

CONDITIONS OF ENTRY

PATRON + BAG SEARCHES

- All patrons and their possessions may be subject to searches before entering the Arena.
- Searches may also be carried out during an event and when leaving the Arena.
- Patrons who refuse to participate in searches may be denied entry to the Arena and asked to leave the venue.
- All vehicles entering and leaving the Arena may be searched.
- Prohibited items will be confiscated.

DRESS CODE

All patrons entering the Central Energy Trust Arena must be appropriately dressed. For your own safety and the enjoyment of everyone, please comply with the following:

- No bare feet are permitted.
- No clothing or signs displaying offensive messages.
- No gang patches.
- No high visibility type vests or jackets that might be confused with venues staff and emergency services.

PLAYING SURFACE

Patrons are not allowed on the playing area before, during or after sports events. Breach of this rule will result in eviction and the issuing of a trespass notice.

For certain events, access to the playing field may be permitted to patrons holding valid tickets. Patrons must follow the directions of the staff.

Patrons may be refused entry to the Arena if they:

- Appear intoxicated/under the influence of drugs or exhibit disorderly behaviour.
- Fail to comply with security or gate staff requests.
- Attempt to bring in prohibited items.
- Have been previously issued a trespass notice that still applies.
- Are not authorised to be in the Arena, for example, they have no valid entry ticket or accreditation pass.

PATRONS WILL BE ASKED TO LEAVE THE ARENA IF THEY:

- Use obscene language.
- Are verbally or physically abusive, or behave in a disorderly or offensive manner.
- Are intoxicated.
- Are carrying out unauthorised activities within the Arena.
- Throw items in the air or onto the pitch (including during Mexican waves).
- Fail to comply with any of the Arena Terms and Conditions.

PATRONS MAY BRING THE FOLLOWING FOOD + DRINK ITEMS

- Sealed clear plastic water bottles up to 1.5 litre in size.
- Sealed non-alcoholic drinks up to 500ml in size (max of 4 per person).
- Empty plastic water bottles may be filled in the Arena from water outlets provided. Up to 1.5 litre size restriction applies.
- Small amounts of home-prepared food for personal consumption, such as sandwiches, fruit, chippies, cakes etc.
- Thermos flask with hot beverages.
- Food must be contained in one small bag that will fit under your seat.

Ample food and beverage outlets are easily accessible within the Arena.

Patrons may not bring into the Central Energy Trust Arena

- Alcohol.
- Non-alcoholic beverages over 500ml in size (water over 1.5 litre).
- Glass bottles.
- Commercially produced food, such as McDonald's, KFC, Subway, pizza, fish and chips etc
- Hard chilly bins or large bags.
- Illicit drugs.
- Musical instruments or sound amplifiers including loudhailers.
- Recording devices for commercial purposes.
- Prams, strollers, pushchairs.
- Dogs or other pets (service dogs are permitted with certification).
- Flares, fireworks, laser pointers.
- Knives or other dangerous weapons.
- Skateboards, roller blades, scooters or bicycles.
- Freestanding chairs/ deck chairs.
- Signs or banners that are deemed obscene, offensive or abusive.
- Flag poles of more than one metre in length.
- Any other item that the Arena management determines may cause injury or public nuisance or inconvenience to any other person.

SMOKING/ VAPING

The Arena is a Smokefree environment, however, smoking/vaping areas are available behind the main grandstand and the Pascal St embankment. Please refrain from smoking/vaping in general public areas.

GENERAL

- For the safety and security of patrons, surveillance cameras are in use throughout the Arena.
- Patrons must not sit or stand in aisles, or block entry doors or emergency exits.
- By attending events considered dangerous, you acknowledge you are aware of any associated risks.
- Patrons acknowledge some sporting events and activities can be dangerous; you must make yourself aware of the risk associated.
- There are no pass outs at some events.
- Patrons with umbrellas may be asked to drop them if obstructing the view of others.
- Cameras, videos, tape recorders and other recording devices may be prohibited for certain events.
- Patrons bring personal items into the Arena at their own risk. The venue will not be held responsible for any damages to, loss or theft of a patron's personal property.
- Advertising promotions and product giveaways etc are not permitted on the Arena property (this includes the car park areas of Central Energy Trust Arena) unless expressly authorised by Arena management in writing. Any unauthorised product giveaways will be confiscated.
- No alcohol is to be removed from the Arena, as you are entering a liquor ban area.
- Children under the age of 14 must be supervised by an accompanying adult.
- By entering the Arena you agree to have your photo/video taken at events. These may be used for promotional purposes.

House Keeping & Safety Procedures

- Male and Female toilets are located at the front of the build
There are no independent disabled toilets in this venue
- Central Energy Trust Arena is a non-smoking facility. Smokers are encouraged to use the back exit doors and to smoke at least 5 metres away from these doors.
- A First Aid Kit not available in this building
- The stadium floor is a wooden floor , forklifts will be driven slow over the floor
- The floor must not be wet at any stage and spills wiped up
- All power appliances and leads must have a current tag
- Please make yourself aware of the positions of all the Emergency Exits and Evacuation Procedures which are on display at all exit points.
- Hi Vis vest must be worn during set up and pack out, these are available from Central Energy Trust Arena.
- In case of an emergency please exit through your nearest marked EXIT door.

Assembly Points:

- If exiting from the front of the building, your assembly point is the front door on to Pascal street
- If exiting from the back of the building, your assembly point is the car park at the rear of the building.

Venue staff will be on site to assist in this process

Operation number is 027 453 5657

Evacuation Route

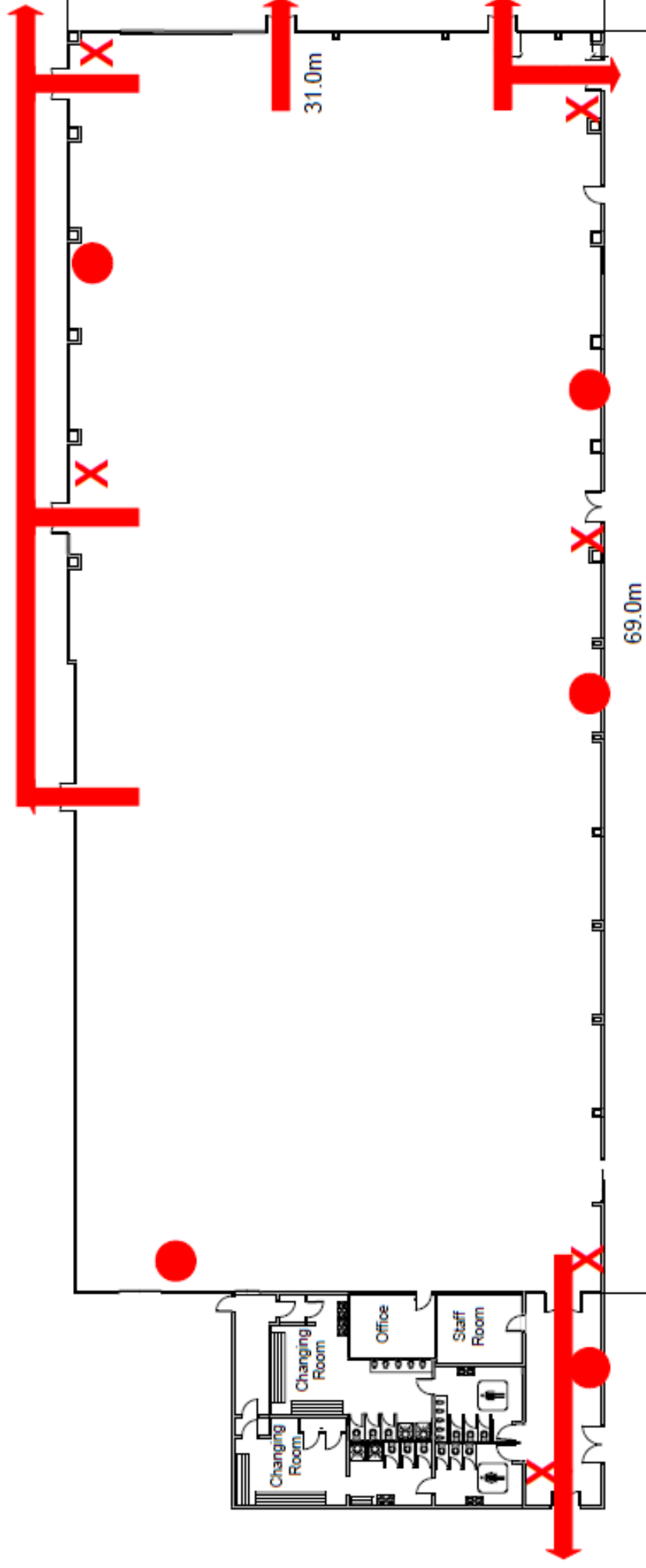
Event: _____

X

Call Point

Date: _____

Extinguisher /
Hose Reel



House Keeping & Safety Procedures – ARENA 2

- Male and Female toilets are located on both the ground floor and the first floor of the venue.
There are independent disabled toilets on each floor as well as disabled access stalls in all the main toilets.
- Central Energy Trust Arena is a non-smoking facility. Smokers are encouraged to use the side doors located off concourse and are to be five metres away from doorways.
- A First Aid Kit is available – this is located in the cleaners cupboard , next to the back kitchen
- The stadium floor is a floating wooden floor , forklifts will be driven slow and care of turning sharp on the carpet
- The floor must not be wet at any stage as this swells the wood
- All power appliances and leads must have a current tag
- Please make yourself aware of the positions of all the Emergency Exits and Evacuation Procedures which are on display at all exit points.
- Hi Vis vest must be worn during set up and Pack out, these are available from Central Energy Trust Arena.
- In case of an emergency please exit through your nearest marked EXIT door.

