

SENTRY BUSINESS RESILIENCE SOLUTIONS PTY LTD

ACN 140 744 609

Tough Mudder

Fernhill Estate

(Emergency Management Plan)

30 November & 1 December

2013

2013

Stephen Goss

29 August 2013



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business resilience solutions

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Document History

| Issue | Date | Compiled by | Changes |
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Introduction

Scope

This manual details the emergency management plan and response procedures in place for the following location and event:

Location: Fernhill Estate, Mulgoa – “Tough Mudder” Event

Address: 1041 Mulgoa Rd Penrith New South Wales

Date: 30 November & 1 December 2013

Authorities

This document is prepared using guidance from the following sources:

- Workplace Health and Safety Act 2011 & Regulations 2011 (NSW)
- AS/NZS 3745:2010 “Planning for Emergencies in Facilities”
- Emergency Management Arrangements for NSW
- NSW-North West Metropolitan Emergency Management District (incl. Penrith) (DISPLAN) –Interim Version-23 December 2011
- NSW – Health Plan – Supporting Plan to State DISPLAN - 17 February 2009 (Western Sydney, Penrith) (v 3.5 December 2009)
- Victorian Worksafe Guidance on Managing Major Events Safely (As it applies to Events in General)
- Planning Guide for Event Managers (NSW) Website
- Event First Aid - Post Event Reports – Fernhill Estate April 2013

Document Layout

This Document is divided into 3 Sections:

Emergency Management plan

This section provides an overview of the elements of the emergency plan, incidents addressed in the procedures, site emergency-related resources, emergency response and evacuation processes and post-incident considerations.

Response Procedures

This section provides response guidelines for various emergency situations/critical incidents.

Appendices

Key Contacts

Site Maps / Plans

Document Control

| Manual Copy # | Located At | Responsibility of |
|---------------|--------------------------------------|----------------------------|
| 1 | Tough Mudder (Control Copy) | Drew Ward |
| 2 | Event Control Centre(ECC) | Stephen Goss |
| 3 | Ambulance NSW | Maxine Beer |
| 4 | Event First Aid | Dr Sean Wing |
| 5 | NSW Police | Senior Sergeant Don JORDAN |
| 6 | NSW Rural Fire Service | John Bennett |
| 7 | Penrith City Council | Belinda Borg |
| 8 | Sentry BRS | Stephen Goss |
| 9 | Counter Disaster Manager for Western | Enid Robinson |

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| | | |
|----|---|--------------------|
| | Sydney | |
| 10 | Western Sydney Local Health District | TBC |
| 11 | Fernhill Estate | Simon/Brenda Tripp |

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Event Cancellation, Cessation, Postponement Criteria – Decision Matrix

| Consideration Criteria | Saturday/Sunday | Decision Timing | Decided by: | Action Required |
|---|---|---|------------------------------|---|
| Code Red Fire Danger Rating | Cancellation | Monitoring from 4 Days Prior (26/11/13) | Tough Mudder | Activate Communications Strategy |
| Extreme Fire Danger Rating | Consider Cancellation / Postponement | Monitoring from 4 Days Prior (26/11/13) | Tough Mudder | As Above |
| Severe Fire Danger Rating | Liaise with Agencies & Decide | Monitoring from 4 Days Prior (26/11/13) | Tough Mudder & Agency Advice | As Above |
| Wet Bulb Globe Temperature $\geq 30^{\circ}\text{C}$ Ambient Temperature $\geq 36^{\circ}\text{C}$ See SMA Hot Weather Guidelines. | Consider Timing/Cancellation/Postponement /Additional contingencies | Monitor in lead up to and during Event period | Tough Mudder & Agency Advice | Consider additional measures (water stations, shade, start groups, alternate day) |
| Event(s) Underway - Cessation/Cancellation (ie; due to commencement/ existing fire etc) | | During Event Period | Tough Mudder & Agency Advice | As Above + Any additional measures ie; Emergency Procedures |

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Emergency Management and Planning Considerations

In accordance with the requirements of the NSW Emergency Management Arrangements, this plan is compiled with the following elements in mind:

Planning: the analysis of requirements and the development of strategies for resource utilisation.

Preparedness: the establishment of structures, development of systems and testing and evaluation by organisations of their capacity to perform their allotted roles.

Coordination: the bringing together of organisations and resources to ensure effective emergency management.

This plan also encompasses emergency management phases addressing strategies for:

- the **prevention** of emergencies,
- the planned **response** to any emergency and also
- the **recovery** from any emergency situation.

Tough Mudder recognises its responsibility in the planning for, response to and recovery from emergency situations associated with its event.

In recognising this responsibility Tough Mudder has engaged with Penrith City Council, Ambulance NSW, Event First Aid, NSW Police, NSW Rural Fire Service (NSWRFS) and local venue Management (FE) in developing this Emergency Management Plan (EMP).

This plan adopts an all hazards approach to emergency management and whilst this plan is designed to encompass a variety of emergency situations should they arise, this plan identifies a number of incidents/emergency situations that have a higher likelihood of occurrence given the nature of this particular event.

Bushfire Management Strategy

The potential wildfire risks associated with this event, including the location, the event related activities, course proximity to the forest, the time of year (outside fire danger period) and the projected crowd size, have been identified and assessed to ensure that any likelihood of occurrence is minimised and also, should an adverse event of this nature occur, the response is such that the consequences will be mitigated.

A significant number of preventative controls will be implemented including the early decision already to eliminate any fire related obstacles from the course. There will be no requirement to have a fire brigade presence to monitor any course obstacles.

An Event Specific & Obstacle Specific Risk Management Plan is developed for each Tough Mudder Event in Australia including fire risks both external to the event site but having an impact, and caused from internal to the event site and possibly impacting on attendees and the surrounding community.

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The preventative controls are audited in the lead up to and during the event. This includes gas and electrical safety, provision of equipment (fire extinguishers, blankets etc) and training (wardens, safety officers and vendor use of extinguishers and blankets).

The "condition monitoring" identified in detail earlier in this Plan provide a series of early warnings in the areas of imminent "catastrophic and/or extreme" fire danger rating periods, adverse/extreme weather patterns and key Agency liaison with the local Rural Fire Service (NSWRFS).

Tough Mudder will maintain an ongoing liaison with the Mulgoa & Penrith NSWRFS Agency personnel and maintain a flexible approach to the need to have NSWRFS Resources on site during the Event. Tough Mudder will also seek advice in an ongoing capacity and will take the advice provided by NSWRFS in the lead up period. Tough Mudder will ensure that it has the appropriate level of "First Response" fire suppression capability on site for the Event.

Police

NSW Police are providing some resources to assist with public order, liquor control & traffic management. Police on site will be in communication with the Event Control communications personnel throughout and should the need arise for additional Police resources; a call to "000" will be made.

Any response to emergency situations will be undertaken in a coordinated, consultative and appropriate manner. In the event of an emergency situation in the vicinity of the venue or within the venue that is beyond the resources allocated for the event, the Penrith City Council and the NSW Emergency Management Arrangements will be implemented.

Following the conclusion of this event a comprehensive debriefing process will be undertaken should the need arise.

Description of Event

The Tough Mudder Event consists of Participants (at this stage anticipated total of 13000 on Day 1 & Day 2) navigating a distance of approximately 20 kilometres and navigating approximately 20 different obstacles to complete the course (See intended list of obstacles under heading "Obstacle Specific Details" later in this Plan.

The 20 obstacles include a series of running on both smooth and rough terrain, climbing on or running through wooden logs, climbing a series of structures whereby participants are required to jump off into water, climb on netting or just experience the challenge of physical endurance. There are other obstacles where participants are required to crawl on their stomach through mud, water and rough terrain typically under netting, wire, or other artificial impediments. There are further obstacles requiring climbing stacks of hay, sliding down wet slopes, running through ignited hay bales (separated and supervised), and also negotiating to obstacles where there is a potential for the participants to experience an electric shock.

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Based upon previous experience (the details of which have been supplied by Tough Mudder and observed in April 2013 at Fernhill Estate) this event has a very high likelihood of a number of the participants receiving minor trauma injuries particularly in the area of strains and sprains, cuts and bruises, abrasions, dislocations and the possibility of broken bones.

The participants are made aware of the risks and hazards associated with this event and the obstacles they are likely to encounter and they choose to proceed with that full knowledge. Participants are required to sign a waiver of liability as a part of the entry processes.

Tough Mudder have event personnel and First Aid qualified resources located at each of the obstacles. In addition those water related obstacles where there is a risk of submersion, competent water safety personnel are in position should a response be required.

The personnel at each obstacle will be equipped with communications equipment including two way radios and mobile telephones and being contact with the Event Control throughout the event.

Should they need to report any incident or emergency situation they will do so via this communication method in the first instance.

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Event & Venue Characteristics:

The site consists of the following major elements :

| | Description / Remarks |
|----|--|
| 1. | Traffic Management on both ingress and egress – See Traffic Management Plan |
| 2. | Crowd Density – At start, finish and obstacle locations involving spectators, participants and event support personnel |
| 3. | Vehicle/ pedestrian interface – Car parking areas, event support vehicles (throughout the circuit) including emergency service personnel |
| 4. | Spectator movements across sometimes undulating surfaces, crossing fences which may or may not be electric fences |
| 5. | Competitor congestion-at the start and throughout the duration of the course. There is a high likelihood of competitor congestion at various obstacles. Any delays at an obstacle will have upstream consequences. |
| 6. | Competitor injury-events of this nature typically results in a number of injuries ranging from minor cuts and abrasions through to potential broken bones (or similar). Past experience has included some competitors suffering hypothermia as a result of some obstacles. Recent activity saw a number of fractures, dislocated shoulders and many participants assisted through one water obstacle. It can be anticipated that Ambulance transport will be required for a small number of injuries. At the most recent events in NSW & Victoria, both required one Air Ambulance transport each. |
| 7. | Site access and familiarity-challenges exist for event support staff and emergency service personnel in travelling to and from the individual obstacles. As the site is remote understanding exact locations and being a report emergencies and direct resources to those locations may be challenging. Detailed CAD drawings have been prepared, the obstacles identified by either grid reference or points along the course itself. |
| 8. | Extreme weather- Fernhill Estate is known as a location where extreme conditions can be experienced at various times of the day. |
| 9. | Structural integrity -the obstacles have been designed and built to withstand the expected pressures from this event. It is not anticipated that the structures will malfunction during the event. |

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Types of Emergencies

The Emergency Management Plan considers the risk Assessment of the following potential emergency scenarios. Each scenario is evaluated against the risk assessment criteria later in this document and where applicable detailed in the associated Event Risk Management Plan

Emergency Situation

1. Medical Incidents
2. Death or Serious Injury (Life threatening)
3. Structural Damage to Temporary Facilities and Portable Buildings
4. Fire (Internal & Wildfire)
5. Crowd-related (e.g. unruly behaviour)
6. Severe Weather
7. Water Leak/Burst Pipe
8. Flooding
9. Power Failure/Isolation
10. Assault
11. Civil disorder /Demonstration
12. Armed Hold-Up/Robbery
13. Chemical Spill/Hazard
14. Explosion
15. Bombs-Threat/Found/Mail Bomb
16. Gas Leak
17. Vehicle Collision (Specifically internal to FE Site)

| | | | | | |
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Emergency Management Roles & Responsibilities

Emergency Control Organisation (ECO)

The Emergency Control Organisation (ECO) is responsible for implementing procedures as prescribed in the Emergency Management Plan & Incident Response Procedures. The ECO is made up of Tough Mudder management and support personnel.

This ECO structure is designed in accordance with the requirements of AS 3745 "Planning for emergencies in facilities" and is the primary event management response required to attend to routine emergency situations.

Any emergency situation considered beyond the capability and the resources of this ECO will then become the responsibility of the Lead Agency as defined in the Emergency Management Arrangements of NSW. The ECO will then become an available resource for that lead agency to use if and when required.

