

# Emergency Response Manual

Emergency Contact  
(Fire/Police/Ambulance)

[000](#) (AU)

[111](#) (NZ)

Police Non-Emergency  
(e.g. Theft/Shoplifting)

[131 444](#) (AU)

[105](#) (NZ)

Technical Support Centre

[+61 07 3482 7666](#) (AU) [09 250 4632](#) (NZ)

Poison Information

[13 11 26](#) (AU)

[0800 764 766](#) (NZ)

Medical, Safety and  
Wellbeing Support



Download  
the app

Call option in App

Government National Security Hotline

[1800 123 400](#) (AU)

[0800 747 224](#) (NZ)

ADT and/or Code 9  
(SRG appointed security companies)

[13 12 38](#) (AU)

[0800 263 394](#) (NZ)

Property Facilities Management

[+61 07 3482 7111](#)

(AU and NZ)

International SOS (medical and  
security support while travelling)  
Assistance Centre

[+61 02 9372 2468](#)

(AU and NZ)

# Emergency response information

Site/store name Site #

Site/store address

Suburb State Postcode

Nearest cross street

Landmark Site phone

Evacuation assembly point Alternative assembly point

Local civil defense welfare centre/cyclone shelter address

Emergency diagram

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# Process for shutting site due to emergency

## The following events constitute an emergency where a site should be closed:

1. A death
2. Serious injury, where an ambulance is required
3. Dangerous incidents including:
  - Fire

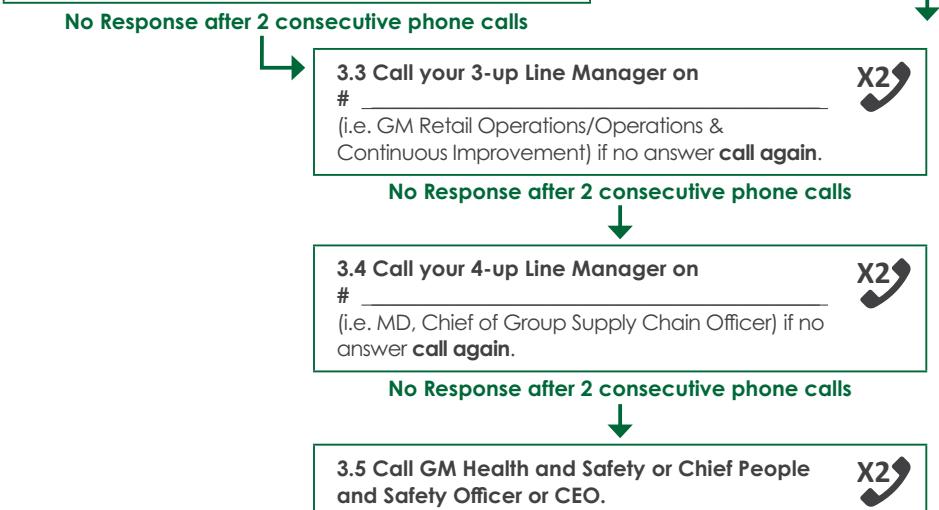
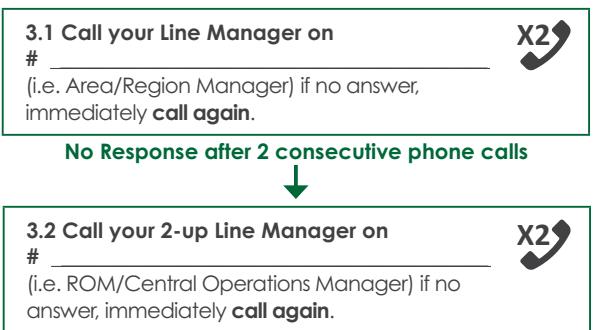
- Structural failure (collapse or partial collapse of wall, ceiling, wall bay, roof, Dexion racking, etc.)
- Fall from heights of person or thing, where an ambulance is required
- Assault, where ambulance or police are required
- LPG supply cylinder/bottle leak, where fire services are required

