



Emergency Management Plan

#TEAMPGL

Owner	Centre Manager	Status	Approved
Last reviewed	January 2025	Reviewed by	Director
Approved by	Director	Date approved	January 2025

Emergency Management Planning

PGL Camp Rumbug
90 Dollar-Woorarra West Rd
Foster North VIC 3960

As part of our commitment to the safety and wellbeing of all guests, visitors and employees, we have fully risk assessed all aspects of our operation. This document is a consolidation of our emergency planning for routine and non-routine incidents.

The aim of this plan is to reduce the potential for loss and injury to life and property which could occur at this location by undertaking thorough risk assessments and using Emergency Management Procedures that have been approved by the CFA.

This plan will be reviewed annually by the Centre Manager to ensure relevance, and to ensure that employees are both comfortable and informed in their respective roles during emergency situations.

The plan is available for scrutiny by guests and contractors and forms the basis of emergency management training for staff.

The contents of this plan, including the ongoing review cycle, have been authorised as appropriate and relevant.

Carl Stanforth, General Manager, PGL Australia

Jade Cranton, Centre Manager, PGL Camp Rumbug

20th January 2025



Emergency Management Plan



Introduction

PGL is a market leading provider of activity courses and holidays – whether for schools, for whom we provide outdoor education and adventure courses; or for youth groups and summer camps for unaccompanied children.

Our company was established in 1957 and our emphasis on adventure and challenge in a framework of safety has gained us a reputation for excellence in our field. We have continued to build on our expertise - ensuring that the experiences we offer are safe, friendly, exciting, educational and fun.

Located in South Gippsland, 15 minutes from Foster and 2 hour's drive from Melbourne, PGL Camp Rumbug is set amid 200 acres of temperate rainforest overlooking Wilsons Promontory National Park and has purpose built activities and facilities for up to 270 guests.

The camp is located at;

PGL Camp Rumbug, 90 Dollar-Woorarra W Rd, Foster North VIC 3960

Telephone (03) 5664 6572

Duty Phone 0407 337 398

The camp itself is off the South Gippsland Hwy and clearly sign posted.

PGL Adventure Camps is committed to providing a healthy and safe working environment for all employees, clients and co-workers. We recognise that the successful management of health and safety contributes to overall performance in a quality business. The organisation considers health and safety issues to be as important as commercial considerations.

This management plan serves as a summary of our actions when dealing with common emergencies. The plan is regularly reviewed post critical incidents and as a minimum annually. Including but limited to the below;

- Following a significant change of work practice
- Following a near miss or serious incident
- Following a change in Management personnel
- Following a recommendation provided by an external organization e.g. CFA
- Following a change in relevant legislation

In addition to this plan, the General Accident procedure and critical incident response procedure detail actions taken by staff and forms part of their Induction training.

Definition of Responsibilities for Supervision of Visiting Groups

The Party Leader is in loco parentis at all times and has ultimate sanction to withdraw children at any time from any programme.

The Party Leaders escorting the group retain responsibility for their students' welfare and supervision.

The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the Code of Conduct.

The Party Leader is responsible for all first aid for their group (PGL to provide support where possible) and deciding whether a party member should be referred to a doctor or hospital.

The Party Leader is responsible for notifying parents of any Doctor, Dentist, Hospital visit, or other incident affecting a member of their group, if appropriate. They must therefore hold a list of contact numbers for next of kin or have 24 hr access to this information.

Below is a guide to the responsibilities allocated between PGL and visiting groups while on centre. PGL, we ask that you comply with our responsibilities guide to ensure that your group is supervised and supported throughout their stay.

	Our responsibility with your support	Your responsibility with our support
PGL Lead Daytime activities	✓	
Breaks & free time		✓
Meal times		✓
PGL Lead Evening Activities	✓	
Bedtime		✓
Night time		✓

Calling the Emergency Services

Australia's primary emergency call service number is Triple Zero (000), which can be dialled from any fixed or mobile phone, pay phones and certain Voice over Internet Protocol (VoIP) services.

When to ring 000

An emergency is a serious, unexpected and often dangerous situation that requires immediate action. This includes danger to life, health and/or property.

Some examples of an emergency include:

- Allergic reaction resulting in difficulty breathing
- Bleeding (severe)
- Breathing difficulty (e.g. severe asthma)
- Diabetic low (fainting / disorientated / acting strangely)
- Drowning
- Electric shock / burns / industrial accidents
- Fire threatening life or property
- Heart attack
- Stroke (suspected)
- Trapped person(s)
- Trauma (injury)
- Unconscious person
- Violence (assault / brawl / domestic)

"WHERE IS YOUR EMERGENCY?"

**90 Dollar-Woorarra West Rd
Foster North VIC 3960**

"PGL Camp Rumbug, School Camp"

"WHAT IS YOUR EMERGENCY?"

Stay focused, stay relevant, stay on the line

On Discovery of an Emergency

Guest

On discovery of an emergency (e.g. Fire), you should;

- Evacuate the immediate area and inform others nearby
- Call the EMERGENCY SERVICES on 000 and report the incident
- Inform a member of the PGL staff team;
 - a. Duty Manager 0407 337 398
 - b. Jade Cranton (Centre Manager) 0437 782 178
- Evacuate to the emergency assembly point

On hearing the siren, you should;

- Stop what you're doing and bring any activity to a safe close
- Evacuate to the emergency assembly point and follow instructions

--- Party Leader

On discovery of an emergency (e.g. Fire), you should;