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ECO Structure

Emergency Control Organisation (Roles & Responsibilities)

| Role | Contact Details |
|--|-----------------|
| Chief Warden – Ben Muldoon Tough Mudder | 0433 225 014 |
| Deputy Chief Warden Event Director – Stephen Goss – SentryBRS on behalf of Tough Mudder | 0412 279 145 |
| Communications Officer – (SentryBRS) | |
| Risk & Safety Adviser – Stephen Goss (SentryBRS) | 0412 279 145 |

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Obstacle Specific Details (As at 28 August 2013)

| OBSTACLE | Staffed | Radio |
|-----------------------|---------|-------|
| Start | Y | Y |
| Dirty Ballerina | Y | Y |
| Glory Blades | Y | Y |
| Kiss of Mud | Y | Y |
| Arctic Enema | Y | Y |
| Walk the Plank | Y | Y |
| Electric Eel | Y | Y |
| King of the Mountain | Y | Y |
| Water Logged | Y | Y |
| Warrior Carry | Y | Y |
| Hold Your Wood | Y | Y |
| Trench Warfare | Y | Y |
| Mud Mile #1 | Y | Y |
| Berlin Walls | Y | Y |
| Boa Constrictor | Y | Y |
| Electric Eel | Y | Y |
| Balls to the Walls | Y | Y |
| Mud Mile #2 | Y | Y |
| Cage Crawl | Y | Y |
| Funky Monkey | Y | Y |
| Everest | Y | Y |
| Electro Shock Therapy | Y | Y |
| Finish | Y | Y |

Emergency Services/Agency Resourcing & Roles

| | Agency | Role |
|----|---------------------------------------|---|
| 1 | Ambulance NSW | Health Commander Patient Transport Resource co-ordination (where required) |
| 2 | Event First Aid | First Aid Initial response, assessment and whether higher level of medical response required |
| 3 | NSW Police | Traffic Management Emergency Response Liquor Licence Compliance Public Order |
| 4 | NSW Fire Service | Monitoring, responding |
| 5 | Penrith City Council | Emergency Management Officer |
| 6 | Security | Site Security, asset protection, cash handling, emergency response |
| 7 | Fernhill Estate | Landlord of Venue |
| 8 | Incognitus | Facility repairs & response |
| 9 | Sentry BRS | Planning, Safety Officers, inspections, audits and incident response |
| 10 | Nepean Blue Mountains Health District | Public Health – Counter Disaster |

Two Way Radios

The primary and most reliable form of communication at Fernhill Estate will be via two way radio. All relevant channels will be monitored at the command post by Tough Mudder to Agency personnel.

Each agency, including Ambulance NSW, Event First Aid, and Rural Fire Service & NSW Police will be responsible for establishing their own two way communication protocols.

The following table is indicative how Tough Mudder would typically communicate at this event:

| Channel | Name | Notes |
|---------|-------------------------|--|
| 1 | Event Control / Command | Main tough Mudder communication (Tough Mudder Staff, Supervisors, Volunteer leads) |
| 2 | Construction Manager | Obstacle Build/Maintenance & Temporary Structures |
| 3 | Course Manager | Course flow, supervision of obstacle staffing, medical |
| 4 | Water Safety | Water Safety at High Risk Obstacles as required |
| 5 | Safety | Communications direct to Safety Team |

Event Communication Flow

Information may originate from any number of sources and any individual may be the initial point of receipt of information. It is imperative that all stakeholders, while attending to their primary response role, keeps other stakeholders informed at all times regarding emerging situations.

The open flow of information (keeping in mind considerations regarding Privacy Principles) will lead to a successful outcome for all parties.

Emergency Service Resource Planning

The medical planning of resources and deployment has been undertaken by Tough Mudder personnel with advice from Emergency Services and First Aid supplier. The details associated with these resources are contained within the associated Event Medical Response Plans.

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Public Health – Counter Disaster

A "Public Health" disaster has been defined as an occurrence that causes loss of life, injury, distress or danger to people, or loss of or damage to property and which is beyond the capacity of available resources to manage.

The Public Health Unit is involved in the management of disasters in the Nepean Blue Mountains and Western Sydney Local Health Districts. This involves activities to plan for the prevention of, preparation for, response to and recovery from a variety of natural and man-made disasters that could impact on the health of the public (eg. toxic chemical incidents, floods, infectious diseases, bioterrorist events, etc.).

Obstacle Specific Risk Assessment

Each of the Obstacles has been risk assessed against an agreed set of criteria and the final deployment of appropriately qualified resources will be at the discretion of the Event Health Commander and Tough Mudder Management.

Preventative Strategies

Tough Mudder and the various Emergency Management Specific stakeholders have each undertaken detailed event specific planning commensurate with their roles, responsibilities and their obligations.

A number of preventative strategies have been or are in the process of being undertaken to firstly prevent the likelihood of an emergency situation arising in the first place and secondly, in circumstances where an emergency has either occurred or is in the process of emerging, the level of response, the resources and approach are consistent and with the primary purpose of minimising the harm of any emergency situation.

These preventative strategies include the following (not exhaustive):

- Preparation of Plans to deal with likely scenarios
- Engagement of sufficient resources to respond to expected emergencies
- Enlisting professional advisory services to assist with the local planning aspects for possible emergencies
- Site inspections on a daily basis to identify potential hazards prior to the running of the event
- Conduct of an Event Specific risk assessment, resulting in:
 - Development of these plans and procedures
 - Reviewing the control measures either in place or intended to be in place
 - Recommendations for additional controls to be considered
- Conduct of an obstacle specific risk assessment, resulting in:
 - Specific response procedures developed for individual obstacles based on identified risk factors such as:
 - Potential drowning
 - Falls from height

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- Fire
- Electric shock
- Extreme temperature exposure etc.
- Establishing communication and response protocols with the various emergency services
- Conduct of site inspections/walks with representatives of all Agencies
- Conduct of desktop response scenarios to test some of the assumptions built into these plans
- Having a detailed feedback and continuous improvement process to learn from past experiences and amend plans accordingly
- Briefing sessions for all personnel of the ECO to ensure understanding of the details in the plans and the various roles, responsibilities and preventative measures
- Final review of plans by Agency representatives and inclusion of their feedback

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Response Procedures – Roles & Responsibilities

Chief Warden

On hearing an alarm/emergency signal or becoming aware of an emergency, the Chief Warden will;

- Go to Event Control / TMHQ Command Centre
- Find out the nature of the emergency and determine appropriate action by:
 - Contacting Area Wardens / Wardens
 - Ensure the site specific TM Representative is informed (if required)
 - If required liaise with Agency Management (Ambulance NSW, St J, NSW Rural Fire, NSW Police) of the situation (including any directions required from arriving Emergency Services)
- Decide on assembly areas if applicable
 - As designated in the plan?
 - Which are most appropriate?
 - Inside or outside the venue?
 - Are there any to be avoided?
- Decide on immediate medical needs;
 - First Aid
 - Ambulance
 - Ensure the appropriate emergency service/s has been notified
 - Ensure all wardens / staff are advised of the situation as appropriate
 - If required initiate movement to the evacuation assembly area
 - Chief Warden must ensure a log is kept of decisions made during response period
 - Document progress of evacuation and any action taken is recorded in Appendix 1 – Emergency Log
- Nominate someone to meet and direct arriving emergency services and brief:
 - Location
 - Status of the emergency
 - Action taken
- Discuss options with the management who will be making decisions about the entire venue.
- Act on emergency services/s officers instructions.
- Ensure all TM personnel/volunteers/contractors are assembled and accounted for as far as is practical
- Provide details of all unaccounted personnel to the Emergency Services
- If the decision is to evacuate, the Communications Officer will communicate the message through the warden system.
- Ensure incident response, management and reporting is undertaken in accordance with event management procedures (including consideration of scene preservation and possibly event interruption/cessation)

Deputy Chief Warden

- If the Chief Warden is not available, the Deputy Chief Warden will assume all responsibilities, duties and control.
- If the Chief and Deputy Chief Wardens are not available, the next ranking member of the ECO on duty will assume control as Chief Warden. During an emergency the Deputy Chief Warden will be delegated tasks by the Chief Warden.
- Go to the control point unless instructed otherwise by the Chief Warden
- Take instruction from and report to the Chief Warden
- Communicate with the Area Wardens to ascertain situation at assembly areas

Communications Officer

- Act as primary liaison with Event Emergency Service Agency communications personnel
- Know your requirements in case of an emergency
- Keep an up to date phone list of all ECO Members
- Keep an emergency log form ready for recording purposes.
- Prepare any announcements addressed to all Wardens/Event Staff including instruction to commence Evacuation and asking for an immediate reply to acknowledge receipt (via two way radios)
- Act as instructed by the Chief or Deputy Warden – Agency Communications Officer(s)

Media Liaison (If Designated for Event)

- TM Have a TM Specific Crisis Communications Staff Member on site
- The Media Liaison officer is the dedicated resource responsible for communicating with media.
- Liaise wit Emergency Services on coordinated media strategy where appropriate.
- Refer to the Media / Spokesperson Instructions
- Wait for information from the Chief or Deputy Chief Warden
- Allocate an area for media liaison and confirm safety of area via Communications Officer.
- Notify Communications Officer of position and move there.
- Inform media of appropriate information as it comes to hand from the Chief Warden if delegated to do so.

Area Warden (Zone Supervisors)

- Keep a copy of the relevant details for the role accessible or near you
- Have knowledge of the obstacles, resources, staff/contractors working in your area
- Know the location and details of your nearest emergency resources – First Aid/Medical, Water Safety, Advanced Medical Treatment Facility, Fire response resources
- Know your requirements in case of an emergency
- Complete your area checklist & report any issues to Event Control to ensure corrective action is taken where required
- Know how to operate all extinguishers, fire blankets and fire systems in place
- Know the number and location of any mobility impaired persons, and know how you can best assist them in an evacuation
- Ensure exit routes and fire fighting equipment is unobstructed
- Know how to use communication equipment

Evacuation Wardens / Security Personnel

- Listen for instructions from Event Control Centre
- Follow instructions from your Supervisors / Area Wardens
- Know your area.
- Know the number and location of any mobility impaired persons, and know how you can best assist them in an evacuation
- Ensure exit routes and fire fighting equipment is unobstructed
- Know the location and details of your nearest emergency resources – First Aid, Ambulance, Fire Response personnel or Supervisor

Safety Officer

- Additional resource to assist with isolation of incident locations
- Conduct of incident analysis and investigation
- Hazard management
- Respond to requests for assistance
- Know your requirements in case of an emergency
- Conduct of hazard, route inspections
- Know how to use communication equipment

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Tools Available

- Area Wardens are to be provided an information Pack containing information about key contact numbers, radio call signs, an area map and a checklist to be completed
- Where possible Wardens will be provided with appropriate identification

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Evacuations

The decision to evacuate will be made in a consultative manner between Tough Mudder Management and the Emergency Services at the site.

Assembly Areas

Assembly Area #1 (Primary) – Centre of Base Area (Access to facilities, communication and PA system)

Assembly Area #2 (Secondary) – Entry Gate – (Adjacent to Mulgoa Road and main access gate for traffic)

An alternate Assembly Area may be decided upon through consultation with the responsible Agency (NSW Police)

Medical Emergency Evacuations

There may be an occasion where an individual onsite may require the services of medical treatment beyond the capacity of the resources on site. In this case the (Health Commander) may request evacuation either by road or in the most serious cases, via helicopter.

Road Transport

In the event an emergency road transport is required, First Aid will transport the patient to a location where appropriate Ambulance NSW transportation will be met, the patient will be transferred.

A traffic management response will be implemented to ensure unimpeded access is available throughout the onsite transport process.

Alternative Site Evacuation Routes

Should the primary access/egress roadways become unavailable for any reason, alternative pathways have been identified, mapped and cleared in advance of this Event.

Liaison with the respective emergency service/Lead Agency will take place prior to opening these pathways for vehicular traffic as considerations of stay in place may be the preferred option in an emergency situation.

Helicopter Transport

In the event it is deemed helicopter transport is required, two (2) dedicated and suitable landing zones have been identified, co-ordinates obtained and clearly identified on the Site Map. The Health Commander will direct the helicopter to the site deemed most suitable in the circumstances **and warning is to be provided to the pilot of the existence of power lines traversing the property (Clearly marked on Site Plan).**

When the location is identified, Tough Mudder and Sentry BRS Safety Officers will deploy to the selected location and ensure that all activities nearby are ceased and the area isolated for the purpose of landing the helicopter.

| Authority to Evacuate | |
|--|---|
| All staff | Authorised to evacuate persons from immediate vicinity of perceived danger or hazard |
| Area Wardens/Emergency Response/Safety Officer | Authorised to evacuate persons from designated warden area and adjacent areas |
| Chief Warden | Authorised to institute general evacuation of site - In Event Mode, where practicable, Chief Warden must first consult with Event Organiser (Tough Mudder) and relevant Agencies. |

Police are the Lead Agency with respect to evacuations and Event Organisers are to pay heed to any advice Lead Agencies give with respect to this or other aspects of emergency response.

| Evacuations & Evacuation Assembly Areas | |
|--|--|
| <p>The most likely evacuation scenario would be localised to a particular area of the overall course rather than a general evacuation. Any decision to evacuate in part or in full will be undertaken, where possible, in a consultative approach.</p> <p>In the event of a general evacuation of the site, persons should be directed to proceed to designated External Evacuation Assembly Areas as follows:</p> | |
| Assembly Areas | Remarks |
| Location 1: | (Primary) – Centre of Base Area (Access to facilities, communication and PA system) |
| Location 2: | (Secondary) – Entry Gate – (Adjacent to Mulgoa Road and main access gate for traffic) |
| Location 3: | An alternate Assembly Area may be decided upon through consultation with the responsible Agency (NSW Police) |
| <p>Partial Evacuation</p> <p>The nearest place of safe refuge decided upon by local TM / Emergency Service Personnel via Event Control liaison.</p> <p>An alternate internal assembly area will be designated by the Chief Warden at the time of the emergency if required.</p> | |

Alert and Evacuation Signals

Via Event Two Way Radios & PA where appropriate

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|----------------------|--|
| SOP: | Evacuation SOP |
| Category: | Incident Management |
| ID: | IMP 1.5 |
| Last updated: | 08 August 2013 |
| Updated by: | Stephen Goss (Sentry BRS) – Alignment with AU Terms & Acronyms |

PURPOSE

The purpose of this document is to set out the procedures to be followed by Tough Mudder event staff if it becomes necessary to evacuate part or all of a Tough Mudder event site for any reason.

