VISITOR INFORMATION AND WORK HEALTH AND SAFETY INDUCTION BOOKLET

Last updated: August 2019

Recycle & Reuse: Please return this booklet to Stage Door on your departure
EMERGENCY CONTACTS
*NB: Dial ‘0’ for an external line from all venue handsets*

LIFE THREATENING EMERGENCY
*000 (or 112 for a mobile)

EVACUATION ASSEMBLY POINT
Martin Place by statue (cenotaph)

Chief Fire Warden  ext. 210
Duty Manager  *0448 047 700
Auto dial 700

Stage Door  ext. 211
Building Services Manager  *0418 635 545 or Auto Dial 211

OTHER IMPORTANT NUMBERS
Technical Stage Manager (TSM) mobile  *0432 480 498
Prompt Side (Stage)  ext. 235
Opposite Prompt Side (Stage)  ext. 234
Stage Door  ext. 211
Duty Manager  ext. 210 or *0448 047 700
Auto-dial 700

Technical Services Manager  ext. 230 or *0412 824 040

City Recital Hall mobiles are dialled by lifting the handset of any venue phone and pressing ‘AUTO DIAL’ then entering the three digit extension number.

External numbers (including mobiles) are dialled by first pressing ‘0’.*

*Not all venue phones can dial external lines.
PURPOSE OF THIS BOOKLET
City Recital Hall Angel Place is committed to promoting a safe working environment for its employees, hirers and patrons.

This booklet provides the information necessary to allow all patrons entering the venue to be aware of the most common WHS and general housekeeping policies.

Before commencement of work, a designated representative of the hirer must acknowledge (by way of signing the accompanying document) that they have read and understood this booklet. Copies of this booklet will be provided to all persons as they sign-in at Stage Door.

If you have any questions or concerns relating to the WHS policies in this book, please speak to the Technical Stage Manager or Duty Manager.

CONTENTS
Venue Staff and Communications 4
Access Times and Conditions 4
Car Parking 4
Smoking Policy 5
Designated Eating Areas 5
Toilets – Backstage 5
Toilets – Foyers 5
Lockers – Backstage 5
Emergency & Evacuation Guidelines 5
First Aid Kits 7
Incident Reporting Procedures 7
Hirer Acknowledgement Form 8
City Recital Hall Emergency Assembly Point 9
City Recital Hall Evacuation Diagrams 10-15
VENUE STAFF AND COMMUNICATIONS

The following staff are onsite for each event:

TECHNICAL STAGE MANAGER (TSM)
The TSM’s role is to oversee the staging and technical elements of the event. They will coordinate between the hirer and other technical staff (lighting and sound) and ensure that the bump-in, rehearsal and presentation/performance run to the agreed schedule. Any questions relating to the presentation of the event should be directed to the TSM.

DUTY MANAGER
The Duty Manager’s role is to oversee the attendance of guests and audience at the event. They will coordinate between the hirer and the front of house (ushers, bar and wait staff) and ensure that the foyer arrangements, seating of the house and event functions run to the agreed schedule. Any questions relating to the foyers, functions or guest attendance should be directed to the Duty Manager.

STAGE DOOR Attendant
The Stage Door Attendant’s role is to greet all persons entering through Stage Door and will only allow those authorised to access backstage areas. The Stage Door Attendant can provide venue information and assistance with car parking validation, staff contacts and deliveries. A list of important contact numbers for venue staff and locations are listed on the inside cover of this booklet.

ACCESS TIMES AND CONDITIONS
- On arrival, the hirer will be greeted by the Stage Door Attendant and directed to the auditorium to meet the Technical Stage Manager (TSM).
- Every person must sign-in on the Stage Door List at their first entry to the venue on each day of work.
- Before commencing work, a designated representative of the hirer must acknowledge and sign the WHS Induction Form with the TSM.
- The access times, as agreed, are listed on the Run Sheet page of the Work Sheet. (If you require a copy of the Event Sheets please ask the TSM).
- Any changes to access times should be discussed in advance with the TSM or the Event Manager.
- Any keys issued to hirers must be returned at the day’s end. Keys cannot be taken home overnight.
- Any visitors to backstage must be signed in through Stage Door.

CAR PARKING
- Parking validation for discounted parking rates in the Angel Place Car Park is available from Stage Door.
- Parking in the Loading Dock is only available when pre-arranged with the Event Manager or the Building Services Manager. The number of parking spaces is limited and at the discretion of management.
NON-SMOKING POLICY
- City Recital Hall is a smoke free environment. Smoking within 4 metres of a public entrance/exit can result in a fine.

DESIGNATED EATING AREAS
- The Green Room is the only designated eating area. The Green Room facilities include a sink, hot water unit, fridge and microwave to assist in food preparation and storage.
- No food or drinks, except bottled water, are permitted on the stage.

TOILETS – BACKSTAGE
- Male and Female toilets are located in the southern corridor between the stage and Green Room (Level 1).
- Toilets are located in each dressing room.
- An accessible toilet is located next to Dressing Room 3.
- Toilets are also located on Level 4 – Male (southern corridor) and Female (northern corridor).

TOILETS – FOYER
- Toilets (including an accessible toilet) are located on each level in the foyers. There are no male toilets on level 1

LOCKERS – BACKSTAGE
- Male and Female lockers in the southern corridor between the stage and Green Room (Level 1).
- Keys for lockers can be obtained from the Stage Door Attendant.

