



**CRISIS MANAGEMENT PLAN FOR
FIFA-UNDER 17 WORLD CUP- 2017
KOCHI**

**PREPARED BY
DISTRICT DISASTER MANAGEMENT AUTHORITY
ERNAKULAM**

Glossary

Assembly Area	Areas large enough to accommodate the crowd evacuated from a stadium and in a place of safety.
Barrier	Any element of a sports ground, permanent or temporary, intended to prevent people from falling, to retain, stop or guide people.
Contingency plan	A contingency plan is prepared by the ground management setting out the action to be taken in response to incidents occurring at the venue which might prejudice public safety or disrupt normal operations (for example, the loss of power to CCTV or PA systems).
Emergency plan	An emergency plan is prepared and owned by the emergency services for dealing with a major incident at the venue or in the vicinity (for example, an explosion, toxic release or large fire). Also known as an emergency procedure plan, or major incident plan.
Exit	A stairway, gangway, passageway, ramp, gateway, door, and all other means of passage used to leave the sports ground and its accommodation.
Exit system	A set of different types of exits, linked to form a means of passage of spectators.
Fire resistance	Ability of a component of a building to resist fire for a stated period of time, when subjected to an appropriate test.
First aider	A person who holds a National Safety (or equivalent) certificate of first aid issued to people working as first aiders at sporting venues
Flammable	Able to burn with a flame.
Place of safety	A place, away from the building, in which people are at no immediate danger from the effects of fire.
Ramp	An inclined surface linking two areas at different elevations.
Rate of passage	The number of persons per metre width per minute passing through an element of an exit system.
Refuge	A place of reasonable safety in which a disabled person and others who may need assistance may rest or wait for assistance before reaching a place of safety. It will lead directly to a fire-resisting escape route.
Stairway	That part of a structure which comprises of at least one flight of steps, including the landings at the head and foot of steps and any landing in between flights.
Stand	A structure providing viewing accommodation for spectators.
Terrace	An area of steps providing standing accommodation for spectators.
Vomitory	An access route built into the gradient of a stand which directly links spectator accommodation to concourses, and/or routes for ingress, egress or emergency evacuation.

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CHAPTER-1 INTRODUCTION

The **2017 FIFA U-17 World Cup** will be the 17th edition of the FIFA U-17 World Cup, the biennial international men's youth football championship contested by the U17 national teams of the member associations of FIFA. The tournament will be hosted by India between 6th and 28th of October 2017. This will be the first FIFA tournament hosted by the country. The final will be held at the Salt Lake Stadium in Kolkata on 28 October 2017. Kochi, Delhi, Navi Mumbai, Guwahati, Margao and Kolkata were provisionally selected as venues for the 2017 FIFA U-17 World Cup



Image: 1 Logo of FIFA U-17 World Cup

1.1 PARTICIPATING COUNTRIES

There are currently 24 nations planning to field teams at the FIFA U-17 WC.

Group A	Group B	Group C	Group D	Group E	Group F
India	Paraguay	Guinea	Korea	Honduras	Mexico
US	Mali	Germany	Niger	Japan	Iraq
Colombia	New Zealand	Costa Rica	Brazil	N.Caledonia	Chile
Ghana	Turkey	Iran	Spain	France	England

XVII edition of the FIFA U-17 world cup	
Host country	India
Host city	Kochi, New Delhi, Guwahti, Mumbai kolkata and Goa
Dates	6-28 October 2017
Motto	<i>“Football takes over”</i>
Nations participating	24
Opening ceremony	6 October
Closing ceremony	28 October
Officially opened by	President of India
Main Stadium	Jawaharlal Nehru Stadium
Website	www.fifa.com/u17worldcup

1.2. VENUE AND CAPACITY

Kochi is selected as one of the six host cities for 2017 FIFA U-17 World Cup to be held in India. Jawaharlal Nehru International stadium locally known as Kaloor stadium will host 8 matches in FIFA U-17 World Cup 2017. It is one of the largest stadiums in India. The stadium was built in 1996 by Govt. of Kerala.

Architecturally the stadium is distinctive, with giant convex floodlight pylons arching over the ground. This makes for a furnace-like effect when the ground is at all of its 40000-strong capacity, and makes the Kaloor Stadium, one of the noisiest in the world at full capacity. Another unique aspect of the stadium is its lighting towers of 2 KW floodlights. The structure of the tower in one of its kind in India.

1.3 LOCATION

Latitude and Longitude: 9°59'50" N 76°18'04" E

SL. No	VENUE	CAPACITY
1.	Jawaharlal Nehru International stadium	40000
2.	Total seating space allotted for FIFA U-17	27,145

1.4 MATCH SCHEDULE

Event No.	Venue	Event Dates	Event Time
MATCH 7	JNI Stadium	07 October 2017	1700 hrs
MATCH 8	JNI Stadium	07 October 2017	2000 hrs
MATCH 19	JNI Stadium	10 October 2017	1700 hrs
MATCH 20	JNI Stadium	10 October 2017	2000 hrs
MATCH 30	JNI Stadium	13 October 2017	1700 hrs
MATCH 32	JNI Stadium	13 October 2017	2000 hrs
MATCH 44	JNI Stadium	18 October 2017	2000 hrs
MATCH 47	JNI Stadium	22 October 2017	1700 hrs

1.5 AREAL VIEW OF THE STADIUM



Image: 2 Areal view of the venue

1.6 PRACTICE VENUE FOR TEAMS

Practice Venue	Distance/Time from JINI Stadium
Parade Ground, Ernakulam	16.9 km, 44 Min
Fort Kochi Veli	20.4 km, 38 min
Sports Academy Palampalli Nagar	5.9 km, 16 min
Maharajas College Ground, Ernakulam	4.6 km, 13 min