BACKGROUND

There are a range of reasons which may make it necessary to evacuate part or all of a Tough Mudder event site. These include fire, severe weather (eg. lightning, strong winds), flooding, or a security threat (eg. a bomb threat).

It may be necessary to evacuate a specific space or area only (eg. if there is a fire in a specific structure, or there is a risk of flooding on a specific part of the course), or it may be necessary to evacuate the entire event site (eg. if weather becomes or threatens to become particularly severe).

It is important to have clear procedures in place which should be followed in the event that part or all of an event site needs to be evacuated. Identifying such procedures and ensuring Tough Mudder staff members are briefed on such procedures will help reduce panic and ensure that any evacuation occurs as calmly and efficiently as possible.

The effectiveness of this Incident Management Plan relies upon Tough Mudder Event Operations Roles being clearly defined and filled.

Where an Event Director has been appointed for an event, the Event Director should assume the responsibilities identified for the General Manager/Event Director/Chief Warden.

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DEFINITIONS

Primary Assembly Point (PAP) The preferred location to which individuals should be evacuated from a particular structure/area. PAPs are safe locations away from any hazards, which are large enough to accommodate all of the individuals who may need to be evacuated from the structure/area. PAPs will generally be on the event site, but should be 25-50 yards from the structure/area.

Secondary Assembly Point (SAP) An alternative location to which individuals should be evacuated if it is not possible to evacuate individuals to the Primary Assembly Point (PAP). SAPs are safe locations away from any hazards, which are large enough to accommodate all of the individuals who may need to be evacuated from the structure/area. SAPs will generally be on the event site, but should be 25-50 yards from the structure/area.

Cluster Assembly Point (CAP) A location to which a large number of individuals can be evacuated from a cluster of structures or an extensive area of the event site. CAPs are safe locations away from hazards, which are large enough to accommodate large numbers of individuals. CAPs may be on or off site, and should be at least 100 yards from any structure/area posing a hazard. CAPs generally comprise areas of open ground or car parks, however may include indoor spaces where available.

Evacuation Route (ER) An unobstructed walking route leading to a Cluster Assembly Point.

PROCEDURE

The following steps should be followed by Tough Mudder event staff in preparation for a potential evacuation of part or all of a Tough Mudder event site, or if an evacuation becomes necessary:

1. PRE-EVENT

General Manager/Event Director/Chief Warden

The General Manager/Event Director/Chief Warden may delegate some or all of the following tasks to the Safety Manager or Operations Manager, however is ultimately responsible for ensuring these steps are carried out.

1. Conduct a site tour and identify suitable Primary Assembly Points (PAPs) and Secondary Assembly Points (SAPs) for all distinct structures and/or areas of the site which may potentially need to be evacuated for any reason. This should include all buildings, temporary cabins and tents (including the Event Control

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Centre and the Logistics Field Warehouse), the Base Area, the Start Area, the Finish Area, each course obstacle, and each Parking Area.

2. Identify suitable Cluster Assembly Points (CAPs) to which individuals can be evacuated if an extensive area of the event site, or the entire event site, needs to be evacuated. Liaison with the venue is likely to be appropriate when identifying suitable CAPs.
3. Identify suitable Evacuation Routes (ERs) from key areas of the event site to identified Cluster Assembly Points.
4. Mark all PAPs, SAPs, CAPs and ERs on a map, and display the map clearly in the Event Control Centre.
5. Ensure that hand-held PAP/SAP signs are scoped which can be held by evacuation Area Wardens/Wardens to identify these assembly points in the event that an evacuation of a structure/area is required.
6. Ensure that adequate directional signage is scoped clearly identifying ERs and CAPs. ER signage should be of a type which can be erected on site; either free-standing signs or signs which can be attached to structures/fences/barricades.
7. Identify a location where emergency meetings can be held if required, and ensure all Event Team staff are aware of the location.
8. Identify staff to act as Area Wardens/Wardens in the event that an evacuation is required, and ensure staff are clearly briefed on their roles in the event that an evacuation is required, and are familiar with Primary, Secondary and Cluster Assembly Points and Evacuation Routes.
9. Ensure that hats, bibs or signs are scoped which identify Area Wardens/Wardens in the event that an evacuation is required, or alternatively ensure that all staff who will fulfill the role of evacuation steward are instructed to wear their Tough Mudder uniform at all times when on site.
10. Identify a suitable means of sounding an evacuation alarm, and ensure that the alarm can be activated in specific areas of the site as well as more broadly across the event site as a whole. (It may be that air sirens or something similar are required for a site or areas of the site where there is no coverage by an existing alarm/PA system.) Ensure those with the authority to activate an alarm have the means to do so. (This may include scoping sufficient air sirens to distribute to area Managers/Supervisors.) Ensure that all Event Team staff are familiar with alarm signals. Conduct multiple tests of alarms to ensure they are working.
11. Ensure megaphones and sufficient batteries are scoped and issued to staff responsible for managing/supervising key areas of the event site (and coordinating an evacuation if required) in advance of the event.

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12. Agree that the following individuals will have the authority to sound an evacuation alarm ordering an evacuation, or adjust as appropriate:

Specific Area

- General Manager/Event Director/Chief Warden;
- Safety Officer;
- The Manager or Supervisor of any specific structure or area on the event site (eg. Base Area Manager, Course Supervisor, Logistics Coordinator).

Event Site

- General Manager/Event Director/Chief Warden (Event Director/Chief Warden);
- Safety Officer.

13. Discuss the circumstances which might lead to an evacuation of part or all of the event site, and the evacuation procedures to be followed, with relevant emergency services representatives in advance of the event, including the role which emergency services representatives will play in the event of an evacuation.

14. Conduct 1 or more rehearsals of both an area and an overall site evacuation.

2. DURING EVENT

SENTRY

Safety Officer

1. Ensure Evacuation Routes and Cluster Assembly Points are identified on Course Maps which are prominently displayed in/around the Base Area, and which are distributed to participants, spectators and staff/volunteers.
2. Conduct regular checks to ensure that pre-identified Primary, Secondary and Cluster Assembly Points remain suitable and free of obstructions, and that Evacuation Routes remain clearly signed and free of obstructions.

If the decision is made that it is necessary to evacuate a specific area of the event site:

Person ordering the evacuation

1. Sound the alarm in the area needing to be evacuated, and advise people using the PA system or megaphone to evacuate the area. Advise them of the relevant Assembly Area to which they should head.
2. Make a radio call to Event Control advising of the need to evacuate a particular area. Say "URGENT, URGENT, URGENT", and provide the following information:
 - your name and role;

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- confirmation that the alarm has been activated and is not a false alarm;
 - the name or description of the area being evacuated;
 - the reason for the evacuation;
 - specific details about any assistance that is required.
3. Identify evacuation Area Wardens/Wardens amongst your team and ensure they are positioned appropriately and are directing people towards the relevant Primary, Secondary or Cluster Assembly Point.
 4. Instruct a warden/Safety Officer to position themselves at the relevant Assembly Point, requesting people to remain calm and await further instructions.
 5. Conduct a check to ensure that all individuals are clear of the area posing the hazard.
 6. Advise Event Control when the evacuation of the area is complete.
 7. Await the arrival of emergency services assistance if relevant, and provide information as appropriate.
 8. Complete an Incident Report Form.

Event Control

1. Order announcements to be made over the PA system, or using megaphones, asking people to evacuate the relevant area calmly and quickly and follow the directions of Area Wardens/Wardens.
2. Ask the Safety Officer to attend the scene of the incident (If safe to do so).
3. Notify the General Manager/Event Director/Chief Warden of the incident.
4. Notify any other staff members who may need to know about the incident or be involved in responding to the incident, including staff who may be required to act as Area Wardens/Wardens.
5. Contact relevant emergency services representatives and request assistance as appropriate.
6. Log all incident details, including:
 - Time and Date of incident/evacuation;
 - Person who reported the incident and/or initiated the evacuation;
 - Description and time of actions taken in response to incident/ as part of the evacuation.

Safety Officer

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1. Attend the scene of the incident and assume responsibility for managing the scene. Relieve the person ordering the evacuation from overall responsibility for managing the incident.
2. Keep the General Manager/Event Director/Chief Warden informed about the incident and the incident scene.
3. Liaise with emergency services representatives as appropriate, and facilitate support for any action that is required.
4. Monitor whether a further evacuation from a Primary or Secondary Assembly Point to a Cluster Assembly Point is required.
5. Declare if and when it is safe for people to return to the area that was evacuated, and notify Event Control and the General Manager/Event Director/Chief Warden, as well as the owner of the relevant area, accordingly.
6. Ensure an Incident Report Form is filled out in relation to the incident.

General Manager/Event Director/Chief Warden

1. Dispatch any additional resources that may be required to assist with the evacuation, or in managing the relevant Assembly Point.
2. Liaise with the Safety Officer to obtain updates on the incident.
3. Liaise with emergency services authorities as required.
4. Assess whether it is necessary/appropriate to suspend the event, cancel the event, or close down a particular area of the event site. This should be done in consultation with the Safety Officer and other Event Team members as required. Take necessary steps to implement such plans.
5. Contact the on-duty member of the Operations Executive Committee and advise of the incident/evacuation. Activate the Crisis Communications Plan if necessary.
6. If necessary, hold a meeting to inform Event Team staff about the incident/evacuation and further follow-up steps, and provide instructions on how to respond if asked about the incident. It may be sufficient to cover this in the pre-scheduled end-of-day briefing.
7. Ensure all relevant details about the incident/evacuation and the response are logged, and that an Incident Report Form has been filled out.

If the decision is made to evacuate the entire event site, follow the steps outlined above, and also the following steps:

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Event Control

1. Vacate the Event Control Centre as required, continuing to perform the function of Event Control using a hand-held radio.
2. Where it remains safe/feasible to do so order announcements to be made over the PA system, or using megaphones, as instructed by the General Manager/Event Director/Chief Warden.
3. Facilitate the flow of information between the General Manager/Event Director/Chief Warden and other staff as necessary.

Safety Officer

1. Attend the most critical area of the event site and assume responsibility for managing the evacuation of this area if the person otherwise responsible for this area requires assistance.
2. Monitor the overall evacuation of the site providing updates to Event Control.
3. Advise Event Control when the evacuation of the site is complete.

General Manager/Event Director/Chief Warden

1. Contact the on-duty member of the Operations Executive Committee and advise of the recommendation to evacuate and/or notify of the decision to evacuate. Activate the Crisis Communications Plan.
2. Instruct the Course Supervisor to evacuate and perform a sweep of the entire course.
3. Instruct the Base Area Manager to evacuate and perform a sweep of the entire Base Area.
4. Ensure Area Wardens/Wardens are deployed across the site to manage the evacuation. This includes deploying a sufficient number of Area Wardens/Wardens to relevant Cluster Assembly Points.
5. Deploy additional resources to manage parking areas, given the likely convergence of people on these areas.
6. Assess whether it is safe/feasible for people to collect items from the Bag Drop area before vacating the site, and notify the Base Area Manager accordingly. Deploy specific resources to assist in managing the Bag Drop area, either to help with the distribution of items or to prevent people trying to access the area.
7. Provide instructions to Event Team staff and Area Wardens/Wardens on the message/s to be communicated to participants, spectators, workforce and on-site stakeholders regarding the evacuation.

