5.4 EMERGENCY EVACUATION PROCEDURE
REVISED 2026

ZONES

The Theatre has been divided into two zones to be used during performance times, as follows:

FRONT OF HOUSE including public areas such as box office, ground floor offices, foyers and bar areas.

BACK OF HOUSE including private areas such as backstage, basement and dressing rooms of first and second floor levels.

The Auditorium is the only part of the building that switches zones during performance times. Before the doors are open it is part of the back of house zone. Once backstage staff give clearance to front of house staff and the doors open the Auditorium then becomes part of the front of house zone. This changes once more at the end of the performance once front of house staff have cleared patrons out and give clearance to backstage staff.

EXITS

The Theatre has many exits in/out of the theatre. To identify each exit clearly the exits have been numbered as follows:

1. Main Foyer Entry including both sets of double doors – located on the Corner of Rokeby road and Hay Street.

2. Left Emergency Tunnel Exit from Auditorium to Alvan Street car Park.

3. Right Emergency Tunnel Exit from Auditorium and Dressing Rooms through stage door to Rokeby Road.

4. Lounge Emergency Side Exit from the Lounge to Hay Street

5. Attic Bar Exit from Bar to Rokeby Road.

ASSEMBLY POINTS

During both Performance and non-performance times all people should assemble in the Seddon Street Car Park, next to Dome Cafe, East of the Regal Theatre.

In the event that this assembly point is not usable or easily accessible during an evacuation then the assembly point will be moved to the Alvan Street car park, outside of Exit 2, West of the Regal Theatre, as a secondary site.

WHEN AN EMERGENCY SITUATION ARISES

Assist any person in immediate danger if it is safe to do so. Immediately notify the Front of House Manager or Theatre manager, as Chief Warden, of the nature, location and extent of the situation. Notify the Chief Warden through any means necessary, by calling out to other staff in person, using two–way radio, or mobile phones. The Chief Warden will advise the Wardens and Staff of the nature, location and extent of the emergency and the decision reached to evacuate.

Immediately call emergency services on 000.

Communicate with other staff and wardens via any means necessary, ideally through 2-way radio during performance times, with communication via mobile phones and in person available if necessary.

The Chief Warden will communicate any changes to the evacuation procedure presented here. Changes are likely to occur to the existing procedure due to the specific nature of the emergency, including exits not to be used during evacuation, or changes to the assembly area. Any changes communicated by the Chief Warden override these procedures.

Emergency hard hats and fluoro vest are located in the crying room and backstage, near left stage exit, to identify wardens and staff to assist in a smooth evacuation. These should be distributed to all staff in an emergency if possible. All front of house staff must carry a torch on their person at all times to use in the event of an emergency.

To evacuate the building as efficiently and quickly as possible the patrons need to exit in a calm manner and the upmost care must be taken not to cause panic. For this reason it is imperative during an emergency situation for all staff to remain calm, walk rather than run and use discretion if asked about the causes of the emergency.

DURING PERFORMANCE

ZONE 1: FRONT OF HOUSE

The Warden for this zone is the **Front of House Manager**, who will be positioned next to Exit 1 Main Foyer doors on the corner of Rokeby Road and Hay Street.

All Front of House Staff on shift will have an area to evacuate and check to ensure all patrons are evacuated from the building and directed to the most appropriate Assembly Area.

Position 1 – Front of House Manager – Chief Warden

- **a)** When an emergency situation arises ascertain the nature of the emergency and implement appropriate action.
- **b)** Ensure appropriate emergency services have been called.
- **c)** Inform all wardens and staff of the nature, location and extent of the emergency including exits not to be used and the most appropriate Assembly Area to use.
- **d)** Initiate and control an action plan in accordance with emergency response procedures and ensure control of entry/exits to affected areas.
- **e)** Ensure any unique duties pertaining to the event are appointed to staff.
- **f)** Take position next to Exit 1 main foyer doors in the foyer and collect FOH Checklist from Box office. See 10.3 Chief Warden Checklist.
- **g)** Monitor the progress of evacuation, record actions taken.
- **h)** Brief emergency services when they arrive on type, scope and location of emergency and status of evacuation thereafter.
- **i)** Act on direction by emergency services.