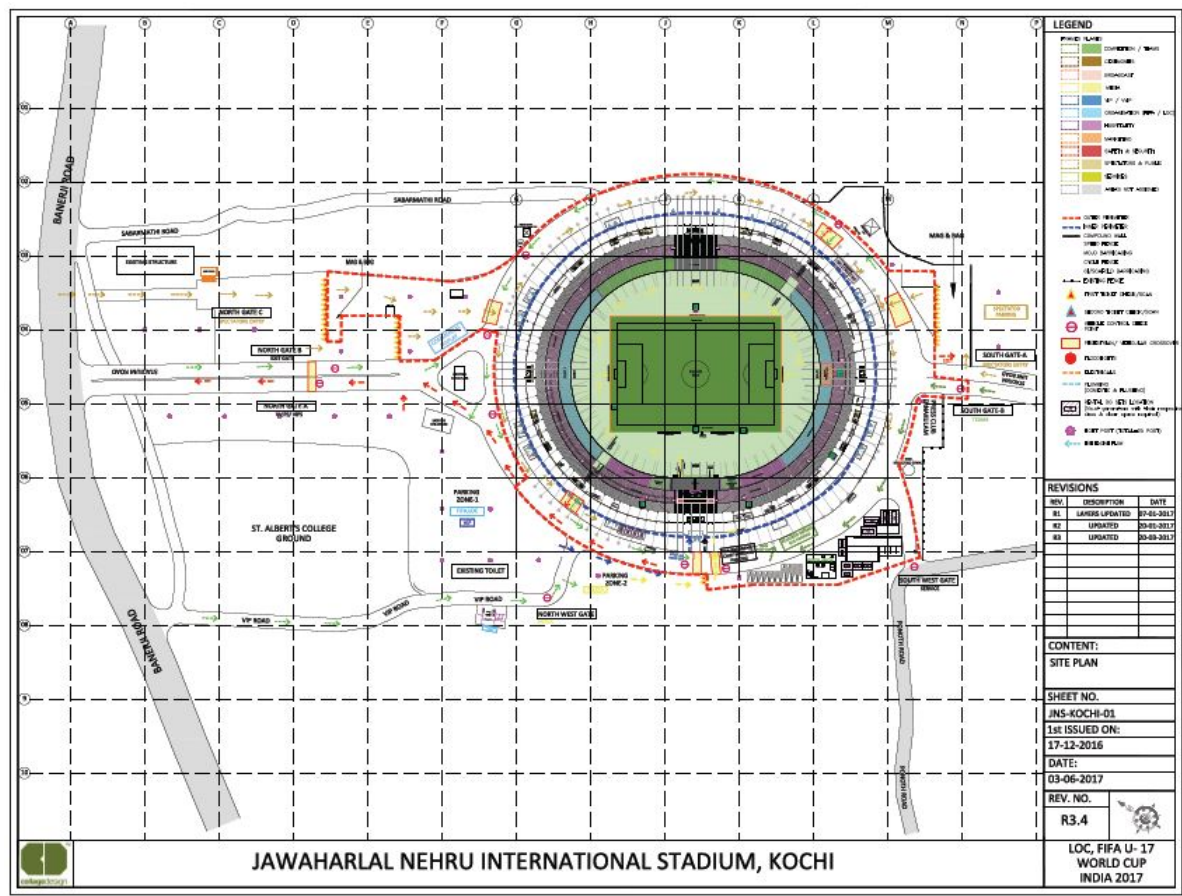


Image: 3 LAY OUT OF JAWAHARLAL NEHRU INTERNATIONAL STADIUM

1.7 Nos OF EXIT AND ENTRY

- Ground level staircase - 17
- Ramps to Upper level - 16
- Total Capacity** - 40000
- Total seat count for the matches.-27,145

Approximate evacuation time 08 minutes through all exits

1.8 Stadiums Zones

Stadiums used during FIFA events are divided into five distinct perimeters, as follows:

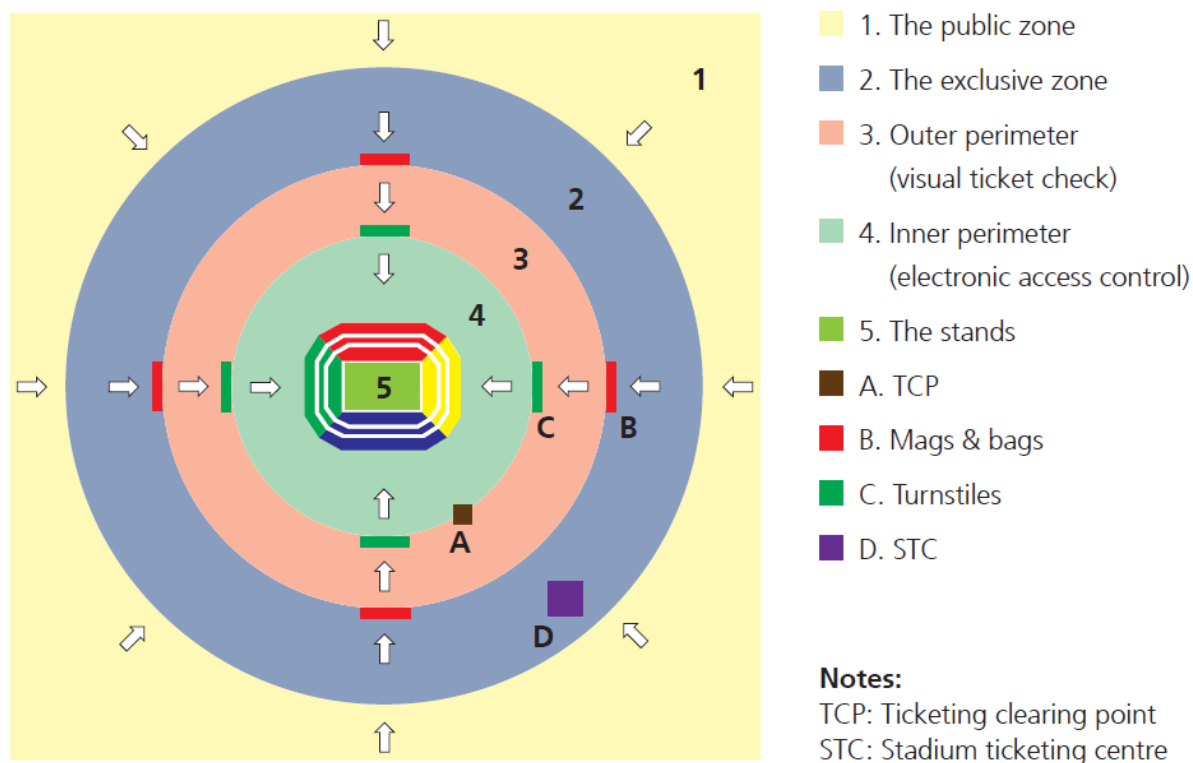


Image:4 Stadium Zones

1.8.1 Public zone

This area includes the city and surrounding outskirts of the stadium precinct and is outside of stadium control.

1.8.2 Exclusive zone

This is the exclusive commercial zone, which is strictly monitored according to the Rights Protection Programme (RPP) rules and regulations for the FIFA event.

1.8.3 Outer perimeter (visual ticket check)

The first visual check of a pass and search are carried out at this perimeter. Access to this area requires a valid accreditation badge or match ticket.

1.8.4 Inner perimeter (electronic access control)

This is where the turnstiles are located and also includes the public access areas and hospitality suites.

1.8.5 The stands

These are the seating areas and playing field.

CHAPTER: 2

CRISIS MANAGEMENT PLAN

2.1 PURPOSE

The safety of spectators and staff at the Jawaharlal Nehru international Stadium is the key concern and is the responsibility of all the stake holding agencies like the stadium staff, event management and emergency services. This Disaster Management Plan has been drawn up to provide as safe a stadium as possible for every foreseeable disaster situation. Attached to this plan are the detail individual contingency response actions of each specialist agencies to meet the potential major incidents that have been assessed as most likely based on a Risk Assessment.

2.2 OBJECTIVE OF THE PLAN

To protect the life of people which assembled in the stadium and to avoid confusions among major stakeholders during emergency and to develop a basic structure for time sensitive, safe, secure, orderly and efficient evacuation if a crisis.

2.3 OVERVIEW

The control of the stadium response in case of any incident which can be managed locally, shall lie within the responsibility of the Stadium Safety Officer (or any other nominated individual) of the Local Organising Committee (LOC) FIFA under-17. In such situations the incident shall be managed within the Local Organising Committee's own resources under intimation to the Venue Cdr/ VOC. If the situation escalates and it is felt that the situation might go out of hand, immediately the matter shall be reported to the VOC for follow up actions by the specialist agencies in the concerned field.

In case of declaration of a major incident the control of the stadium and all resources shall immediately come under the command of Venue Cdr and commanders all levels and agencies shall report to him for effective and quick management of the incident/ disaster

2.4 CONTROL ROOM (VENUE OPERATION CENTRE)

An emergency control room should be functioned at district headquarters and at Jawaharlal Nehru International Stadium with the presence of representative of all stake holders. The stadium has a VOC which acts as the Control Room with the CCTV and communication systems being fed into it. This is the location from which coordination of most emergencies shall be managed in consultation with the police who will have a representative based in the VOC.

2.5 DECLARATION OF MAJOR INCIDENT

The persons with the authority to declare an event a major incident are:

- Venue Commander
- The Venue Safety & security Manager
- The police or fire service

In the event of such a declaration, the stadium shall hand-over control to the relevant emergency service

2.6 SAFETY STEWARDS

The provision of ground safety will be supported by all staff within the stadium. This will include trained Safety Stewards. For this venue, 02 senior stewards, 20 supervisors and 300 trained stewards are deployed. They got training from Fire & Rescue, Police, and Health department for emergency management and basic life support.