EMERGENCY AND EVACUATION GUIDELINES
There are two audible emergency alarms that you will hear:
1. The first alarm sounds like a ‘beep beep’. On hearing this alarm, persons should stand by for instructions to evacuate.
2. The second alarm sounds like a ‘whoop whoop’. On hearing this alarm, persons should immediately begin to evacuate the building.

EVACUATION PROCEDURES
1. When you hear the emergency alarm, listen carefully to instructions from the Chief Warden.
2. On hearing the verbal evacuation command or evacuation alarm, make your way to the nearest exit and evacuate the building calmly to the designated assembly area: Martin Place next to the Cenotaph Memorial Statue
3. Do not run or try to obtain any personal items. Remain calm.
4. At the assembly area wait for further instructions and inform a warden if a person has not evacuated.
5. All persons should obey the instructions of the emergency response team.

**FIRE**
1. Alert other occupants by calling 'fire' or raising the alarm.
2. Dial "0" 000 and inform the operator; where the fire is located; where it started; who is affected and may require medical assistance.
3. Attend to any human life in danger, if it is safe to do so.
4. If appropriate and safe to do so, contain the fire by selecting the correct fire extinguisher and aim it at the base of the fire. Do not put yourself and others at risk.
5. Close all doors and turn off any electrical systems if not in immediate danger.
6. Evacuate the building on command.

**HAZARDOUS MATERIAL**
1. Dial Poisons Information Centre 0 131 126 and inform operator where the spill occurred and what substance has been spilt.
2. If safe, try to contain the hazard, close all doors and turn off any electrical equipment in the vicinity.
3. Ensure persons contaminated by the hazardous material are not permitted to leave the area. If unsafe to remain, evacuate and isolate contaminated individuals.
4. Await emergency services and follow their directives.

**MEDICAL EMERGENCY**
1. Immediately dial 0 000. Operator will inform emergency services.
2. Give your name, location (2 Angel Place, Sydney between Pitt and George Streets near Martin Place). Number of persons injured and any details that may assist.
3. Await further instructions OR
4. Inform a City Recital Hall staff member.
5. Implement Injury and First Aid procedures.

**BOMB THREAT**
NOTE: If you find a suspicious object dial Stage Door (ext. 211) immediately – do not touch or move an item that is suspicious.

**THREAT BY PHONE**
1. Attempt to gain as much information as possible: where the bomb is located; when it is set to go off; what it looks like. Take notes and keep the caller talking for as long as possible.
2. If the caller should hang up keep the line open. Go to another line, dial 0 000 and inform the emergency response team.
3. Emergency response team will assess the situation and decide if evacuation is necessary.
4. When evacuating the venue please take all personal baggage with you.
NATURAL DISASTER
EARTHQUAKE & FLOOD AND HIGH WINDS
1. If you are inside the building take shelter under tables, desks or in doorways. Stay away from windows, shelving and large free-standing furniture.
2. After the event, seek injured persons and follow medical emergency procedures.

EMERGENCY EXITS
1. Hirers should take the time to observe the location of the fire exits and fire safety equipment closest to their place of work in the venue.
2. Fire exit doors are located on either side of the stage.
3. In the event of an emergency do not use lifts.
4. All emergency exits must remain unimpeded. If any exits are found to be blocked or not freely accessible hirer may rectify this or immediately notify TSM or Duty Manager.
5. Persons are not permitted to exit the venue via stairwells and fire exit doors, other than in the event of an emergency, to access outside areas.

FIRST AID KITS
These can be found at the following locations around the venue:
- Ground level: Staff / First Aid Room, next to the carpark door
- Ground level: Administration Office
- Level 1: Prompt side of stage
- Level 4: Western corridor around the corner from the Technician’s workshop
There is a list of trained First Aiders located adjacent to each of the First Aid Kits (referenced above), and inside the goods lift.

INCIDENT REPORTING PROCEDURE
All incidents and hazards (however minor) should be brought to the attention of the TSM or Duty Manager immediately. The hirer may be required to complete an Incident or Hazard Form with CRH staff. These forms are reviewed and investigated by the City Recital Hall WHS Committee as part of its procedures for monitoring and maintaining a safe workplace.
HIRER ACKNOWLEDGEMENT FORM
After reading this booklet, a designated representative of the hirer will be asked to sign a copy of the document below. This Hirer Acknowledgement Form is available from the TSM or Stage Door.

WHS INDUCTION – HIRER ACKNOWLEDGEMENT FORM
City Recital Hall is committed to promoting a safe working environment for its staff, hirers and patrons.

This WHS Induction and WHS booklet provide the information necessary to allow all persons entering the venue to be aware of the most common WHS and general housekeeping policies. Before commencement of work, a designated representative of the hirer must acknowledge (by way of signing this form) that they have received a WHS induction from the Technician on Duty and have also received a copy of the WHS booklet.

Copies of this booklet will be provided to all persons associated with the event as they sign-in at Stage Door.

STEP 1
The following topics have been covered in the WHS
☐ Induction: Venue personnel and communications
☐ Access conditions and times
☐ Car parking
☐ Designated smoking areas
☐ Toilets and Lockers
☐ Evacuation procedure and assembly point, fire exits
☐ First Aid kits
☐ Incident reporting procedure

STEP 2
WHS Induction completed by: _____________________________________________
Hirer representative: __________________________________________________________
Signature and date: __________________________________________________________

City Recital Hall employee: _______________________________________________________
Signature and date: __________________________________________________________

After reading this booklet, a designated representative of the hirer will be asked to sign a copy of the document below. This Hirer Acknowledgement Form is available from the TOD or Stage Door.