throughout the building. All keys are coded and their distribution carefully monitored.
- The provision of a 24 hour monitoring security service with back to base alarms and quick response patrols.
- The provision of a strong room facility with a deadlock in the office door for the safe storage of cash and valuables.
- The provision of a staff safe area to enable staff to put themselves out of harms way in the event of an armed robbery. The staff safe area is the office. This area contains a telephone to call for assistance and has a door viewing hole to monitor the reception.
- The installation of a panic button in reception. This button activates a silent alarm to our security providers.
- The provision of external lighting at the main entrance and around the perimeter of the building for added security.
- The compilation of this staff handbook and an induction process for new staff to familiarize themselves with the building and its surrounds.
- Ongoing training and feedback with staff via staff meetings and operational procedures documents.