2.7 Stewards are responsible for:

- Familiarising themselves with all aspects of the Emergency Response Plan, noting any actions they would be required to take should an emergency occur.
- Ensuring that relevant Emergency Exits, Fire and other Emergency Equipment are unobstructed and readily accessible for use at all times.
- In the stadium there are 34 stands (gap between two seating space), and between each stands one trained steward should be present. In Each tier one supervisor for all stewards should be present with wireless set. So if any abnormal activity is occur in the upper and lower tier the information pass to the Venue operation centre.

2.8 COMMAND AND CONTROL

The stadium chain of command shall be clearly set out for each event within the stadium. Care shall be taken to limit the Span of Control for commander at each level. There will be unity of Command. The venue Commander will be the sole authority inside the venue who will be vested with the powers to take decisions in case any emergency arises. Nodal officers from all the stake holding agencies shall be present in the VOC to advise and guide the venue Commander in taking crucial decisions as regards any particular emergency related to their respective fields. Commanders at all levels shall always be in communication through Walky-Talky sets and mobile phones. The contact details of all concerned must be available at the VOC so that may be approached at once when needed.

Official	Name
Venue Commander	Senior uniformed officer present in the venue
FIFA organization	Venue security and safety officer
NDRF	Assistant Commandant
Medical	District Medical officer
Fire	Divisional fire officer
Stadium In-charge	Executive Engineer
Police	Assistant Commissioner of Police
SDMA	One representative
DDMA	Deputy collector

Venue commander of FIFA U-17 matches is the senior rank officer in uniformed force present in the venue

An executive magistrate should be posted in the stadium .

After each game the safety and security venue manager for the venue should ensure that, no tampering has happened for next day's match and ensuring that quality of water to the stadium has been checked.

2.9 EVACUATION ASSEMBLY AREAS

The stadium will have pre-determined assembly areas for each stand or group of spectators. These shall be marked on all maps and shall have sufficient capacity to hold those spectators planned to assemble in that area. For example, a stand for 10,000 spectators will have an assembly area capable of holding the same number.

For avoiding the confusions and rush during the time of any emergency volunteer with placards should be deployed in order to evacuate spectators from the stadium to the common assembly areas. Moreover it should be ensured that the assembly area and evacuation routes are not blocked with any objects or vehicles.

- ✓ For this venue two common assembly points (One in North side and another in south side of the stadium) are identified for holding the spectators during the evacuation and identifiable signage may be established in the assembly areas. The police and stewards guide the evacuees to the nearby assembly areas and further actions should be done according to the instruction from the Incident commander

2.10 STADIUM EVACUATION ALERTS

The stadium will have public alert systems in place to warn staff and spectators if there is a problem of any sort.

- ✓ There will be a Large display screen is on left of pillar 18 inside the stadium. If an emergency occurs, warnings/alert as by the direction of the venue commander, the infotainment room staff should provide through public announcement system and Display screen

2.11. EVACUATION

Where it is necessary to evacuate the building the following steps should be followed:

1. If an emergency occurs, according to the instruction from the venue commander the spectator's evacuation process starts.
2. Prior to making an announcement to Event Spectators, Stewards should be notified to enable them to Clear General Exits, depending on the area to be evacuated, and access loud hailers.

3. Nodal Officers should also be notified prior to spectators where possible and instructed to assist in directing spectators to the nearest exit.
4. Event spectators should then be notified via the Stadium loudspeaker system

“LADIES AND GENTLEMEN, THE MANAGEMENT HAVE REQUESTED THAT ALTHOUGH YOU ARE IN NO IMMEDIATE DANGER, FOR YOUR SAFETY WE HAVE TO STOP THE GAME/PERFORMANCE TEMPORARILY AND EVACUATE THE STADIUM. PLEASE ASSIST BY REMAINING CALM AND MOVE IN THE DIRECTION INDICATED BY THE NEAREST EXIT SIGNS OR EVENT PERSONNEL.”

5. Stewards should then be positioned obvious to Nodal officers and begin directing those in their area towards the relevant Emergency Exits. Spectators should be asked to remain in a safe area outside the Stadium grounds until the threat has been eliminated.
6. Volunteers with placards should be deployed along the area during the time of emergency. It is very useful for spectators to reach the assembly point
6. All the exit gate is under the control of police. So, when an emergency occurs information pass through the wireless from the VOC to the police control room and to the exit gates for open the closed gate and for safe evacuation

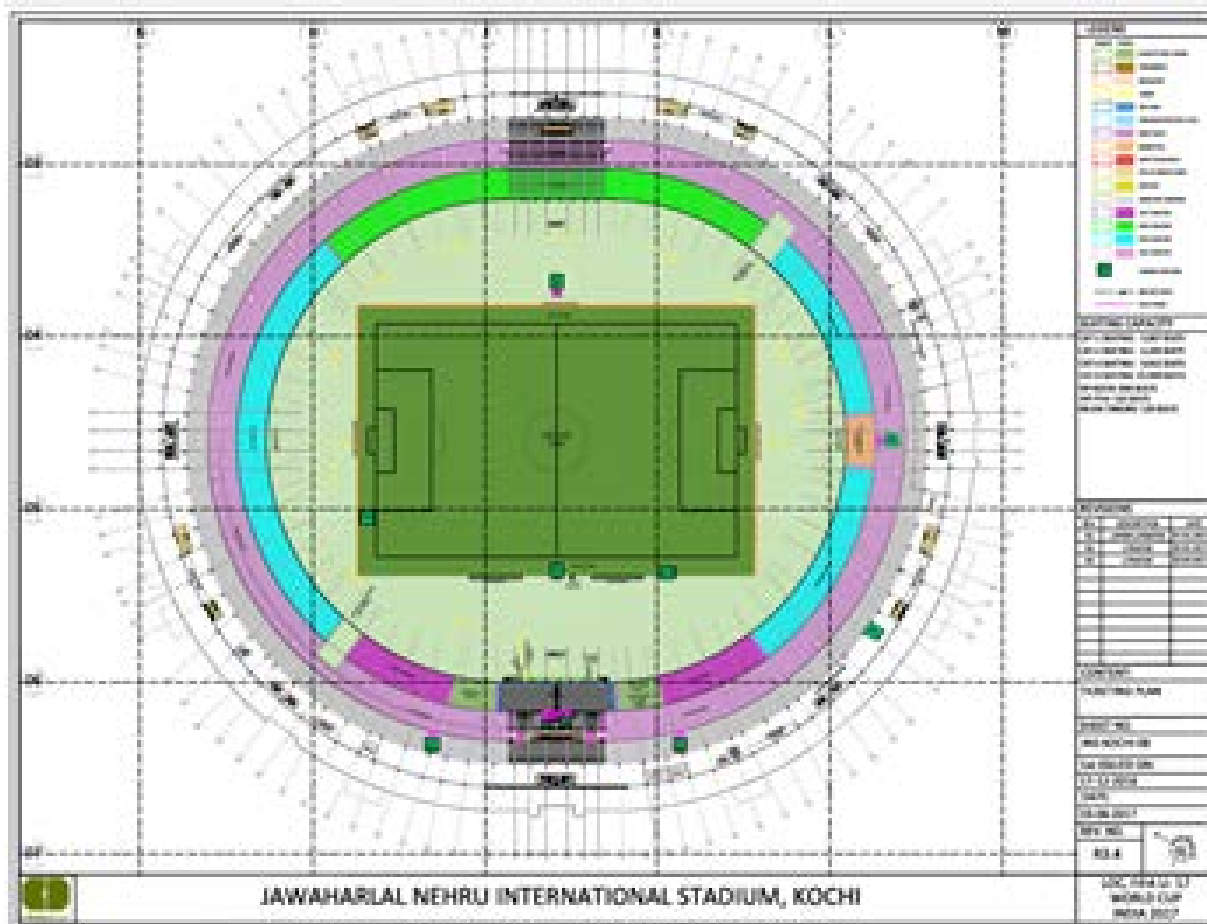


Image :5 Distribution of seats

As per the FIFA, distribution of seats in the stadium 5 categories are provided

Category	No of capacity	Color in the figure above
Category 4	10233	Purple(top tier)
Category 3	8237	Blue
Category 2	5172	Green(East side)
Category 1	2586	Dark pink(west side)
VIP	917+183=1100	Dark Blue (West side)
FIFA officials (technical and non-playing team)& media personel	1200+200=1400	Light green

