

St Kilda Esplanade Market Emergency Procedures

Updated 31 August 2021



Purpose

The purpose of these procedures is to provide St Kilda Esplanade Markets with guidance on the management responses for a range of possible emergency scenarios to prevent harm to members of the public, stallholders and City of Port Phillip staff.

Scope

These emergency procedures cover the operations described as the St Kilda Esplanade Market, and only apply during a defined “Market Day” when controlled and managed by City of Port Phillip employees

Range of Possible Scenarios

These emergency procedures have been developed to provide guidance for the following identified scenarios, which have been determined after examining the operations and hazards associated with the St Kilda Esplanade Markets

Fire, Explosion or Smoke

Bomb Threat

Violence

Vehicle Accident

Responsibilities

The City of Port Phillip staff member onsite who is acting as the Market Manager shall be deemed to be the Emergency Warden for all scenarios, and shall have overall control of any evacuation and/or response until such time as emergency services are in attendance.

The Emergency Warden shall be identifiable through the use of an orange coloured vest and orange coloured hat.

All stall holders must ensure that they are familiar with these procedures, and must follow the instructions of the Emergency Warden at all times.

Communication

The St Kilda Esplanade Market Manager is responsible for ensuring that all stall-holders have been made aware of, and are familiar with the emergency procedures.

In the event of an emergency, the Emergency Warden shall use a loudspeaker, or other such device, to alert stallholders and members of the public of the emergency and the actions to be taken.

The Emergency Warden shall also have access to a mobile phone for the purpose of alerting emergency services (000) and for communication throughout the emergency.

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Emergency Evacuation Point

Due to the layout and operation of the St Kilda Esplanade Market, a dedicated assembly area is not defined.

The Emergency Warden shall, in the event of a necessary evacuation direction, identify a suitable evacuation point taking into consideration environmental conditions, the location and type of emergency and then communicate this to affected persons.

Reporting

After every evacuation and/or response to an emergency, the Market Manager shall submit an incident report for the emergency, detailing the specifics of the emergency situation, the response, and the outcome(s).

An investigation into the causes of the emergency shall be undertaken in accordance with City of Port Phillip Incident Management Procedures.

Review

These procedures shall be reviewed after every actual or trial evacuation and on an annual basis – whichever is more frequent

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Fire, Explosion and/or Smoke

In the event that fire, smoke or an explosion occurs the following action is to be taken:

- Where appropriate, assist any person who is injured, or is at risk of injury, **IF SAFE TO DO SO.**
- Call emergency services on 000
- Notify the Emergency Warden. The Emergency Warden will decide whether to evacuate the area or if an attempt is to be made to extinguish any fire, **if safe to do so.**
- Follow the instructions of the Emergency Warden at all times
- If instructed to evacuation, immediately leave the area and do not return until the all-clear has been given

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Violence (Actual or Threatened)

In the event that there is an actual or potential act of violence occurs the following action is to be taken:

- Where appropriate, assist any person who is injured, or is at risk of injury, IF SAFE

TO DO SO.
- If confronted, obey instructions if safe to do so:
 - Do not argue with or provoke the person.
 - Do not attempt to physically subdue the person.
 - Back away and alert others to move away also.
 - Make it easy for the person to leave the building/area.
- Observe carefully:
 - Any articles touched by the person.
 - Physical details and attire.
 - Points which may aid description (including mannerisms).
 - Direction that the person took when they left the area.
- Call emergency services on 000
- Notify the Emergency Warden. The Emergency Warden will decide whether to evacuate the area
- Follow the instructions of the Emergency Warden at all times
- If instructed to evacuation, immediately leave the area and do not return until the all-clear has been given

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Bomb Threat

In the event that there is a bomb threat made against the St Kilda Esplanade Market, or the surrounding area, the following action is to be taken:

- Above all: keep calm and do not alarm stallholders or members of the public

If threat is by telephone:

- Prolong call – keep the person talking.
- Note as many details as possible including:
 - exact wording of the threat
 - background noises
 - characteristics of caller's voice (gender, accent, delivery, speech defects, manner and estimate of age)
 - ask for the location of the device, no matter how general
 - ask for the time of detonation.
- When the call has ended, secure the phone to prevent any call being made on it.
- Treat threat as genuine and record information for police.

If an object is found:

- Do not touch
- Keep areas clear
- Do not use mobile phones or other electronic equipment that may trigger a device –
Turn off mobile phones

If threat is by letter:

- Do not handle more than necessary
- Where possible the item should be placed into a plastic pocket to preserve any physical evidence.

Raise the alarm:

- REPORT TO Police – DIAL 000 from a landline
- DO NOT USE – PA, mobile phone etc.
- Notify the Emergency Warden. The Emergency Warden will decide whether to evacuate the area
- Follow the instructions of the Emergency Warden at all times
- If instructed to evacuation, immediately leave the area and do not return until the all-clear has been given

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Vehicle Accident

In the event that there is vehicle loss of control, impacting the St Kilda Esplanade Market, or the immediate area and the safety of the public or stallholders is compromised, the following action is to be taken:

- Where appropriate, assist any person who is injured, or is at risk of injury, IF SAFE
TO DO SO.
- If there are injured persons, or the vehicle poses a risk to any person (e.g. leaking fuel), immediately call emergency services on 000
- Notify the Emergency Warden. The Emergency Warden will decide whether to evacuate the area
- Follow the instructions of the Emergency Warden at all times
- If instructed to evacuation, immediately leave the area and do not return until the all-clear has been given