



# EMERGENCY RESPONSE PLAN

43 Murrays Road, Whanregarwen Vic

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## CONTENTS

### Page Number

2	Contents
3	Alerting the Campers of an Emergency
3	About this Plan
4	About the Campsite
5	Identifying the Hazards and Quantifying the Risks
6	Roles and Responsibilities <ul style="list-style-type: none"><li>• Camp Owners and Managers</li><li>• Group Leaders</li></ul>
6	Emergency Response to Routine Incidents <ul style="list-style-type: none"><li>• Loss of Power, Gas or Water Supply</li></ul>
7-10	Emergency Response to Non-Routine Incidents <ul style="list-style-type: none"><li>• Injury/Illness/Near Drowning<ul style="list-style-type: none"><li>○ Offsite</li><li>○ Onsite</li></ul></li><li>• Siege, Hostage Situation, Abduction of a Camper or Intrusion of Uninvited Person</li><li>• Major Damage to Buildings, Severe Storm</li><li>• Fire in Building</li><li>• Bushfire</li><li>• Lost or Missing Camper</li><li>• LPG Gas Leak</li></ul>
10	Staff Training Program
10	Post Emergency Debrief
10-11	Media Management
11	Emergency Contact Telephone Numbers
11	Information to Tell Emergency Services
12	Site Plan

## **IMPORTANT NOTES:**

**\*Emergency Assembly Area – IS LOCATED AT THE OVAL (behind the high ropes course) \***

**\* As of 2019, ALEXANDRA ADVENTURE RESORT HAS A DEFIBRILLATOR (AED) ON SITE LOCATED IN FIRST AID ROOM\***

## **ALERTING THE CAMPERS OF AN EMERGENCY**

On arrival at the campsite, campers and leaders are briefed on the basic rules, including the use of the siren. This siren is rung in case of an emergency. It is stressed that whenever the emergency siren rings, campers **MUST** meet on the emergency assembly area (i.e. the oval which is pointed out on arrival) **IMMEDIATELY**. In the event of an emergency the siren will ring very loudly and continuously to ensure it is heard by everyone. Campsite staff will be at the emergency assembly area (the oval) to advise campers and leaders about action to be taken. The emergency assembly area for emergency situations is identified on arrival at the campsite.

## **ABOUT THIS PLAN**

Alexandra Adventure Resort provides the following emergency plan after full consultation with the local emergency services.

Campsite staff will be aware of camper safety and well-being at all times. During an emergency of any kind, campsite staff will endeavour to minimise the impact of the emergency whilst keeping in mind the safety and well being of all campers as well as that of campsite staff. Steps will be taken to identify hazards and dangers that could create an emergency situation and these will be eliminated or rectified. Campsite staff are always aware of the safety of campers and report immediately anything that poses a danger or threat to safety. The safety and well being of all people exposed to the emergency are to be considered at all stages of the emergency.

The owners and campers have identified the following emergencies as relevant to Alexandra Adventure Resort:

- Loss of power, gas or water supply.
- Illness, injury or near drowning.
- Siege, hostage situation, abduction of a camper or intrusion of uninvited person.

- Major damage to buildings, severe storms.
- Fire in building.
- Bush or District fire.
- Bite by poisonous spider or snake.
- Lost or missing camper.
- LPG gas leak

If an emergency arises that is not covered in this list, the campsite staff should be able to adapt the procedures for one of these to cover the emergency. It is hoped that the procedures to be followed will be simple and plausible enough to be used in all emergency situations.

## **ABOUT THE CAMPSITE**

Alexandra Adventure Resort is situated on a 30-acre property, 7 kilometres from the township of Alexandra. The buildings comprising Alexandra Adventure Resort were originally built as a guesthouse in 1910. There is a formal garden at the front of the properties homestead (student accommodation) alongside 4 other student accommodation lodges. Trees surround the property, and a cleared flat oval is accessible, which acts as the Emergency Assembly Area. All accommodation is set around a paved undercover veranda making it easily accessible to the dining area.

The majority of the campers who stay at Alexandra Adventure Resort come from Melbourne schools. The campsite caters for up to 205 campers at a time, most of whom are transported to and from Alexandra Adventure Resort by bus from their school. The owners of Alexandra Adventure Resort all live on-site and work on the campsite. At night the owners are available if in need. There is an intercom system between the owners' residences and the camp kitchen for all teachers to use. The operation of this is explained to the coordinator upon arrival and directions for its use are displayed above the phone.