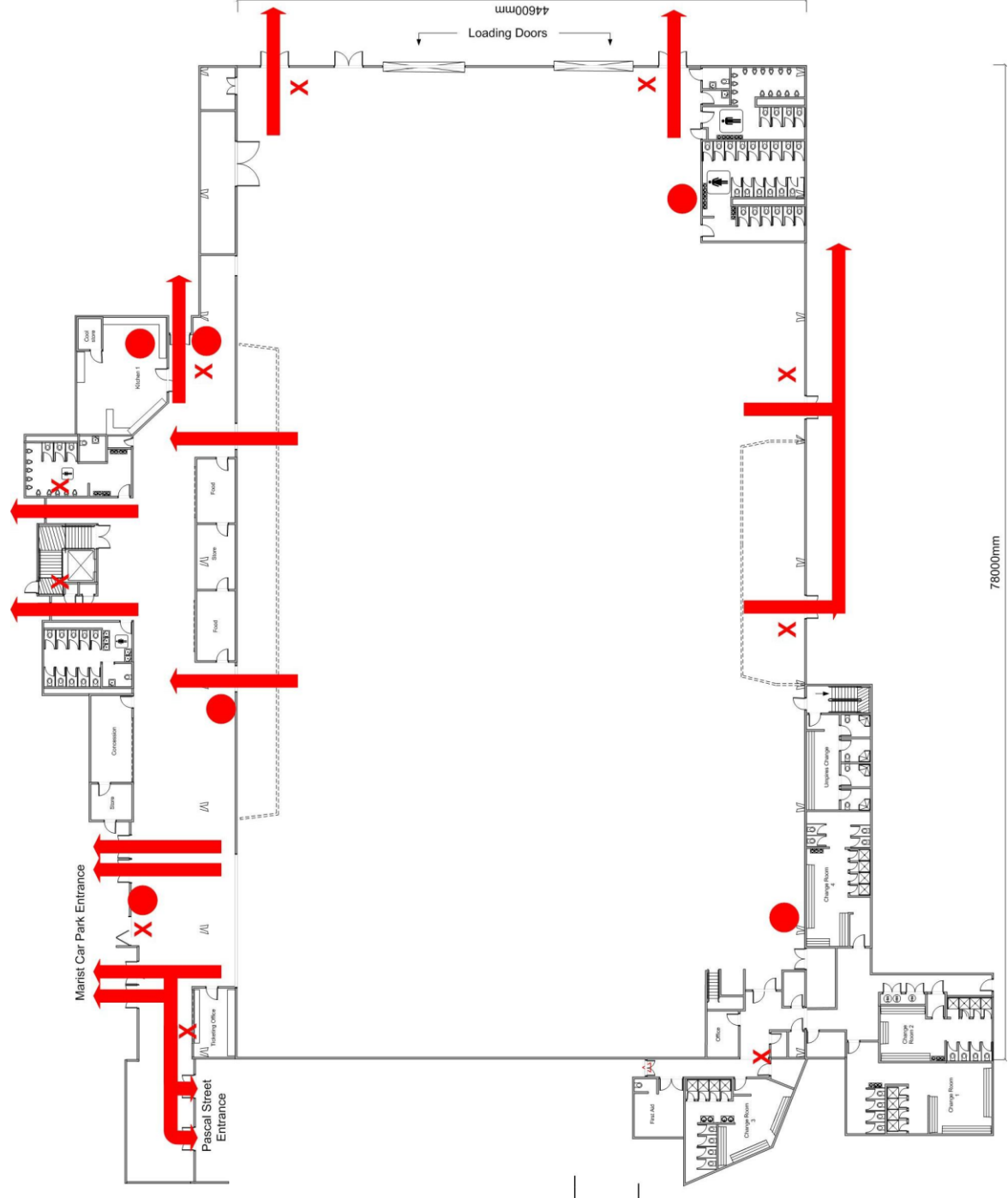
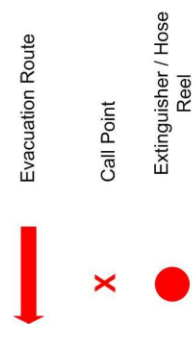
Assembly Points:

- If exiting from the front of the building, your assembly point is the lawn area located at the front of the building.
 - If exiting from the back of the building, your assembly point is the car park at the rear of the building.
- *A Safety Warden and Venue Staff will be onsite to assist in this process.*

Arena 2
Ground Floor
Scale 1:200

Event: _____

Date: _____





House Keeping & Safety Procedures B&M Centre/ Ballroom

- Male and Female toilets are located in the Main co-corridor of the building.
- There are independent disabled toilets with shower in this venue.
- Central Energy Trust Arena is a non-smoking facility. Smokers are encouraged to use the back exit doors and to smoke at least 5 metres away from these doors.
- A First Aid Kit is not available in this building.
- The stadium floor is a floating wooden floor, forklifts will be driven slow over the floor and no sharp turning on the Carpet.
- The floor must not be wet at any stage and spills wiped up.
- All power appliances and leads must have a current tag
- Please make yourself aware of the positions of all the Emergency Exits and Evacuation Procedures which are on display at all exit points.
- Hi Vis vest must be worn during set up and pack out, these are available from Central Energy Trust Arena office.
- In case of an emergency please exit through your nearest marked EXIT door.

Assembly Points:

- If exiting from the fire doors at the front of the building, your assembly point is on Pascal Street.
- If exiting from the back of the building, your assembly point is the car park at the rear of the building.

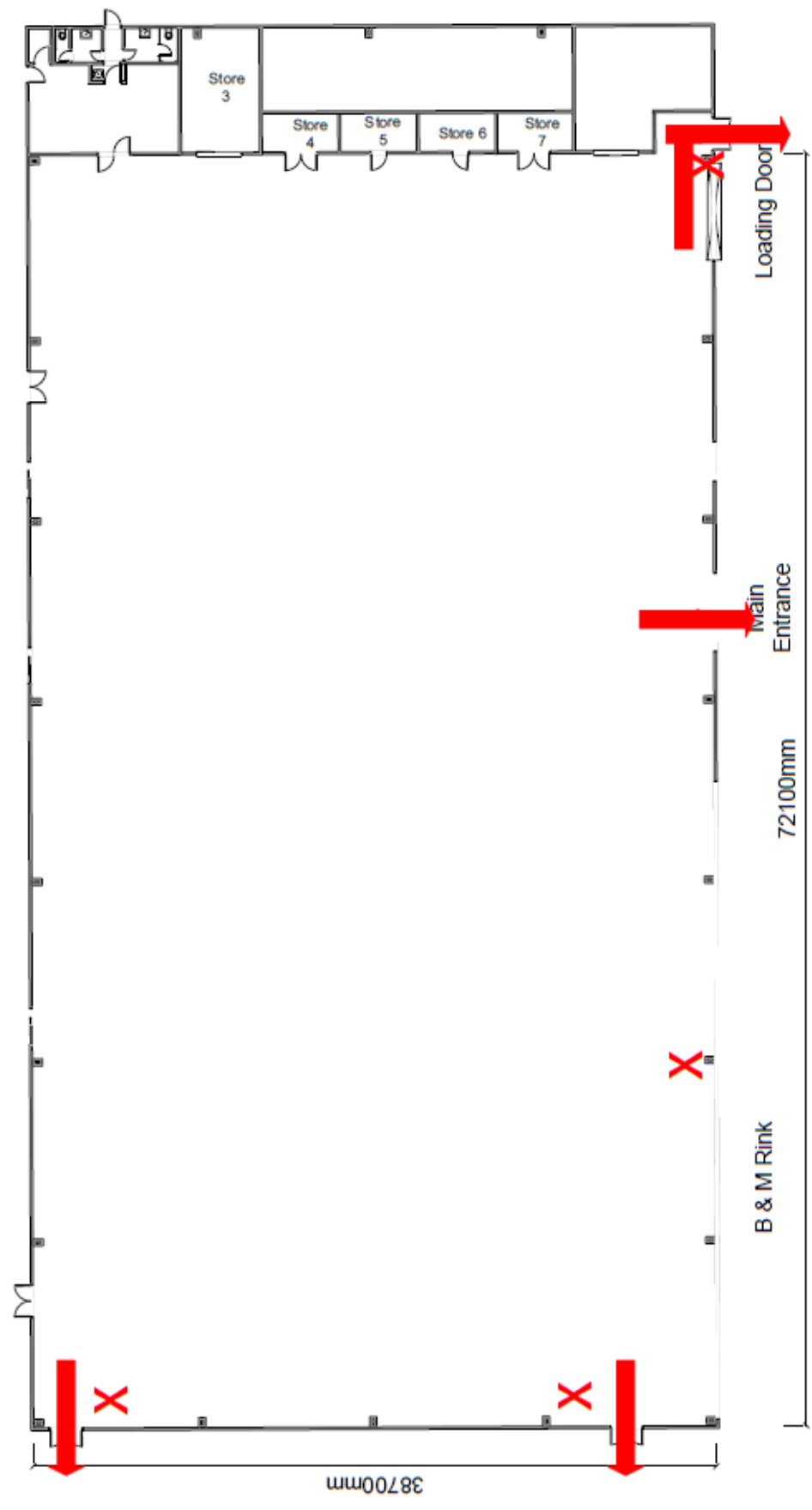
- A Safety Warden and Venue Staff will be onsite to assist in this process.