### Immediate Response

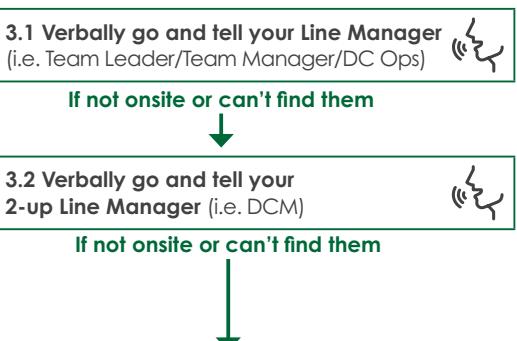
1. **Team Member** notifies person in charge of site or area in DCs of emergency.
2. **Person in Charge** ensures person(s) are safe and **closes the entire site**. Dial **000** (AU) / **111** (NZ) if required.
3. **Person in Charge** escalates to Line Management per flow chart below. Do not leave a voicemail and await a response – continue to reach out to Line Management until response is received.

## Step 3 - Line Management Escalation Process

### Retail Operations



### Group Supply Chain



4. **Line Manager to advise Person in Charge of next steps upon assessment of the situation.** This may include preservation of the scene (until released by regulator, Line Manager or Insurer), isolation of the area and whole or partial reopening of the site.

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# Emergency category colours

Colour	Emergency category	Page
Red	<b>Fire &amp; smoke incl. LPG, Lithium-Ion</b>	6
Blue	<b>Medical emergency</b> (first aid, mental health)	10
Purple	<b>Bomb threat</b> (including suspicious package)	20
Yellow	<b>Internal emergency</b> (e.g. power loss/outage, hazardous substance [asbestos, chemical spill, gas leak, structural failure, etc.])	23
Black	<b>Personal threat</b> (e.g. threat of violence, terrorism, theft/shoplifting, break and enter, in-store protest/demonstration, active shooter, hostage, explosives, extortion)	29
Brown	<b>External emergency</b> (adverse weather, bush fire, earthquake, tsunami)	39
Orange	<b>Evacuation/Personal Emergency Evacuation Plan (PEEP) form</b> (lockdown, site shutdown checklist)	53

Australian Standard AS3745-2010 provides a standardised colour code for notification, identification and response activation that may be used during an emergency response.

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# How to deal with an emergency

**The first priority in an emergency is the safety of all people present.**

- Raise the alarm. If you need to evacuate yourself or others, do so immediately.
- If you have a team member with a Personal Emergency Evacuation Plan (PEEP) assign a warden to the person to assist with evacuating the building.
- If you need to call emergency services, call them as soon as possible after checking the safety of everyone present.
- If you can do so safely, follow the steps on the pages in this manual that deal with your emergency or have the information you need. Click on the colour-coded tabs; they will take you to the right section.
- Follow the instructions for that emergency.

## Call emergency services – dial 000 (AU) or 111 (NZ)

- Call from a safe place.
- Use a cordless or mobile phone if practical, away from any flammable liquids or gases.
- Tell the operator which emergency service you want.
- Wait until that service answers and give the address, as per page 2.
- Let emergency services know if chemicals or hazardous substances are involved in the emergency or are present on site.
- Do not hang up until the emergency service tells you to do so.
- Make sure someone is available to direct the emergency service to the scene.

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# Fire & smoke incl. LPG, Lithium-Ion

## Activate

- Raise the alarm - activate the nearest fire alarm or call out to alert others
- Evacuate people from the area
- Call Emergency Services, dial **000** (AU) / **111** (NZ) state 'Fire', provide site address details. Follow evacuation procedure.

## Evacuate

- Refer to [Evacuation Procedure](#)

## Notify and document

- Notify your manager
- Notify Property FM to report any building damage
- Log incident in WORMS
- Conduct a debrief and learnings session
- If a supply cylinder has been involved in the fire, contact Origin on **1800 808 526** or Elgas on **1800 819 783** to inform them of the incident

## Note

Use of fire equipment should be left to Emergency Services and only used by trained persons where it is deemed absolutely necessary and safe to do so. See instruction for use under [Fire Extinguishers section](#)