Total seat count for the matches in the Stadium- 27,145

Total expecting crowd in the venue - 29,000

- ✓ There are total 34 spans which numbers are provided from 1-34 serially
- ✓ Total 16 ramps include the media tribune ramp are available for the emergency exit from the category 4 spectators directly from the top tier which reaches to the outside of the stadium
- ✓ There is one ramp is available near by the media box on the top tier that is category 4 area
- ✓ For the evacuation of tier one spectator there are 17 stairs are available.
- ✓ If an emergency occur we can't use lifts in the stadium for evacuation. So for the evacuation of disabled people wheelchairs should be placed near the ramps / medical kiosk .

MOCKDRILL

It is decided to conduct two onsite mock drills prior to the event. The first mock drill scheduled on 26th September 2017 and Second mock drill is on first week of October. The aim of the mock drill is to evaluate and assess the safety measures in the stadium and response actions of main stakeholders and identifying the bottlenecks faced .

2.12 SIGNAGES

Stadium signage is a critical means of communication with the spectators. All signage shall be checked prior to the start of any event for condition and relevance.

All exits and exit routes, assembly areas and first aid/triage points shall be clearly signed and verified that the signs are visible in a crowded situation (i.e. In a good sightline position).

Signs will be adequately illuminated for night operation and be fitted with emergency backup lighting for key areas in the event of a power cut.

The stadium must have signage showing all critical emergency information:

- Exits and exit routes

- First aid areas
- Triage areas
- Assembly areas

2.13 CCTV

The stadium shall have CCTV for all events and this will include cameras focussed on key crowd areas and access/egress points. CCTV will be constantly monitored by a member of the stadium staff with good communications systems to all areas of the stadium.

Close communications must be maintained between the CCTV operator and the Stadium Safety Officer.

2.14 COMMUNICATION

- ⊕ In the stadium there are 34 stands (gap between two seating space), and between each stands one trained steward should be present. In Each tier , supervisors for stewards should be present with wireless set. So if any abnormal activity is occur in the upper and lower tier the information pass to the Venue operation centre.
- ⊕ Venue commander assess the situation with the help of other nodal officers from the stakeholder department and if needed, he issued orders for the next steps (Evacuation, Emergency Response etc)
- ⊕ There are 7 kiosks are present in the venue for medical assistance for the victims. In case of injuries to any spectators the stewards shall tend to them and the victim shall be immediately evacuated to the nearest medical aid post by the stewards under intimation to the VOC. Each kiosk will be manned by state medical staffs and one stewards are present with walky-talky.
- ⊕ In case the victims so injured need specialist medical attention, the Medical officers shall refer him to the designated Hospitals. The victims shall be rushed to the hospital for further management by the waiting ambulances. One policeman with their wireless set should be placed with ambulance. So they can easily get the information

from kiosks about the shifting of victims. It reduces the delay of shifting the victims to the hospitals.

- ⊕ If evacuation needed according to the severity of the crisis, message pass from the Venue commander to police control room and to the exit gates. All the exit gate are under the control of police, so once they get the information through their wireless they should ready for safe evacuation through the gate.

2.15. AUTHORITIES

Following departments are the main stakeholders for crisis management in the venue

- ⊕ Kerala Police
- ⊕ Kerala Fire and Rescue Services
- ⊕ National Disaster Response Force
- ⊕ Rapid Action Force
- ⊕ Department of Health and Family Welfare
- ⊕ Department of Revenue & Disaster Management
- ⊕ FIFA
- ⊕ GCDA (Greater Cochin Development Authority)
- ⊕ Water Authority
- ⊕ Traffic department
- ⊕ Factories and Boilers department
- ⊕ Pollution Control Board

CHAPTER: 3

HAZRD VULNERABILITY AND RISK ASSESSMENT

Name of the venue- Jawaharlal Nehru International stadium

Once the potential threats become identified and its risk should be assessed. The main Hazards which will happens during the matches at stadium are

3.1 Crowd control

- Surging or crushing
- Pitch incursion/invasion
- Late arrivals or delayed start
- Lockouts including progressive turnstile closure
- Disorder at the stadium
- Ticket forgery and illegal ticket touting
- Overcrowding of the stadium or a section of the stadium

3.2 Terrorist attack

- Bomb threat or actual bomb attack
- Suspect package
- Shooting
- Airborne attack
- Suicide bombing
- Chemical, biological, radiological or nuclear attacks

3.3 Buildings collapse

- Damage to structures
- Passenger lift or escalator failure (if applicable)

3.4 Severe adverse weather (such as lightning strikes, thunder storm ,strong wind, cloud burst flash flood

3.5 Natural disasters (such as earthquakes, Flooding in outside the stadium)

3.6 CBRN Emergencies

3.9 INCIDENT MANAGEMENT AT THE VENUE

The management all incidents as per the risk assessment at the venue shall be done as per the cardinal principal that an incident managed in time will spare us the spectre of disaster that looms large if it goes out of control due to delay in its management. Disasters start as small incidents which if not managed in time, shall inevitably lead to catastrophic situations.

The following is the sequence of action to be followed in various incident management situations:

3.8 STAMPEDES

Human stampedes, the most common hazard prevailing in mass gathering events, are characterized by the surge of individuals in a crowd, in response to a perceived danger or loss of physical space.

Stampedes occur due to many reasons

- Rush and Surge of people
- Accidents
- Rumours
- Long Queue Discomfort

In case of natural or human induced hazards, the crowd will be panic and cause rush and surge of people in the stadium. Such situation the crowd shall be directed to the stadium ground for avoiding rush.

Stake Holders / First Responder Agency: Police

Supporting Response Agencies: NDRF, Health Department, Fire and Rescue, Traffic Police, Transport Department

- ⊕ Stampedes at the major congregation areas are a real threat and all precautions must be taken to regulate the flow of crowd at all times.
- ⊕ Stampedes may occur at the time of entrance/ exit or even in the spectators' stands.
- ⊕ They may occur due to the ill managed flow of crowd or due to panic setting in on account of certain incident or rumours among the public.
- ⊕ All efforts shall be made by everyone present inside the stadium to prevent any stampede like situation developing due to uncontrolled rush of the crowd through limited stairways, ramps, vomitories, or level passageways and Concourse.

Organisers shall be responsible for management of the crowd once the spectators cross the screening area at each of the ramps/ gates.