The campsite is situated in Whanregarwen, 7 kilometres from Alexandra on Murrays Road. Across the Whanregarwen road from Alexandra Adventure Resort is the Goulburn river, there is also a farm with cleared river flat paddocks running down to the Goulburn river.

The closest fully equipped accredited casualty hospital is Maroondah Hospital. The Alexandra ambulance would be contacted to transport an injured camper. In an extreme emergency this hospital can be reached by helicopter in about 15 minutes. A helicopter is able to land on the property if necessary, there are 2 large possible flat areas.

## **IDENTIFYING THE HAZARDS AND QUANTIFYING THE RISKS**

The campsite is at risk during the bushfire season however Alexandra Adventure Resort is classified as a lower risk in comparison to other campsites located in Victoria, due to Alexandra Adventure Resort not being situated within or on a bushland setting. Although the areas around Whanregarwen are fairly clear as is our campsite, there is still a potential minimised risk. The Onsite Lake that is used for canoeing and raft building and the Goulburn River across Whanregarwen Road both provide a further buffer around the campsite buildings for our fire risk assessment verbalised by the CFA Fire Authorities. There is also a purpose-built fire refuge tank onsite at the campsite that holds 400 litres of water, ready for use at any given stage.

The risk of injury to campers and damage to building caused by falling trees is greater during periods of high wind. A tree surgeon inspects all trees regularly and all potentially dangerous trees are removed. Campers are kept inside or away from trees in high winds.

Because the building is of wooden construction, some of it built as early as 1921, there is a danger of internal fires. All camp staff have been instructed in the safe operation of all equipment, and buildings are upgraded when required. Smoke detectors have been fitted to all bedrooms, and fire extinguishers and a fire hose are situated near the cabins.

A small amount of chemicals are safely stored in the laundry. This area is out-of-bounds to campers and is kept locked. Fire extinguishers are located on every building lodge. There are gas cylinders at various places around the campsite, used for cooking or heating.

Murrays Road passes the front of the campsite. The campsite has a front boundary and 1 activity located on our road side of the property. The campers are instructed that the area over the bridges is out-of-bounds unless those certain activities are taking place with an instructor adult supervisor (this is the entrance to the resort). The gravel driveway into the campsite is about 250 metres long, and all vehicles are asked to travel along it at a very slow speed, and campers are warned to be aware of traffic in the driveway. Lawn mowers, whipper snippers etc. are not used when a camp is in residence if at all possible. If it is necessary to use any machinery whilst a camp is in residence, the area is designated out-of-bound- for that time and made clearly visible by use of cones.

There is a slight danger of snakebites during the summer months because quite a few of the activities are carried out near water. A fenced off creek surrounds our property grounds, which helps to increase awareness of the possibility of snakes.

There is a risk of injury and accidents to children using equipment whilst unsupervised. We avoid this by locking up equipment such as the flying fox, high

ropes canoes etc. when they are not being used, and other equipment such as archery and laser sport are located in the front paddock.

A staff member will accompany the group to point out potential dangers and points of interest. High structured activities are not done on days of extreme high wind or with lightning storm danger days, they are stopped immediately.

## **ROLES AND RESPONSIBILITIES**

**Camp Owners.** Owners and office management will co-ordinate the emergency and set up a command centre in the camp office. They will liaise with emergency services and take control of all responses not involving the supervision of campers. Other Alexandra Adventure Resort staff, if on site, will assist where necessary.

**Group Leaders.** If Alexandra Adventure Resort staff are not available or the group leader believes the response is within their own resources, they can contact the emergency services and implement the planned response. A.A.R staff MUST be notified as soon as practicable. A.A.R staff will then assume the coordination responsibility for the emergency. Group Leaders must supervise campers at all times and prepare and safely undertake an orderly evacuation if advised to do so by A.A.R staff or emergency services.

Group Leaders must ensure camper medical forms & medicines and parent contact details are taken with the group to the evacuation assembly areas.

Regardless of the time of year, ensure all cars and vehicles are parked in the designated areas only. This will allow ready access to all emergency vehicles.