## LPG Fire (LPG decanting)

- Release the spring-loaded handle on the Deadman's valve
- Raise the alarm to the store
- Evacuate the area surrounding – keep bystanders and vehicles away
- Call emergency services on **000**
- ONLY if you can and it is safe to do so, close the valves to stop the flow of gas
- If it is safe to do so, extinguish the flames using the 9kg Dry Chemical fire extinguisher
- Do not attempt to extinguish flames if larger than a wastepaper basket
- If the fire cannot be extinguished, evacuate the store (including neighbours stores) by implementing Store Emergency Evacuation Plan
- If a fire hose is on site and available, approach from upwind side of the cylinder/bottle/tank and spray water onto it to keep it cool, until fire services arrive

Don't risk your life.

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# Fire & smoke incl. LPG, Lithium-Ion cont.

## Lithium-Ion Fire or Smoke

### Look out for the following signs:

- Physical damage (e.g. cracked case)
- Swollen
- Hot to the touch
- Strong smell
- Making any noise E.G., hissing, popping, etc
- Smoke or steam coming from the battery

Based on the situation and potential risk determine safest response below:

### 1) Transport the product to the E-waste (Lithium-Ion) bin

- If safe to do so, team member can transport the product using a steal trolley and place into the E-waste bin
- Once the product is in the bin, if safe to do so relocate the bin using the pallet jack into an open area outside of the back dock
- Contact Ecobatt for collection the bin.  
Phone number **1300 32 62 92**
- Do not open the bin once the product has been placed within it

### 2) Move product outside of building

- If possible, move the battery outside of the store using a steal trolley to prevent ignition of other materials in store
- Create a 3-meter exclusion zone around the battery to avoid interaction with others
- Call **000** emergency services

### 3) Unable to relocate the product from its location on site

- If you cannot move the battery outside of the site or to the bin and the product/battery is entering thermal runaway:
  - Evacuate the site
  - Call **000** emergency services.
  - If safe to do so, use the installed lithium extinguisher (F-500 - if available) and coat the battery with extinguisher fluid

### Notify and document

- Notify your manager
- Notify Property FM to report any building damage
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Don't risk your life.

# Fire extinguishers

## How to use a portable fire extinguisher



Extinguishers are only for small fires.

Don't risk your life.

## Types of extinguisher

**Important:** see more details on the next page to know when to use each type of extinguisher

Pre 1997	Post 1997		Pre 1997	Post 1997		Pre 1997	Post 1997	
		Powder ABE			Water			Vaporising Liquid
		Powder BE			Foam			F-500 En- encapsulator Technology
		Carbon Dioxide (CO2)			Wet Chemical	<p><b>F-500EA</b> TO BE USED FOR ORDINARY SOLID COMBUSTIBLES AND LITHIUM ION BATTERY FIRES  NOT FOR ELECTRICAL FIRES</p>		

Pre 1997	Post 1997
	Fire Blanket
	Fire Hose Reel

Don't risk your life.

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# Fire extinguishers continued

Type of extinguisher Colour scheme – AS 1841.1		A wood, paper & plastic	B flammable & combustible liquids	C flammable gases	E energised electrical equipment	F cooking oils & fats	
Pre 1997	Post 1997						
		Powder ABE					Special powders are available specifically for various types of metal fires. Seek expert advice.
		Powder BE					Special powders are available specifically for various types of metal fires. Seek expert advice.
		Carbon Dioxide (CO2)	*	*			Generally not suitable for outdoor fires. Suitable only for small fires.
		Water					Dangerous if used on flammable liquid, energised electrical equipment and cooking oil/fat fires.
		Foam ***					*  Dangerous if used on energised electrical equipment.
		Wet Chemical					Dangerous if used on energised electrical equipment.
		Vaporising Liquid		*	*		Check the characteristics of the specific extinguishant.
		F-500 Suitable for Lithium-ion battery fires		*			*  Disconnect the battery from its charger/power point or cut the power. F-500 is water based and can conduct electricity
		Fire Blanket					Use blanket to wrap around a human torch. Ensure you replace the blanket with a new one after use.
		Fire Hose Reel					Ensure you maintain a clear path between you and the nearest exit.

\* Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have limited extinguishing capability.

