

EMERGENCY RESPONSE PLAN

Tennis South Canterbury

Facility Name: Tennis South Canterbury

Address: 27 Benvenue Avenue, Timaru, Canterbury

GPS Coordinates: -44.3855, 171.2455

Main Phone: 03 688 6045

Plan Prepared: [Date]

Next Review Date: [Annual Review Date]

Approved By: [Management Representative]

REGULATORY COMPLIANCE

This Emergency Response Plan is prepared in accordance with the Health and Safety at Work (General Risk and Workplace Management) Regulations 2016, Section 14, which requires PCBUs to ensure an emergency plan is prepared for the workplace. This plan operates in conjunction with the Tennis South Canterbury Risk Management Plan.

EMERGENCY CONTACT NUMBERS

PRIMARY EMERGENCY SERVICES

- **Police, Fire, Ambulance:** 111
- **Civil Defence Emergency:** 0800 900 049
- **National Poison Centre:** 0800 764 766

FACILITY EMERGENCY CONTACTS

- **Health & Safety Officer:** Peter Burt - 027 688 2013
- **Tennis SC President:** Greg Coutts - [Phone Number Required]

- **First Aid Coordinator:** Peter Burt - 027 688 2013
- **Facility Manager:** [Name and Phone Required]
- **After Hours Security:** [Contact Required]

ESSENTIAL SERVICES

- **Alpine Energy (Electricity):** 0800 652 637
- **Timaru Hospital:** 03 687 2100
- **Timaru Medical Centre:** 03 688 6060
- **Council Emergency:** 03 687 7200
- **WorkSafe Emergency:** 0800 030 040

EMERGENCY PROCEDURES

1. FIRE EMERGENCY

IMMEDIATE ACTIONS:

1. **RAISE THE ALARM** - Activate fire alarm if available, shout "FIRE!"
2. **CALL 111** - Ask for Fire Service
3. **EVACUATE** immediately via nearest safe exit
4. **GO TO ASSEMBLY POINT** - Grass area left of main entrance
5. **DO NOT USE LIFTS** or return for belongings

DETAILED PROCEDURE:

- **Fire Wardens** conduct headcount at assembly point
- **Facility Manager/Designate** meets Fire Service at entrance
- **No one re-enters** building until Fire Service gives all-clear
- **Notify** Tennis SC President and Health & Safety Officer
- **Document** incident and investigate cause

Fire Warden Responsibilities:

- Assist with evacuation
- Check toilets, meeting rooms, and kitchen areas

- Ensure all persons evacuate safely
- Conduct roll call at assembly point
- Liaise with Fire Service

2. MEDICAL EMERGENCY

IMMEDIATE ACTIONS:

1. **ASSESS** the situation - ensure scene safety
2. **CALL 111** - Ask for Ambulance if serious injury/illness
3. **PROVIDE FIRST AID** - Only if trained and safe to do so
4. **COMFORT** the person - keep warm and calm
5. **MEET** emergency services at main entrance

DETAILED PROCEDURE:

- **Do not move** seriously injured person unless in immediate danger
- **Send someone** to meet ambulance at entrance
- **Notify** next of kin if possible
- **Preserve** accident scene for investigation
- **Complete** emergency response report within 24 hours
- **Refer to Risk Management Plan** for full accident investigation procedures

First Aid Kit Locations:

- Main Kitchen
- Bar Area
- Coaching Office
- Reception Desk

3. EARTHQUAKE EMERGENCY

DURING EARTHQUAKE:

1. **DROP** to hands and knees

2. **TAKE COVER** under sturdy desk/table
3. **HOLD ON** to shelter and protect head/neck
4. **STAY PUT** until shaking stops
5. **COUNT TO 60** before moving

AFTER EARTHQUAKE:

1. **CHECK** for injuries - provide first aid if needed
2. **EVACUATE** if building damage apparent
3. **ASSEMBLE** at outdoor assembly point (tennis courts)
4. **LISTEN** for aftershocks
5. **CALL 111** if injuries or major damage

DO NOT:

- Stand in doorways
- Run outside during shaking
- Use elevators
- Light matches or candles
- Re-enter damaged buildings

6. SECURITY EMERGENCY

THREATENING BEHAVIOR/VIOLENCE:

1. **STAY CALM** and do not confront
2. **CALL 111** immediately if violence threatened
3. **EVACUATE** other people from area if safe
4. **COMPLY** with reasonable demands if threatened
5. **PRESERVE** evidence after incident

SUSPICIOUS PACKAGES:

1. **DO NOT TOUCH** or move package
2. **EVACUATE** immediate area (50m minimum)
3. **CALL 111** - Ask for Police
4. **PREVENT** others from approaching

5. **WAIT** for Police instructions

EVACUATION PROCEDURES

ASSEMBLY POINTS

Primary Assembly Point: Grass area to the left of main entrance

Secondary Assembly Point: Center of tennis courts (away from buildings)

Severe Weather Assembly: Main clubroom interior

EVACUATION ROUTES

- **Main Entrance:** Primary exit route
- **Kitchen Emergency Exit:** Via rear door to car park
- **Courts Access:** Direct to secondary assembly point
- **All exits** clearly marked and kept clear