- Evacuate the immediate area and inform others nearby;
 - a. Ensure ALL your group are accounted for and have evacuated
- Call the EMERGENCY SERVICES on 000 and report the incident
- Inform a member of the PGL staff team;
 - a. Duty Manager 0407 337 398
 - b. Jade Cranton (Centre Manager) 0437 782 178
- Evacuate to the emergency assembly point and roll call the group to ensure ALL members of your party are present.
 - a. If group members are unaccounted for or lost, inform the PERSON IN CHARGE as soon as possible

On hearing the siren, you should;

- Stop what you're doing and bring any activity to a safe close
- Evacuate to the emergency assembly point and roll call the group to ensure ALL members of your party are present.
 - a. If group members are unaccounted for or lost, inform the PERSON IN CHARGE as soon as possible

Fire Precautions

The following sections detail actions relating to;

- High likelihood of a bushfire, as determined by;
 - “Extreme” fire rating
 - “Total fire ban” days
 - As advised by Local CFA, emergency services
- Bushfire situation
 - Evacuation
 - If not possible, shelter in Plane Tree building
- Structural, building fire

Bush fire – high likelihood

- The person responsible for the Camp (Duty Manager) should;
- Visit the websites <http://emergency.vic.gov.au/respond/> each morning and afternoon to update knowledge on fire threat.
- Contact the Duty Manager / Centre Manager and advise of immediate situation and forecast
- Prepare fire hoses at accommodation buildings, kitchen, office.
- Organise a ‘whole site’ meeting, if not possible, confirm with each Party Leader and HOD that;
 - All persons whom they’re responsible are accounted for
 - If not, run “Lost Person/s procedure”
 - Inform Party Leaders of intended actions (e.g. monitor, possible evacuation, shelter)
 - Staff and guests to remain in the Campgrounds and follow instructions re. next steps (e.g. monitor, evacuation, shelter)
 - No spark or flame generating activities are conducted (outside of the kitchen)
 - No smoking
 - Contact the **Victorian Emergency Hotline** (hourly) on **1800 226 226** and ask if there are any fires in the area. Document discussion.

Bush fire – The Decision to Evacuate

Evacuation should be considered when;

- Signs of a bush fire (smoke and smell) are evident
- Advised of nearby bush fire that has potential to reach the Camp in under one hour
- Advised by Emergency Services to evacuate

A catastrophic or extreme +75 has been declared as per the bushfire management plan.

The person responsible for the Camp (Duty Manager) should;

- Call **000** and report the fire and / or proposed action plan
- Notify Centre Manager of intention to evacuate.
- Follow CIRP
- Request Groups to leave the Camp using their own vehicles wherever possible and congregate at (Location to be decided by Centre Manager or Emergency services)
- Contact **PANORMA BUSLINES (03) 9438 3666** and inform them of the intention to evacuate, give them accurate numbers of guests that need to be evacuated and a proposed timescale.
- The **Police** and **CFA** should be notified that the camp has been vacated and all persons are accounted for
- Advise **CFA (000)** if any delay in evacuating is encountered.
- Organise a 'whole site' meeting, if not possible, confirm with each Party Leader and Head of Departments (HOD) that;
 - All persons whom they're responsible are accounted for
 - If not, run "Missing Person procedure" after consultation with fire officer in charge.
- While waiting for Groups to evacuate, available staff can isolate the power and gas to buildings, start wetting down areas, fill gutters with water, close all doors and windows etc.
- Prior to evacuation, re-confirm all visitors, guests and contractors are accounted for
- Staff to evacuate in own and centre vehicle/s to (Location to be decided by Centre Manager or Emergency services), whereupon they will liaise with Party Leaders as to next steps.
- 'Manager' at rendezvous point to confirm all are accounted for and notify the Police and CFA that the Camp has been vacated and all persons are accounted for
- Notify centre manager of successful evacuation to rendezvous point.

Contact the **Victorian Emergency Hotline** on **1800 226 226** and or consult with fire officer in charge regarding permission to return to camp.

Bush fire – Seeking shelter

In the event of the bush fire arriving before evacuation:

- Obvious signs of a bush fire (smoke and smell) in the immediate area are evident
- Advised that a fire is likely to arrive before groups' can be evacuated
- Advised that transportation to evacuate groups' will not arrive due to fire risk

The person responsible for the Camp (Duty Manager) should;

- Call **CFA (000)** and advise situation and request immediate assistance
- Move all guests, staff and visitors to Plane Tree building
- Ensure all accounted for and in suitable clothing and with a wet towel
- Turn off gas and power
- Close all external windows and doors, and block gaps from inside with wet towels
- Fill sinks, buckets etc. with reserve water
- Plug downpipes with rags and fill gutters with water
- Remove curtains and furniture away from windows
- Wear long, woollen or heavy cotton clothing, solid boots or shoes, a hat or woollen balaclava, and gloves.

In bushfires, radiant heat, dehydration and asphyxiation are the main killers.

Building, Structural Fire

Upon discovery of a fire within the camp you should:

- Request someone to call the **FIRE BRIGADE** on “000” and provide as much detail as possible
- Alert all persons nearby to evacuate immediate danger area
- Assist any person in immediate danger (only if safe to do so)
- Close the door on the fire to contain the spread
- Confirm that the **FIRE BRIGADE** has been called on “000”
- Isolate Electricity (only if safe to do so)
- Shut off Gas Cylinders (only if safe to do so)
- Extinguish the fire (only if safe to do so)
- If threat to life exists, evacuate immediately, closing all doors
- Check that all areas have been cleared & inform the Centre Manager
- Control the movement of occupants to the Evacuation Assembly Area
 - Maintain control of persons at the Evacuation Assembly Area;
 - Designate a member of staff to monitor groups’ and liaise with Party Leaders
- Liaise with Fire Brigade and other emergency services as necessary until “All Clear” has been given

General Accident Procedure

For any minor accidents, you should:

- Check for any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Provide first aid if qualified personnel available
- If a guest has been injured, inform the Group Leader, Teacher or Party Leader;
- If you need more assistance, contact a PGL member of staff. The more serious the accident the greater the urgency to inform a senior member of PGL staff. They will then decide on the course of action to take.
- If necessary, notify the **Ambulance Service** by dialling "000"
- Open all gates and promote emergency vehicle access
- Designate someone to meet the ambulance at entrance and direct it to the location **of the casualty**
- In the case of all accidents, incidents, near misses etc. must be reported using PGL internal system Alert65

Note: Provide support and appropriate assistance
 Provide appropriate treatment if trained and competent to do so
 Try not to leave casualty alone until emergency assistance arrives
 Do not move a casualty unless they are exposed to a life-threatening situation

Critical Incident Response Plan (CIRP)

A Critical Incident (CI) can broadly be defined as any occurrence involving multiple or life changing injuries, a fatality, missing person/s or the potential to cause damage to the Company's reputation.

If dealing with an CI, or suspected CI you should;

- Check for any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Provide first aid if qualified personnel available
- Contact relevant **EMERGENCY SERVICES** if required (**000**)
- Ensure the safety of others, or evacuate to a place of safety
- **CONTACT DUTY MANAGER** who will decide if the full CIRP should be implemented.
- Open all gates and promote emergency vehicle access
- Designate someone to meet the ambulance at entrance and direct it to the location **of the casualty**
- Follow instruction from the Emergency Management Coordinator (external)

All media enquiries should be diverted to Support Centre. On no account, should information be given out by centre staff. Press statements will be released from support centre.

An abridged version of the CIRP and Emergency Contacts List is displayed in;

- All Offices incl Reception
- Kitchen
- Colleague Accommodation

Hazardous Materials

In the event of hazardous material spill or leak you should:

If the spill may give off toxic or noxious fumes:

- Evacuate the immediate area
- Call the **FIRE BRIGADE** on "000"
- Notify the Duty Manager if not present
- Open all gates and promote access to emergency vehicles
- Provide as much information about the hazardous material as possible to the Fire Brigade
- If indoors ventilate to the open air if possible

Notify all persons in the area to evacuate to a place of safety.

- and -

If the spill is a suspected flammable material:

- Remove any ignition sources
- Evacuate all persons in immediate danger (ensure place of safety is 200 metres clear of spill and is upwind)
- Do not attempt to re-enter the affected area
- Control the movement of occupants to the Evacuation Point (if required)
- Remain at the Evacuation Point until advised by emergency services.

Essential Services (Gas) failure

In the event of a **gas leak** you should:

- Evacuate the immediate area
- Isolate the gas supply at the source (if safe to do so)
- Remove any ignition sources (if safe to do so)
- Turn off the electrical supply
- Notify the **Fire Brigade** by dialling "000" & Duty Manager, if not present
- If indoors, ventilate to the open air if possible
- Open all gates and any promote emergency vehicle access
- Report to the Fire Brigade on arrival regarding any actions taken
- Control the movement of occupants to the Safe Assembly Area or Evacuation Point (if required)
- Remain at the Safe Assembly Area or Evacuation Point until further advised by emergency services, Duty Manager

Contact Gas Supplier on 131 161, Elgas

Essential Services (Water, Electricity) failure

In the event of a **water** or **electricity supply failure** you should:

- Inform the Duty Manager as soon as you're aware there's a problem that could impact health, hygiene or safety of guests, visitors or staff or could adversely impact customer satisfaction.
- If the services failure is causing an increased hazard or has a potential to cause a hazard, isolate the supply (if safe to do) and inform the Duty manager immediately.
- If possible, remove guests, visitors and non-essential staff from the area and move them to an area of safety.

Note: Do not put yourself or others at risk
Do not attempt to repair or investigate the problem unless you are trained to do so
If in doubt, isolate the supply (if safe to do so) and evacuate the area

Missing Person Procedure

If you've been informed there is a missing person or suspect there may be a missing person, you should;

- Conduct an immediate roll call and ascertain who is missing
- Ask a teacher or accompanying adult to supervise the group and notify the Duty Manager.
- With the help of colleagues search the following areas first;
 1. Immediate vicinity
 2. Guests' Accommodation
 3. Activity stations the rest of Group are on (if applicable) including all bodies of water
 4. Guests' meeting point

Duty Manager will ensure the following happens;

1. Contact Centre Manager and inform them of the situation and actions carried out so far
2. Organise a full site search;
 - All residential and non-residential buildings, starting with buildings nearest where the person was last seen or known to have been
 - Search is expanded to woodland areas of the Centre
3. If after a full site search, the person is not found, contact the Police (000)
4. Refer to CIRP

Extreme Weather

In the event of extreme weather (any weather system that could compromise the health and safety of guests, visitors or staff), you should implement the extreme weather action plan which includes but not limited to:

- Inform occupants of impending weather activity and advise them to take appropriate precautions (e.g. wear suitable clothing, carry water)
- Secure all windows (closing curtains & blinds) and external doors (if necessary)
- Tape windows and glass entrances, and protect them with boards and sandbags (if necessary)
- Isolate/shut off electricity, water, and gas services (if necessary)
- Protect valuables, disconnect electrical equipment, and cover and/or move it away from windows (if necessary)
- Duty Manager (or designate) to decide if curtailment of programme is necessary. If so, guests, visitors and staff to remain in the building until adverse weather passes, keeping the occupants away from windows
- After the adverse weather, evaluate the need to evacuate the property/buildings if uncontrolled fires, gas leaks or structural damage has occurred because of the storm
- Monitor the safety of all other occupants, and provide any necessary assistance
- If assistance required call **SES** on **132 500** or **Fire Brigade** on **000**
- Open all gates and promote access to emergency services if necessary.