\*\*\* Solvents which may mix with water, e.g. alcohol and acetone, are known as polar solvents and require special foam. These solvents break down conventional AFFF.

NOTE: For Class D fires involving combustible metal(s) use only special purpose extinguishers and seek expert advice.

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# First aid/medical

## Activate

- Notify first aid attendant
- First aid attendant to assess situation and render assistance or contact Sonder for medical triage support
- Call Emergency Services, if required

Note: Refer to [Early Care Immediate Injury Management Process](#)

## Specific first aid procedures

- [First aid - body](#)
- [First aid - face](#)
- [First aid - eyes](#)
- [Heat related illness](#)
- [Mental health first aid and suicide](#)
- [Electric shock](#)

## Notify and document

- Notify your manager
- Log incident in WORMS
- Conduct a debrief and learnings session

## Medical Emergency – DRSABCD

<b>D</b>	<b>Danger</b>
	<ul style="list-style-type: none"><li>• Check area is safe for yourself, patient and others.</li><li>• DO NOT touch electric shock victims until power has been safely disconnected or you separate them from the electrical equipment with a non-metallic conduit (e.g. wooden broom or non-metal rope/cable).</li></ul>
<b>R</b>	<b>Response</b>
	<ul style="list-style-type: none"><li>• Check for a response, ask a name, squeeze shoulders.</li></ul>
<b>S</b>	<b>Send for help</b>
	<ul style="list-style-type: none"><li>• Call <b>Emergency Services</b>, dial <b>000</b> (AU) / <b>111</b> (NZ), state "<b>Ambulance</b>" then state <b>your name, building name, address, nearest cross street</b> and <b>description of illness/injury</b>.</li><li>• Do not move the person if possible, provide support until emergency help arrives.</li></ul>

<b>A</b>	<b>Airway</b>
	<ul style="list-style-type: none"><li>• Open the mouth and if airway is blocked, place in recovery position and clear airways with fingers.</li></ul>
<b>B</b>	<b>Breathing</b>
	<ul style="list-style-type: none"><li>• Check for breathing – look, listen, feel.</li><li>• Normal breathing – place in recovery position, monitor breathing.</li><li>• If breathing not normal – commence CPR.</li></ul>
<b>C</b>	<b>CPR</b>
	<ul style="list-style-type: none"><li>• Start CPR – 30 chest compressions: 2 breaths.</li><li>• Continue CPR until help arrives.</li></ul>
<b>D</b>	<b>Defibrillation</b>
	<ul style="list-style-type: none"><li>• Apply defibrillator if available and follow voice prompts.</li></ul>

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# First aid – body



## Exposure to blood and body fluids

1. Responder to wear gloves and goggles
2. Remove contaminated clothing
3. Express wound if puncture has occurred
4. Vigorously wash exposed area with soap and water for one minute
5. Report to manager and seek medical attention if required
6. Log incident in WORMS

## Chemical spills

1. Responder to wear gloves and goggles
2. Remove contaminated clothing immediately including shoes
3. Wash exposed area thoroughly for at least 20 minutes with copious amounts of water
4. Consult safety data sheet (SDS)
5. Report to manager and seek medical attention if required
6. Log incident in WORMS

## Cuts and puncture wounds

1. Responder to wear gloves and goggles
2. If bleeding profusely apply direct pressure using dressing or clothing
3. Elevate injured part
4. Report to manager and seek medical attention if required
5. Log incident in WORMS

## Fire

1. Responder to wear gloves and goggles
2. Roll person on floor to smother flame, smother with blanket or drench with water
3. Dial 000 (AU) / 111 (NZ) or activate fire alarm
4. Report to manager and seek medical attention if required
5. Log incident in WORMS

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For first aid – face see next page



For first aid – eyes see page 12

# First aid – face



## Exposure to blood and body fluids

1. Responder to wear gloves and goggles
2. Remove contaminated clothing
3. Vigorously wash exposed area with soap and water for one minute
4. For mouth splash, rinse mouth with water for five minutes, but do not swallow water
5. Report to manager and seek medical attention if required
6. Log incident in WORMS