EVACUATION WARDENS

- **Chief Warden:** Health & Safety Officer
- **Floor Wardens:** [To be designated for each area]
- **Responsibilities:** Assist evacuation, check areas, conduct headcount

SPECIAL CONSIDERATIONS

VISITORS AND GUESTS

- **Induction:** Brief visitors on emergency procedures
- **Assistance:** Staff to assist visitor evacuation
- **Headcount:** Include all visitors in assembly point count
- **Communication:** Ensure visitors understand English instructions

PEOPLE WITH DISABILITIES

- **Personal Emergency Plans:** Develop for regular users with disabilities
- **Assistance:** Designate staff to assist if needed
- **Equipment:** Consider evacuation chairs if multi-story
- **Alternative Routes:** Identify accessible evacuation routes

AFTER HOURS OPERATIONS

- **Lone Workers:** Special procedures apply
- **Security Systems:** Ensure alarms monitored
- **Key Holders:** Maintain current list for emergency access
- **Communication:** Regular check-in procedures

COMMUNICATION PROTOCOLS

INTERNAL COMMUNICATION

1. **Alert staff/visitors** of emergency type
2. **Coordinate** evacuation via wardens
3. **Conduct** headcount at assembly point
4. **Update** on situation as information available

EXTERNAL COMMUNICATION

1. **Emergency Services:** 111 calls as priority
2. **Management:** Notify President and Board
3. **Families:** Contact next of kin for casualties
4. **Media:** Refer all media to Tennis SC President
5. **Regulatory:** Notify WorkSafe if required

COMMUNICATION TOOLS

- **Mobile Phones:** Primary communication
- **Radio System:** If available for event days
- **Public Address:** For general announcements

- **Social media:** For general public updates (management only)

POST-EMERGENCY PROCEDURES

IMMEDIATE ACTIONS

1. **Account for all persons** - confirm everyone safe
2. **Provide ongoing first aid** as needed
3. **Secure the scene** - prevent unauthorized access
4. **Document everything** - photos, witness statements
5. **Preserve evidence** for investigation

INVESTIGATION AND REPORTING

1. **Emergency Response Review:** Within 48 hours of emergency
2. **WorkSafe Notification:** If serious harm occurred (refer to Risk Management Plan for full incident procedures)
3. **Insurance Claims:** Notify insurers promptly
4. **Emergency Response Report:** Complete formal documentation of response effectiveness
5. **Lessons Learned:** Review and improve emergency procedures

RECOVERY PLANNING

1. **Damage Assessment:** Professional inspection if needed
2. **Alternative Arrangements:** Temporary operations if required
3. **Repairs/Cleanup:** Authorized contractors only
4. **Staff Support:** Counseling services if traumatic incident
5. **Business Continuity:** Resume operations safely

DISTRIBUTION

- **All Staff:** Copy of emergency procedures
- **Emergency Services:** Site plan and contact details

- **Contractors:** Relevant sections during work
- **Notice Boards:** Summary procedures displayed

SITE PLAN AND MAPS

[Site plan showing:]

- Building layout with room identification
- Primary and secondary evacuation routes
- Assembly points clearly marked
- Utility shutoff locations
- Emergency equipment locations
- Access points for emergency vehicles

EMERGENCY SUPPLIES

BASIC EMERGENCY KIT

- **Water:** 20 litres (3L per person for 3 days minimum)
- **Food:** Non-perishable for 72 hours
- **First Aid Supplies:** Comprehensive kit
- **Tools:** Torch, battery radio, spare batteries
- **Sanitation:** Basic hygiene supplies
- **Warmth:** Emergency blankets

COMMUNICATION EQUIPMENT

- **Battery/Crank Radio:** For emergency broadcasts
- **Mobile Phone Chargers:** Solar or battery powered
- **Emergency Contact Lists:** Waterproof copies
- **Whistle:** For signaling help

DOCUMENT CONTROL

Plan Prepared By: [Health & Safety Officer Name]

Date Prepared: [Date]

Approved By: [Management Representative]

Date Approved: [Date]

Next Review Due: [Annual Review Date]

Distribution: All Staff, Emergency Services, Board of Directors

VERSION CONTROL

- **Version 1.0:** [Date] - Initial plan
- **Updates:** Document all changes with date and reason

IMPORTANT REMINDERS

- **Stay Calm** in all emergency situations
- **Follow Instructions** from emergency wardens
- **Never Re-enter** building during evacuation until all-clear
- **Report all incidents** immediately
- **Keep emergency contact information** current
- **Participate** in emergency drills
- **Know your role** in emergency response

This Emergency Response Plan is a living document and must be regularly reviewed and updated to ensure continued effectiveness and compliance with current regulations.

Emergency Contact Summary Card *(To be carried by all staff)*

EMERGENCY SERVICES: 111

Health & Safety Officer: Peter Burt - 027 688 2013

Assembly Point: Grass area left of entrance

Fire Extinguishers: Both kitchens, reception

First Aid Kits: Main kitchen, bar, coaching office

Electrical Shutoff: Control room behind reception

Remember: Your safety is the priority - property can be replaced, people cannot.