Note: Up-to date flood warnings <http://www.ses.vic.gov.au/warnings>

Lockdown Policy

In the event of an intruder posing a threat to life and safety, follow these steps **only if it is safe to do so** ensuring CIRP is followed when required:

1. **Partial Lockdown:**

Alert to staff: **CODE WHITE**

This may be as a result of a reported incident / civil disturbance in the local community with the potential to pose a risk to staff and pupils in the school. It may also be as a result of a warning being received regarding the risk of air pollution, etc.

Immediate action:

- All outside activity to cease immediately, pupils and staff return to building.
- All staff and pupils remain in building and external doors and windows locked
- Free movement may permitted within the building depending upon circumstances

All situations are different, once all staff and visitors are safely inside, senior staff will conduct an ongoing and dynamic risk assessment based on advice from the Emergency Services. This can then be communicated to staff and visitors. 'Partial lockdown' is a precautionary measure but puts the centre in a state of readiness (whilst retaining a degree of normality) should the situation escalate.

2. **Full Lockdown:**

Alert to staff: **CODE BROWN**

Immediate action:

- All guests return to base (agreed location e.g. rec room or plane tree)
- External doors locked, internal room doors locked (where a member of staff with key is present). Windows locked, blinds drawn, visitors sit quietly out of sight (e.g. under desk or around a corner)
- Roll call taken

Staff and visitors remain in lock down until it has been lifted by a senior member of staff / emergency services. At any point during the lockdown, the fire alarm may sound which is a cue to evacuate the building. During the lockdown, staff will keep agreed lines of communication open but not make unnecessary calls to the central office as this could delay more important communication.

Maintain Calm and Safety:

- Staff should remain calm and composed to avoid escalating the situation.
- Avoid actions or statements that might provoke.

Infectious Control Policy

If there is any suspicion of an infectious disease or illness, the Pary Leader, with PGL staff support should then implement their sickness policy and follow guidance from the Department of Education. Infectious disease and illness can include but are not limited to:

- Chicken pox
- Measles
- German measles
- Impetigo
- Scabies
- Norovirus & other gastro-intestinal illness (food poisoning)
- Hepatitis
- Swine Flu
- Legionnaires disease

Action to be taken;

- Inform the Duty Manager immediately if your group are suffering widespread illness
- Follow the Infection Control Policy promptly
- Where necessary contact the local Environmental Health Officer and establish an action plan with their assistance.
- Children / persons concerned should be isolated (children with an adult) until arrangement are made to transfer home.
- Remaining children closely monitored.
- All staff on duty made aware and instructed to inform the Duty Manager of any symptoms developing.
- Where appropriate PPE used to reduce spread.

The following areas must be considered for cleaning and disinfection, if an outbreak occurs:

- **Dining areas & kitchens**
- **Public areas**
- **Client and staff bedrooms and bathrooms**
- **Public and staff toilets:**
 - During the outbreak, they should be cleaned and disinfected at least 4 times a day and wastepaper towel bins emptied into sealed bags.
- **Water fountains (once cleaned and disinfected to be covered over and taken out of use)**

NB. An “outbreak” is defined as five cases of any vomiting or diarrhoea within a 24-hour period. This is only a guide, and each occurrence must be dealt with according to the scale and symptoms that are presented.

General Evacuation

- Observe and listen to determine the type of emergency that requires the evacuation i.e. bomb scare, chemical spill, large building fire, gas leak etc
- **Notify the Duty Manager / Centre Manager** of situation and intention to evacuate; follow instructions from the Centre Manager.
- Notify all persons in the property to evacuate under instruction from the Duty Manager
- Notify relevant **Emergency Services (000)**
- Secure confidential and valuable items, and if time permits shut down electrical/ mechanical equipment
- Close all doors
- Direct all persons to proceed to Emergency Assembly Point
- Check all areas are cleared and inform the Duty Manager of the status of evacuation & any actions
- Control the movement of occupants to the Emergency Assembly Point (if required)
- Remain at the Emergency Assembly Point until advised by emergency services

Local Medical Services

South Gippsland Hospital T | 5683 9777 A | 83/87 Station Rd, Foster

The Hospital does not have a doctor present at all times but skilled nurses triage and provide care in collaboration with medical officers as appropriate in emergencies. A general practitioner is on call for emergencies at all times, it is best to call before attending the hospital.

Wonthaggi Hospital T | 5671 3333 A | 235 Graham St, Wonthaggi – 63km from Camp Rumbug

Nurse on Call T | 1300 60 60 24

If the patient is experiencing any of the following symptoms, please call **000** for an **Ambulance**:

- Chest Pain/Heart palpitations
- Fitting
- Breathing difficulties
- Spinal/Head injury or trauma
- Burns
- Collapse/Altered consciousness
- Facial/Limb weakness or numbness
- Facial swelling and/or rash
- Heavy or persistent bleeding
- Snake Bite
- Labour

When calling an Ambulance, you should be sure to provide the exact location of emergency;

“PGL Camp Rumbug School Camp - 90 Dollar-Woorarra West Rd Foster North VIC 3960”

Emergency Contact Numbers

IF REQUIRED, CALL EMERGENCY SERVICES FIRST

EMERGENCY SERVICES	000	
Duty Manager	As per roster	0407 337 398
Program Manager	Luke Knights	0408 271 327
Centre Manager	Jade Cranton	0437 782 178
Director - Australia	Carl Stanforth	0427 849 420
Centre Manager, Campaspe VIC	Stuart Davie	0490 383 955
Centre Manager, Kindilan QLD	Simon Pucko	0412 623 295
Support Centre, VIC		1300 859 859

Other useful numbers;

Non-emergency Ambulance	1300 366 313
Non-emergency Police	131 444
Foster Police	03 5682 2407
Doctor	03 5682 2088
Dentist	03 5682 2696
Victorian Emergency Hotline	1800 226 226
South Gippsland Hospital	03 5683 9777
Nurse On Call	1300 606 024
Poison Information Line	13 11 26
Panorama Coaches	9438 3666
Elgas	1800 819 783

These Emergency Contact Numbers are available next to every office phone as well displayed in prominent areas.