## Chemical spills

1. Responder to wear gloves and goggles
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3. Wash exposed area thoroughly for at least 20 minutes with copious amounts of water
4. Consult safety data sheet (SDS)
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## Cuts and puncture wounds

1. Responder to wear gloves and goggles
2. If bleeding profusely apply direct pressure using dressing or clothing
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4. Report to manager and seek medical attention if required
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## Fire

1. Responder to wear gloves and goggles
2. Roll person on floor to smother flame, smother with blanket or drench with water
3. Dial **000** (AU) / **111** (NZ) or activate fire alarm
4. Report to manager and seek medical attention if required
5. Log incident in WORMS

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For **first aid – body** see previous page

For **first aid – eyes** see next page

# First aid – eyes



## Exposure to blood and body fluids

1. Responder to wear gloves and goggles
2. Immediately rinse eyeball and inner surface of eyelid with water for five minutes
3. Forcibly hold eye open to ensure effective wash behind eyelids
4. Report to manager and seek medical attention if required
5. Log incident in WORMS

## Chemical spills

1. Responder to wear gloves and goggles
2. Immediately rinse eyeball and inner surface of eyelid with water for ten minutes
3. Forcibly hold eye open to ensure effective wash behind eyelids
4. Report to manager and seek medical attention if required
5. Log incident in WORMS

## Cuts and puncture wounds

1. Responder to wear gloves and goggles
2. If minor laceration to surrounding eye area then apply direct pressure
3. If more serious then obtain immediate medical attention
4. Report to manager
5. Log incident in WORMS

## Fire

1. Responder to wear gloves and goggles
2. Immediately rinse eyeball and inner surface of eyelid with water for five minutes
3. Forcibly hold eye open to ensure effective wash behind eyelids
4. Report to manager and seek medical attention if required
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For [first aid – body](#) see page 10



For [first aid – face](#) see previous page

# Heat related illness

**Heat-related illness is progressive. If the team member is not treated or remains in a hot environment, it can be fatal.**

**Note on pre-existing medical conditions and medications.** Previous heat-related illness, certain medications and medical conditions can make a person more susceptible to heat related illness and can affect how they can be treated. You should alert them to this risk and monitor them closely as far as is reasonably practicable.

WHAT TO LOOK FOR	WHAT TO DO
<b>DEHYDRATION</b>	
<ul style="list-style-type: none"> <li>Mild to severe thirst (remember that thirst is satisfied before fluid loss is fully replaced).</li> <li>Dry lips and tongue.</li> <li>Slowed mental function and lowered performance.</li> <li>Reduced or dark urine output.</li> </ul>	<ul style="list-style-type: none"> <li>Drink water. Avoid caffeinated, carbonated and alcoholic drinks, and salt tablets.</li> <li>Loosen tight clothing and remove unnecessary clothing, including PPE.</li> <li>In cases of extreme heat or dehydration, replace electrolytes.</li> <li>Seek medical advice if symptoms don't improve or are severe.</li> </ul>
<b>HEAT RASH</b>	
<ul style="list-style-type: none"> <li>Itchy rash with small raised red spots on the face, neck, back, chest or thighs.</li> </ul>	<ul style="list-style-type: none"> <li>Move to a cooler, less humid environment.</li> <li>Keep the affected area dry and remove unnecessary clothing, including PPE.</li> <li>Apply a cold compress.</li> <li>Seek medical advice if symptoms don't improve.</li> </ul>
<b>HEAT CRAMPS</b>	
<ul style="list-style-type: none"> <li>Painful and often incapacitating cramps in muscles, particularly when undertaking demanding physical work.</li> </ul>	<ul style="list-style-type: none"> <li>Stop activity and rest quietly in a cool place until recovered.</li> <li>Drink an electrolyte solution.</li> <li>Seek medical advice if symptoms don't improve.</li> </ul>
<b>Fainting</b>	
<ul style="list-style-type: none"> <li>Fainting (heat syncope) can occur while standing or rising from a sitting position.</li> </ul>	<ul style="list-style-type: none"> <li>Lie the person flat immediately with their legs slightly raised.</li> <li>Do not raise the head.</li> <li>Treat as for heat stroke and follow medical advice.</li> <li>Seek medical advice.</li> </ul>