- ⊕ Organisers shall ensure that the movement of spectators is planned in such a way that crowd pressure is distributed evenly at all the entry and egress points.
- ⊕ Even a small incident in the spectators' stands may lead to stampede, the stewards employed by the organisers shall be responsible to keep an eye over the movement of the crowd in or out of the stands so that any stampede like situation is not allowed.
- ⊕ The VOC shall make frequent announcements to the public to keep calm and provide them directions for their safety.
- ⊕ All information related to the incident and available with the Venue Commander shall be disseminated to the public to prevent rumour mongering and the consequent panic situation among the public.
- ⊕ Assembly areas shall be predesignated by the organisers and the same shall be prominently indicated with the help of signages placed at convenient places.
- ⊕ All the exits and egress routes shall be properly marked and well-lit with signage indicating the emergency exit.
- ⊕ Nothing shall be placed in the exit routes that obstruct the free flow of evacuation of the public.
- ⊕ It will be ensured by the organisers that all exits shall be open (no locking of doors to prevent unauthorised entry/ exit). They will be manned to control the entry/ exit.
- ⊕ In case of earthquake the VOC shall immediately ask the public to remain calm and evacuate as per the plan.
- ⊕ Evacuation plan shall be got vetted and approved from the Fire Department by the organisers prior to the commencement of the event.
- ⊕ The stewards engaged by the organisers shall be briefed to guide/ marshal the crowds of spectators towards the evacuation routes inside the stadium. Organisers may also decide to employ trained Civil Defence and other volunteers for the job in active consultation with the district authorities.

- ⊕ In case of injuries to any spectators the stewards shall tend to them and the victim shall be immediately evacuated to the nearest medical aid post by the stewards under intimation to the VOC.
- ⊕ In case the victims so injured need specialist medical attention, the Medical officers shall refer him to the designated Hospitals. The victims shall be rushed to the hospital for further management by the waiting ambulances.
- ⊕ It will be ensured that the Patient hand over form is fully filled and victim tagging is ensured prior to his/her/ their move to the designated hospitals.
- ⊕ Medical attention to the victims shall be given as per the SOP of the Health Department for the purpose.
- ⊕ All movement of patients shall also be reported to the VOC and the Venue Commander shall coordinate all the movements from the venue upto the designated Hospitals.
- ⊕ Any and every incident observed during the period shall immediately be reported to the VOC so that the Venue Commander is well informed of the situation to allow him to take timely decisions before the matter becomes critical.

3.9 FIRE ACCIDENTS

Fire in in the venue can originate from electric short circuit, fire from temporary or permanent food stalls, Diesel storage Tanks or LPG storage points etc. Moreover, roads of Ernakulam is highly prone to chemical disasters because every day so many tanker lorries carrying various chemicals are travelled through the main and pocket roads, in this circumstances we can't ensure that there is a possibility of occurrence of a tanker lorry accidents and leakage of chemicals near the stadium.

Emergency Response Officer : District fire officer, Ernakulam

Supporting Response Agencies : Police, FIFA security, Health department, NDRF for Evacuation and First Aid medical support

3.9.1 RESPONSE ACTONS

Fire safety is of paramount importance and a separate fire safety plan exists outlining the process for planning and management of the stadium fire risk. In the event of fire, Stewards will inform the Supervisor which in then will inform the VOC for further action.

- ⊕ Stadium is well equipped to tackle any fire outbreaks. All equipment's and systems are in place and the same must be regularly inspected by the Fire department officers as per their Rules and Regulations in vogue.
- ⊕ All systems must be inspected and it should be ensured that they are in working condition prior to the commencement of the event.
- ⊕ All incidents, howsoever small must be reported to the VOC so that the Venue Commanders is well informed of the situation and other contingencies may be planned by him in time.
- ⊕ Trained stewards shall initially try to put out the fire with the help of Fire Extinguishers but the situation shall be monitored at the VOC. Evacuation if required shall be ordered by the Venue Commander only under active advice from the Fire Nodal Officer present inside the VOC.
- ⊕ All the exits and egress routes shall be properly marked and well-lit with signage indicating the emergency exit.
- ⊕ Nothing shall be placed in the exit routes that obstruct the free flow of evacuation of the public.
- ⊕ It will be ensured by the organisers that all exits shall be open (no locking of doors to prevent unauthorised entry/ exit). They will be manned to control the entry/ exit.
- ⊕ In case of fire the VOC shall immediately ask the public to remain calm and evacuate as per the plan.
- ⊕ All information related to the incident and available with the Venue Commander shall be disseminated to the public to prevent rumour mongering and the consequent panic situation among the public.
- ⊕ All efforts shall be made by everyone present inside the stadium to prevent any stampede like situation developing due to uncontrolled rush of the crowd through

limited stairways, ramps, vomitories, or level passageways and Concourse. Organisers shall be responsible for management of the crowd once the spectators cross the screening area at each of the ramps/ gates.

- ⊕ Organisers shall ensure that the movement of spectators is planned in such a way that crowd pressure is distributed evenly at all the entry and egress points.
- ⊕ The stadium authorities shall immediately shut off all the utilities like the electricity or gas lines if any to preclude any possibility of fire being initiated by the short-circuits/ leakage. But the emergency announcement system must continue to be operated through standalone backup power.
- ⊕ The VOC shall make frequent announcements to the public to keep calm and provide them directions for their safety.
- ⊕ In case of injuries to any spectators the stewards shall tend to them and the victim shall be immediately evacuated to the nearest medical aid post by the stewards under intimation to the VOC.
- ⊕ In case the victims so injured need specialist medical attention, the Medical officers shall refer him to the designated Hospitals. The victims shall be rushed to the hospital for further management by the waiting ambulances.
- ⊕ It will be ensured that the Patient hand over form is fully filled and victim tagging is ensured prior to his/her/ their move to the designated hospitals.
- ⊕ Medical attention to the victims shall be given as per the SOP of the Health Department for the purpose.
- ⊕ All movement of patients shall also be reported to the VOC and the Venue Commander shall coordinate all the movements from the venue up to the designated Hospitals.
- ⊕ Any and every incident observed during the period shall immediately be reported to the VOC so that the Venue Commander is well informed of the situation to allow him to take timely decisions before the matter becomes critical.
- ⊕ Timely decision shall be taken by the Venue Commander and the Fire Department official will be asked to initiate fire fighting as per their SOP for the Venue.

3.10 STRUCTURAL COLLAPSE (GALLERY, BARRICADE ETC) OR DUE TO EARTHQUAKE

Structural failure of buildings, Barricades etc in the stadium need be considered as a possible hazard during the time of matches. These structural failures leads to stampedes in large crowded area.

Emergency Response Officer : District Administration, PWD, Fire & Rescue, Police, NDRF

Other Responding Force: Revenue, Health Department, Electricity Department

RESPONSE ACTIONS

- ⊕ In case of earthquake or any other collapse the VOC shall immediately ask the public to remain calm and evacuate as per the plan.
- ⊕ All information related to the incident and available with the Venue Commander shall be disseminated to the public to prevent rumour mongering and the consequent panic situation among the public.
- ⊕ All efforts shall be made by everyone present inside the stadium to prevent any stampede like situation developing due to uncontrolled rush of the crowd through limited stairways, ramps, vomitories, or level passageways and Concourse. Organisers shall be responsible for management of the crowd once the spectators cross the screening area at each of the ramps/ gates.
- ⊕ Organisers shall ensure that the movement of spectators is planned in such a way that crowd pressure is distributed evenly at all the entry and egress points.
- ⊕ Even a small incident in the spectators' stands may lead to stampede; the stewards employed by the organisers shall be responsible to keep an eye over the movement of the crowd in or out of the stands so that any stampede like situation is not allowed.
- ⊕ The stadium authorities shall immediately shut off all the utilities like the electricity or gas lines if any to preclude any possibility of fire being initiated by

the short-circuits/ leakage. But the emergency announcement system must continue to be operated through standalone backup power.

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- ⊕ In case the victims so injured need specialist medical attention, the Medical officers shall refer him to the designated Hospitals. The victims shall be rushed to the hospital for further management by the waiting ambulances.
- ⊕ It will be ensured that the Patient hand over form is fully filled and victim tagging is ensured prior to his/her/ their move to the designated hospitals.
- ⊕ Medical attention to the victims shall be given as per the SOP of the Health Department for the purpose.
- ⊕ All movement of patients shall also be reported to the VOC and the Venue Commander shall coordinate all the movements from the venue upto the designated Hospitals.
- ⊕ Any and every incident observed during the period shall immediately be reported to the VOC so that the Venue Commander is well informed of the situation to allow him to take timely decisions before the matter becomes critical.
- ⊕ In case of any unlikely structural collapse NDRF team shall be requisitioned for prompt rescue as per their SOP for Collapsed Structure Search and Rescue.