**Familiarise yourself with the procedures listed below. However, in all situations -**  
the personal safety of all campers is of paramount importance.

## **EMERGENCY RESPONSE TO ROUTINE INCIDENTS**

**Loss of Power, Gas or Water Supply.** Any emergency such as loss of power, gas or water supply would be handled by campsite staff. There is always an owner on duty, and during the day there is usually someone in the office or kitchen. At night the owner who is on duty can be contacted by the telephone intercom which is in the camp kitchen. Its use is explained to the group leaders on arrival. The same water and power supply is used for owner and manager residences, so they would be alerted to the emergency at the same time as the campers, and will take appropriate action even without being notified. Alexandra Adventure Resort has a generator which powers the campsite manually once mains power is disconnected. This ensures emergency lighting and essential services including hot water is all in operation if there is a power outage in the area.

## **EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS**

### **Injury/Illness/Near Drowning:**

#### **Off Site**

1. If safe to do so remove person from further danger.
2. First Aid and/or CPR as required.
3. A.A.R staff or group leader contacted to arrange transport of person to medical aid or call Ambulance.
4. Two adults stay with person, rest of group continue activity away from injured camper
5. Contact Alexandra Adventure Resort staff as soon as practicable.

#### **On Site**

1. If safe to do so remove person from further danger and make comfortable.
2. Contact Alexandra Adventure Resort staff or group leader immediately
3. First Aid and/or CPR as required.
4. Alexandra Adventure Resort staff or group leader arrange transport to medical aid or call ambulance
5. Two adults with 1st aid training to stay with injured / ill camper.
6. Group removed from immediate vicinity of injured and continue program activity.

**Siege, Hostage Situation, Abduction of a Camper or Intrusion of Uninvited Persons.** Group leaders who first becomes aware of the situation will ensure camp owners or managers are notified IF IT IS SAFE TO DO SO, and evacuate campers to a safe location IF IT IS SAFE TO DO SO. Managers will then contact the police. The group leader who is with the campers will need to keep them calm and together, and administer first aid if needed. If it is possible to safely take the group to the recreation hall this would be the best place to assemble campers until the incident has been resolved. Owners or managers will coordinate emergency operations with the help of group leaders.

**Major Damage to Buildings, Severe Storms.** Major damage to buildings is more likely to occur during a severe storm. Campers would be kept inside during severe storms. However, if the building the campers were in was damaged, it would be necessary for the leaders to move them to safety as quickly as possible. The recreation hall is the safest building in this situation.

Alexandra Adventure Resort places the safety of our campers of highest importance. In relation to fire, every step possible is taken by management to ensure we are completely prepared for any risk to our campers.

- All firefighting equipment is routinely tested at the start of the fire season by the local CFA.
- Grounds are always kept as clear as possible.
- Weather conditions are vigilantly monitored daily as are Local incidents and warnings in the surrounding area via the VIC Emergency app. Alerts are sent straight to managers' phones. The VIC Emergency app is supported by Victoria Police, the CFA, the SES, MFB, BoM, also Melbourne Water.
- We are closely monitored by the VSES (SES – Victorian State Emergency Service) stationed in Alexandra/Whanregarwen & Seymour. They routinely collate numbers so emergency services are aware of the amount of people on site.
- We closely monitor The Fire Danger Index forecasts published online by the CFA. Our plan of action surrounding these ratings is approved by the CFA.
- We also closely monitor the weather forecast on a monthly and fortnightly basis as an indication to start planning scenarios for schools if deemed necessary.

Our plan is to be aware of what's going on around us i.e. Fire Danger Index and incidents & emergencies and plan ahead rather than encountering an emergency evacuation. With a 4 day Fire Danger Index forecast, also with close monitoring of the area via VIC Emergency, we can be aware of every potential threat to our campers and are able to make decisions early regarding safety and plan accordingly.

There are different warnings in place distributed via VIC Emergency in relation to any risks in the area, whether it is:

- Fire (bushfire or CFA planned burn off)
- Flood
- Thunderstorm Asthma
- Severe Storm
- Extreme Heat
- Earthquake
- Power Outage in the area

Below are the warnings sent from Victorian Emergency Departments and listed what action the campsite will take:



### Emergency warning

(Action would be taken to evacuate all groups from the campsite, Buses would be called to transport students back to school)



### Warning (Watch and Act)

(Consultation and advice would be taken with the Emergency Services regarding the safety of remaining at the campsite)



### Advice

Conditions are monitored by camp manager. No impact to campers.