**Continued  
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# Heat related illness continued

WHAT TO LOOK FOR	WHAT TO DO
<b>HEAT STROKE</b>	
<ul style="list-style-type: none"> <li>• Dehydration, thirst, and reduced or dark urine output.</li> <li>• Sweating.</li> <li>• The person stops sweating.</li> <li>• Skin can be pink, warm and dry, or cool and blue.</li> <li>• High body temperature above 39 degrees Celsius.</li> <li>• Weakness or fatigue.</li> <li>• Cramps.</li> <li>• Pounding, rapid pulse.</li> <li>• Headache, dizziness and visual disturbances.</li> <li>• Muscle cramps.</li> <li>• Nausea and/or vomiting.</li> <li>• Clumsiness or slower reaction times.</li> <li>• Disorientation or impaired judgement.</li> <li>• Tingling or numbness in fingers or toes.</li> <li>• Rapid or short breathing.</li> <li>• Rapid weak pulse or heart palpitations.</li> <li>• Vomiting or an unwillingness to drink.</li> <li>• Irritability and mental confusion.</li> <li>• Collapse, seizures and unconsciousness.</li> <li>• Cardiac arrest. Can be characterised by unconsciousness, stopped breathing and no pulse.</li> </ul>	<ul style="list-style-type: none"> <li>• Call for an ambulance immediately – heat stroke is a medical emergency Call <b>000</b> (AU) or <b>111</b> (NZ).</li> <li>• Ensure that the ambulance is updated if the person experiences seizures or becomes unconscious.</li> <li>• Follow all directions given by the ambulance operator.</li> <li>• If cardiac arrest occurs, follow <a href="#"><u>DRSABCD action plan</u></a>.</li> <li>• While waiting for the ambulance: <ul style="list-style-type: none"> <li>◦ Move the worker to a cool place with circulating air.</li> <li>◦ Remove unnecessary clothing, including PPE.</li> <li>◦ Loosen tight clothing.</li> <li>◦ If practicable and safe to do, immersion in a bath of cold water is the most effective means for cooling a person.</li> <li>◦ Immerse the person (whole-body from the neck down) in a bath of cold water (preferably 1–7°) for 15 minutes. Continuously observe the person to ensure an open airway in case of any change in their level of consciousness.</li> <li>◦ If a cold bath is not available, or is not reasonably practicable or safe to use, use a combination of the following as available: Cool the person by splashing cool or cold water on their skin or sponging their skin with a damp cloth.</li> <li>◦ Make a wind tunnel by suspending sheets around, not on, the person's body. Use a fan to direct gentle airflow over the person's body.</li> <li>◦ Apply cold packs or wrapped ice to the person's neck, groin and armpits.</li> <li>◦ If the person is fully conscious sit them up to facilitate drinking and provide cool fluid to drink.</li> <li>◦ Provide an electrolyte solution with sugar. Do not attempt to give oral fluid if the person is not fully conscious.</li> <li>◦ Shivering is an automatic muscular reaction which warms the body. It will make the body temperature rise even further. If the person starts shivering, stop cooling immediately and cover them until they stop. Once they have stopped recommence first aid treatment.</li> </ul> </li> </ul>

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# Cold related illness

## First Aid – Cold related illness

Team members who are exposed to extreme cold or work in cold environments may be at risk of cold stress. Without proper clothing and shelter a person could be susceptible to cold-related illnesses. Symptoms can vary depending on how long the person has been exposed to the cold temperatures. If the team member is not treated or remains in extreme cold environment, it can be fatal.