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8. Order announcements to be made over the PA system, or using megaphones, asking all people to evacuate the event site calmly and quickly, following the directions of Area Wardens/Wardens. The following information should be provided:
 - o the reason for the evacuation;
 - o the importance of vacating the site quickly;
 - o instructions on where to go;
 - o instructions regarding the collection of items from the Bag Drop area.
9. Liaise with emergency services authorities as required. Notify them of any actual or potential injuries to people involved in the event.
10. Deploy resources to assist anyone who is injured or who may otherwise require assistance evacuating the site.
11. Where feasible given the situation, make specific contact with vendors, sponsors, and other on-site stakeholders providing information about the reason for the evacuation.
12. Consider and ensure the safety of all staff involved in coordinating the evacuation.
13. Monitor the progress of the evacuation and ensure all people are clear of the event site.
14. Monitor the hazard responsible for triggering the evacuation. This may involve liaising with emergency services representatives and/or monitoring the weather.
15. Once the hazard ceases to pose a threat, return to the event site, inspect the site, conduct an inventory of infrastructure/assets, and identify any damage caused to infrastructure/assets as a result of the incident/evacuation.
16. Where necessary facilitate the collection of items from the Bag Drop area by participants/spectators, ensuring the site is appropriately managed throughout this period.

Course Supervisor

1. Sound the evacuation alarm/s across the course, or instruct course staff to sound alarms.
2. Order announcements to be made across the course over the PA system (where this is Event Controlled by the Course Supervisor) or using megaphones, asking all participants, spectators and staff to evacuate the course calmly and quickly, following the directions of Area Wardens/Wardens. The following information should be provided:
 - o the reason for the evacuation;
 - o the importance of vacating the site quickly;
 - o instructions on where to go;
 - o instructions regarding the collection of bags.

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3. Instruct course staff to evacuate the course. A sweep of the course should be conducted, commencing at the furthest point from the Cluster Assembly Point to which people are being evacuated, and systematically moving towards the Cluster Assembly Point. Advise course staff on instructions/information to be communicated to people on the course.
4. Secure on-course assets such as electronic equipment, signage and inflatables as is feasible given the situation.
5. Conduct a check to ensure that all individuals are clear of the course. This may involve liaising with course staff responsible for various sections of the course.
6. Advise Event Control when the evacuation of the course is complete.
7. Ensure all course staff proceed to the relevant Cluster Assembly Point.

Base Area Manager

1. Sound the evacuation alarm/s across the Base Area, or instruct staff to sound alarms.
2. Order announcements to be made across the Base Area over the PA system (where this is Event Controlled by the Base Area Manager) or using megaphones, asking all participants, spectators, vendors/sponsors and staff to evacuate the Base Area calmly and quickly, following the directions of Area Wardens/Wardens. The following information should be provided:
 - o the reason for the evacuation;
 - o the importance of vacating the site quickly;
 - o instructions on where to go;
 - o instructions regarding the collection of items from the Bag Drop area.
3. Instruct Base Area staff to evacuate the Base Area. A sweep of the Base Area should be conducted, commencing at the furthest point from the Cluster Assembly Point to which people are being evacuated, and systematically moving towards the Cluster Assembly Point. Advise Base Area staff on instructions/information to be communicated to people in the Base Area.
4. Ensure all activities in the Base Area cease eg. finish line beer/product distribution, food and beverage sales, sponsor stand promotions, Carnival of Tough.
5. Liaise with the General Manager/Event Director/Chief Warden regarding whether it is safe/feasible for people to collect items from the Bag Drop Area before vacating the site. Deploy additional resources to manage the collection of items from the Bag Drop area where it remains safe/feasible for people to do so. If it is not safe/feasible for people to collect their items, ensure sufficient staff are deployed to prevent people from attempting to access the Bag Drop area.

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6. Secure Base Area assets such as Info packs, waivers, registration supplies, electronic equipment, product, signage and inflatables as is feasible given the situation.
7. Conduct a check to ensure that all individuals are clear of the Base Area. This may involve liaising with Base Area staff responsible for various sections of the Base Area.
8. Advise Event Control when the evacuation of the Base Area is complete.
9. Ensure all Base Area staff proceed to the Cluster Assembly Point.

Other Tough Mudder Staff on site

1. Follow any instructions from the General Manager/Event Director/Chief Warden or your immediate Manager.

3. POST-EVENT

General Manager/Event Director/Chief Warden

1. Conduct a full debrief on the cause of the evacuation, the circumstances surrounding the evacuation, and the manner in which the evacuation was carried out, identifying things that were done well, and any measures that should be implemented in the future to minimize the need for an evacuation and/or increase the effectiveness of an evacuation.
2. Ensure that appropriate communications are made to participants, spectators and other event stakeholders, providing adequate explanation of the circumstances necessitating the evacuation, thanking them for their cooperation, and advising of the policy on refunds.

IMPORTANT INFORMATION & HELPFUL HINTS

It is crucial to ensure that all staff are clearly briefed in advance of the event on the procedures to be followed if an evacuation is required, and that 1 or more rehearsals are conducted to familiarize staff with these procedures.

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Accessibility

Persons with disabilities are not necessarily helpless. In an evacuation, when offering assistance, ask the person how you can best help.

Mobility Impaired

- Keep egress routes clear of obstructions.
- If unsafe evacuate a person immediately and safely, position (where practicable with someone to remain with them) and obtain assistance.
- Don't assume that lifting techniques will be similar for all disabled persons.

Vision Impaired

- During an evacuation, if assisting, have them take your elbow and then guide them
- Maintain a dialogue describing the nearest exit and obstacles in their path.

Hearing Impaired

- Talk to the person at a normal speech rate, ensure that they can clearly see your lips and support your words with visual signals

Intellectually Impaired

- Explain situation carefully and clearly, ask for feedback to ensure understanding.
- In an emergency and/or evacuation, ideally, the person should be assisted by a person who is known to them

Incident Notification

WorkCover NSW

All Work Cover NSW notifiable incidents will be the responsibility of the Chief Warden or the delegated individual. The following is extracted from the NSW WHS Act 2011 for reference:

Part 3 Incident notification (NSW Work Health and Safety Act 2011)

35 What is a notifiable incident"

In this Act, **notifiable incident** means:

- (a) the death of a person, or
- (b) a serious injury or illness of a person, or
- (c) a dangerous incident.

36 What is a "serious injury or illness"

In this Part, **serious injury or illness of a person** means an injury or illness requiring the person to have:

- (a) immediate treatment as an in-patient in a hospital, or
- (b) immediate treatment for:
 - (i) the amputation of any part of his or her body, or
 - (ii) a serious head injury, or
 - (iii) a serious eye injury, or
 - (iv) a serious burn, or
 - (v) the separation of his or her skin from an underlying tissue (such as de-gloving or scalping), or
 - (vi) a spinal injury, or
 - (vii) the loss of a bodily function, or
 - (viii) serious lacerations, or
- (c) medical treatment within 48 hours of exposure to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

37 What is a dangerous incident"

In this Part, a **dangerous incident** means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- (a) an uncontrolled escape, spillage or leakage of a substance, or
- (b) an uncontrolled implosion, explosion or fire, or
- (c) an uncontrolled escape of gas or steam, or
- (d) an uncontrolled escape of a pressurised substance, or
- (e) electric shock, or
- (f) the fall or release from a height of any plant, substance or thing,
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or
- (h) the collapse or partial collapse of a structure, or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation, or
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- (k) the interruption of the main system of ventilation in an

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underground excavation or tunnel, or
(l) any other event prescribed by the regulations,
but does not include an incident of a prescribed kind

38 Duty to notify of notifiable incidents

(1) A person who conducts a business or undertaking must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

Preservation of the Incident Scene

39 Duty to preserve incident sites

(1) The person with management or control of a workplace at which a notifiable incident has occurred must ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.
(2) In subsection (1) a reference to a site includes any plant, substance, structure or thing associated with the notifiable incident.
(3) Subsection (1) does not prevent any action:
 (a) to assist an injured person, or
 (b) to remove a deceased person, or
 (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident, or
 (d) that is associated with a police investigation, or
 (e) for which an inspector or the regulator has given permission.

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Recovery Phase

Termination of the Emergency

Once emergency services have concluded their involvement, control of the affected area will be handed back to the Chief Warden.

In determining the suitability of the area to be re-occupied and to resume normal operations, the Chief Warden should consider:

- Any residual/lingering hazards
- Any structural or process weaknesses caused by the original event, which could initiate a subsequent emergency if operations are reinstituted.
- The need to preserve the scene if there is to be a subsequent investigation.
- Occupant safety
- Industrial relations ramifications

Where applicable, the decision to re-commence operations will be taken in consultation with specialist staff.

SENTRY

Hazardous Situation & Incident Reporting

All hazardous situations and incidents must be reported immediately to the event management via;

- Switch – Two Way Channel - Command
- Call – Event Control - Two Way Radio

Upon receipt of information relating to an incident, an Event Safety Officer may be deployed to the incident site to ensure correct reporting, recording, investigation and rectification is undertaken.

The Safety Officer will provide appropriate information to the Event Control centre as required.

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Debriefing

A debrief should take place as soon as practicable after an emergency. The Chief Warden will convene and chair the meeting, inviting all area wardens and wardens, with a view to assessing the plan and to recommend any changes. Wardens are encouraged to debrief with the personnel in the area of the venue they are responsible for, and provide feedback for the Chief Warden's debrief. At times when a debrief is not scheduled, any feedback should be passed on via the Event Manager.

SENTRY

Specific Incident Response Procedures

Assault

Lead Agency –Police

A

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| Why | Employees, contractors and the public may be confronted by aggressive person within the work environment. |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Response Team.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the workplace.</p> |
| How | <p>Initial Actions</p> <ul style="list-style-type: none"> • Assess the situation and remain calm • Seek assistance from Event Command Centre via two way radio • Obtain assistance (other staff/security/police) • Do not provoke the assailant or aggravate the situation • If safe to do so, assist the victim (e.g. determine if first aid or medical attention as required and action accordingly) • Disperse any casual spectators but ask witnesses to remain <p>Obtain and note details concerning the incident:</p> <ul style="list-style-type: none"> • ensure that Police are immediately notified (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of travel) via the Communications Officer • full details of victim • circumstances surrounding the incident • witnesses • description/details of assailant/s • cordon off the scene of the incident • identify any witnesses and request them to remain until police arrive • where witness(es) cannot wait for Police attendance, their details are to be noted • if offender still present, ensure that victim and witness(es) are isolated from the person |

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| | <ul style="list-style-type: none"> if offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance. Complete an Incident Report detailing the incident and any action taken |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

Bombs -Threat/Found/Mail Bombs

Lead Agency –Police

B

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| Why | Bomb threat could be received by a suspect device and/or by location. |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Response Team.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the event.</p> |
| How | <p>If a Suspected Explosive Device is found:</p> <ul style="list-style-type: none"> Do not touch. Clear the area. Call the Emergency Services via Event Control Immediately inform Event Control Follow the directions given. Prevent all persons from entering the area where the device is located. If there is a likelihood of an explosive device, do not use mobile phones and radios. <p>Location Threat</p> <p>In the event of receiving a telephone bomb threat: (DO NOT HANG UP THE PHONE) The recipient should keep the caller talking (do not hang up at any time), and note as many details as possible on the sheet of paper:</p> <ul style="list-style-type: none"> Important details include: Exact wording of the threat; Location of the device; |

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| | <ul style="list-style-type: none"> Time of detonation; <p>Sex and other details of the caller, such as estimated age; Details of speech, accent, delivery, and background noises</p> <p>Action to be taken by Recipient:</p> <ul style="list-style-type: none"> Call the Emergency Services if able to do so or arrange for the Chief Warden or their delegate to notify the police by dialling Call Event Control , who will notify the Police if not already undertaken or on-site Security; Do not do or say anything that may encourage irrational behaviour The ECO will take any further action required. <p>Action to be taken by Wardens:</p> <ul style="list-style-type: none"> Do not do or say anything that may encourage irrational behaviour; Chief Warden will organize the ECO personnel to conduct a routine search based on the available information (known as a —white levelll search); Search to be conducted systematically, concentrating on the most likely places such as: rest rooms, site sheds, marquees; Ensure that doors are left open; DO NOT touch any suspicious object found; ECO personnel should report back to the Chief Warden after the completion of the search; If a suspicious object is found, or if the wording of the threat identified a particular place, then the decision to evacuate may be exercised. |
| Communication | Switch – Two Way Channel Command Call – Event Control |

Civil Disturbance / Demonstration / Protest

Lead Agency –Police

C

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| Why | Civil Disturbance / Demonstration or Protest could occur at any time for a variety of reasons |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Services.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the event.</p> |
| How | <ul style="list-style-type: none"> • Immediately inform Event Control, Security, Police, Event Organiser (where applicable) • If there is a risk to occupant safety or of unlawful site entry, then staff should be directed as follows: <ul style="list-style-type: none"> ○ Take steps to restrict access to site or infiltration within building/s by the demonstrator/s. ○ Secure critical records, equipment and valuable items. ○ Remove any objects in accessible locations, which could be used as weapons or missiles by aggressive trespassers. ○ Be mindful of possible diversionary tactics by demonstrators to mask criminal activity. • The Chief Warden should ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motive, intentions, mood, and location. • Removal of trespassers will usually be performed by police • From the moment that the possibility of civil disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Chief Warden and all necessary action undertaken (particularly providing advanced warning to the site's occupants) to assure this. |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

Crowd-Unruly Behaviour

Lead Agency –Police

C

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| Why | Crowd unruly behaviour may occur due to frustration, congestion or panic |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Services.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the event.</p> <p>Security: are responsible for the coordination of security resources to combat the situation.</p> |
| How | <p>Instances of unruly behaviour may vary from individuals throwing missiles (such as beer cans) into the crowd through to groups of individuals engaging in violent brawling.</p> <p>Responsibility for combatting such incidents will rest with police and security personnel however; the following guidelines may be of assistance to the Chief Warden.</p> <ul style="list-style-type: none"> • Immediately inform Event Control • Continuous monitoring of crowd behaviour by staff provides the best opportunity for early detection of possible troublemakers and prominent placement of uniformed staff/police can serve to deter such individuals from unruly behaviour. • In the event of an incident of unruly behaviour, the rapid intervention by Police/Security and removal of persons involved is essential to minimise the risk to patron safety in the immediate vicinity. It is therefore important for staff observing indications of trouble to promptly report their observations. • Staff in the area of the incident should be mindful of the impact it can have on unaffected persons in the vicinity, and where necessary, as a precaution, staff may need to temporarily move those not directly involved away from the scene to create a safety buffer. |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

Death or Serious Injury (Life Threatening)

Lead Agency –Police

D

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| SOP: | Death or Serious Injury |
| Category: | Incident Management |
| ID: | IMP 1.1 |
| Last updated: | 08 August 2013 |
| Updated by: | Stephen Goss (Sentry BRS) – Alignment with AU Terms & Acronyms |

PURPOSE

The purpose of this document is to set out the procedures to be followed by Tough Mudder event staff if a death or serious injury occurs on a Tough Mudder event site.