Contacting the Emergency Services

Guests, Visitors and Staff are made aware of basic emergency procedures using the following methods;

Residential Guests	Non-residential Guests And Visitors	Staff
• Briefing from PGL Staff member • Duty Manager 'on call' available	• Visitor Noticeboard (Reception) • Duty Manager 'on call' available	• Induction training • Staff Info Guide contents • Staff notice boards • Duty Manager 'on call' available

“Emergency Contact list” is available at all landline phones. Detailing evacuation routes and locations are located in each accommodation building with the CIRP in place to provide simple instructions and contact telephone numbers.



Safety Data Sheets

Any site that has materials identified as “Dangerous Goods”, must complete a Chemical Register.

Due to the nature of this site, chemicals, some hazardous and some not, have all been identified and ‘registered’ in a separate folder (available in the main office). An SDS is available for each chemical in this folder.

A summary of our SDS and chemical register is shown below. SDS sheets are available where each chemical is stored.

The full site map shows locations of all “Dangerous Goods”.

Substance	Location	Classified, “Dangerous Goods”
Citric Acid	Water treatment plant	No
Sodium Hypochlorite (Chlorine 12%)	Water treatment plant	Yes
Unleaded fuel	Fuel storage tank	Yes
Diesel fuel	Fuel Storage tank	No
LPG	Office and Maintenance storage tanks	Yes
“Unique Lemon”	Office cleaning store	No
“Full Moon”	Office cleaning store	No
“HD Scrubber”	Office cleaning store	No
“Fresco”	Office cleaning store	No
“Country Blue”	Laundry room	No
“Bathroom and Toilet”	Office cleaning store	No

Supporting Checks and Documentation

To comply with building standards and to ensure a robust approach to the ongoing Maintenance of essential safety equipment, we inspect and document periodic checks. In addition to the periodic inspection schedule, we record any instance of malfunction and repair / replacement.

The inspection schedule is described below.

Item	Location	Schedule	Who
Smoke alarms	Located in accommodation buildings	- Pre-use - Monthly 6 monthly	- PGL AIGL - PGL Maint - Contractor
Fire hoses	Located at prominent points around Camp	- Monthly, prior to H&S meeting 6 monthly	- PGL Maint - Contractor
Fire Extinguishers	Located on most buildings	- Monthly, prior to H&S meeting 6 monthly	- PGL Maint - Contractor
Fire blankets	Kitchen	- Monthly, prior to H&S meeting 6 monthly	- PGL Maint - Contractor
Fire evacuation routes	Whole site	Monthly, prior to H&S meeting	PGL Maint
Electrical appliances ("Tag and test")	Whole site	Annually	PGL Maint
Gas appliances	Kitchen services, Heaters	Annual	Contractor
First Aid kits	Activities, Reception, Kitchen, Maintenance area,	Monthly	PGL AIGL
Chemical spill kits	Fuel tanks, water and Pool treatments plants	Monthly, prior to H&S meeting	PGL Maint
Emergency vehicle access	Whole site	Monthly, prior to H&S meeting	PGL Maint
Fire hydrants, pumping system	Pump house, hydrants around site	- Monthly 6 monthly - Annually	Contractor
Health and Safety Committee meeting	Accident analysis Review of EMP and Business contingency plan	Monthly	PGL Management team
Dangerous / Hazardous good register	Whole site	Ongoing review	PGL Management team



Emergency Management Plan

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PGL Adventure Camps Bushfire Action Plan