Please Note: If evacuation from Whanregarwen campsite (ALEXANDRA ADVENTURE RESORT) is not viable because of adverse conditions, campers would be directed to the purpose-built fire rated accommodation building located on our property. NOTE-the access walk to this building is a cleared area AND VISIBLE FROM THE CAMPSITE.

**FLOOD RISK** is a risk at Alexandra Adventure Resort as there is a lake onsite and the river runs through and around our property. In Terms of being a risk to campers, minimises back to low due to the location of the buildings set on a higher altitude enabling water to run downhill. If deemed that the lower grounds to start flooding enabling no campers to get out, buses would be called to evacuate the camp. The students would assemble at highest point on the property, top of the hill adjacent to the camp kitchen which a Helicopter could also access.

**BUILDING FIRE:** All sleeping areas are fitted with smoke detectors. In the event of an emergency/alarm signal sounding the following steps are to be undertaken: NB. Given the wide spread diversity of accommodation at the campsite it may not be necessary to evacuate all sleeping areas or buildings.

1. In the event of an alarm sounding, either Alexandra Adventure Resort staff or a responsible adult or group leader is to check the sleeping area being indicated by the alarm.
2. All Smoke alarms will be set off at the same time, if one only goes off. The accommodation smoke alarms are designed on a dual system to wake everyone up at once. The Camp owners are to be notified by the kitchen telephone. The alarm is to be switched off to help prevent panic and facilitate communication.
3. If smoke is present in the sleeping area the immediate accommodation units are to be evacuated to the assembly area where a head count will be undertaken. All doors should be closed and all buildings evacuated. A designated group leader or Alexandra Adventure Resort staff member is to undertake individual room checks to ensure that all sleeping areas are empty.
4. If there is no evidence of smoke Alexandra Adventure Resort staff or a group leader should investigate the [fire site] to ascertain whether or not it is a false alarm.
5. If necessary, ring 000.
6. If Alexandra Adventure Resort staff are not present, they are to be immediately notified.
7. No attempt should be made to fight the fire **by campers**. The Fire Safety Coordinator will decide whether A.A.R. trained staff attempt to fight the fire whilst waiting for the relevant authorities and only if safe to do so. A.A.R. has a 400 litre fire tank at the ready, onsite fire hoses ready to be turned on once informed of fire, as well as fire extinguishers in every building, to be used if safe to do so.
8. Gas should be cut off (on gas tank) and power to all buildings should be cut off at the switch boards.

**BUSHFIRE:** Any sign of Bushfire must be reported to camp manager immediately.

**FIRE DANGER RATING:** The forecast of the fire danger index (FDI) is published on the Bureau of Meteorology (BOM) website as well as the Country Fire Authority (CFA) website. Alexandra Adventure Resort is located in the "NORTH EAST REGION" district. Each of the FDIs has recommended actions.

**CODE RED:** In the event of the CFA declaring a Code Red day for Central District, the following applies: Once reported and advised by the CFA to Alexandra Adventure Resort, no staff members or clients are allowed to remain on site. Staff members and clients have to leave the camp the night before the Code Red Day if advised by authority or very early in the morning. If clients are booked in to arrive on a Code Red Day, the arrival has to be postponed until safe again.

**SEVERE OR EXTREME:** In the event of the CFA declaring a Severe or Extreme fire danger day for Central Districts, the following applies: Camp managers will consult with the CFA to assess if it is safe to have staff members and groups on site. Camp managers will make a decision based on CFA recommendation. If the decision is to not have any staff/schools/campers on site, staff/schools/campers will leave the camp the night before or early in the morning or postpone if they are due to arrive.

**VERY HIGH OR HIGH:** On days of Very High or High fire danger camp Managers will monitor the situation.

### **Total Fire Ban Days or Days of real fire risk:**

In the event of the CFA declaring a Total Fire Ban Day or real risk of bushfires camp staff will perform the following:

1. Inform the campers in the morning about the Total Fire Ban day. Repeat again the information given during the Safety Briefing re Emergency siren and assembly area. Ensure the campers are aware of Alexandra Adventure Resort emergency procedures.
2. Instruct all campers to remain in the vicinity of the camp all day (no off-site walks).
3. Ensure access roads for emergency vehicles are clear.