BACKGROUND

It is not unforeseeable that a death or serious injury may occur on a Tough Mudder event site, given the large number of individuals that take part in Tough Mudder events, and the inherent risks associated with running a distance of 18-22 Kilometres and navigating physically challenging obstacles. Death or serious injury may result from a heart attack or stroke, as a result of a pre-existing medical condition, falling from height, or drowning. It is possible that death or serious injury may result from the collapse of a structure. Death or serious injury may result from other less likely causes.

Whilst steps can be taken to minimize the chances of death or serious injury occurring on a Tough Mudder event site, it is important to have clear procedures in place which should be followed if a death or serious injury does occur. Identifying such procedures and communicating them to relevant Tough Mudder staff members will help reduce panic, minimize confusion, and bring about an efficient and effective response to such an incident.

The effectiveness of this Incident Management Plan relies upon Tough Mudder Event Operations Roles being clearly defined and filled.

Where an Event Director has been appointed for an event, the Event Director should assume the responsibilities identified for the General Manager/Event Director/Chief Warden.

PROCEDURE

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| SENTRY SAFETY MANAGEMENT SYSTEM | Tough Mudder , Mulgoa November/December 2013 | Issue Date | 29-Aug-13 | Page | 48 |
| | | Prep By | SentryBRS | Auth | |

The following steps should be followed by Tough Mudder event staff if a death or serious injury occurs, or is suspected to have occurred, on a Tough Mudder event site:

4. PRE-EVENT

The following steps are included to ensure the Event Team is well prepared should a death or injury occur.

General Manager/Event Director/Chief Warden

The General Manager/Event Director/Chief Warden may delegate some or all of the following tasks to the Safety Manager or Operations Manager, however is ultimately responsible for ensuring these steps are carried out.

1. Ensure that adequate medical support is scoped to be on site at all times during the event when participants/spectators are on site, including at least 2 ambulances (it may be appropriate for there to be more than 2 for large events). A process should be in place to ensure a replacement ambulance is called to the event site if 1 of the ambulances needs to leave the site to take a person to hospital.
2. Identify emergency vehicle access points to the event site, and ensure these are clearly marked on a map which is prominently displayed in the Event Control Centre. Ensure emergency vehicle access to various parts of the course is possible.
3. Identify a suitable landing site for a helicopter in the event that a helicopter is required to transport a person to hospital, and ensure the landing site is clearly marked on a map which is prominently displayed in the Event Control Centre.
4. Identify which hospital/s a person will be taken to if hospitalization is required, and note the address of this/these hospital/s. Make contact with each hospital and provide details about the event. Subject to privacy constraints, seek to establish a process the General Manager/Event Director/Chief Warden can obtain updates on the condition of any person involved in the event who is admitted to hospital.
5. Ensure relevant medical contacts are clearly identified, relationships developed, and clear/reliable channels of communication (preferably radio and mobile phone) are established between key Event Team staff and medical staff. Relevant contact details should be exchanged and displayed prominently in the Event Control Centre.

5. DURING EVENT

Staff member witnessing the incident or present at the scene of the incident

1. Try to remain calm.
2. Seek immediate assistance from event medical staff.

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| SENTRY <small>SAFETY OFFICER TRAINING</small> | Tough Mudder , Mulgoa November/December 2013 | Issue Date | 29-Aug-13 | Page | 49 |
| | | Prep By | SentryBRS | Auth | |

If a medical staff member is in the immediate vicinity, speak to them directly. If no medical staff are in the immediate vicinity and you have a radio, make a radio call to your Manager or to Event Control, say "URGENT, URGENT, URGENT", and ask for medical assistance. You should provide the following details:

- Location of incident- be as specific as possible;
- Description of person.

Do not specify the nature of the injury or state that someone has died over the radio.

If you don't have a radio, try to locate someone nearby who does.

3. Remain with the dead or injured person. If possible send someone else for assistance.
4. Do not become a casualty. Protect yourself and others from any danger that may exist.
5. Protect other people from any ongoing danger by asking them to stand clear.
6. If other people are in the area, ask 1 or more of them to assist by forming a cordon around the dead or injured person, and asking other people to stand clear.
7. Reassure the injured person that medical assistance is on the way.
8. If you have not done so already, communicate details of the incident to your Manager or to Event Control. You should provide the following details:
 - Location of incident- be as specific as possible;
 - Description of person.

Do not specify the nature of the injury or state that someone has died over the radio.

9. Meet with your Manager and provide a full debrief, and ensure that details are captured on an Incident Report Card. You should provide the following details:
 - Location of incident;
 - Description of person;
 - Name and/or registration number of person if known;
 - Cause of the incident;
 - Any other relevant information (eg. impact on the Course).

Event Control

1. Upon receiving the call, dispatch medical assistance and ask the Safety Officer to attend the scene of the incident.
2. Notify the General Manager/Event Director/Chief Warden of the incident immediately.

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| | | Prep By | SentryBRS | Auth | |

3. Notify any other staff members who may need to know about the incident or be involved in responding. This should include:
 - o Operations Manager;
 - o Course Supervisor- if the incident occurred on the Course;
 - o Base Area Manager- if the incident occurred in the Base Area;
 - o Construction Manager- if the incident is obstacle related.
4. Log all incident details, including:
 - o Time and Date of incident;
 - o Person who reported the incident;
 - o Description and time of actions taken in response to incident.

Medical staff member

1. Follow standard procedures.

Safety Officer

7. Attend the scene of the incident and assume responsibility for managing the scene, in support of medical staff.
8. Keep the General Manager/Event Director/Chief Warden informed about the incident and the incident scene.
9. In the case of a death, secure the area and facilitate access for anyone involved in follow-up investigations eg. the Coroner.
10. Ensure an Incident Report Form is filled out in relation to the incident.

General Manager/Event Director/Chief Warden

8. Dispatch any additional resources that may be required to assist at the incident location.
9. Liaise with the Medical Manager to obtain updates on the incident.
10. Liaise with emergency services authorities as required.
11. Assess whether it is necessary/appropriate to suspend the event, cancel the event, or close down a particular area of the event site. This should be done in consultation with the Medical Manager, Safety Officer, Operations Manager, Course Supervisor and/or Operations Associate as required. Take necessary steps to implement such plans.
12. Seek to ascertain the name and contact details of the person's emergency contact, and any friends/associates present at the event.
13. Make arrangements for the on-duty Operations Executive Committee member to contact the emergency contact, providing the following details about the incident:
 - o Name of person involved;

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- o Nature of the injury;
- o Name and address of the hospital to which the person has been taken.

Do not admit liability for causing the death or serious injury, or say anything which might be construed as an admission of liability.

Do not contact the emergency contact yourself.

Offer and take responsibility for arranging assistance for the emergency contact to travel to the hospital.

14. Arrange for any personal items belonging to the person to be collected from the Bag Drop Area, and to be taken to the hospital and given to the emergency contact. If there is a vehicle at the event site belonging to the person, make arrangements for it to be delivered to an appropriate address.
15. Contact the on-duty member of the Operations Executive Committee and activate the Crisis Communications Plan.
16. Subject to privacy constraints, liaise with the hospital to obtain updates on the condition of the person admitted to hospital.
17. Assess whether it is necessary/appropriate to provide counselling support to friends/associates of the person who are on site, or to other affected people including staff and/or volunteers, and arrange such support where necessary/appropriate.
18. If necessary, hold a meeting to inform TMHQ event staff about the incident and further follow-up steps, and provide instructions on how to respond if asked about the incident. It may be sufficient to cover this in the pre-scheduled end-of-day briefing.
19. Ensure all relevant details about the incident and the response are logged, and that an Incident Report Form has been filled out.
20. Locate the person's signed waiver and attach a copy to the Incident Report Form.

Operations Manager

1. If emergency vehicle access needs to be facilitated, notify an appropriate representative from the local law enforcement/traffic authority.
2. If emergency vehicle access needs to be facilitated, notify the Transportation Coordinator.
3. Facilitate emergency vehicle access to the incident location. Where the incident has occurred on the course, this should be done in consultation with the Course

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Supervisor. Where the incident has occurred in the Base Area, this should be done in consultation with the Base Area Manager.

4. Notify the venue contact about the incident.

Course Supervisor

If the incident has occurred on the course:

1. Cordon off the area where the incident has occurred and secure the area from pedestrians and vehicles.
2. Adjust the course to redirect other participants around or away from the incident location. Close down the obstacle if applicable/necessary.
3. Identify a member of your team to assume the Course Supervisor role whilst you remain in attendance at the scene of the incident, and advise Event Control of this. The individual identified should have or be given a radio.
4. Notify the Construction Manager if the incident is related to obstacle malfunction or failure.

Base Area Manager

If the incident has occurred in the Base Area:

1. Cordon off the area where the incident has occurred.
2. Adjust pedestrian flows to redirect people around/away from the incident location.
3. Identify a member of your team to assume the Base Area Manager role whilst you remain in attendance at the scene of the incident, and advise Event Control of this. The individual identified should have or be given a radio.
4. If the incident is a result of a failure relating to a structure, contact the partner and/or contractor responsible for managing/erecting the structure, and investigate the cause of the failure.

Construction Manager

1. If the incident is related to an obstacle malfunction or failure, attend the scene of the incident and assess the cause of the malfunction or failure.
2. Communicate details about the malfunction or failure to Event Control for logging.

Other Tough Mudder Staff on site

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2. Follow any instructions from the General Manager/Event Director/Chief Warden or your immediate Manager.

3. POST-EVENT

General Manager/Event Director/Chief Warden

1. Where applicable, and subject to privacy constraints, continue to liaise with the hospital to obtain updates on the condition of the person admitted to hospital, and inform the relevant member of the Operations Executive Committee.
2. Provide ongoing support to the emergency contact if appropriate.
3. Conduct a full debrief on the cause of the death or serious injury, and the response to the death or serious injury. Identify things that were done well, and any measures that should be implemented in the future which may reduce the likelihood of a similar death or serious injury occurring, and/or increase the effectiveness of the response.
4. Provide information as required with respect to any follow-up investigations into the death or serious injury.
5. Ensure compliance with any local Safety Regulatory reporting/notification requirements.

IMPORTANT INFORMATION & HELPFUL HINTS

It is important to identify emergency vehicle access points to the event site in advance of the event, and ensure these are clearly marked on a map which is prominently displayed in the Event Control Centre.