Position 2 – Assistant Front of House Manager

- **a)** Upon announcement of evacuation open the main Stalls auditorium double doors that lead to the foyer and the side auditorium double doors that lead to the foyer.
- **b)** Ensure any disabled patrons located in wheelchair holds in Z row are evacuated.
- **c)** Direct all patrons away from buildings to the Assembly Area.
- **d)** Check Stalls toilets, Crying Room and Ushers Room.
- **e)** If there are no patrons sitting upstairs in the lounge or just one ushering staff member then check the Foyer Area Upstairs and the Upstairs Lounge Level toilets.
- **f)** Check the Level 2 administration Office and bio box.
- **g)** Once Foyer areas and toilets are clear report to Chief Warden at Exit 1 in the Foyer.
- **h)** In the event that the shop attendant has finished their shift, please conduct their procedures on their behalf: Open the foyer doors of exit 1, notify the Ticketek staff and the business located in the buildings structure of the evacuation.
- **i)** Record and Log actions taken, including check list 10.3 Chief Warden Checklist
- **j)** Remain outside Exit 1 if safe to do so.

Position 3 – Left Stalls Usher (person responsible for seating in left hand isle before performance/ usher inside seating preshow/ inside during emergency)

- **a)** Upon announcement of evacuation walk down the left hand auditorium isle and open all doors to Exit 2 leading to the Alvan Street Carpark.
- **b)** Direct all patrons away from buildings to the Assembly Area.
- **c)** Ensure disabled patrons are evacuated.
- **d)** Once Stalls Level Auditorium is clear report to the Chief Warden at Exit 1 in Foyer via an outside route.
- **e)** Return to area outside Exit 2 if safe to do so to ensure no patrons try to re-enter the building through Exit 2.

Position 4 – Right Stalls Usher (person responsible for seating in right hand isle before performance/ usher scanning on door preshow/ outside during emergency)

- **a)** Upon announcement of evacuation open up all doors to Exit 3, leading to Rokeby rd.
- **b)** Direct all patrons away from buildings to the Assembly Area.
- **c)** Ensure all disabled patrons are evacuated.
- **d)** Once Stalls Level Auditorium is clear report to the Chief Warden at Exit 1 in the Foyer via an outside route.
- **e)** Return to the outside of Exist 3 if safe to do so to ensure no patrons try to re-enter the building through Exit 3.

Position 5 – Bar Attendant Foyer

- **a)** Upon announcement of evacuation open all Exit 1 doors of the Foyer.
- **b)** Direct all patrons away from building to the Assembly Area.
- **c)** Notify all Ticketek staff in the foyer Ticketek Box Office of Evacuation.
- **d)** Notify the four outside businesses to the left of Exit 1 that are part of buildings structure of Evacuation, including coffee shop, and shops located at 47 – 55 Rokeby road.
- **e)** Once Ticketek and Outside businesses are clear report to Chief Warden at Exit 1 in the Foyer.
- **f)** Remain outside Exit 1 and direct people out of the building and away from the sidewalk to the emergency exit, ensuring no one re-enters the building.

Position 6 – Lounge Usher Door (usher seating preshow/inside during emergency)

- **a)** Upon announcement of evacuation open lounge curtains and Exit 4 Emergency Side door leading to Hay Street.

b) Direct patrons to nearest exits away from buildings to the Assembly Area.
c) Ensure all disabled patrons are evacuated.
d) Once lounge, foyer areas and upstairs toilets are clear report to the Chief Warden at Exit 1 in the Foyer, then return to Exit 4 to ensure no one re-enters the building.

Position 7 – Lounge Usher Auditorium (if applicable) (usher scanning on door preshow/outside during emergency)
(If not applicable, lounge foyer and toilets will be checked by the Assistant Front of House Manager).

a) Upon announcement of evacuation open lounge curtains and ensure the Lounge Door Position has opened Exit 4 Emergency Side door leading to Hay Street.
b) Direct patrons to nearest exits away from buildings to the Assembly Area.
c) Ensure all disabled patrons are evacuated.
d) Check Lounge Toilets are clear.
e) Check upstairs lounge foyer area is clear.
f) Once lounge, foyer areas and upstairs toilets are clear report to the Chief Warden at Exit 1 in the foyer, then assist in directing patrons away from exit 1 to the assembly area and be available to assist in any other way you might be required by the Chief Warden or AFOH Manager.

Position 8 – Bar Manager

a) Upon announcement of evacuation open Exit 5 Attic Bar side exit.
b) Check door from Bar to dressing rooms is unlocked.
c) Direct all patrons down staircase to Rokeby road away from the buildings to the Assembly Area.
d) Once Attic bar and Circle Bar area is clear report to the Chief Warden at Exit 1 in the foyer via outside route.
e) Return to area outside Exit 5 if safe to do so to ensure no patrons try to re-enter the building through Exit 5.
f) If the Attic bar is closed and the downstairs bar is the only bar in use, Bar Manager will perform Position 5 Bar Attendant Foyers duties instead.