B & M Centre
Scale 1:200

Evacuation Route

Event: _____
Date: _____
Call Point
X
Extinguisher /
Hose Reel
●





B & M Ballroom

Evacuation Route

Event: _____
Date: _____

X

Call Point

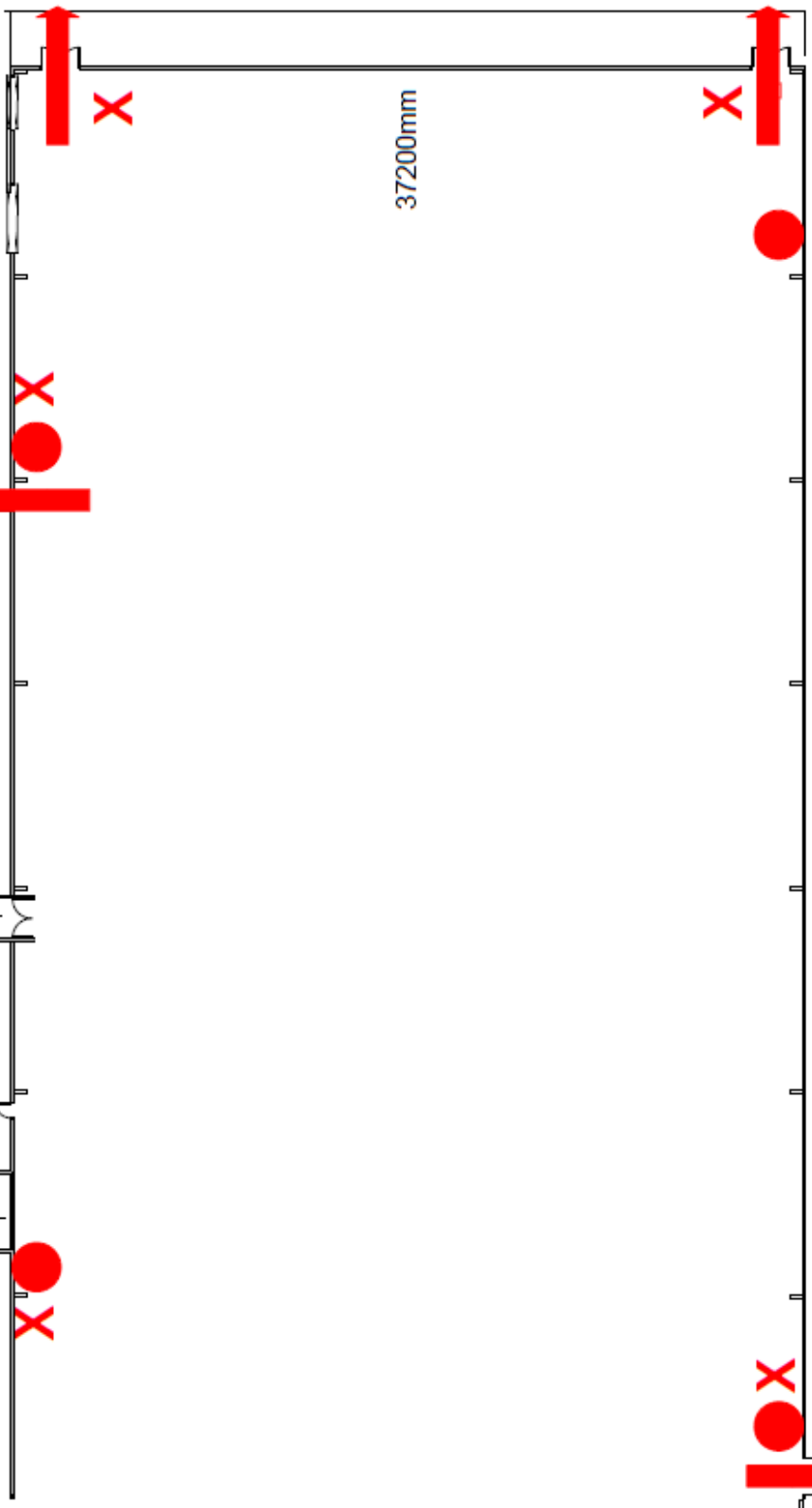
Extinguisher /
Hose Reel

●

To Foyer
and
Changing

↑

Loading Doors



B & M Main
Courts

HEALTH & SAFETY INFORMATION

Central Energy
Trust **ARENA**



EVENT STAFF & CONTRACTOR HANDBOOK

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Health & Safety - Our Commitment

Your safety is our concern. We are serious about the safety and wellbeing of our community and those we work with. We are committed to ensuring our assets are operated in a safe manner, and that we are doing everything we reasonably can to prevent injuries and ill health to ensure everyone returns home safely at the end of each day.

We are focused on ensuring health and safety is considered with everything we design, operate and maintain. We believe that safety is everyone's responsibility, and our workplace culture reflects this.

New Zealand's Health and Safety at Work Act 2015 expects all Persons Conducting a Business or Undertaking (PCBUs) to proactively manage workplace health and safety. If you are a volunteer or someone else who doesn't fall into this category it is just as important for you to be actively involved in the health and safety of everyone involved in events at our venues.

As the venue operator and a PCBU, our duty of care to our workers, clients, service delivery partners, suppliers and general public includes the pursuit of best practice to achieve a healthy and safe environment for all within our venues footprint.

It is essential to consult, cooperate and coordinate with other PCBUs whose workers are affected by the venues activities. This includes you, ours and our hirers volunteers, casual staff, contractors, and visitors to our venues.

Our success in health and safety depends on everybody being accountable for the wellbeing of others while they are in our venues. We all have a right to a healthy and safe work environment, and the only way we can achieve this is by working together.

The Health & Safety at Work Act 2015 (HSWA)

The main purpose of HSWA is to provide for a balanced framework to secure the health & safety of workers and workplaces by:

- protecting workers and other persons against harm to their health, safety and welfare by eliminating or minimising risks arising from work
- providing for fair and effective workplace representation, consultation, cooperation, and resolution of issues
- encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices and assisting PCBUs and workers to achieve a healthier and safer working environment
- promoting the provision of advice, information, education, and training in relation to work health and safety
- securing compliance with the Act through effective and appropriate compliance and enforcement measures
- ensuring appropriate scrutiny and review of actions taken by persons performing functions or exercising powers under the Act
- providing a framework for continuous improvement and progressively higher standards of work health and safety.

The legislation is designed to be flexible and workable for both small and large businesses and undertakings without imposing unnecessary compliance costs.

The work health and safety legislation:

- reflects modern working relationships
- places obligations on the people who create risk and are best placed to manage it

- provides for worker participation and the sharing of health and safety information
- has regulations which describe certain requirements to be met for certain duties
- integrates the regulation of workplace use of hazardous substances
- has a responsive enforcement regime.

What is a PCBU?

A PCBU is a 'person conducting a business or undertaking'. A PCBU may be an individual person or an organisation. A 'business' is a profit-making entity, whereas an 'undertaking' may not be commercial in nature. HSWA places duties on all PCBUs.

Information for Contractors

Are you a contractor?

You are a contractor if you are engaged to perform a service and are not directly employed by Venues & Events Palmerston North.

You may or may not have a written contract and may be paid for the performance of one-off or ad-hoc work.

Contractor or contractors also refer to any person/s employed by the original contractor outside of the original contract to conduct or to assist in conducting work.

Responsibilities of a Contractor

- You are required to be an approved contractor of the Palmerston North City Council
- You will comply at all times with the venue's health and safety policies and procedures and take all reasonably practicable steps to ensure that no act or omission is a breach of any duty or obligation under the requirements of the Health and Safety at Work Act 2015
- Upon the request at any time submit to, and fully co-operate with any safety process reasonably required by the venue and provide documentation relating to the contractors own safety policies and procedures
- If you are planning to use any classified dangerous or hazardous goods or materials you will be required to advise the venue of this prior to your arrival and supply a detailed Health & Safety Plan regarding the use and storage of such items.
- Fully co-operate with the venue and any other parties as necessary to ensure that all reasonably foreseeable risks to health and safety are eliminated or minimised
- You must immediately notify a member of the venue staff of any hazards or risks to health and safety which may affect the safety of any persons within the venue.
- You must immediately notify the venue operator of any incident or accident it becomes aware of at the venue involving any equipment or any of the venue operator's employees or the contractors staff and you will be required to provide assistance as may be necessary to conduct any incident or accident investigation.
- You must ensure that all sub-contractors or invitees employed or invited by you working or otherwise at the venue must also act in accordance with and at all times comply with the venue's Health & Safety policies and procedures

Information for Volunteers

Are you a volunteer?

You are a volunteer if you do work that you don't receive payment or reward for. You may be reimbursed for out-of-pocket expenses, for example, you may be reimbursed for your petrol expenses if your volunteer work requires you to drive. You may also be a part of a volunteer association where the association is receiving a donation for the work being carried out.

What is a volunteer association?

A volunteer association is a group of volunteers working together for a community purpose who do not employ any person under a contract of service. Purposes could include the promotion of art, culture, science, religion, education, medicine, or to support a charity, sport or recreation activity.

Volunteer associations do not have health and safety duties under HSWA, as they are not PCBUs.

Other volunteer organisations are recognised as PCBUs and have the same duties as other PCBUs.

You are a volunteer if you do work that you don't receive payment or reward for. You may be reimbursed for out-of-pocket expenses, for example, you may be reimbursed for your petrol expenses if your volunteer work requires you to drive.

Responsibilities of a Volunteer

If you're a volunteer you must take reasonable care of your own safety and take care not to do anything which could harm another person. You should follow all reasonable safety instructions given to you by the PCBU, so that they can comply with their obligations under HSWA and its regulations (these are the duties of other persons at workplaces).

If you're a volunteer worker, you have the same health and safety duties as paid workers. In addition to the duties above you must also cooperate with any reasonable health and safety policy or procedure of the PCBU, as long as this has been notified to you.

Reasonable care means that you should do what a reasonable person would do in the same circumstances. This is for you to determine; however, the following considerations may be helpful:

- the skills and knowledge you have
- what the risks and outcomes are
- the resources you have available & some steps you can take include:
- only doing tasks that have been assigned to you
- only doing tasks that you have been trained to do or are familiar with
- not doing tasks that you think are unsafe
- reporting new hazards and risks to the PCBU
- being familiar with the PCBU's health and safety policies and rules
- providing feedback on health and safety issues
- using any personal protection equipment that is provided, and storing and maintaining it as instructed
- participating in health monitoring programmes.

The Venue also has responsibilities to you!

A PCBU must ensure, so far as is reasonably practicable, the health and safety of:

- workers who work for the PCBU, while the workers are at work in the business or undertaking
- workers whose activities in carrying out work are influenced or directed by the PCBU, while the workers are carrying out the work.

A PCBU must also ensure, so far as is reasonably practicable, that the health and safety of other people is not put at risk from work carried out as part of the business or undertaking. This duty is owed to volunteers who are not volunteer workers.