### **FIRE: AT OR APPROACHING THE CAMPSITE**

If danger is imminent, implement the following procedures:

1. Any sign of bushfire must be reported to camp manager immediately, in their absence the group leader. Camp manager/group leader must immediately call 000.

2. The Alexandra Adventure Resort staff, or in their absence the group leader, will sound the emergency bell. This places all campers on alert. Everyone must dress in long clothes, preferably wool, and solid footwear. Campers to take the wool blankets from their beds and they should quietly and slowly move to the Oval area.

3. A head count of campers is to be conducted after which camp staff, or in their absence, one or two group leaders, are to check all campsite buildings for campers, closing all doors and windows.

4. All people are to remain on the oval, which is the emergency assembly area, until advised otherwise by the emergency services. Campsite will only be evacuated if directed by CFA, SES, POLICE or camp manager. If an evacuation is necessary this can be by bus via Murrays Road. If necessary, the group can be evacuated via the easement at the back of the property or in extreme cases by helicopter from our cleared paddock, under directions of the emergency authorities.

Please Note: If evacuation from Whanregarwen campsite (ALEXANDRA ADVENTURE RESORT) is not viable to leave because of adverse conditions, campers would be directed from the oval to the purpose-built fire rated accommodation building (Turtle Lake House) located on our property. NOTE-the access walk to this building is a cleared area AND VISIBLE FROM THE CAMPSITE.

5. Gas and power should remain on unless fire close by.

6. No attempt should be made to fight the fire **by campers**. The Fire Safety Coordinator will decide whether A.A.R. trained staff attempt to fight the fire whilst waiting for the relevant authorities and only if safe to do so. A.A.R. has a 400 litre fire tank at the ready, onsite fire hoses ready to be turned on once informed of fire, as well as fire extinguishers in every building, to be used if safe to do so.

## **EVACUATION PROCEDURE:**

Campsite will only be evacuated if directed by CFA, SES, POLICE or camp manager. Evacuation will be done from the safe assembly area. (OVAL)

Camp manager will liaise with the group and Emergency Services.

Camp manager and group leaders will perform a roll call to ensure that all campers are accounted for.

Group leaders must ensure camper medical forms, medicines and next of kin contact details are taken with the group on the evacuation.

School Leaders will notify parents after evacuation has taken place and buses are travelling back to school.

Bus Company will be contacted to arrive at camp to collect students. If necessary, campers can be evacuated immediately by bus from local Bus company Fallon's Bus Lines which are located in Alexandra.

In the event of evacuation of groups with own transport (bus or cars on site), communication by emergency services will be given to drivers on when and where to evacuate.

### **Bite by Poisonous Spider or Snake.**

1. If safe remove injured camper and other campers from danger.
2. Contact camp staff or group leaders immediately.
3. First Aid as required.
4. Call Ambulance and advise description of snake/spider if known.
5. Two adults with first aid training to stay with person.

**Lost or Missing Camper.** In the event that a camper is reported missing the procedures noted below need to be followed:

1. **Obtain a full description** of the missing person from the group leader including - name, age, weight, height, build, hair and eye colouring, distinguishing physical marks and clothing worn.
2. **Organise a search party** comprising both A.A.R. staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with 2-Way radios (channel 7). Make a note of these search groups, their members and search areas. Campers should not be used in this capacity.
3. Ensure that someone in a responsible position is left in charge of the **remaining campers** and that these campers are given a variety of things to do. This group leader should also be able to receive telephone messages etc. and access the 2-Way radio (channel 7).
4. Coordinate watches and agree upon the maximum length of this initial search (30 mins). Upon reaching this time, all search groups must reassemble and confirm results.
5. If, after this initial, quick and thorough search of the immediate area, the individual has not been located **call the POLICE on 000** and provide a detailed description of the missing camper, the estimated time last seen, any physical or medical aspects and the actions put in place to date.
  - In the event of an **underlying medical concern** with the missing individual, the ambulance and hospital should be informed.