ZONE 2: BACK OF HOUSE AREA

Position 1: Technical Manager

a) Upon announcement, all performers, orchestra and stage crew should be directed to most appropriate exit as determined by the Technical Manager, to assemble in the

Assembly area. (Ideally Exit 3 would be used, with Exit 2 and Exit 1 available and Exit 5 available via the dressing room laundry).

b) Ensure auditorium house lighting has been switched on.

c) A tannoy announcement to the dressing rooms/crew room/bio box should be made or appointed by the technical manager to notify the staff and performers of the evacuation.

d) In the event that the Mechanist is not present, please conduct or appoint their procedures: read the appropriate evacuation script on stage via live microphone or loud hailer, making changes as necessary to the specific nature of the emergency. Keep calm and if possible, continue talking until the majority of the auditorium has evacuated to reassure the audience. If possible, repeat the script several times.

e) Check Level 2: stairwell, chorus room, 2x toilets and technical managers office

f) Check Level 1: dressing rooms, laundry, and 3x toilets

g) Check Ground floor: Piano Store, stage including Fly floor, loading galleries, catwalk, crew room and substage.

h) Ensure the shop toilet next to stage door is clear.

i) Once all backstage areas are clear report to the Chief Warden at Exit 1 in the foyer in person.

Position 2: Head Mechanist

a) The Head mechanist should read appropriate evacuation script on stage via live microphone or loud hailer, making changes as necessary to the specific nature of the emergency. Keep calm and if possible, continue talking until the majority of the auditorium has evacuated to reassure the audience. If possible, repeat the script several times.

b) Once the auditorium is clear the Head Mechanist should report to the Chief Warden at Exit 1 in the foyer in person.

Position 3: Dome Operator (If applicable)

a) Upon announcement, the dome operator should instruct all staff to exit via the most appropriate exist and assemble in the assembly area (Exits 1, 4 or 5).

b) Check administration office is clear.

c) Once the area is clear the Muster Warden should report to the Chief Warden at Exit 1 in the foyer in person.

Position 4: Head of Audio Operator

- **a)** Upon announcement, the Regal Theatre Sound Operator will take on the position of Traffic Marshal and should don a hard hat, reflective vest and light wand.
- **b)** Walk to the crossing point of Rokeby Road located outside Stage Door by the safest route possible.
- **c)** Ensure the safe crossing of Regal Theatre patrons across Rokeby Road to the Emergency Assembly Area, stopping traffic where appropriate. Keep people moving away from the exit points to stop blockages on the sidewalk and road collisions from large crowds.

Position 5: Head of Lighting Operator

- **a)** Upon announcement, the Regal Theatre Lighting Operator should don reflective vest and take loud hailer.
- **b)** Walk to the Emergency Assembly Area to greet and re-assure patrons when they arrive at the Emergency Assembly Area.
- **c)** No comment should be made in regard to the nature and extent of the emergency, but patrons should be reassured and assisted if needed.
- **d)** Once everyone has been evacuated an announcement of important information (such as media response, refunds, phone numbers and assistance) might be issued by the chief warden.

NON-PERFORMANCE TIMES:

ZONE 1: FRONT OF HOUSE

The chief warden for the Front of House area is the **Theatre Manager.** If the theatre manager is not present the **Technical Manager** becomes the chief warden, and the **Head Mechanist** becomes responsible for the front of house areas.

Position 1: Theatre Manager (if applicable)

a) When an emergency situation arises ascertain the nature of the emergency and implement appropriate action.
b) Ensure appropriate emergency services have been called.
c) Inform all wardens and staff of the nature, location and extent of the emergency including exits not to be used and the most appropriate Assembly Area to use.
d) Initiate and control an action plan in accordance with emergency response procedures and ensure control of entry/exits to affected areas.
e) Direct all staff, any patrons and visitors to exit the Theatre via most appropriate exit to the Assembly Area.
f) Check Level 2 administration office and bio box
g) Check Level 1 Attic Bar, Lounge Foyer and Lounge Toilets
h) Check Ground Floor foyer, Ticketek box office, toilets, ushers room, crying room and notify the four outside businesses to the left of Exit 1 that are part of buildings structure of Evacuation, located at 47 – 55 Rokeby road.
i) Remain stationed at Exit 1 in the Foyer to brief all emergency service personnel.