A PCBU must ensure, so far as is reasonably practicable, that volunteer workers have:

- A work environment that is free from risks to health and safety. This can include risks of physical harm such as injuries and ill health and risks to your psychological health.
- Safe equipment, structures and systems of work.
- Safe use, handling, and storage of plant, substances and structures.
- Adequate and accessible welfare facilities such as toilets, drinking water, washing and eating facilities.
- The necessary information, training, instruction, or supervision to do the work safely. For example, it may be necessary for you to receive an induction, personal protective equipment, emergency plans, support dealing with clients who may have challenging behaviours.
- The monitoring of worker health (where relevant) and the exposures at the workplace, for the purpose of assessing the effectiveness of controls.

House Keeping & Safety Procedures

Please familiarise yourself with the venue

House Keeping & Safety Procedures

- **Toilet Facilities** are located in **All Arenas** and are clearly identified.
- A **First Aid Kit** is available from venue **Reception** located on the **Ground Floor** of the **Grandstand**. Additional First Aid Kits are available in each individual arena.
- A **Defibrillator (AED)** is located in the venue administration office on the **Ground Floor** of the **Grandstand**.
- **In case of an Emergency** Please Exit through your nearest marked **EXIT Door**.
- **Evacuation Plans** are located at the **Entrances** to each individual arena.
- **Evacuation Procedures** for all arenas are as per the evacuation plan. Please **Make Yourself Aware** of the positions of all **Emergency Exits** and the Evacuation Procedures for each individual arena.
- **Assembly Points** are **Identified** on the venue specific evacuation plans located at the entrances to each arena.
- **Hi-Vis** vests must be **Worn at all Times** during the setup, delivery and dismantle of all events.

Emergency Evacuation Plan

Aim:

The aim of this Evacuation Plan is to ensure that all event attendees, staff, contractors and event day staff - volunteers or otherwise in the event of an emergency can **Act Quickly** and **Decisively** should the need to evacuate the venue be required.

Initiation of Evacuation:

An evacuation will be signalled by the sound of a **Continuous Alarm**. The following services are authorised to initiate an evacuation:

- NZ Fire Service
- NZ Police
- Civil Defence
- Venue Management

Areas of Responsibility:

Venue:

In the event of an evacuation venue fire wardens, **Venue Staff** and security personnel (if contracted for the event) will **Evacuate** all users of **The Venue**.

Hirer:

Must ensure that their attendees are **Informed** of the details of the **Evacuation Procedures** (provided by the venue) and locations of emergency exits at the beginning of the event.

Attendees, Volunteers, Paid Casual Employees & Contractors:

Must listen to the housekeeping and safety procedures at the beginning of the event. **Follow all instructions** given by venue staff and NZ Fire Service and act in a **Safe and Appropriate** manner during an evacuation.

Evacuation Procedures:

Crowd Evacuation Instructions – Arena 1

- We aren't expecting anything to go wrong tonight but if an evacuation is required can you please take the time now to locate and make yourself aware of the nearest EXIT point to your location.
- If you are seated in the embankment seating your exits out of the arena are located behind you at the top of the seating and down the stairs.
- If you are seated in the grandstand your exits are the entry ramps back onto the concourse and down the stairs at either end.

An evacuation will be signalled by a continuous alarm. Upon hearing this alarm, you are required to exit the arena immediately.

- Follow the instructions of the ground announcement and security staff.
- Walk quickly and calmly and avoid panic, do not take personal belongings or food and drink with you.
- Once exited the Arena please make your way to the nearest marked assembly area, remain in the assembly area and do not re-enter the arena until the all clear signal is given.

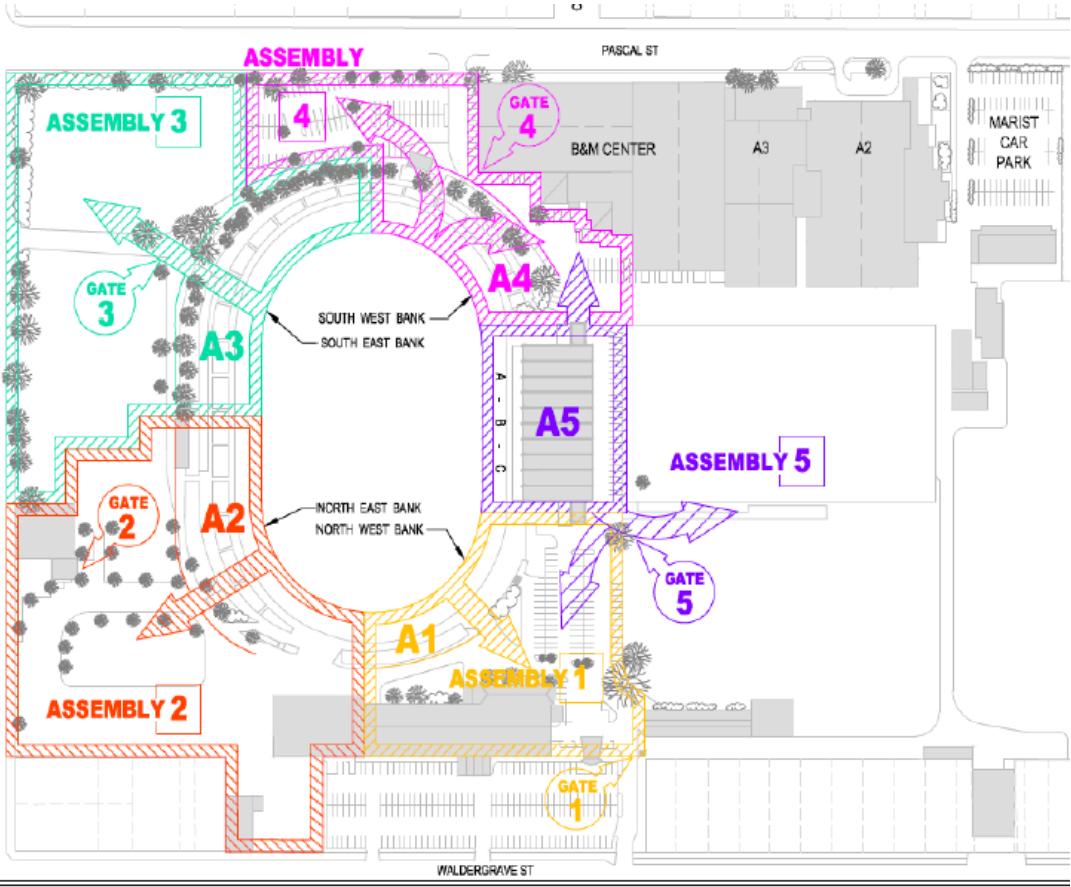
Exits and Evacuation Routes

All evacuation procedures and evacuation routes for each individual venue are on display at all entry and exit points.

Please familiarise yourself with all exit points and evacuation routes in each venue.

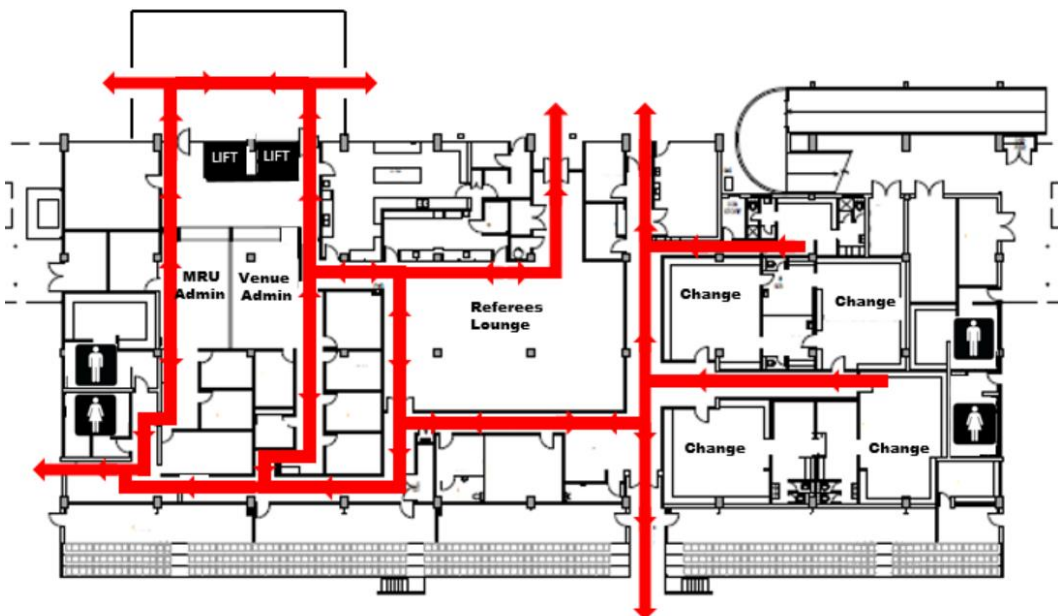
If a continuous alarm sounds please leave the building/area you are in immediately through the nearest marked exit. Walk calmly and avoid panic. Do not take personal belongings or any food and drink with you. Wait in the assembly area closest to your exit.