3.11 CBRN EMERGENCY

CBRN stands for Chemical, Biological, Radiological and Nuclear incidents

Emergency Responding Agency: NDRF, Fire & Rescue,

If any CBRN emergencies occur F&B, NDRF, fire force and Health departments will address the emergency with their available resources.

Being a high footfall venue the Jawaharlal Nehru Stadium is one of the likely targets for the subversive elements for CBRN incidents.

- ⊕ CBRN elements will not be allowed inside the stadium at any cost. Strict Screening at the entrances and the three-layered checking in the stadium shall ensure that everyone gaining admission inside the premises is frisked and no suspected material finds its way inside.
- ⊕ CBRN Surveillance equipment shall be placed at the vantage points to immediately detect any such material in the ambient air.
- ⊕ A CBRN team from NDRF shall be stationed in the Stadium to rule out presence of any CBRN material and rescue the victims should there be any incident involving CBRN Materials.
- ⊕ It is imperative that in case of any incident involving CBRN materials no person should move into the contaminated area without their Personal Protective Equipment as moving into the contaminated zones will further contaminate the rescuers as well.
- ⊕ In case any such incident occurs inside or in the vicinity of the stadium the NDRF team shall be requisitioned by the Venue Commander at once and all actions will be taken in consultation with the NDRF Nodal Officer stationed in the VOC.
- ⊕ In case any such incident has occurred inside the stadium the Operators at the utility control room shall immediately switch off the Air Conditioners and ventilation systems to avoid circulating the contaminated air to other areas as well.
- ⊕ All persons who can move shall be directed over public address system to keep calm and evacuate to the safe assembly areas.
- ⊕ Stewards and the marshals employed by the organisers shall guide and marshal the crowd to the safe areas as directed by the Venue Commander in consultation with the NDRF.
- ⊕ Decontamination station shall be established by the NDRF to decontaminate the victims and the responders.
- ⊕ In case of a CBRN Incident, the VOC shall immediately ask the public to remain calm and evacuate as per the plan.
- ⊕ All information related to the incident and available with the Venue Commander shall be disseminated to the public to prevent rumour mongering and the consequent panic situation among the public.

- ⊕ All efforts shall be made by everyone present inside the stadium to prevent any stampede like situation which may develop due to uncontrolled rush of the crowd through limited stairways, ramps, vomitories, or level passageways and Concourse. Organisers shall be responsible for management of the crowd once the spectators cross the screening area at each of the ramps/ gates.
- ⊕ Organisers shall ensure that the movement of spectators is planned in such a way that crowd pressure is distributed evenly at all the entry and egress points.
- ⊕ Even a small incident in the spectators' stands may lead to stampede, the stewards employed by the organisers shall be responsible to keep an eye over the movement of the crowd in or out of the stands so that any stampede like situation is not allowed.
- ⊕ The VOC shall make frequent announcements to the public to keep calm and provide them directions for their safety.
- ⊕ Injured victims need specialist medical attention, the Medical officers shall refer him to the designated Hospitals. The victims shall be rushed to the hospital for further management by the waiting ambulances.
- ⊕ It will be ensured that the Patient hand over form is fully filled and victim tagging is ensured prior to his/her/ their move to the designated hospitals.
- ⊕ Medical attention to the victims shall be given as per the SOP of NDRF and Health Department.
- ⊕ All movement of patients shall also be reported to the VOC and the Venue Commander shall coordinate all the movements from the venue up to the designated Hospitals.
- ⊕ Timely decision shall be taken by the Venue Commander and the NDRF will be asked to initiate rescue operations as per their SOP for the Venue.

3.12 HAZARDOUS MATERIALS OR GAS LEAKAGE INCIDENT

Ernakulam is highly prone to chemical disasters because every day so many tanker lorries carrying various chemicals are travelled through the main and pocket roads, in this circumstances we can't ensure that there is a possibility of occurrence of a tanker lorry accidents and leakage of chemicals near the stadium. Besides these shops and commercial units that are part of the stadium compound has highly flammable substances and materials and most of them have LPG cylinders. If these kind of situation persist in this venue the

shops should be closed .Even a small fire can leads to a very high dangerous situation. So in order to avoid the hazardous situation removal of the dangerous material should be done before the matches.

Emergency Response Officer :Factories and Boilers , Fire & Rescue

Other Responding Force: Police, Pollution Control Board, DDMA

Response actions

- when a crisis occur due to hazardous materials or gas leakage first responding agency is factories and boilers department
- First they assess the contamination or pollution quantity in the air and inform the VOC about the seriousness and actions taken to mitigate the crisis.
- If evacuation needed starts the process.
- The type of Material is required to be identified. Some products when mixed with water would cause explosions or violent reactions.
- If anyone shows suffocations the victims given medical attention and immediately shifted to the hospitals.

CHAPTER: 4

EMERGENCY CONTACT NUMBERS

4.1. EMERGENCY CONTACT NUMBERS OF NODAL OFFICERS

Sl. No.	Name	Designation	Contact Numbers
1.	Dr. K. M. Abraham	Chief Secretary	Tel. 0471-2333147, 2518181 Fax. 0471-2327176 chiefsecy@kerala.gov.in
2.	Shri. P. H. Kurian	Additional Chief Secretary & Revenue	Tel. 2329227, 2518356 Fax:0471-2329227 M-9496107100 E-mail: prl.secy.revenue@gmail.com
3.	Shri Loknath Behera, IPS	DGP of Kerala	9497999999, dgp.pol@kerala.gov.in
4.	Shri Md. Haneesh, IAS	State Nodal Officer P S Abdulakutti	0484-2206780, 9847065506 9447156208
5.	Dr.Sekhar .L.Kuriakose	Member Secretary Kerala state disaster Management authority & Head scientist SEOC	944657922 0471 2331639
6.	DEOC	District Emergency Operation centre,Collectorate,Ernakulam	0484 2423513
7.	Shri Mohammed Y. Safirulla K.	District Collector, Ernakulam	Tel: 0484-2423001, 0484-2422282(F), 0484-2372902(R), 9447729012(M) E-mail: collectorekm@sify.com dcekm.ker@nic.in
8.	Shri M.P. Dinesh. IPS	District police chief Kochi city.	0484-2385000, 9497996990
9.	Shri.Javier Ceppi	Tournament Director	8130596938
10.	ShriSandeep Mancha	FIFA Head of Operation	9953155879
11.	Shri Clive Jaglal	LOC Head of Security	9539082754, 8700295923 clive@india2017wc.com
12.	Mr Aakash Narula	LOC Operation Manager	919899970252

13.	Maj Gujjan Gupta.	Safety & Security venue manager	9650826767
14.	Mr.Nikhil kariappa,Venue operation manager	Venue operation manager	
15.	Ms.Madhavi Das	Venue Coordination Manager	9920320958 madhavi.vcm.kochi@india2017wc.com
16.	Ms. R Nambiar, Sr. Commandant	Nodal officer of NDRF	9442105169, 04177-246269
17.	04 Bn. NDRF Control Room Number		04177-246594

4.2 CRISIS MANAGEMENT COMMITTEE MEMBERS

District Collector		Chairman	9495929013
Assistant Collector		Convener	
Mathew Joy	Executive engineer	GCDA	
Dr.Mathew	District Programme Office	NHM	9446444667
	Tahsildar	Kannayannur	9847825605
	ACP	Control Room	9497990066
	RTO	Ernakulam	8547639007
	DFO	Ernakulam	9497920105
Dinesh Kumar	DGM Ops	CIAL	9539074662
P M Biju	CI	Nedumbassery	9497987128
Madhavi das	Venue Coordination Manager	FIFA	9920320958

ANNEXURE

CRISIS MANAGEMENT PLAN

ANNEXURE-1

EMERGENCY SERVICES

1.1 Medical Emergencies and Mass Causality Management

The seating facility for this match is 27, 125 and besides which a large number of security and other personnel would be present with an approximate estimate of 30000 people within the venue campus and the scenario of massive disaster with dead and injured reaching mass proportion, it is necessary to have basic hospital at the sight. There are few hospitals in potential areas which are identified. These hospitals shall be designated as hospital for receiving and treating people

1.1.1 Responsibility

Venue Medical Officer is the designated member of staff responsible for the provision of medical support to events.