Fire

Lead Agency –Fire Authority

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| Why | <p>Fire presents a significant risk to OH&S as it requires an immediate response and presents dangers in the form of heat and smoke, collapse of structural elements and the obstruction of emergency escape provisions.</p> <p>Any fire emergency will most likely require a full evacuation of the affected area and potentially the entire Fernhill Estate Site</p> |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Services.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the event.</p> |
| How | <p>Alert all persons nearby and request assistance;</p> <ul style="list-style-type: none"> • Call the Emergency Services via Event Command Centre • Immediately inform Event Communications, who will notify the fire brigade on if not already undertaken; • Inform your Area Warden/Warden • Assist any person in immediate danger (ONLY IF SAFE TO DO SO) • Extinguish the fire (ONLY IF SAFE AND TRAINED TO DO SO); • If threat to life exists, evacuate immediately, closing all doors; • Check all areas have been cleared and inform the Chief Warden; • Control the movement of occupants to the Designated Assembly Area; • Maintain control of persons at the Designated Assembly Area; |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

Gas Leak

G

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| Why | Gas leak may occur from a number of different sources but more particularly from a portable LPG source located at a food vendor outlet or similar. |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Response Team.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the workplace.</p> |
| How | <p>In the event of a gas leak ECO Personnel should:</p> <ul style="list-style-type: none"> • Immediately inform Event Control, who will notify the emergency services if not already undertaken ; • Evacuation may be required • Move all personnel (including patrons/spectators etc) to a safe distance (advice from emergency services to be heeded) • Isolate the gas supply at the source (if safe to do so); • Cordon off enclosed spaces (marquees, site sheds) to avoid build-up of any flammable and/or toxic gases • Remove all ignition sources (if safe to do so). Turn off the electrical supply; • Report to the Chief Warden regarding any actions taken • Control the movement of occupants to the Designated Assembly Area (if required) • Remain at the Designated Assembly Area until further advised by emergency services. |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

Medical Incidents

Lead Agency – Event First Aid & Ambulance NSW

M

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| Why | A medical emergency may occur at any time and may be the |
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| | result of an event participant injury, workplace incident, a staff member or a member of the public becoming ill or injured. The prompt management of a medical emergency is vital |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Services.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the workplace.</p> |
| How | <ul style="list-style-type: none"> Assist any person in immediate danger, (ONLY IF SAFE TO DO SO); Call or ask someone to call for First Aid If the casualty is; <ul style="list-style-type: none"> Unconscious or not breathing or both Immediately call the Emergency Services via Event Command Centre Immediately inform Event Communications, who will notify the emergency services if not already undertaken; Apply First Aid if trained and safe to do so or have a qualified person apply First Aid; Event Communications will notify the Chief Warden or delegate Remain with the casualty and provide appropriate support; The Chief Warden or delegate will contact Event Communications to ensure somebody will meet the emergency services and direct them to the location of the situation Comfort injured person until assistance arrives, |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

Power Failure/Isolation

Lead Agency – Incognitus/ Tough Mudder

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| Why | Power failure may occur from mains (permanent) power or temporary power (generator). |
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| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Services (if necessary) or Event Contractors to rectify.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the workplace.</p> |
| How | <p>Establish whether power failure is site or locality - specific.</p> <ul style="list-style-type: none"> • Immediately inform Event Communications who will notify the Power Utility provider • Ascertain expected time until restoration of power and determine potential impact on operations • If applicable, determine plan for mitigating effects and deploy appropriate resources • Determine if any special precautions need to be implemented as a prelude to or during restoration process (e.g. turning off equipment) and action accordingly • Update ECO personnel and affected parties and monitor situation |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

Structural Damage to Temporary Structures

Lead Agency – Incognitus& State Emergency Service (SES)

S

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| Why | Damage to a temporary structure can be caused by a number of means including overloading by event participants, severe weather, meliaceous damage or incorrect erection. |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Response Team.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the workplace.</p> |
| How | <p>Where there is the possibility of a total or partial structural failure or collapse of a temporary structures erected for events:</p> <ul style="list-style-type: none"> • Persons should be immediately evacuated/kept away |

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| | <p>from the area until it has been professionally inspected to determine structural integrity.</p> <ul style="list-style-type: none"> • Notify Event Communications • If appropriate, inform emergency services • A cordon around the affected area should be established at a sufficient distance that persons couldn't be exposed to falling debris. • Where applicable, isolate utility supply to affected area from external point. • Once the area has been evacuated, determine if it is practicable and safe to isolate power to the area from an external point. • Inform applicable event management and other key personnel <p>Where there is no risk of structural collapse, but there is the possibility of objects falling from the structure (e.g. component failure) :</p> <ul style="list-style-type: none"> • Immediately cordon off the area below, to prevent persons from being injured by falling debris. • Notify Event Communications |
| Communication | <p>Switch – Two Way Channel Command</p> <p>Call – Event Control</p> |

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| SOP: | Obstacle Failure or Collapse |
| Category: | Incident Management |
| ID: | IMP 1.4 |
| Last updated: | 08 August 2013 |
| Updated by: | Stephen Goss (Sentry BRS) – Alignment with AU Terms & Acronyms |

PURPOSE

The purpose of this document is to set out the procedures to be followed by Tough Mudder event staff if an obstacle ceases to function properly or collapses.

BACKGROUND

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An obstacle may cease to function properly for a number of reasons, including too little or too much water, failure of electricity supply, or a broken piece of material. An obstacle may also be considered to 'fail' if the flow of people through the obstacle is of an insufficient speed to avoid lengthy delays for participants waiting to navigate the obstacle. It is also possible that an obstacle might collapse due to overloading or a structural fault.

Whilst extensive precautions will be taken during obstacle design and construction to ensure obstacles are robust, it is important to have clear procedures in place which should be followed by Tough Mudder staff in the event that an obstacle fails or collapses. Identifying such procedures and ensuring Tough Mudder staff members are briefed on them will help reduce panic and increase the efficiency and effectiveness of the response to such an incident.

It should be noted that the General Manager/Event Director/Chief Warden, Safety Officer and Course Supervisor are the only people authorized to close down an obstacle.

The effectiveness of this Incident Management Plan relies upon Tough Mudder Event Operations Roles being clearly defined and filled.

Where an Event Director has been appointed for an event, the Event Director should assume the responsibilities identified for the General Manager/Event Director/Chief Warden.

Where an obstacle failure or collapse results in a death or serious injury, the procedures set out in the *Death or Serious Injury Incident Management Standard Operating Procedure* should be followed in addition to the procedures in this document.

DEFINITIONS

Obstacle Failure Where an obstacle ceases to function in the way in which it was intended to function. This includes the situation where the waiting period for participants to begin navigating the obstacle is greater than 10 minutes.

Obstacle Collapse Where part or all of an obstacle collapses for any reason.

PROCEDURE

6. PRE-EVENT

The following steps should be taken prior to an event to minimize the likelihood of an obstacle failure or collapse, and to mitigate the impacts if such an incident occurs:

Construction Manager

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|---|---|------------|-----------|------|----|
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| | | Prep By | SentryBRS | Auth | |

1. All obstacles should be designed in accordance with appropriate engineering and safety standards.
2. All contractors responsible for constructing obstacles should be screened to ensure they are suitably qualified and of sound reputation.
3. All obstacles should be signed-off by an engineer once they have been constructed, and prior to being used.
4. All obstacles should be tested prior to the event.
5. Ensure the construction contractor is available on event weekend to carry out repairs on any obstacles as required.
6. Ensure basic tools and materials are available on event weekend to carry out any simple obstacle maintenance required.

Course Supervisor

1. The course should be designed in such a way as to allow emergency vehicle access to all obstacles.
2. One or more responsible members of staff should be scoped to manage each obstacle.
3. A reliable means of communication between the staff members responsible for managing obstacles and the Course Supervisor should be established and maintained.
4. Staff members should be clearly briefed on what constitutes an obstacle failure or collapse.

General Manager/Event Director/Chief Warden

1. Adequate medical resources should be scoped to ensure that assistance can be deployed to any obstacle within a short period of time. Resources should include 2 or more ambulances.
2. Emergency vehicle access routes to and throughout the course should be clearly marked on a map which is displayed prominently in the Event Control Centre.

7. DURING EVENT

The following steps should be followed by Tough Mudder event staff if an obstacle fails or collapses:

Staff member managing the obstacle

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Upon identifying that an obstacle has failed or collapsed for any reason:

1. Stop any further participants from entering the obstacle area and/or trying to navigate the obstacle. This might involve deploying 1 or more staff/volunteers to stand in front of the queue of people waiting to navigate the obstacle. It is also likely to involve making 1 or more announcements asking participants to 'Please wait here until further notice'.
2. Ask all individuals currently navigating the obstacle to exit the obstacle immediately.
3. If 1 or more individuals appear to have been injured as a result of the obstacle failure or collapse, call for medical assistance immediately. Unless medical support is already present within the immediate vicinity, this should be done by way of a radio call to 'Event Control', or to the Course Supervisor.
4. Notify the Course Supervisor of the obstacle failure or collapse. Seek additional assistance as required.
5. Turn off any inputs into the obstacle such as water, electricity or fire which may further aggravate the situation.
6. Where an injured person appears to be at risk of further injury, and it is safe to do so, assist the injured person to exit the obstacle. Where a spinal injury is suspected, do not attempt to move the individual unless their life is at risk eg. where they are lying face down in water.
7. Erect course marking equipment (ie. stakes and bunting, signage) blocking access to the obstacle.
8. Advise participants that the obstacle is temporarily closed, and direct participants around the obstacle to the next obstacle. Advise participants that it is unclear if/when the obstacle will re-open.
9. Await medical assistance and/or assistance from the Course Supervisor. Continue to stop any further participants from entering the obstacle area and/or trying to navigate the obstacle.
10. When medical/other help arrives, assist if asked to do so.

Event Control

1. Upon receiving the call from the Course Supervisor, dispatch medical assistance and ask the Safety Officer to attend the scene of the incident.
2. Notify the General Manager/Event Director/Chief Warden of the incident.
3. Notify the Construction Manager of the incident.

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4. Log all incident details, including:
 - a. Time and Date of incident;
 - b. Person who reported the incident;
 - c. Description and time of actions taken in response to incident.

Medical staff member

2. Follow standard procedures.

Course Supervisor

1. Seek medical assistance where required. If the obstacle failure or collapse appears serious, medical assistance should be sought as a precaution regardless of whether any injuries have been reported.
2. Advise Event Control of the obstacle failure or collapse.
3. Report to the obstacle immediately, or if unable to do so, ask a senior member of the Event Team to report to the obstacle.
4. Contact the Construction Manager and ask them to report to the obstacle.
5. Once at the obstacle, assume responsibility for managing the incident until the Safety Officer arrives. Support medical staff as required.
6. Deploy additional resources to direct participants around the obstacle as required.
7. Install any additional barricading and/or signage etc to further cordon-off/shield the obstacle as required.
8. Assess the cause of the obstacle failure or collapse with the Construction Manager.
9. In the case of a minor obstacle failure which can readily be fixed, or a failure resulting from the slow progression of individuals through the obstacle, take steps to fix the obstacle and/or increase the rate of progression.
10. Where any structural repairs to an obstacle have been carried out, ensure that an engineer has re-certified the obstacle for safety before it is re-opened. Re-open the obstacle where appropriate.
11. In the case of a major obstacle failure or obstacle collapse, declare the obstacle closed for the remainder of the day. Notify the General Manager/Event Director/Chief Warden that the obstacle has been closed and will not re-open that day.

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12. Work with the Construction Manager to facilitate any obstacle repairs which may be required and which it is feasible to undertake. Ensure that care is taken if heavy machinery is being used on the course whilst the course remains open to participants and spectators.
13. Continue to monitor the flow of participants and spectators around the course. Keep the General Manager/Event Director/Chief Warden informed about the flow.

Construction Manager

1. Report to the obstacle.
2. Assess the cause of the obstacle failure or collapse with the Course Supervisor.
3. Document the reasons for the obstacle failure or collapse. Take photographs. Complete an Incident Report under category "Property Damage." If unable to, request a Safety Officer to attend and complete the Incident Report.
4. Arrange for an engineer to re-certify any obstacle on which structural repairs have been carried out, before the obstacle is re-opened.
5. In the case of a major obstacle failure or obstacle collapse occurring on a Saturday, assess whether it is feasible to fix the obstacle that day so that it may be used the following day. Ensure that care is taken if heavy machinery is being used on the course whilst the course remains open to participants and spectators.
6. Follow-up with the contractor responsible for constructing the obstacle where the failure or collapse was a result of a structural/construction fault.
7. Notify the Director of Construction of the obstacle failure or collapse as soon as possible.

General Manager/Event Director/Chief Warden

21. Dispatch any additional resources that may be required to assist at the incident location.
22. Liaise with the Medical Manager, Safety Officer and emergency services authorities as required.
23. In the case of a major obstacle failure or obstacle collapse, assess whether it is necessary/appropriate to suspend or cancel the event. This should be done in consultation with the Safety Officer and Course Supervisor. Take necessary steps to implement such plans.