Arena 1 - Oval

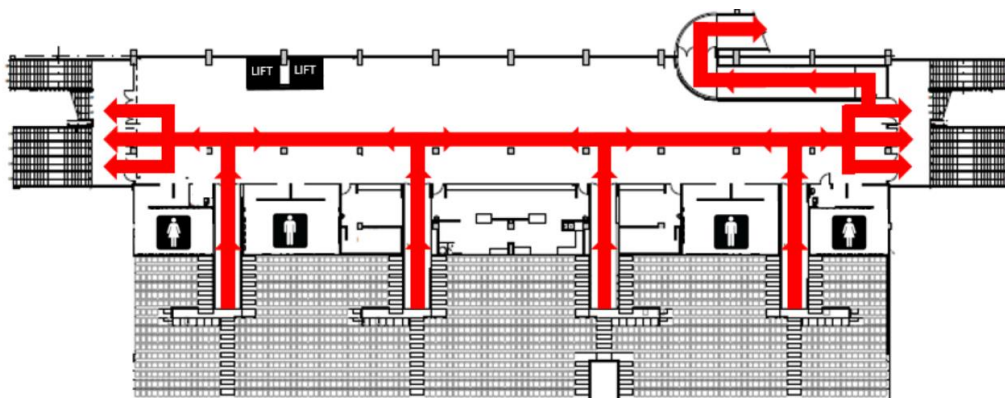


Arena 1 Grandstand

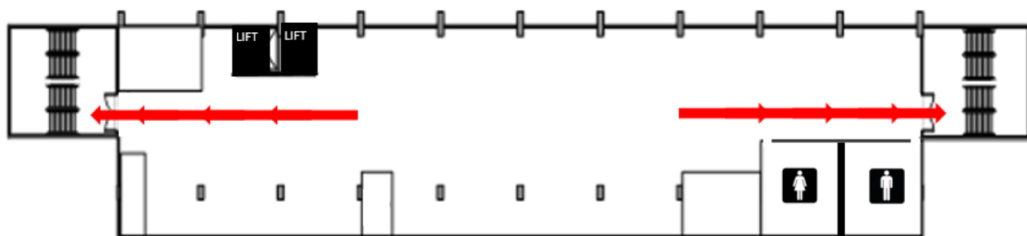
Level 0 (Ground Floor)