1.1.2 Medical Plan

Every event will have a medical plan developed covering the appropriate issues of:

- ⊕ Weather and heat
- ⊕ First aid around the ground
- ⊕ Critical illness cover
- ⊕ Ambulance cover (vehicles, parking, access and egress, attendance of staff)
- ⊕ Medical support to evacuation
- ⊕ Triage areas
- ⊕ Alerting of local hospital in the event of a disaster

1.1.3 First Aid Cover

The stadium will have adequate first aid cover to meet the expected size of crowd and this shall be interspersed around the ground.

All first aid locations/Medical Kiosk must be marked on the maps and briefed to staff prior to events.

1.1.4 Medical Kiosk –Arrangements for this venue

- ⊕ Total -7 medical Kiosks
- ⊕ 1 Nurse and 1 paramedic for each kiosk; Total of 7 Nurses and 7 paramedics
- ⊕ 3 Doctors to monitor the kiosk –2 Doctor for First Tier , 1 Doctor for Second Tier
- ⊕ 1 First Aid kit per Kiosk along with basic emergency equipment/medicines
- ⊕ One police person with wireless set is should be positioned

1.1.5 First Aid Room

A designated First Aid Room will be established and equipped at End of lower east corridor. This is supported by a medic on duty at all times during a game and is the office of the nominated event Doctor.

1.1.6 Ambulance Provision

The stadium will have adequate ambulance cover on site at all times during an event. The ambulance will have designated parking and be able to enter/leave the ground at all times without obstruction. Ambulances will be staffed at all times by duty medics during an event.

In the outer perimeter of the stadium 4 BLS ambulance are placed. Total 10 Ambulance are arranged for the stadium for shifting the victims to nearby hospitals

1.1.7 Spectator Medical Ambulance facilities

- ⊕ 10 ambulance (4 ALS & 6 BLS) van will be on standby in place of a medical room with all below mentioned facilities :
- ⊕ 1 Doctor, 2Paramedics and 4 stretcher bearers to be stationed along with the ambulance in case of emergency

1.1.8 Equipment

- ⊕ Oxygen with appropriate mask / Oral airway
- ⊕ Splints (Spinal injuries)
- ⊕ Stretchers ; preferably spine board
- ⊕ Suction Machine
- ⊕ I/V drip sets with emergency injections & Medication
- ⊕ Minor Surgery supplies and equipment
- ⊕ Automated External Defibrillator

1.1.9 Numbers of First Aiders

Each event will have, within its medical plan, the appropriate designated number of medics for the expected crowd.