Fire Danger Rating	Moderate Plan and prepare	High Be ready to act	Extreme Take Action now to protect your life and property		Catastrophic For your survival, leave bushfire risk areas
What does it mean?	Most fires can be controlled.	Fires can be dangerous.	Fires will spread quickly and be extremely dangerous. These are dangerous fire conditions. Expect hot, dry and windy conditions.		If a fire starts and takes hold, lives are likely to be lost. These are the most dangerous conditions for a fire.
Fire Behavior Index	12 - 23	24 - 49	50 - 75	75 - 99	100+
Fire Danger Ratings Monitoring and Response The Duty Manager is responsible for monitoring fire danger ratings and alerts as per the schedule outlined below. Should a fire occur within a certain distance of the site, the Duty Manager will take appropriate action. • The Duty Manager will review Fire Danger Ratings (FDR) for the next five days at 9:00 AM and 4:30 PM.	Dynamic Risk Assessment Protocol When a bush or grassfire is within 10 km of the site, the Duty Manager will conduct a Dynamic Risk Assessment to evaluate current conditions and mitigate risks to customers and colleagues. This assessment will encompass: • Current customer and colleague numbers onsite. • Wind direction and speed. • Current and future weather conditions. • Communication with Fire Authority CFA via radio scanner. In the event of a significant fire event, a Fire Assessment Tool Document (see Appendix 1) must be completed.	Dynamic Risk Assessment Protocol When a bush or grassfire is within 20 km of the site, the Duty Manager will conduct a Dynamic Risk Assessment to evaluate current conditions and mitigate risks to customers and colleagues. In the event of a significant fire event, a Fire Assessment Tool Document (see Appendix 1) must be completed. Customer and Program Delivery In response to the weather forecast, adjustments to the program may be necessary. Suggestions for adjustments include: • Revising the activity program to schedule strenuous activities during cooler parts of the day. • Modifying session times to minimize exposure to "high" conditions for customers and colleagues.	Dynamic Risk Assessment Protocol When a bush or grassfire is within 30 km of the site, the Duty Manager will conduct a Dynamic Risk Assessment to evaluate current conditions and mitigate risks to customers and colleagues. In the event of a significant fire event, a Fire Assessment Tool Document (see Appendix 1) must be completed. PGL Leadership and Management Coordination The PGL Aus Senior Leadership Team and Centre/Duty Manager will convene to conduct a comprehensive risk assessment of prevailing conditions. The Centre or Duty Manager will undertake the following actions: • Communicate Fire Danger Ratings with Party Leaders and request any relevant school policies or procedures that need consideration. • Confirm emergency transport availability with the local transport company for the required number of onsite individuals. • Notify the local Fire Authority of the action plan. • Provide an update to the Senior Leadership Team and Centre Management Team via email, including: ○ Predicted FDR and FBI. ○ Current forecasted weather conditions. ○ Expected customer and colleague numbers onsite during extreme conditions. ○ Actions taken thus far.	Centre or Duty Manager Responsibilities The Centre or Duty Manager will be responsible for the following actions: • Communicating with PGL Support Office and customers to notify them of the potential non-operation of the camp during peak fire danger times. An example of this may be between 11:00 AM and 6:00 PM, due to predicted temperature and wind conditions. • If appropriate, considering day excursion possibilities to an urban location and providing options to Party Leaders. • If deemed necessary to evacuate the camp and no excursion plan is available, assisting guests with planning their travel home prior to extreme conditions taking effect. • PGL will only consider remaining operational based on the implementation of further control measures, such as: ○ Consultation with and support from the Fire Authority regarding the plan and control measures. ○ Availability of emergency transport on-site and standing by during peak fire danger times.	Catastrophic Fire Danger Days Catastrophic fire danger days are typically declared no later than 1:00 PM on the day before. Operational Response to Catastrophic Fire Danger Days Due to predicted weather conditions, PGL will not operate any site that falls within a declared catastrophic fire danger zone. Camps will coordinate with the PGL Support Office and customers to develop a plan to either curtail the trip or relocate guests to a safe location. Non-Residential Colleagues Non-residential colleagues will be stood down from duties and informed not to come to work on days when catastrophic fire danger is declared. Residential Colleagues Residential colleagues must leave the site and relocate themselves to a safe environment away from rural conditions once the Duty Manager and/or Emergency Services has declared a closure time for the site.
Emergency Evacuation Procedure In the event of a full site evacuation, all colleagues and guests must adhere to the instructions provided by the Duty Manager and/or Emergency Services.	Total Fire Ban Compliance During a Total Fire Ban, the guidelines outlined in Appendix 2 must be followed. These include, but are not limited to: • Prohibition of hot works. • No slashing or grass cutting activities. • Avoidance of driving propelled heat engine vehicles over grass or vegetation. • Restriction on the use of fossil fuel-operated portable machines. • Prohibition of BBQs or campfires by guests.	Residential Colleagues Residential colleagues should: • Monitor local warning channels to remain alert to possible dangers. • Double-check their emergency departure kit in case of immediate evacuation.	If a transport company is unable to provide coverage, the PGL Operations Manager or Australia Director will be consulted. Additional Precautionary Measures In addition to the above, the following precautionary measures will be implemented: • The Catering Team will ensure an adequate supply of water, biscuits/snacks, and fruit onsite for all colleagues and customers in case of evacuation. • Onsite hikes will be adapted to remain within 200 meters of main site areas. • Excursions to heavily vegetated or bush areas will be restricted.	Residential Colleagues Residential colleagues are advised to leave the site and relocate themselves to a safe environment away from rural conditions.	



Emergency Management Plan



PGL Adventure Camps Extreme Weather Action Plan

State-based weather warning system to be set up with notifications activated for any incidents or warnings within a 20km radius of the centre. Once notification is received the designated centre-based management team is to check www.bom.gov.au for additional information and details monitoring site as per scheduled updates.

Weather type	Heavy Rain	High Winds	Extreme Temperatures	Lighting
Defined as	>7.6mm (0.30 in) per hour	Wind speed of 7 on the Beaufort Scale – high wind or moderate/near gale approx. 28-32 knots 32-38 mph/50-61km/h described as 'whole trees in motion, inconvenience felt when walking against the wind'.	Maximum and minimum temperatures are unusually hot over 3 days. This is compared to the local climate and past weather.	PGL recognises that a small percentage of lighting events pose a direct risk to staff and guests but that appropriate action must be taken if the risk increases,
	Highly unlikely to be able to continue with planned activities and stay dry. It is also likely that anyone getting wet will become cold if they are unable to dry off quickly, leading to further discomfort and a higher risk of illness.	Guidance on acceptable windspeeds are included in the NOP & ACOP for specific activities – off ground activities must not be used in wind conditions above Force 5 or as agreed by Guest Care manager during any storm that breaches the 30/30 in respect of lightning.	PGL recognises that temperature ranges are guidelines and the actual temperature experienced by staff and guests is based on a number of factors which may include; precipitation, wind speed, altitude, relative health and fitness of individuals, the level of physical activity being undertaken and clothing. The most significant risks associated with extreme temperatures include the direct effects on individuals. Staff and guests who feel extremely hot or cold will be less able to function normally and are at risk of becoming ill. Ensure Bushfire Action Plan is reviewed by the centre management team and is accessible.	A number of classic PGL activities within a typical activity programme take place on tall man-made structures or trees, which pose an increased risk of lightning strike, or on bodies of water, particularly lakes PGL recognises the '30-30 Rule', which describes how to determine if lightning threatens: - Count the seconds between seeing the lightning and hearing the thunder. - If this time is 30 seconds or less, the lightning is close enough to be a threat; seek shelter immediately. - After the last lightning flash, wait 30 minutes before leaving your shelter.