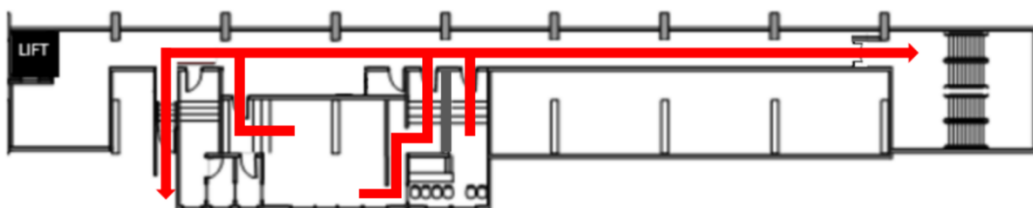
Level 1 – Concourse



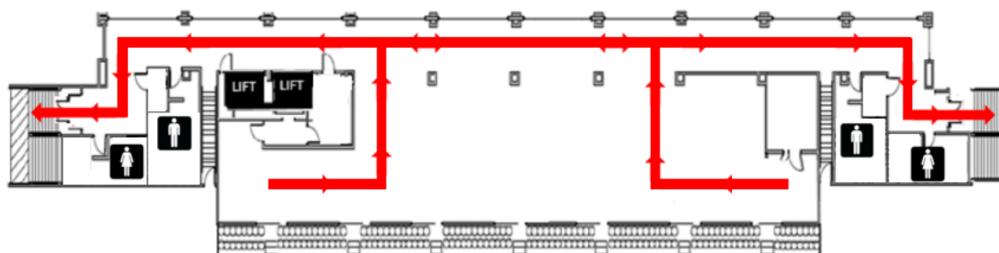
Level 2 – Arena Lounge

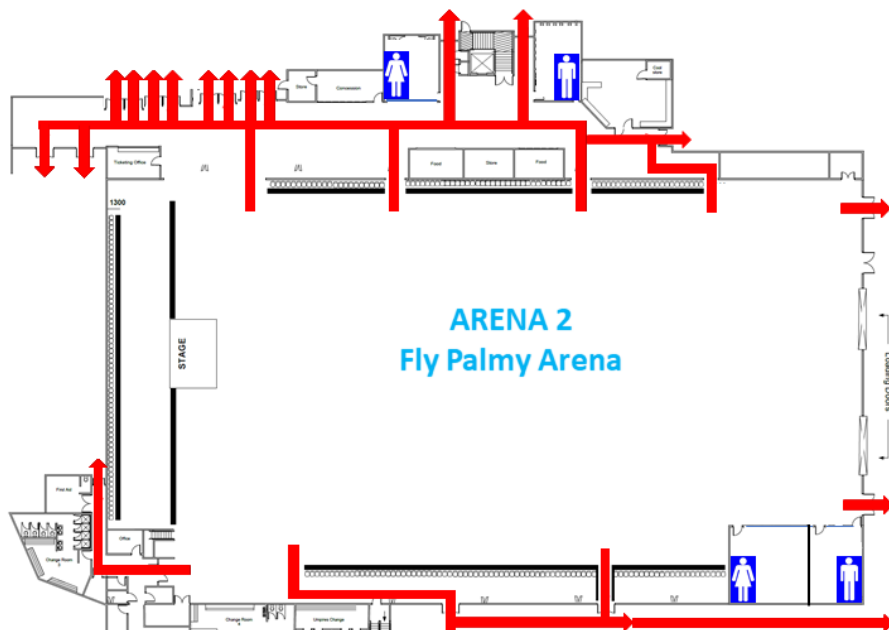


Level 3 – Media & Control

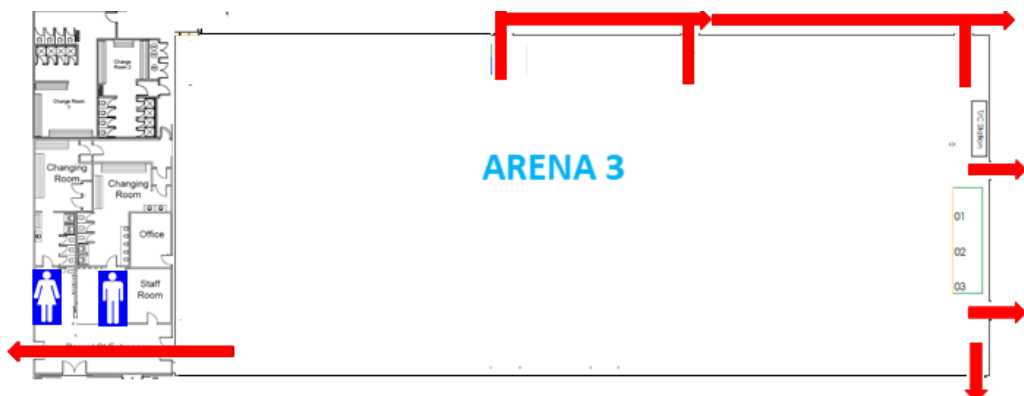


Level 4 – JA Russell Supplies Lounge

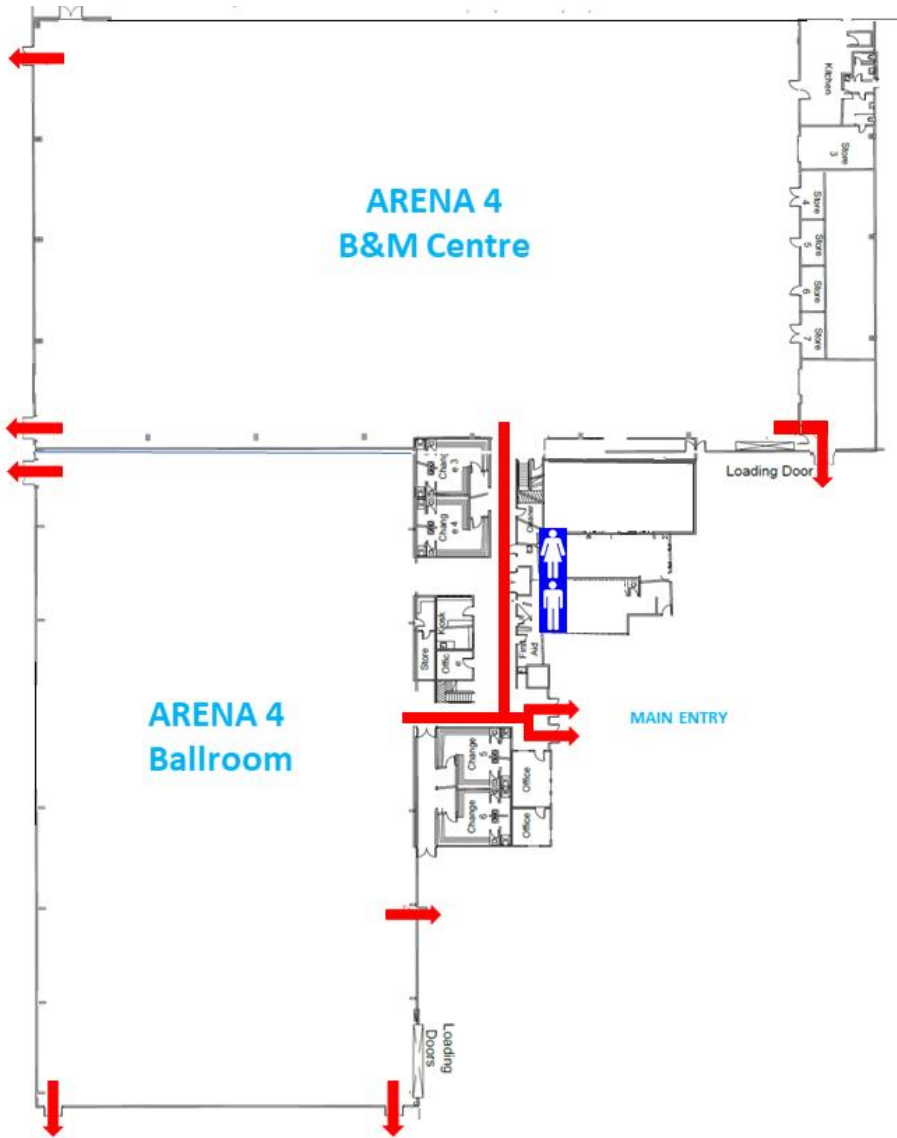




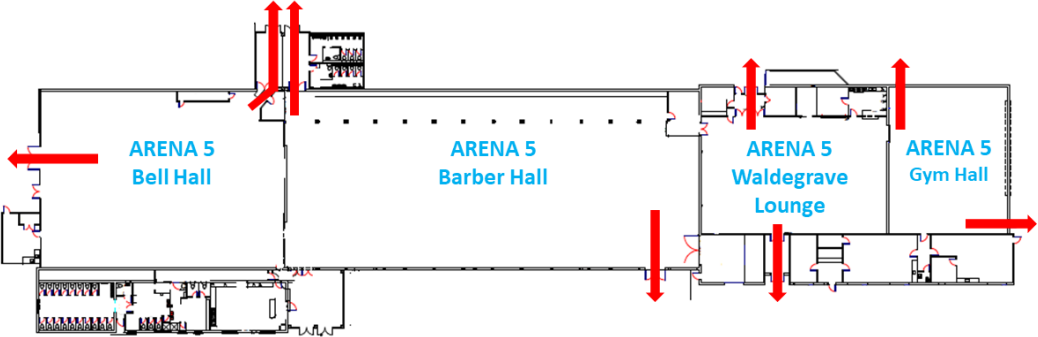
Arena 3



Arena 4 - B&M Centre & Ballroom



Arena 5



Assembly Areas

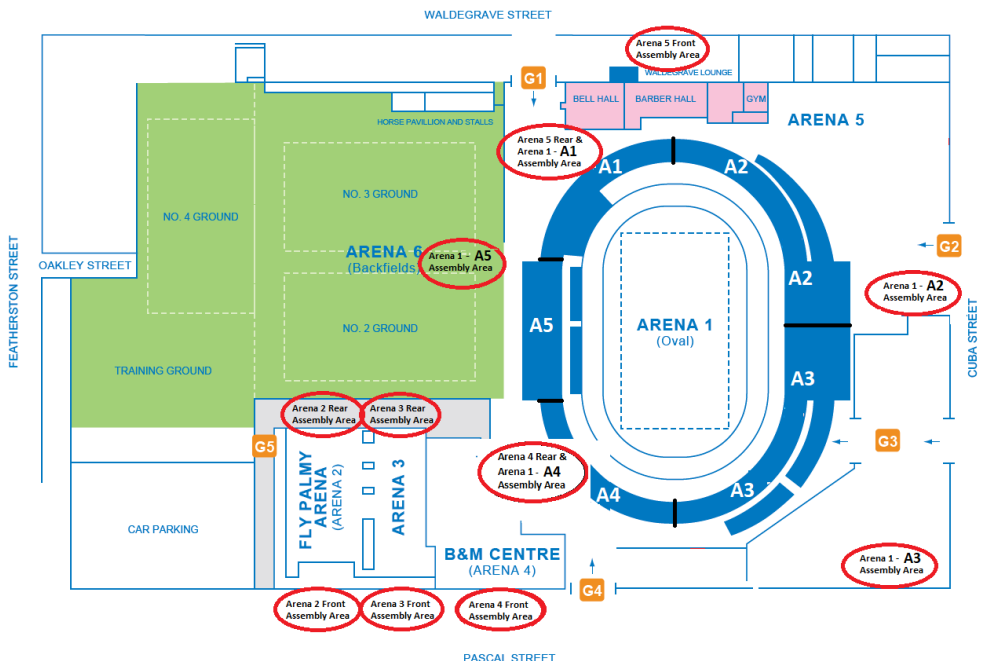
Each exit point has its own assembly area. Please make yourself aware of the assembly areas in relation to the exits.

Venue staff and security (if contracted for the event) will be on hand to assist you in the evacuation process. Follow all issued instructions.

Do not leave the assembly area until you are allowed to do so. If you must leave the assembly area, make yourself known to the Fire Wardens or venue staff and explain your reasons. Make sure you have been accounted for.

Remain calmly in the assembly area until the ALL Clear is given and do not re-enter any venue until directed by venue staff.

Obey all instructions given by the NZ Fire Service, Venue Fire Wardens and other venue staff.



PASCAL STREET

Full Site Plan



What to do in an Emergency

Basic Guidelines

IN THE EVENT OF FIRE

Assist anyone if safe to do so



Raise the alarm and notify the Fire Service



Dial 111 from a safe place

Leave the building immediately using the nearest **EXIT**
Move to the **Assembly Point**



Stay at the **Assembly Point** until the "All Clear" is given



EARTHQUAKE

DROP

COVER

HOLD

If you are inside a building:

Move no more than a few steps, **Drop, Cover and Hold**. Stay indoors until the shaking stops and you are sure it is safe to exit.

If you are in an elevator:

Drop, Cover and Hold.

When the shaking stops, try to get out at the nearest floor if safe to do so.

If you are outdoors:

When the shaking starts, move no more than a few steps away from buildings, trees, streetlights, and powerlines, then **Drop, Cover and Hold**.

SUSPICIOUS PERSON

- Ensure Personal Safety
- From a safe location Ring the Police, provide them with as much detail as possible
- Alert other staff as appropriate
- Withdraw to a place of safety
- Follow Instructions from NZ POLICE

BOMB THREAT

Upon receiving a threat:

- Take the threat seriously
- Gather as much information as possible
- Stay on the phone
- Raise the alarm discreetly
- Write down message and show to colleague

Upon finding a suspicious parcel:

- Stay away from the object
- Evacuate and isolate the immediate area

SERIOUS INJURY or DEATH

- Ensure your own safety - Assess area for danger
- Do not assume Death has occurred - Give immediate First Aid
- Call Emergency Services - DIAL 111
- Notify Venue Management Immediately
- Do not make comment about the incident especially to any media organisations
- Assist with all enquiries as required

Emergency Response Plan

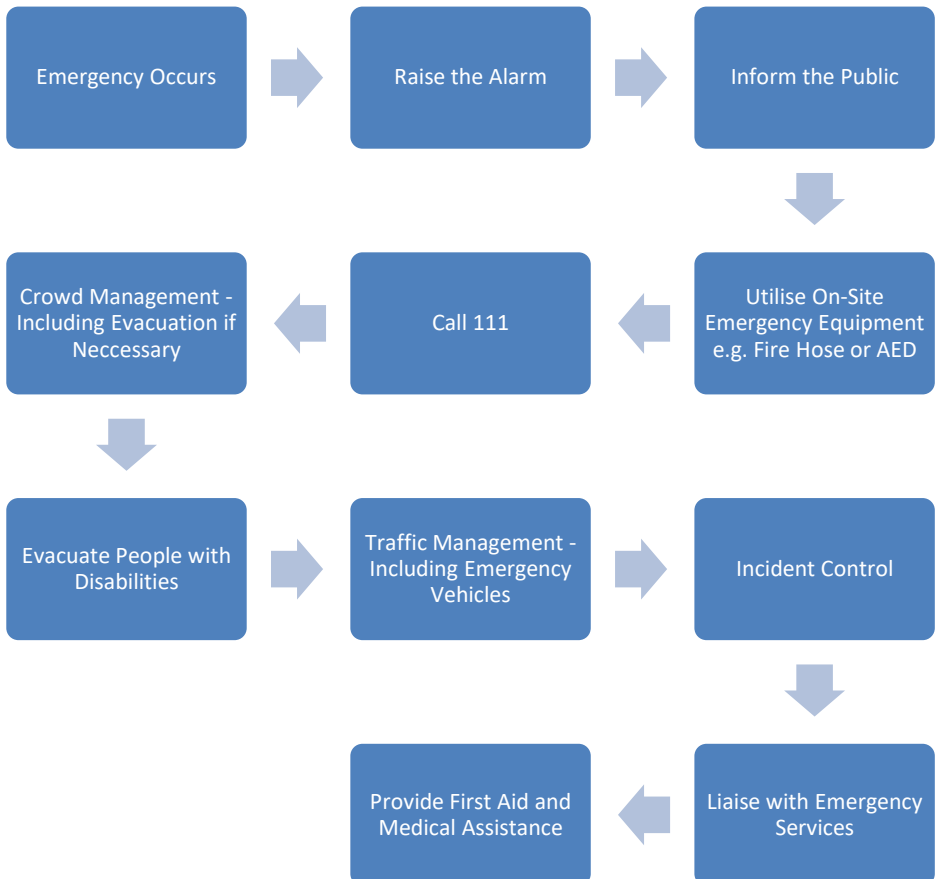
The Emergency Response Plan includes the Emergency Response Process, Staff Communication Plan, and the Response Action Plans for dealing with many emergency situations including: Fire, Earthquake, Flooding, Gas Leak, Suspicious packages, Suspicious Persons, Bomb Threats, Violent Intruder and Serious Injury.

Venue staff or the appropriate Emergency Services will take the lead in the case of any of these incidents occurring.

A copy of the Venue Emergency Response Plan is available from the office on the Ground Floor of the Grandstand.

Emergency Response Process:

While every event is unique, there are some basic steps to follow when responding to any emergency



Response Organisations:

LAW AND ORDER:

Unless an emergency call is made, the disposition of **NZ Police** personnel and equipment will be at the discretion of the Officer in charge on the event day, subject to other policing requirements.

FIRE:

Unless an emergency call is made, the disposition of Fire Service personnel and equipment will be at the discretion of the **NZ Fire Service** Officer in charge on the event day, subject to other Fire Service requirements. They will take the lead monitoring role of any required Fire Plan and Evacuation Scheme.

MEDICAL SERVICES:

Dial 111 for an accident or health emergency.

The staff member who gives the Health & Safety briefing will inform you if Medical Services are on site for this event.

TRAFFIC:

Traffic Management NZ is responsible for the provision of suitably trained staff with Traffic Controller certification to implement the requirements of any **Traffic Management Plan** which is in place.

SECURITY, EVACUATION AND CROWD CONTROL:

Red Badge is responsible for the provision of **Suitably Certified**, trained and equipped staff to provide **Security Services** for the safety of any event organisers, contractors, volunteers, venue staff and members of the public in and near the **Venue** including public parking areas and to assist with the Site Evacuation Plan.

SITE CONTROL AND CO-ORDINATION:

The management site control team of **Venues & Events Palmerston North**, **Red Badge Security** and **NZ Police** have the responsibility to ensure a safe and enjoyable event for everyone involved. Any decision to Evacuate or cancel the event due to public **Health & Safety** concerns falls within this group and will be made collectively with agreement between the 3 parties.

SITE MAINTENANCE:

Venues & Events Palmerston North will be responsible on behalf of the hirer for the setting up of event requirements at the event site, maintaining equipment/utilities during the event, and clearing of the site post event.