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24. In the case of a major obstacle failure or obstacle collapse, contact the on-duty member of the Executive Committee. Initiate the Crisis Communications Plan if necessary.
25. Where an obstacle has been closed temporarily or for the remainder of the day, but it is not deemed necessary to suspend or cancel the event, take appropriate steps to advise participants and spectators in the Base Area who have yet to begin the course that the obstacle is temporarily/permanently closed, requesting them to avoid the obstacle.
26. If necessary, hold a meeting to inform Event Team staff about the incident and further follow-up steps, and provide instructions on how to respond if asked about the incident. It may be sufficient to cover this in the pre-scheduled end-of-day briefing.
27. Ensure all relevant details about the incident and the response are logged, and that an Incident Report Form has been filled out.

Safety Officer

11. Attend the scene of the incident and assume responsibility for managing the scene, in support of medical staff. Work with the Course Supervisor as required.
12. Keep the General Manager/Event Director/Chief Warden informed about the incident and the incident scene.
13. Ensure an Incident Report Form is filled out in relation to the incident.

8. POST-EVENT

General Manager/Event Director/Chief Warden

3. Ensure appropriate follow-up investigations are made into the cause of the obstacle failure or collapse.
4. Conduct a full debrief on the response to the obstacle failure or collapse. Identify things that were done well, and any measures that should be implemented in the future to increase the effectiveness of the response to an obstacle failure or collapse.
5. Where deemed appropriate, ensure that communications are made to participants and spectators providing adequate explanation about the obstacle failure or collapse.

Director of Construction

1. Review the design of the obstacle and assess whether it is safe for the obstacle to be re-used at future events.

IMPORTANT INFORMATION & HELPFUL HINTS

It is important to be mindful about the perceptions which participants and spectators may form as a result of an obstacle failure or collapse, even where no serious injury has resulted. Consideration should be given to appropriate messaging that should be disseminated to participants and spectators.

Severe Weather

Lead Agency – Incognitus/Tough Mudder & State Emergency Service (SES)

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| Why | Severe weather includes heavy rain, hail, lightning and strong winds or event extreme heat |
| Who | <p>Chief Warden: is responsible for controlling the situation and liaising with Emergency Services if necessary.</p> <p>Wardens: are responsible for the coordination of activities of the Wardens in their area of the event.</p> |
| How | <p>These phenomena could impact on the running of an event, the safety or comfort of patrons in exposed areas, overcrowding in protected areas, the operation of lighting sound or communications, or the security and stability of objects and equipment in exposed areas.</p> <p>Additionally, these phenomena could impact on the movement of patrons from the site at the conclusion of an event.</p> <p>General Guidelines</p> <ul style="list-style-type: none"> • Obtain advanced meteorological forecast and consider the possible impact of adverse weather. • Where there is the risk of severe weather on the day/night of an event, obtain frequent meteorological and ground observer updates. • Consult with key stakeholders (Agencies) concerning impact which weather could have on event. • If strong winds are anticipated, ensure that any objects outside which could become airborne in strong wind |

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| | gusts and cause damage are brought inside. <ul style="list-style-type: none"> Monitor crowd behaviour |
| Communication | Switch – Two Way Channel Command Call – Event Control |

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|----------------------|--|
| SOP: | Severe Weather |
| Category: | Incident Management |
| ID: | IMP 1.3 |
| Last updated: | 08 August 2013 |
| Updated by: | Stephen Goss (Sentry BRS) – Alignment with AU Terms & Acronyms |

PURPOSE

The purpose of this document is to set out the procedures to be followed by Tough Mudder event staff in the lead-up to or during an event, if severe weather is forecast to occur, or actually occurs, in the vicinity of a Tough Mudder event site.

BACKGROUND

Inclement weather can strike any geographical location at any time. Tough Mudder events are susceptible to severe weather. Lightning, heavy rain or hail/snow storms, strong winds or tornados, extreme heat/humidity or extreme cold may all have an impact on an event.

Inclement weather preparedness is a fundamental responsibility of all persons involved in running an event, to protect the safety of participants, spectators and event personnel, as well as event assets. Whilst steps can be taken in advance to minimize the impacts of severe weather, it is important to have clear procedures in place which should be followed if severe weather is forecast to occur, or actually occurs, in the vicinity of a Tough Mudder event site. Identifying such procedures and communicating them to relevant Tough Mudder staff members will help reduce panic, minimize confusion, and bring about an efficient and effective response to a severe weather warning or actuality.

It is assumed that weather forecasts for an event site will be monitored from at least 2 weeks prior to the event.

A number of the steps identified in this Standard Operating Procedure should be carried out as a matter of course when planning for an event. Where severe weather is forecast to occur during an event, it is imperative that event teams take additional steps to prepare for the onset of severe weather.

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The effectiveness of this Incident Management Plan relies upon Tough Mudder Event Team roles being clearly defined and filled.

Where an Event Director has been appointed for an event, the Event Director should assume the responsibilities identified for the General Manager/Event Director/Chief Warden.

PROCEDURE

This document is divided into the following sections:

- 1. Common steps for all types of severe weather;**
- 2. Lightning;**
- 3. Heavy rain or hail/snow storms;**
- 4. Strong winds or tornado;**
- 5. Extreme heat/humidity;**
- 6. Extreme cold.**

The first section outlines a number of common steps which should be followed by Tough Mudder event staff in the lead up to and during an event, regardless of the type of severe weather that is forecast to occur or actually occurs, in the vicinity of a Tough Mudder event site. The subsequent sections outline additional steps that should be taken if that specific type of severe weather is forecast to occur, or actually occurs.

Common steps for all types of severe weather

General Manager/Event Director/Chief Warden

The General Manager/Event Director/Chief Warden may delegate some or all of the following tasks to the Safety Manager or Operations Manager, however is ultimately responsible for ensuring these steps are carried out.

1. Choose an appropriate time of year to stage the event given the prevailing climate for the location.
2. Consider the potential impact that severe weather may have on the course construction schedule, and the event load-in/out schedule, and ensure adequate contingency time is built into each of these schedules.
3. Ensure you and key members of the Event Team are aware of trigger points at which prescribed actions are to be taken, or an assessment is to be made as to whether prescribed actions are to be taken. Pre-determined trigger points should be validated for appropriateness for the event before any activities take place on the event site.

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Nb: Standard trigger points applicable at Tough Mudder events are identified for specific types of severe weather in the subsequent sections of this document.

4. Monitor the following weather forecasting services from a minimum of 2 weeks prior to the event:
 - I. The relevant local office of the Bureau of Meteorology (BOM)) (<http://www.bom.gov.au>), which issues weather warnings
5. **Assess whether the forecast or actuality of severe weather is such that the event should be cancelled or scheduled start/finish times adjusted. Seek advice from the medical provider when making this assessment.**
6. Ensure an Evacuation Plan is in place for the event, and that evacuation routes and Assembly Areas are clearly identified.
7. Ensure staff are identified to act as Area Wardens/Wardens in the event that severe weather necessitates evacuation of part or all of the site and/or causes individuals to seek shelter in large numbers. Ensure staff are briefed on evacuation routes, Assembly Points, and sheltered locations to which people are likely to converge.
8. Identify an alternative means of communication to be used if the radio network fails as a result of severe weather, eg. mobile phones, face-face meetings. Ensure Event Team staff are fully briefed on alternative means of communication, and when these means of communication should be used.
9. Ensure a back-up power supply is available to charge spare radio batteries in the event that mains power supply fails as a result of severe weather.
10. Ensure the capacity to provide updates/warnings/instructions over the PA system across the event site is established and maintained throughout the Event Weekend. This includes designating a suitable person/s to make announcements, and having pre-scripted messages available in the Event Control Centre. Where the capacity does not exist to make announcements across particular areas of the site, ensure that a megaphone is provided to that location and a person with a radio is assigned to receive instructions and make announcements as required.
11. Identify a location where emergency meetings can be held if required, and ensure all Event Team staff are aware of the location.
12. Ensure megaphones and sufficient batteries are scoped and issued to staff responsible for managing/supervising key areas of the event site in advance of the event.
13. Ensure the capacity exists for text messages and emails containing updates/warnings/recommendations to be sent to registered participants, spectators and other event stakeholders in the event that this becomes necessary.

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14. Ensure a Refund Policy is in place outlining the circumstance in which refunds will/may be given, and that you are familiar with the details of the policy.
15. Ensure adequate quantities of appropriate protective clothing (eg. jackets, ponchos, hats, boots) are scoped and available for distribution on site to Event Team staff and volunteers if required. Advise contractors to ensure their staff have appropriate protective clothing when working at the event.
16. Consider the impact which severe weather may have in terms of volunteer attendance, and ensure sufficient contract Event Staff are scoped to compensate for potential volunteer attrition.
17. Be aware of locations across the event site providing shelter which people are likely to seek out in the event of severe weather. This may involve liaising with the venue contact and conducting an inventory of buildings/structures on site, as well as conducting an inventory of temporary structures that are to be installed for the event. This does not mean that shelter must be provided for all people on site, merely that you are aware of locations to which people are likely to converge in the event of severe weather.
18. Identify areas where product can be stored if severe weather occurs and product needs to be moved from its usual location. Storage locations should preferably be readily accessible.
19. Assess the resilience of the site to severe weather. This includes assessing the capacity of parking areas to function in or after heavy rain, and the likely extent of damage that may need to be remediated after the event, including the potential cost of remediating such damage.
20. Where severe weather is forecast, liaise with emergency services representatives and alert them to the fact that a request may be made during the event for additional support from them.
21. Where severe weather is forecast, liaise with the event medical provider and alert them to the fact that there may be a higher than usual number of people requiring treatment. Ensure sufficient resources are scoped.
22. Assess and record details of any damage caused to the site as a result of severe weather and/or event activities that took place during or following severe weather. Take photos of any damage caused.
23. Conduct a post-incident analysis of the impacts of severe weather on the event, and the responses carried out by Event Team.

Course Supervisor

1. Ensure sufficient course staff/volunteers are scoped to manage obstacles and/or sections of the course which may need to be shut down and cordoned off in the event of severe weather.

Workforce Coordinator

1. Consider the appropriateness of assigning volunteers to locations which may be susceptible to severe weather.
2. Scope sufficient volunteers to account for potential volunteer attrition.

Event Control

1. Provide regular weather updates across the Event Control Radio Talk Group when severe weather is forecast.
2. Monitor weather conditions and advise the General Manager/Event Director/Chief Warden when conditions are approaching prescribed trigger points.
3. Log details of all weather reports received, weather updates provided to the Event Team, and responses to weather taken by Event Team staff.

Other Tough Mudder Staff on site

3. Follow any instructions from the General Manager/Event Director/Chief Warden or your immediate Manager.

Lightning

The table below indicates the trigger point at which prescribed actions should be taken, or an assessment is to be made as to whether prescribed actions should be taken, in the event of forecast/actual lightning.

| Trigger Point Number | Trigger Point |
|----------------------|--|
| 1. | Lightning forecast to occur or occurs within 10 Km's of event site |

General Manager/Event Director/Chief Warden

1. Take responsibility for ensuring that all other staff members perform the actions assigned to them.

Course Supervisor

1. Shut down and cordon off all water obstacles. Obstacles should be closed for a period of 30 minutes after any lightning strike.
2. Shut down and cordon off all electrical obstacles. Obstacles should be closed for a period of 30 minutes after any lightning strike.
3. Shut down and cordon off any obstacles containing metal components that individuals may come into contact with and which may conduct electricity. Obstacles should be closed for a period of 30 minutes after any lightning strike.
4. Disconnect mains-supplied power to infrastructure on the course, and switch off all generators, unless the supply of power is critical. The PA system should remain connected and operational where possible. Power should remain disconnected for a period of 30 minutes after any lightning strike.

Base Area Manager

1. Disconnect mains-supplied power to infrastructure in the Base Area, and switch off all generators, unless the supply of power is critical. The PA system should remain connected and operational where possible. Power should remain disconnected for a period of 30 minutes after any lightning strike.

Heavy rain or hail/snow storm

The table below indicates the various trigger points at which prescribed actions should be taken, or an assessment is to be made as to whether prescribed actions should be taken, in the event of forecast/actual heavy rain/hail/snow.

| Trigger Point Number | Trigger Point |
|----------------------|-------------------------|
| 1. | > 15mm of rain per hour |
| 2. | > 15mm of hail per hour |
| 3. | Any snow |

General Manager/Event Director/Chief Warden

1. Take responsibility for ensuring that all other staff members perform the actions assigned to them.
2. Identify areas of the site that are prone to flooding as a result of heavy rain/hail/snow, and assess the impact which flooding in these areas may have on

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the movement of people around the site, particularly along egress/evacuation routes. Identify alternative evacuation routes if necessary.

3. Assess the capacity of parking areas to function in or after heavy rain/hail/snow. Consider the need to cordon off certain areas which are likely to become problematic if heavy rain occurs/persists. Consider the need to arrange for a tow-truck to be on site to extract vehicles that have become bogged in mud.
4. Assess whether items are likely to be damaged as a result of hail, and issue instructions for such items to be moved/covered where feasible.