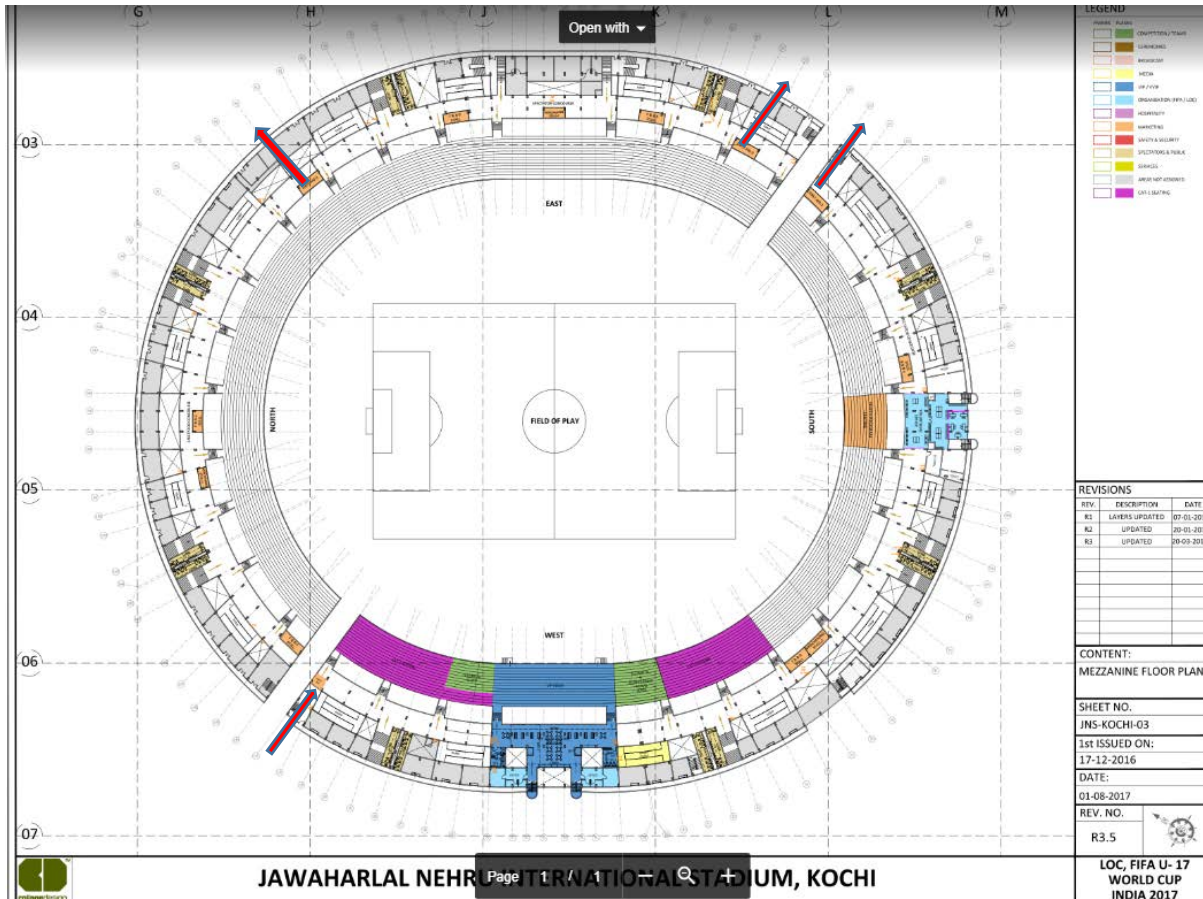


Image: 1 Position of medical kiosks on the upper tier

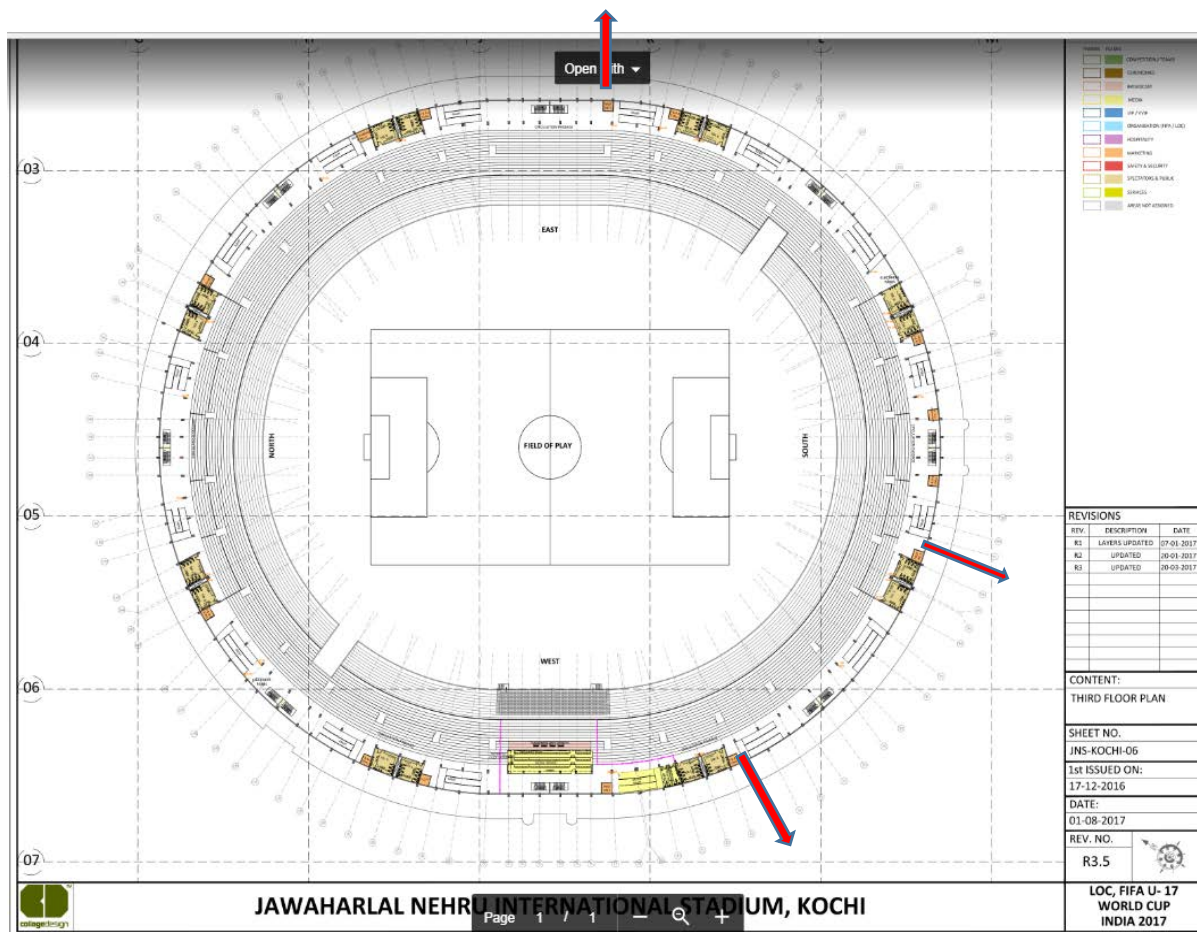


Image: 2 Position of medical kiosks on the lower tier

1.2 HOSPITAL NEAR THE STADIUM

There are few hospitals in potential areas which are identified by the Govt. and organizing committee. These hospitals shall be designated as hospital for receiving and treating people. There are 20 beds are kept free for emergency admission in nearby 6 hospitals.

Sl. No.	Name of Hospital	Contact No.	Distance from Venue (km)
1.	Aster Medicity (official hospital by FIFA)	0484-669 9999	14
2.	PVS Hospital, Kaloor	0484-418 2888	1.7
3.	Renai Medicity Kochi	0484-288 0000	1.7
4.	General Hospital Ernakulam	0484-2361251, 0484-2386000	11
5.	Medical Trust hospital	0484-2358001	5.8
6.	Lisie Hospital	0484-2402044	2.9
7.	Medical centre	0484-2907000	3.5

1.3 FIRE RESPONSE SYSTEM

Fire staffs should be deployed in the vulnerable fire originating areas .

Resource

- 3 Fire Tenders
- Designated staff for the fire tender

Location in the Stadium

Fire tender 1
South - East Tunnel
Ground Floor

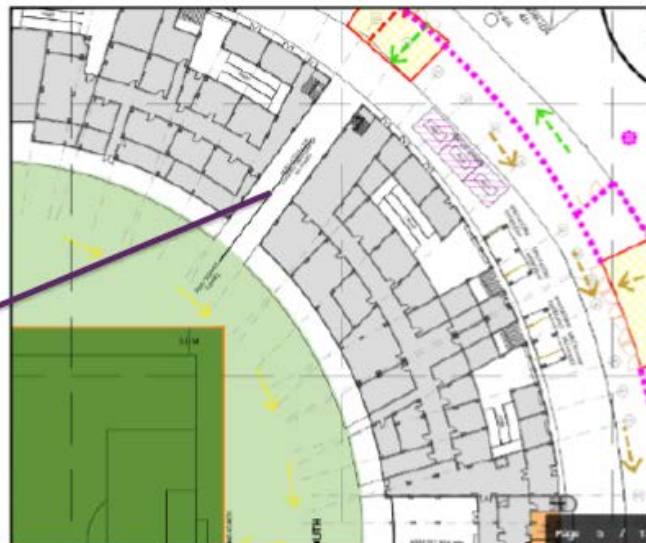


Image:3- Resource Identification: Fire Tender Location -1

Location in the Stadium

Fire tender 2
North - West Tunnel
Ground Floor



Image:4 - Resource Identification: Fire Tender Location -2

Location in the Stadium

Fire tender 3
Sub-station area
Stadium periphery

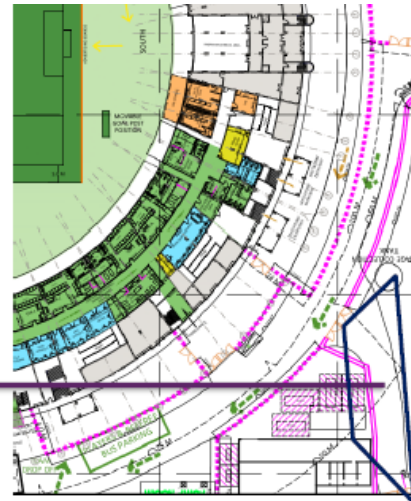


Image:5 - Resource Identification: Fire Tender Location -3

1.4 RESOURCE DETAILS FOR FIRE RESPONSE

3 Fire tenders

➤ No. of Hydrant valves	:	129
➤ No. of Hose reel hose	:	115
➤ No. of Smoke Detectors	:	1989
➤ No. of Sprinklers	:	2600
➤ Under ground Fire Water Tank Capacity	:	350,000 Ltr
➤ No of Fire Pumps	:	4
➤ Jockey Pump	:	15HP
➤ MainPump	:	75HP
➤ Diesel Pump 1	:	83HP
➤ Diesel Pump 2	:	90HP
➤ Over Head Fire Tank	:	20000Ltr

**1.5 DUTY ARRANGEMENTS OF FIRE & RESCUE DEPARTMENT FOR THIS
VENUE**

CRISIS MANAGEMENT PLAN

Place of Duty	Vehicle/Personnel	Officer in charge
Northern gate	I Fire tender with Station Officer	Station officer
Southern gate	I Fire tender with Crew (5 Nos)	Station officer
VIP Entrance	I Mini Water Mist With Crew(5 Nos)	Station officer
Tier-I (Total 5 sector)	3 Persons for each sector(8x3= 241	Station officer
Tier-II (Total 8 sector)	3 Persons for each sector{&r3=241	Station officer
Fire Alarm panel Stat Officer for ground floor	2 persons tor each panel (10x2 =20)	Station officer
Electrical panel Rooms for floodlight in tier iii	8 persons	Station officer
Air condition out door units	4 persons	Station officer
Fire Contro.l Room	3 persons	Station officer