First Aid

First Aid Facilities

FOR ALL ACCIDENT OR MEDICAL EMERGENCIES ALWAYS DIAL 111

A defibrillator (AED) is permanently on site and accessible. It is located on the wall in the corridor next to the Arena administration office.



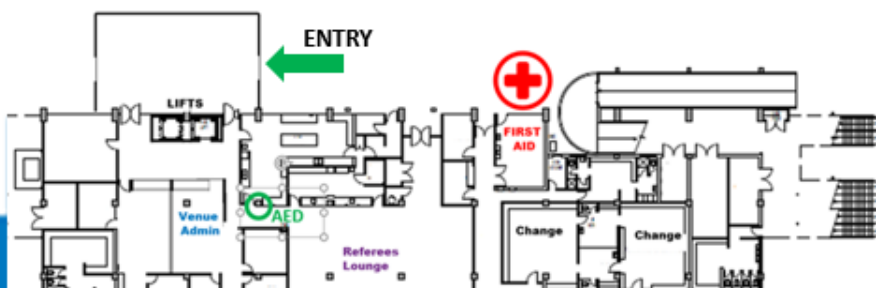
You do not need permission to access the AED if it needs to be used. If you are required to use the AED follow the built-in voice instructions.

The First Aid Room (If in use for this event) is located at the rear of the grandstand.



Location of Defibrillator & First Aid Room

Back Fields



Arena 1 (Oval)

Providing First Aid

If you are able to do so **You Are Required** to provide basic **First Aid** to those **Who Need It** especially in a lifesaving situation.

Please **Follow** the below guide through **Each Step** until you are relieved by a qualified First Aider or medical professional then follow their instructions.

FIRST AID GUIDE WORKPLACE FIRST AID

1 Evaluate Potential Dangers

Before approaching a victim make sure surroundings are safe for you.

- Check for:
 - Electrical lines and devices
 - Hazardous fumes and gases
 - Vehicular traffic and machinery
 - Fire
- Do not approach the victim until hazards removed.
- Moving the victim should be your last option.

2 Check the Level of Response

- When able to reach victim, check their response (useful for responding to medical personnel).
- Check if they are conscious.
- Speak near victim's ear and ask to open their eyes.
- Shake victim's shoulders gently if unresponsive.
- Do not move the victim unless there is a hazard that could cause further injury.

3 Get Help

- First aid may be required. **Call for help right away.**
- One person should stay with victim while another calls for help. If alone, call for help immediately.
- When dialling emergency number, state that you need an ambulance. Provide your phone number, description of incident, condition of the victim, and exact location.



4 Unconscious and NOT Breathing

- Place victim on a flat, firm surface.
- Place your palm at centre of victim's chest and other hand on top of first.
- Compress chest to a maximum of 5 cm. at a rate of 100 times per minute.
- After 30 compressions, open victim's airway again.
- Seal victim's nostrils shut using your fingers.
- Blow into victim's mouth. Keep doing that until you see the victim's chest rise.
- Let chest fall, inhale some air and then breath into victim's mouth again.
- Repeat at a rate of two breaths every five seconds.
- Continue performing chest compressions until medical help arrives, or victim shows signs of response.

Breathing but Unconscious

- If victim is breathing, **place into recovery position.**
- Check airway again to ensure they are still breathing.
- Ask someone to call for help. If there is no one, leave to get help as quickly as possible.

5 Defibrillation (AED)

- Use an AED (Automated External Defibrillator) if it is available in your facility. Follow the instructions provided.



7 Dealing with Bleeding

- Wear gloves.**
- Have the victim sit down.
- Carefully expose wound and check for foreign objects (do not remove).
- Minimise bleeding by placing dressing over the wound and applying firm, direct pressure. Keep it elevated.
- Victim might go into shock if lots of blood lost.
- Make victim lie down and conserve their body heat. Reassure them throughout.



6 Dealing with Fractures

- Keep victim calm and still.
- Do not move affected area.
- Treat open, bleeding wounds first.
- If bone is protruding from affected area do not touch it. **Apply dressing around bone if bleeding is continual.**
- Help victim find the most comfortable position and support injured area.
- Call emergency services.



8 Dealing with Burns

- Neutralise hazards before attending to victim.
- For chemical burns, wash affected area with water. Ensure water does not carry chemical to unaffected parts. Read chemical container.
- For non-chemical burns, immerse in cold, running water for 10 minutes.
- Apply non-adhesive, non-fluffy dressing to affected area.
- Get medical assistance (if required).



Risk Management

Risk Identification:

Central Energy Trust Arena has identified the **Risks/Hazards** associated with holding an event in this specific venue. The risks/hazards have been identified, assessed and had controls put against them to either **Minimise** or **Eliminate** any potential harm to venue staff, event organisers, contractors, volunteers and attendees of the event.

Risk Assessment Matrix:

All risks listed in the Risk Register have been assessed using the below matrix. All appropriate actions taken are based on the **Level Of Risk**.

0 - 5 = Low Risk				Severity of the potential injury/damage				
6 - 10 = Moderate Risk				Minor Injury, Insignificant damage to Property or Equipment	Non-Reportable Injury, minor loss of Process or slight damage to Property	Reportable Injury, moderate loss of Process or limited damage to Property	Major Injury, Single Fatality, critical loss of Process/damage to Property	Multiple Fatalities or catastrophic loss of Business
11 - 15 = High Risk								
16 - 25 = Unacceptable Risk								
				1	2	3	4	5
Likelihood of the hazard happening	Almost Certain	5	5	10	15	20	25	
	Probably Occur	4	4	8	12	16	20	
	Possibly Occur	3	3	6	9	12	15	
	Remote Possibility	2	2	4	6	8	10	
	Extremely Unlikely	1	1	2	3	4	5	

Levels of Risk:

Levels of risk and risk management responsibilities

16 – 25	Unacceptable Risk	PNCC Senior Management to be informed Must be managed by Senior Venue Management with evidence of detailed research and management planning
11 - 15	High Risk	Senior Management attention is required and management responsibility must be specific
6 – 10	Moderate Risk	Manage by specific monitoring and response procedures
1 – 5	Low Risk	Manage by routine procedures

Risk Register:

Central Energy Trust Arena

No matter the level of risk all identified hazards/risks at the venue must be **Acknowledged and Documented**.

Hazards/risks listed on the following register are in no particular order of importance or severity.

Outside of this handbook the **Risk Register** is a **Living Document** which is updated as risks are found/created and either minimised or eliminated.

This handbook will update from time to time to show any changes

Identified Hazard/Risk	Likelihood Rating	Severity Rating	Risk Score Overall	Detailed Controlled Action	Action Eliminated or Minimised	Person/People Responsible
Adverse weather conditions	3	1	3	<ul style="list-style-type: none"> Ensure that all potential slippery areas are identified Brief cleaning staff of identified areas and ensure appropriate cleaning equipment and signage is available Ensure appropriate warning signage is used where applicable if required 	Minimised	
Event Cancellation	2	4	8	<ul style="list-style-type: none"> Work closely with stakeholders, maintain clear communication and provide any support required to minimise this risk 	Minimised	V&E, MRU, DM, NZP
Utility Failure – power	2	3	6	<ul style="list-style-type: none"> Certified tested and tagged equipment only to be used, including exhibitors and contractors 250kva generator onsite that can be used in a backup capacity Venue staff to manage and liaise with B&M Electrical if required 	Minimised	V&E, CG
Motor Vehicle Accident inside Arena complex – Vehicle v Vehicle or Pedestrian	2	4	8	<ul style="list-style-type: none"> H&S induction completed by hirer for staff, contractors and volunteers Limit vehicle use and movement within the complex where possible with restricted access enforced Barriers to be set in place to separate pedestrian movement from vehicle movement if required 	Minimised	V&E, MRU, RB
Accident involving, spectator, contractor or volunteer	3	3	6	<ul style="list-style-type: none"> H&S induction completed by hirer for staff, contractors and volunteers Housekeeping including venue Health & Safety announcement made to spectators Cabling, power cords to be covered or taped down All seating units with rails and backs checked for safety Adequate lighting provided 	Minimised	V&E, MRU

Electrocution of contractors or volunteers	1	5	5	<ul style="list-style-type: none"> H&S induction completed by hirer for staff, contractors and volunteers No unauthorised entry to restricted areas. Restricted areas locked with key access only Limit number of power cords through public areas with all power leads tested and tagged Use safety barriers if required Venue checks carried out by Venue staff with any hazards identified and managed immediately 	Minimised	V&E, MRU, RB
Accident involving staff member	2	4	8	<ul style="list-style-type: none"> Staff to be equipped with appropriate safety equipment and PPE Staff to only carry out tasks they are trained to do, specialist contractors to be engaged for specialised tasks Security to be available to secure any accident site if required Required rest and refreshment breaks enforced for staff 	Minimised	V&E, RB
Burns/ Electrocution/ Injury of F&B Vendors	2	3	5	<ul style="list-style-type: none"> H&S induction completed by caterers for vendors Vendors to supply certificates to prove safe operation and practices Vendors to supply detailed site specific H&S plans All power leads tested and tagged CG required to audit all vendors upon arrival to ensure safe standard of equipment and machinery 	Minimised	V&E, CG
Slips, Trips, Falls of F&B Vendors	2	2	4	<ul style="list-style-type: none"> H&S induction completed by caterers for vendors Vendors to supply certificates to prove safe operation and practices Limit number of power cords through vendor areas All power leads tested and tagged Vendors to supply detailed site specific H&S plans 	Minimised	V&E, CG