Senior leadership to be notified of State based weather warnings in place for centre location and updated.

Advice – An incident has started. There is no immediate danger. Stay up to date in case the situation changes

Pre	- Wet weather program ready including ENTS - Ensure all measures to prevent damage and reduce the impact of running water are in place. - Any repair works that are affected to be prioritized. - Gutter, downpipes and drain channels free of leaks and clear of blockages. - Ensure sand bags and any other equipment needed is accessible. - Arrange shelter for guest bags and equipment. - Consider suitability of pathways to and from locations (is the grass slippery) - Encourage to check the weather warning system before travelling. (moved from during section) - Colleagues encouraged to prepare for weather clothing wise and bring spare clothing	- Updated program ready including ENTS. - Review base use and move sessions to an area that is more suitable/protected if possible. - Ensure all measures to prevent damage and reduce the impact of moving debris. - Any repair works that are affected by winds with to be prioritized. Bins, signs, temporary structures, trolleys and any loose materials such as timber, piping and packaging firmly affixed, enclosed or indoors. Doors and windows secured. - Vehicles and machinery not parked under trees - Fuel levels to be checked to ensure a suitable amount is available for use of the generator. <u>Residential colleagues</u> Ensure all outdoor items are secure, and windows and doors closed and locked where possible. Vehicles not parked under trees. Generator available and fueled where possible.	- Updated program ready including ENTS if needed – thinking about moving start sessions early, schedule additional breaks, bases. - Review rosters – if colleagues are in direct heat or cold for extended periods can this be changed? - Where possible increase access to water. - Are electrolytes and additional drinks able to be provided? - Review, change, limit outdoor work where and when possible. - Ensure colleagues have access to sunscreen, hats and water bottles <u>Residential colleagues</u> Ensure all doors are closed to reduce wildlife entering buildings.	- Updated program ready including ENTS if needed – where possible move ropes and water sessions to another day so they are not missed.
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Emergency Management Plan

#TEAMPGL

		<u>Non-residential colleagues</u> Encourage to check weather warning system before travelling.		
Weather type	Heavy Rain	High Winds	Extreme Temperatures	Lighting
During	<u>Non-residential colleagues</u> Where possible additional uniforms and clothing are provided. <u>Key messages for guests and colleagues</u> - We are continuing to monitor and will keep you updated. - Updated program with wet weather option. - If applicable areas to dry items. Management team Monitor Weather radar and forecast for updates	<u>Non-residential colleagues</u> If not essential do not travel. If travelling check weather warning system before travelling. <u>Key messages for guests and colleagues</u> - We are continuing to monitor and will keep you updated. - Updated program options discussed. - When walking around the centre and on activities be mindful of increased trip hazards due of tree debris.	<u>Key messages for guests and colleagues</u> - We are continuing to monitor and will keep you updated. - Updated program options where applicable. - Please keep doors closed and when walking around the centre and on activities stay on paths and tracks due to the increased snake activity. - Instructors when moving items, canoes, tarps etc. always check for wildlife and where possible move items away from your body paying additional attention to water bodies for snake activity.	<u>Key messages for guests and colleagues</u> - We are continuing to monitor and will keep you updated. - Updated program options where applicable.
Post	Update senior leadership team if required as per critical response process			
Watch & Act – Warning – There is a heightened level of threat. Conditions are changing and you may need to start taking action now to protect you.				
Pre	Appendix 3 – Extreme Weather Assessment Tool to be completed Liaise with senior leadership team taking into consideration as to guest arriving or departing and transport e.g. is it safe to travel during watch and act, will they be traveling through an accessible route As stated above in all 'Advice' areas - Indoor programs only	Appendix 3 – Extreme Weather Assessment Tool to be completed Liaise with senior leadership team taking into consideration as to guest arriving or departing and transport e.g. is it safe to travel during watch and act, will they be traveling through an accessible route As stated above in all 'Advice' area - Water & Ropes sessions cancelled	Appendix 3 – Extreme Weather Assessment Tool to be completed Liaise with senior leadership team taking into consideration as to guest arriving or departing and transport e.g. is it safe to travel during watch and act, will they be traveling through an accessible route As stated above in all 'Advice' areas	Appendix 3 – Extreme Weather Assessment Tool to be completed Liaise with senior leadership team taking into consideration as to guest arriving or departing and transport e.g. is it safe to travel during watch and act, will they be traveling through an accessible route As stated above in all 'Advice' areas - Water & Ropes sessions cancelled
During	- Wet weather program implemented including evening activity if required and logged on Appendix 1- Activity Standards log - Reduce outdoor work where and when possible.	- Program updated – where possible move high impact sessions to ensure guests can take part, log actions on Appendix 1- Activity Standards log	- Program updated – log actions on Appendix 1- Activity Standards log When temperatures reach 34deg - Reduce session times to 1.15hrs - Where possible start sessions earlier & extend lunch break. - Schedule 15mins between sessions to seek shade and shelter indoors if possible When temperatures reach 38deg - Outdoor sessions cancelled - Log actions on Appendix 1- Activity Standards log	No shelter is 100% safe, but in the event of an imminent lightning threat, PGL staff and guests are advised to move indoors and avoid using wired electronic devices, such as landline telephones, televisions, and computers, which can all increase the risk of being affected by a strike to the building. Showers, baths and other taps, or anything that is associated with plumbing and piping should also be avoided. - Program updated – log actions on Appendix 1- Activity Standards log