ZONE 2: BACK OF HOUSE

Position 1: Technical Manager

The Muster Warden for the back of house areas is the **Technical Manager**. Should the Theatre Manager not be present the Technical Manager assumes the role of Chief Warden.

a) When an emergency situation arises ascertain the nature of the emergency and implement appropriate action.
b) Ensure appropriate emergency services have been called.
c) Inform all wardens and staff of the nature, location and extent of the emergency including exits not to be used and the most appropriate Assembly Area to use.
d) Initiate and control an action plan in accordance with emergency response procedures and ensure control of entry/exits to affected areas.
e) Direct all staff, performers, orchestra, production crew and visitors should be directed to most appropriate exit, as determined by the Technical Manager, to assemble in the assembly area. (Ideally Exit 3 would be used, with Exits 1 & 2 available and Exit 5 available via the dressing room laundry).
f) A tannoy announcement to the dressing rooms/crew room/bio box should be made or appointed by the technical manager to notify the staff and performers of the evacuation.
g) Check Level 2: stairwell, chorus room, 2x toilets and technical managers office
h) Check Level 1: dressing rooms, laundry, and 3x toilets

i) Check Ground floor: Piano Store, stage including Fly floor, loading galleries, catwalk, crew room and substage.

j) Ensure the shop toilet next to stage door is clear.

k) Once all areas back of house are clear the Technical Manager should report to the Theatre Manager at Exit 1 in the foyer in person or take up position in at Exit 1 in the foyer to brief all emergency service personnel.

Position 2: Head Mechanist

a) Follow the directives of the Technical Manager.
b) If the Theatre Manager is not present, the Head Mechanist should evacuate the Front of House Areas including: Level 2 administration office and bio box, Level 1 Attic bar, lounge foyer, and lounge toilets, Ground Floor foyer, Ticketek Box Office, toilets, ushers room, crying room and notify the four outside businesses to the left of Exit 1 that are part of the buildings structure located at 47 -55 Rokeby Road.
c) Assist the Technical Manager in monitoring the progress of evacuation, and record actions taken.

Position 3: Head of Audio Operator

a) Follow the directives of the Technical Manager**.**
b) Take on the position of Traffic Marshal and should don a hard hat, reflective vest and light wand.
c) Walk to the crossing point of Rokeby Road located outside Stage Door by the safest route possible.
d) Ensure the safe crossing of Regal Theatre patrons across Rokeby Road to the Emergency Assembly Area, stopping traffic where appropriate. Keep people moving away from the exit points to stop blockages on the sidewalk and road collisions from large crowds.

Position 4: Head of Lighting Operator

a) Follow the directives of the Technical Manager.
b) Put on reflective vest and take loud hailer.
c) Walk to the Emergency Assembly Area to greet and re-assure patrons when they arrive at the Emergency Assembly Area.

d) No comment should be made in regard to the nature and extent of the Emergency but patrons should be reassured and assisted if needed.

e) Once everyone has been evacuated an announcement of important information (such as media response, phone numbers and assistance) might be issued by the chief warden.

CHORUS ROOM PERFORMANCES

Position 1 – Assistant Front of House Manager – (Front of House Manager – Chief Warden if no main auditorium shows)

a) When an emergency situation arises ascertain the nature of the emergency and implement appropriate action.

b) Ensure appropriate emergency services have been called.

c) Inform all staff of the nature, location and extent of the emergency.

d) Direct all patrons and performers to the most appropriate exit – likely Exit 3 – Stage Door with additional option to use Exit 5 – Bar Door via the dressing rooms if necessary.

e) Take position next to Exit 3 Stage Door Exit. Monitor the progress of evacuation, record actions taken.

f) Brief emergency services when they arrive on type, scope and location of emergency and status of evacuation thereafter.

g) Act on direction by emergency services.

Position 2 – Chorus Room Usher

a) Upon announcement of evacuation alert the bar attendant and open all doors to Exit 3 stairwell.

b) Turn on main lights, direct all patrons to the most appropriate exit from the chorus room.

c) Check the chorus room toilets.

d) Ensure all performers and staff are evacuated.

e) Check the level 1 dressing rooms for any performers.

f) Once chorus room and dressing rooms are clear report to the Chief Warden at Exit 5 Stage Door and follow further instructions.

Position 3 – Chorus Room Bar Attendant

a) Upon announcement of evacuation open all doors to Exit 3 stairwell.

b) Instruct patrons to follow you down the stairwell.

c) Open the doors to Exit 3 Stage Door Exit and direct all patrons away from building to the Assembly Area.

d) Remain outside of Exist 3 if safe to do so to ensure no patrons try to re-enter the building through Exit 3.