Safety Officer

1. Ensure staff identified to act as Area Wardens/Wardens are briefed on and assigned to manage sheltered locations to which people are likely to converge if heavy rain/hail/snow occurs/persists. eg. Registration Area, Bag Drop Area. Deploy staff to manage these areas as required.

Base Area Manager

1. Ensure all product is securely packaged and protected where necessary.
2. Ensure all registration packs and waiver forms are securely stored and protected.

Course Supervisor

1. Monitor the course and shut down any obstacles or sections of the course which may become unsafe to participants, spectators or staff/volunteers as a result of heavy rain/hail/snow.
2. Ensure all product is securely packaged and protected where necessary.

Strong winds or gales

The table below indicates the trigger point at which prescribed actions should be taken, or an assessment is to be made as to whether prescribed actions should be taken, in the event of forecast/actual strong winds/tornados.

| Trigger Point Number | Trigger Point |
|----------------------|------------------------|
| 1. | Surface winds > 70Km/h |

General Manager/Event Director/Chief Warden

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1. Take responsibility for ensuring that all other staff members perform the actions assigned to them.
2. Obtain documentation from contractors certifying the wind-bearing capacity of all tents and structures to be erected on the event site. Be aware of the thresholds at which tents and structures should be dismantled.
3. Inspect all tents and structures and obtain sign-off from contractors verifying that all tents and structures have been erected according to specifications. Discuss the potential with contractors for reinforcing tents and structures through double-staking, sand-bagging and other measures, and implement such measures where it is agreed this is desirable/feasible.
4. Identify wind speed monitors for the area and monitor these on a regular basis.

Base Area Manager

1. Ensure all signage is securely fastened. Take down any signage that is likely to blow away in the event of heavy wind, or that may otherwise pose a hazard in the event of heavy wind eg. signage attached to barricades which may cause barricades to blow over.
2. Dismantle inflatables.
3. Ensure all product is securely packed and weighed down.
4. Ensure all other items are stored or sufficiently weighed down so they will not blow away.
5. Ensure all barricades are either weighed down with sand-bags or removed and stored in an area where they will not cause harm if they blow over.
6. Dismantle and remove any temporary fencing which may be at risk of blowing over.
7. Request the tent contractor to remove the walls from tents where appropriate.
8. Ensure all Base Area staff have ear-pieces with their radios, enabling them to hear radio calls during periods of strong wind.
9. Turn up the volume on the PA system as required.

Course Supervisor

1. Determine whether any obstacles are likely to become unsafe in the event of high winds. eg. Walk the Plank. Close these obstacles if high winds occur.

2. Ensure all signage is securely fastened. Take down any signage that is likely to blow away in the event of heavy wind, or that may otherwise pose a hazard in the event of heavy wind eg. Signage attached to barricades which may cause barricades to blow over.
3. Monitor course marking infrastructure. Remove stakes and/or bunting if these are at risk of blowing away and becoming a hazard.
4. Ensure all course staff have ear-pieces with their radios, enabling them to hear radio calls during periods of strong wind.
5. Turn up the volume on the PA system as required.

Extreme Heat/Humidity

The table below indicates the trigger point at which prescribed actions should be taken, or an assessment is to be made as to whether prescribed actions should be taken, in the event of forecast/actual extreme heat/humidity.

| Trigger Point Number | Trigger Point |
|----------------------|--|
| 1. | > 80 degrees Fahrenheit / 26.6 degrees Celsius |
| 2. | 50% Relative Humidity |
| 3. | Wet Bulb Globe Temperature \geq 30°C (Sports Medicine Australia Guide) |
| 4. | Ambient Temperature \geq 36°C (Sports Medicine Australia Guide) |

(When trigger points #3 & #4, Consultation with Emergency Services & Medical Team should be undertaken as to whether or not to continue with the Event)

See SMA Hot Weather Guidelines.

General Manager/Event Director/Chief Warden

1. Take responsibility for ensuring that all other staff members perform the actions assigned to them.
2. Ensure a reliable back-up water supply source is available for the duration of the event.

Safety Officer

1. Ensure sufficient medical staff are available on site at all times to deal with potential cases of heatstroke and dehydration.

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2. Ensure a room or sheltered space is available to treat people who may be suffering from heatstroke or dehydration or other conditions resulting from extreme heat/humidity.
3. Instruct relevant individuals to make regular PA and/or megaphone announcements in the Base Area encouraging people to apply sun screen.

Base Area Manager

1. Ensure free sunscreen is available and readily accessible in the Base Area at all times.
2. Ensure free drinking water is available and readily accessible in the Base Area at all times.
3. Position staff to monitor the showers and ensure people don't stand under the showers for an unreasonable amount of time.
4. Make regular PA and/or megaphone announcements in the Base Area encouraging people to apply sun screen.

Course Supervisor

1. Install additional water stations on the course.
2. Ensure water stations on the course are adequately supplied with water so that they won't run out.
3. Turn-off the fire on all obstacles which have a fire element, if a fire ban is in place for the area in which the event site is located.
4. Ensure that additional ice is ordered for any obstacles for which ice is used.
5. Erect umbrellas and/or provide hand-held umbrellas to volunteer staff who are standing in the sun for extended periods of time.

Workforce Coordinator

1. Ensure that volunteers are provided with a hat, sunscreen and water.
2. Ensure that volunteers are given sufficient breaks so they are not standing in the sun for an unreasonable length of time.

Extreme Cold

The table below indicates the trigger point at which prescribed actions should be taken, or an assessment is to be made as to whether prescribed actions should be taken, in the event of forecast/actual extreme cold.

| Trigger Point Number | Trigger Point |
|----------------------|----------------------|
| 1. | < 10 degrees Celsius |

General Manager/Event Director/Chief Warden

1. Take responsibility for ensuring that all other staff members perform the actions assigned to them.

Safety Officer

1. Ensure sufficient medical staff are available on site at all times to deal with potential cases of hypothermia.
2. Ensure a suitable room or sheltered space is available to treat people who may be suffering from hypothermia or other conditions resulting from extreme cold.
3. Instruct relevant individuals to make regular PA and/or megaphone announcements in the Base Area and on the course encouraging people to drink water even though it is cold.

Base Area Manager

1. Scope outdoor heaters to be positioned in the Base Area.
2. Ensure sufficient space blankets are scoped for all participants, spectators and staff. A contingency supply should be available.
3. Consider arranging for hot tea/soup to be distributed to participants and/or spectators in the Base Area, particularly upon finishing the course.
4. Make regular PA and/or megaphone announcements in the Base Area encouraging people to drink water even though it's cold.

Course Supervisor

1. Ensure a supply of space blankets is available at water obstacles on the course.

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2. Consider arranging for hot tea/soup to be distributed to participants and/or spectators at various locations along the course, eg. at drink stations.
3. Make regular PA and/or megaphone announcements in the Base Area encouraging people to drink water even though it's cold.

IMPORTANT INFORMATION & HELPFUL HINTS

It may be beneficial to identify a contact at the local office of the (BOM) in advance of the event, so that accurate weather updates can be obtained quickly if severe weather threatens.

Monitor websites in real time for weather patterns.

SENTRY

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Contact List

Emergency Contact Numbers

(External to on site resources)

Ambulance/Police – 000

NSW Fire Service - 000

Major Bushfire Information & Updates – 1800 679 737

Penrith City Council - 02 4732 7505 (Belinda Borg – Senior Environmental Planner)

WorkCover NSW - 02 4321 5000

Emergency Medical Department

Nepean Hospital (Entrance via Derby Street, Kingswood)

Cnr Derby Street & Northern Road

Kingswood (Sth Penrith)

Ph. (02) 4734 2000

Environment Protection Authority (EPA) - 131 555

Poison Information - 13 11 26

Flood and Storm Damage

Flood Warnings – (BOM) – 1300 659 218

State Emergency Service - 13 25 00

Utilities

Utility Response Numbers (From the Dial Before You Dig Ref 6047688)

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|----------------------|----------------|
| Endeavour Energy | 02 9853 4161 |
| Sydney Water | 132092 |
| Telstra NSW, Central | 1800 653 935 |
| Blocked Drains | (Site Plumber) |
| Sewerage Problems | (Site Plumber) |
| Gas | N/A |

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Key Agency and Service Supplier – Contacts List

| Name | Organisation | Phone No | Email address |
|----------------------------|--|--------------|--|
| Jeremy Kann | General Manager – Tough Mudder | 0417 545 769 | Jeremy.kann@toughmudder.com |
| Ben Muldoon | Operations Manager – Tough Mudder | 0433 225 014 | Ben.muldoon@toughmudder.com |
| | | | |
| | | | |
| Stephen Goss | Sentry BRS (Safety, Risk & Emergency Management) (Key Contact) | 0412 279 145 | steve@sentry.net.au |
| George Nohra | Security | 0417 510 499 | gnohra@acgcorporate.com |
| Anthony Moubarak | Security (Key Contact) | 0429 109 439 | amoubarak@acgsecurity.com |
| Sean Wing | Event First Aid (Key Contact) | 0439 770 938 | sean@firstaidservices.com.au |
| Senior Sergeant Don JORDAN | Police (Key Contact) | 0431267928 | JORD1DON@POLICE.NSW.GOV.AU |
| Sergeant Simon ROBINSON | Police (Key Contact) | 0414511990 | ROB11SIM@POLICE.NSW.GOV.AU |
| Matthew Shervington | Police (Key Contact) | 02 47219468 | shirlmat@police.nsw.gov.au |
| Grant Healey | | 02 4721 9555 | heallga@police.nsw.gov.au |

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|----------------------------|--|------------------------------|--|
| | | | holg1mar@police.nsw.gov.au |
| Ian | NSW RFS – Mulgoa Fire Brigade | | mulgoarfb@people.net.au |
| John Bennett | NSW RFS - Penrith (Key Resource Contact) | 0418 406 620 | John.bennett@rfs.nsw.gov.au |
| Justin Back | Inspector -NSW RFS – Fire Brigade - Cumberland Zone | 0407 077 023 | Justin.Back@rfs.nsw.gov.au |
| Maxine Beer | Ambulance NSW – Event Planning Unit -Metropolitan Operations | 02 8752 0481 | eventplanning@ambulance.nsw.gov.au |
| Lucy Stennett | Ambulance NSW – (Key Contact) Event Planning Unit -Metropolitan Operations | 02 87520482 | eventplanning@ambulance.nsw.gov.au |
| Enid Robinson | Nepean Blue Mountains Health District (Public Health– Counter Disaster Unit) – (Key Contact) | 0428 571 208 02 4734 2342 | Enid.robinson@swahs.health.nsw.gov.au |
| Rhys Hazell | GTA Traffic (Sydney) | 02 8448 1800 | sydney@gta.com.au |
| Ben Emerson | Event Networks (Car Park Management) | 0457 108 797 | ben@eventnetworks.com.au |
| George Mooney | Who Dares (External Traffic Management) | 02 9569 9922 0416 007 144 | greg@whodares.com.au |
| Fernhill Estate (Landlord) | Tom Lawson | 0409997488 | tom@fernhillstate.net.au |
| Andrew McIvor | Lifeguard Services Coordinator (Key Contact) Australian Lifeguard Service NSW | 0428 285 715 02 9471 8014 | amcivor@australianlifeguards.com.au |

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|----------------|--|--------------|--|
| Lynda | Bazaar catering (F & B Coordinator) (Key Contact) | 07 54358312 | info@bazaarmarketing.com.au |
| Julian Hartley | Liquor Licence Holder | 0410554191 | sortedeventsoz@gmail.com |
| Belinda Borg | Penrith Council (Senior Environmental Planner) (Key Contact) | 02 4732 7505 | bborg@penrithcity.nsw.gov.au |
| Bill Sullivan | CAD Mapping | 0427 347 506 | mapper@optusnet.com.au |
| Ben Pollock | Two Way Radio Supplier | 0419 812 911 | Ben.Pollock@trhirecom.com.au |

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Condition Monitoring

In the lead up to the Event and for the duration of the Event(s), the following websites will be monitored for conditions that may be evolving and likely to have some form of impact upon the Event.

NSW RFS - Fire Warnings & Current Fires

http://www.rfs.nsw.gov.au/dsp_content.cfm?CAT_ID=684

http://www.rfs.nsw.gov.au/dsp_content.cfm?cat_id=683

http://www.rfs.nsw.gov.au/dsp_content.cfm?cat_id=1109

Bureau of Meteorology – NSW Weather Warnings & Forecast

<http://www.bom.gov.au/nsw/warnings/>

<http://www.bom.gov.au/forecasts/graphical/public/nsw/sydney-week.php>

<http://www.bom.gov.au/nsw>