6. Notify the immediate neighbours and provide detailed description of the missing camper. Make sure that they know the campsite's phone number: (03) 5772 1409.
7. In the event that the emergency services and police have been introduced into the search, the group leader should consider **notifying the person in charge of their organisation** or school, so that the parents can be notified.
8. Upon **locating the missing camper**:
  - ensure that the police, emergency services and neighbours are informed
  - determine whether medical attention is required, and
  - notify your organisation and parents.

### **LPG Gas Leak**

1. Alexandra Adventure Resort staff or Group leader to be notified **immediately**.
2. Gas turned off at point if practical to do so.
3. **If the leak is minor** e.g. strong smell of gas from appliance. Turn off appliance or at supply. - **No evacuation of camp required** Isolate area from campers and ventilate area. Contact camp plumber.
4. **If a major leak** i.e. a very strong smell or visual plume of gas either indoor or outdoor then **evacuation must be considered. Remember - Gas is heavier than air and will flow downhill. Do not use vehicles to evacuate. Assemble at emergency point (OVAL)**

Notify gas supplier Elgas and Alexandra police (03) 5772 1040.

### **STAFF TRAINING PROGRAM**

New staff are briefed on the Emergency Response Plan as part of the induction process on commencing employment.

- Each staff member is provided with a copy of the plan and are to acquaint themselves with the location of assembly areas, fire extinguishers and utility cut off points.
- The Emergency Response Plan is revised and updated with any new information annually.
- Alexandra Adventure Resort staff are trained annually on the use of fire extinguishers.

### **POST EMERGENCY DEBRIEF**

In the event that the Emergency Response Plan is enacted, a post response debrief will occur as soon as practicable after the situation has been normalised. The level of this debrief will be determined by the seriousness of the incident.

**Minor incidents** - Where the matter has been handled internally and no injuries or apparent exposure to potential trauma has occurred.

A discussion between those involved in the incident and camp staff will occur. Diary notes of the incident and the response will be made. Any problems with the response and lessons that can be learned will be noted and adopted.

**Major Incidents** - Where injury or trauma has occurred or Emergency Services have been involved.

A full debrief with all parties involved and formal recommendations as to any adjustments to the response are sought from all interested parties. An incident report shall be written and lodged with the camp

## **MEDIA MANAGEMENT**

**NOTE: To prevent nuisance calls by media, which tie up valuable staff and phone resources, all emergency situations will be managed in the following manner.**

1. No private phone access will be allowed during emergency situations.
2. Mobile phones shall not be used except in isolated locations or in medical or other extreme emergencies.
3. Under no circumstances shall campers contact outside agencies except at the direction of the camp staff or the group leader(s), and then only to assist in the combating of the emergency.
4. Refer all media inquiries to Police and offer no opinions
5. Media access to the site and to clients is banned except where Police and parents dictate otherwise

If the media arrive at the site, they should be met on arrival by camp staff or the Group Leader. Request that they remain away from the main camp and do not allow them access to the campers. Offer no comment on the emergency and refer them to the police or emergency services when they arrive.

## **EMERGENCY CONTACT TELEPHONE NUMBERS**

EMERGENCY FIRE POLICE AMBULANCE	} 000	
DOCTOR HOSPITAL with Emergency department:	ALEXANDRA Medical Centre	(03) 5772 1444
<b>Alexandra Hospital (03) 5772 090012</b>	<b>Cooper Street, Alexandra VIC 3714</b>	
DENTIST	Alexandra	(03) 5772 1073
POISON INFORMATION		131126
<b>CAMP OWNERS – mobile numbers</b> <b>CHASE PEARCE</b>		<b>0499 900 453</b>

**BROOKE PEARCE**  
**PETER MCELDREW**

**0439 035 917**  
**0438 982 080**

**INFORMATION TO TELL EMERGENCY SERVICES**

**Address of Alexandra Adventure Resort:** 43 Murrays Road, Whanregarwen Vic  
**Description of location:** 7km from the Alexandra Post Office, Turn Right onto Whanregarwen Rd, travel 1km, turn right onto Crystal Creek Road, 1km down Murrays road is your first right which is also the drive way, travel over a wooden bridge and follow the drive way around the camp.

**CAMP SITE MAP – see over**