Slips, Trips, Falls of staff, contractors and volunteers	2	2	4	<ul style="list-style-type: none"> H&S induction completed by hirer for staff, contractors and volunteers Cover, tape or secure all power cords with mats. Clearly identify areas where surface level changes (i.e. steps, raised surfaces) Clearly sign or barrier off any slippery areas. Remove liquid from surface and dry floor area possible (concreted and/or wooden floor areas) 	Minimised	V&E, MRU, CG, RB
Cuts, lacerations	2	2	4	<ul style="list-style-type: none"> Chefs/kitchen staff appropriately trained in using knives All sharp objects to be secured No sharp objects made or accidental to be in any public egress areas 	Minimised	V&E, CG
Equipment falling from height	1	1	1	<ul style="list-style-type: none"> No Equipment at height for this event 	Eliminated	V&E
Theft/ Unauthorised persons in areas	3	1	3	<ul style="list-style-type: none"> Fully accredited/ticketed access only Security in strategic positions to deter potential theft CCTV operating and manned during event 	Minimised	V&E, RB
Food associated illness	1	3	3	<ul style="list-style-type: none"> Compass Group to ensure all food prepared and served in accordance with required food hygiene standards Certified and documented food handling procedures displayed. Auditing vendors food handling procedures and ensuring expected standards at a minimum are being met 	Minimised	CG
Hearing damage involving staff member	1	1	1	<ul style="list-style-type: none"> Event assessed as low volume 	Minimised	V&E
Excessive noise leading to complaint(s)	1	1	1	<ul style="list-style-type: none"> Afternoon gam so cannot breach resource consent for noise 	Minimised	V&E
Insufficient vehicle parking	3	2	6	<ul style="list-style-type: none"> Multiple parking options made available to public and sponsors Identified other users of other venue facilities will also require parking 	Minimised	V&E, MRU

Intoxicated persons/ minors drinking	3	3	9	<ul style="list-style-type: none"> Caterers to enforce 'sale and supply of alcohol act 2012' and remain within the requirements of their alcohol management plan Security to monitor guest behaviour and advise caterers if intoxicated patrons are identified Identified large numbers of minors will be present 	Minimised	CG, RB,
Drug taking	2	2	4	<ul style="list-style-type: none"> Security to monitor guest behaviour and advise Venues & Events PN if patrons are suspected as being under the influence of drugs Police to be called if issue or behaviour escalates 	Minimised	RB, V&E
Venue No Smoking Policy	3	1	3	<ul style="list-style-type: none"> MC housekeeping announcements to reinforce 'smoke free laws' Designated Smoking areas available Security to monitor for smoking breaches and act as required to stop immediately. Inform Venues & Events PN if continual non-compliance continues 	Minimised	RB, V&E
Damage to venue or equipment prior to event	2	3	6	<ul style="list-style-type: none"> Venue unavailable for guest entry prior Security monitoring access begins 8am on Event Day. Venue Locked down 10am 	Minimised	RB, V&E
Fire	3	5	15	<ul style="list-style-type: none"> MC housekeeping announcements advising of evacuation procedures Monitored alarm warning system in place Security and all on-site staff to be alert to potential fires Venue & kitchen areas to have checked and certified extinguishers available Fire Alarm check passed as per building WOF check Fire hose & extinguisher condition checked as per building WOF check 	Minimised	V&E, RB, MRU

				<ul style="list-style-type: none"> All emergency exits to be checked pre-event and confirmed to be in working order Emergency stairs and exits to be checked pre-event & throughout the event to ensure they are clear of obstructions 		
Natural Disaster	2	5	10	<ul style="list-style-type: none"> MC housekeeping announcements advising of evacuation procedures Duty Staff are trained in Evacuation procedures All emergency exits to be checked pre-event and confirmed to be in working order Emergency stairs and exits to be checked pre-event & throughout the event to ensure they are clear of obstructions 	Minimised	V&E, RB
Criminal Act (violence, property damage etc)	3	2	5	<ul style="list-style-type: none"> Security to monitor guest behaviour Appropriate measures to be taken to deal with offenders and secure the area if required Police to be contacted if criminal act committed 	Minimised	RB, V&E
Theft of money from ticket outlets	1	1	1	<ul style="list-style-type: none"> All ticket boxes locked with Key access only Security employed for regular cash pickup Money counted securely in locked private room 	Minimised	RB, V&E
Excessive amounts of rubbish throughout venue	2	1	3	<ul style="list-style-type: none"> Ensure that sufficient rubbish bins are available Spare bins available if required Cleaners to liaise with Venues & Event PN if excessive rubbish identified 	Minimised	V&E
Staff unable to access required areas due to area restrictions	1	4	4	<ul style="list-style-type: none"> Venues & Events PN staff on duty required to have Access to All Areas Security to be briefed on accreditation access 	Eliminated	RB, V&E

Radio communication failure between Venues & Events PN staff	2	2	4	<ul style="list-style-type: none"> All RT's programmed to exclusive Venues & Events PN frequency Ensure pre-event radio check carried out and users are trained in use of RT RT's fully charged before use All staff to ensure they have their work provided mobile phones charged and on them at all times loaded with each other's mobile phone numbers 	Minimised	V&E
Hygiene/ Contamination	2	2	4	<ul style="list-style-type: none"> Condition of facilities to be monitored and cleaned when necessary. Excess rubbish and waste to be kept away from public areas and removed appropriately Remove sick staff or delegates and immediately cordon, clean and disinfect affected area. 	Minimised	V&E, CG
Spectators abusing staff on venue entry (verbal or physical)	3	2	6	<ul style="list-style-type: none"> Security to be in place at all entry points 	Minimised	RB

Hazards

Existing Identified Hazards

Please familiarise yourself with all the identified hazards which are already present in the venues, and those which have the potential to endanger people or property

- **Fire** – Internal fire – Venue is actively alarmed to warn of fire and firefighting equipment is available.
 - If you come across a fire, activate alarm immediately and exit the venue. **Dial 111**. Only attempt to fight the fire if it is safe to do so
- **Natural Disaster** – Earthquake – All exits are marked and clear from obstructions.
 - If an earthquake occurs **Drop, Cover and Hold** immediately. Once safe to do so exit the venue.
- **Power Failure** – Sight – All venues have **Emergency Lighting** supplied
 - If a power failure occurs wait where you are until emergency lighting activates and **Follow Staff Instructions**
- **Stairs** – Slips, Trips & Falls – All stairs are appropriately lit and have handrails and non-slip treads attached
 - Take care on all stairways and **Use Handrails** provided. If for some reason stairs are missing handrails or non slip treads or lighting is not working advise venue staff to address before proceeding
- **Tripping Hazards** – Cables & other items on floor – All cables in public areas are taped to floor and other items stored correctly
 - **Take Care** in all areas and look for tripping hazards when entering specific areas. If for some reason cables or any other items are not taped or secured correctly contact venue staff to address before proceeding.

Dark Rooms/Venues – No lighting on – Lighting will be provided in all required areas

- Do not enter any venue If **Appropriate Lighting** is not on in the area you need to access. Contact venue staff and ask them turn on lighting before proceeding
- **Staging** – Potential for falls – All staging edges will be clearly marked
 - Take care when accessing any venue stages and use supplied **Access Stairs**. If for some reason staging edges are not marked contact venue staff to address before proceeding
- **Rigging** – Overhead equipment – All hanging equipment is installed correctly using correct rigging procedures including safety chains
 - If for some reason you believe any **Hanging Equipment** may not be installed correctly contact venue staff to address before proceeding
- **Wet Floors** – Venue Entries, Kitchen & Toilets – Caution signs will be in place if floors are wet
 - Take care on all outdoor and indoor tiled areas at venue entries and all wet floor areas. If you come across an area that is **Slippery** and not signed correctly contact venue staff to address before proceeding
- **Traffic** – Road Vehicles & Forklifts – Speed Limits apply to all users of road access areas
 - Be aware of **Moving Vehicles** in all outdoor and vehicle accessible indoor areas. Apply the same pedestrian and vehicle road rules as you would on a public road.

Identifying New Hazards

Thinking about the event activities, identify what could harm the health or endanger the safety of your fellow event day workers, someone else's workers, attendees of the event, visitors to the venue or bystanders. This harm can be acute (occur immediately) or chronic (occur slowly over a long period of time).

- Consider if there are vulnerable people working at or attending the event e.g. young people, pregnant women or workers or attendees with impaired mobility.
- Consider whether peoples general health could reduce their ability to work safely.

Identify hazards that could result in reasonably foreseeable risks to people's health & safety.

Look at the venues processes and any machinery or equipment used, the venue itself and any worker or attendees behaviour.

Identified a **Hazard** – Is there something **You Can** do to **Remove It**?
If yes, then do what you can to either eliminate or minimise it.

Reporting Hazards

All hazards whether eliminated, minimised or not need to be reported to venue management. Please make your venue supervisor aware of any identified hazards and any action taken.

It is important to report a hazard in a timely manner. Quick hazard reporting is a major component of the venues accident prevention programme.

If you have a safety issue or concern, no matter how big or small, let us know.

Emergency Services Contact Details

Emergency Services

Landline: Dial 1 for outside line

Police Emergency – Dial 1-111

Palmerston North Police Station

From Landline Dial – 1351 3600

From Mobile Dial – 06 351 3600

Medical Emergency – Dial 1-111

Palmerston North Hospital

From Landline Dial – 1356 9169

From Mobile Dial – 06 356 9169

Fire Emergency – Dial 1-111

Palmerston North Fire Station

From Landline Dial - 1353 2500 From

Mobile Dial – 06 353 2500

Additional Support

Landline: Dial 1 for outside line

Civil Defence – 06 356 8199

Worksafe – 080003040

Helplines

Poisons Line – 0800 030 040

Healthline – 0800 611 116

Plunket line – 0800 933 922

Lifeline - 0800 543 354

Local Emergency Radio:

927AM – Newstalk ZB

1449AM – Radio NZ National

101.0FM – Radio NZ National

92.2FM – More FM

97.8FM - The Hits

Information to Provide in an Emergency

Physical Address:

61 Pascal Street, Palmerston North Central

Include: Name of individual venue where incident occurred. i.e.

Arena 3, Level 2 Grandstand etc

Nearest Intersection

Cook Street & Cuba Street

Additional Location Info:

Latitude - 40.356054

Longitude - 175.600704

GPS - 40° 21' 21.7944" S 175° 36' 2.5344" E

Central Energy Trust Arena Contact Details

Venue Contact Information

Phone: 06 3561505 – DDI

06 3568199 – PNCC Call Centre



office@venuespn.co.nz or info@venuespn.co.nz



www.venuespn.co.nz



<https://www.facebook.com/centralenergytrustarena/>