Post	- If available offer any additional clothing or shoes available, where appropriate support the drying of items. - When walking around the center and on activities be mindful of additional slip hazards, particularly in clay areas. - Where heavy rain has been continual check tracks and hills for any landslides, fallen trees or additional slip hazards and record on Appendix 2 – Post Extreme Weather Checks. - Appendix 3 – Extreme Weather Assessment Tool should be completed and sent to the Australian Leadership team as per the Critical Response process followed.	- Track and visual base inspection completed for fallen trees or damage and record on Appendix 2 – Post Extreme Weather Checks - When walking around the centre and on activities be mindful of increased trip hazards due of tree debris. - Instructors to complete visual tree inspection while walking and where possible when stopping to talk with group find an area with minimal trees. Additional visual inspections to take place while setting up activities. - Appendix 3 – Extreme Weather Assessment Tool should be completed and sent to the Australian Leadership team as per the Critical Response process followed.		- Instructors to complete visual tree inspection while walking and where possible when stopping to talk with group find an area with minimal trees. Additional visual inspections to take place while setting up activities. - Appendix 3 – Extreme Weather Assessment Tool should be completed and sent to the Australian Leadership team as per the Critical Response process followed.
Weather type	Heavy Rain	High Winds	Extreme Temperatures	Lighting
Emergency Warning - Highest level of warning – You may be in danger and need to take action immediately. Any delay now puts your life at risk.				
Pre	- Liaise with the Sales team regarding communication with groups. - Where buses have been booked with PGL contact bus lines to update on departure dates and times. - Ensure all measures to prevent damage and reduce the impact of running water are in place. - Any repair works that are affected to be prioritized. - Gutter, downpipes and drain channels free of leaks and clear of blockages. - Ensure sand bags and any other equipment needed is accessible. - Arrange shelter for guest bags and equipment. <u>Residential colleagues</u> Ensure accommodation is suitable for event, if not look for an alternative option. <u>Non-residential colleagues</u> If not essential do not travel. If travelling check weather warning system before travelling.	- Liaise with the Sales team regarding communication with groups. - Where buses have been booked with PGL contact bus lines to update on departure dates and times. - Ensure all measures to prevent damage and reduce the impact of moving debris. - Any repair works that are affected by winds with to be prioritized. Bins, signs, temporary structures, trolleys and any loose materials such as timber, piping and packaging firmly affixed, enclosed or indoors. Doors and windows secured. - Vehicles and machinery not parked under trees - Fuel levels to be checked to ensure a suitable amount is available for use of the generator. <u>Residential colleagues</u> Ensure accommodation is suitable for event, if not look for an alternative option. Ensure all outdoor items are secure, and windows and doors closed and locked where possible. Vehicles not parked under trees. Generator available and fueled where possible. <u>Non-residential colleagues</u> If not essential do not travel. If travelling check weather warning system before travelling.	- Liaise with the Sales team regarding communication with groups. - Where buses have been booked with PGL contact bus lines to update on departure dates and times. - Updated program ready including ENTS if needed – thinking about moving start sessions early, schedule additional breaks, bases. - Review rosters – if colleagues are in direct heat or cold for extended periods can this be changed? - Where possible increase access to water. - Are electrolytes and additional drinks able to be provided? - Review, change, limit outdoor work where and when possible. - Ensure colleagues have access to sunscreen, hats and water bottles <u>Residential colleagues</u> Ensure accommodation is suitable for event, if not look for an alternative option. Ensure all doors are closed to reduce wildlife entering buildings. <u>Non-residential colleagues</u> If not essential do not travel. If travelling check weather warning system before travelling.	- Liaise with the Sales team regarding communication with groups. - Where buses have been booked with PGL contact bus lines to update on departure dates and times. <u>Residential colleagues</u> <u>Non-residential colleagues</u> If not essential do not travel. If travelling check weather warning system before travelling.



Emergency Management Plan

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During	Continue monitoring State-based weather warning system and liaise with, the centre team, Senior leadership and Sales Team	Continue monitoring State-based weather warning system and liaise with, the centre team, Senior leadership and Sales Team	Continue monitoring State-based weather warning system and liaise with, the centre team, Senior leadership and Sales Team	Continue monitoring State-based weather warning system and liaise with, the centre team, Senior leadership and Sales Team
Post	- If available offer any additional clothing or shoes available, where appropriate support the drying of items. - When walking around the center and on activities be mindful of additional slip hazards, particularly in clay areas. - Where heavy rain has been continual check tracks and hills for any landslides, fallen trees or additional slip hazards and record on Appendix 2 – Post Extreme Weather Checks. - Appendix 3 – Extreme Weather Assessment Tool should be completed and sent to the Australian Leadership team as per the Critical Response process followed.	- Track and visual base inspection completed for fallen trees or damage and record on Appendix 2 – Post Extreme Weather Checks - When walking around the centre and on activities be mindful of increased trip hazards due of tree debris. - Instructors to complete visual tree inspection while walking and where possible when stopping to talk with group find an area with minimal trees. Additional visual inspections to take place while setting up activities. - Appendix 3 – Extreme Weather Assessment Tool should be completed and sent to the Australian Leadership team as per the Critical Response process followed.		- Instructors to complete visual tree inspection while walking and where possible when stopping to talk with group find an area with minimal trees. Additional visual inspections to take place while setting up activities. - Appendix 3 – Extreme Weather Assessment Tool should be completed and sent to the Australian Leadership team as per the Critical Response process followed.

Add CIRP table