SYMPTOMS	FIRST AID
<b>CHILBLAINS</b>	
<p><b>Caused by the repeated exposure of skin to temperatures just above freezing. The cold exposure causes damage to the capillary beds (groups of small blood vessels) in the skin (redness and itching). Typically occurs on cheeks, ears, fingers and toes</b></p>	
<ul style="list-style-type: none"> <li>• Redness</li> <li>• Itching</li> <li>• Possible blistering</li> <li>• Inflammation</li> <li>• Possible ulceration in severe cases</li> </ul>	<ul style="list-style-type: none"> <li>• Avoid scratching</li> <li>• Slowly warm the skin</li> <li>• Use corticosteroid creams to relieve itching and swelling</li> <li>• Keep blisters and ulcers clean and covered</li> </ul>
<b>FROSTBITE</b>	
<p><b>An injury to the body that is caused by freezing. It causes a loss of feeling and colour in the affected areas, most often the nose, ears, cheeks, chin, fingers or toes</b></p>	
<ul style="list-style-type: none"> <li>• Reduced blood flow to hands and feet</li> <li>• Numbness</li> <li>• Tingling or stinging</li> <li>• Aching</li> <li>• Bluish or pale, waxy skin</li> </ul>	<ul style="list-style-type: none"> <li>• Get the person into a warm room</li> <li>• Unless absolutely necessary, do not walk on frostbitten feet or toes – this increases the damage</li> <li>• Immerse the affected area in warm - no hot water (the temperature should be comfortable to the touch for unaffected parts of the body)</li> <li>• Warm the affected area using body heat; i.e. the heat of an armpit can be used to warm fingers</li> <li>• Do not rub or massage the frostbitten area</li> <li>• Do not use a heating pad, heat lamp, or the heat of a stove, fireplace or radiator for warming. Affected areas are numb and can be easily burned</li> <li>• Seek medical advice if symptoms don't improve or are severe</li> </ul>
<b>HYPOTHERMIA</b>	
<p><b>When the body temperature is too low. Prolonged exposure to cold temperatures, the body begins to lose heat faster than it can produce which affects the brain making the person unable to think clearly or move well</b></p>	
<ul style="list-style-type: none"> <li>• Shivering</li> <li>• Exhaustion or feeling very tired</li> <li>• Confusion</li> <li>• Fumbling hands</li> <li>• Memory loss</li> <li>• Slurred speech</li> <li>• Drowsiness</li> </ul>	<ul style="list-style-type: none"> <li>• Get the person into a warm room or shelter</li> <li>• Remove any wet clothing</li> <li>• Warm the centre of the body – chest, neck, head and groin – using blankets, clothing, towels or sheets</li> <li>• Warm drinks can help increase body temperature, but not alcoholic drinks</li> <li>• Seek medical advice if symptoms don't improve or are severe</li> </ul>
<b>TRENCH FOOT</b>	
<p><b>Also known as immersion foot, an injury of the feet resulting from prolonged exposure to wet and cold conditions, if the feet are constantly wet</b></p>	
<ul style="list-style-type: none"> <li>• Reddening of the skin</li> <li>• Numbness</li> <li>• Leg cramps</li> <li>• Swelling</li> <li>• Tingling pain</li> <li>• Blisters or ulcers</li> <li>• Bleeding under the skin</li> <li>• Gangrene (foot may turn dark purple, blue or grey)</li> </ul>	<ul style="list-style-type: none"> <li>• Remove shoes/boots and wet socks</li> <li>• Dry the feet</li> <li>• Avoid walking on feet, this may cause tissue damage</li> <li>• Seek medical advice if symptoms don't improve or are severe</li> </ul>

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# Mental health first aid and suicide response

## If the person IS NOT in crisis

If the person is not in crisis (i.e. you think you could safely leave them alone), ask them how they are, let them know you are here to talk if they would like to, and that you would be happy to help them get some support.

Please remember **three key actions:**

- 1 Show you care**
- 2 Ask the question -**  
How are you feeling?
- 3 Call for help**

### Non-crisis situation – they should:

- Call their GP
- Call their manager or team leader
- Access Medical, Safety and Wellbeing Support via the **Sonder app**

## If the person IS in crisis

If you are not happy to leave them alone, **this is a crisis situation**. You need to link them with professional help immediately. If you think someone might be at risk of **suicide** or that they might be feeling suicidal, please remember **three key actions:**

- 1 Show you care**
- 2 Ask the questions -**  
How are you feeling?  
Are you thinking about suicide?
- 3 Call for help**

### Crisis situation – you take over and call:

- **000** (AU) / **111** (NZ) (police or ambulance)
- Reach out to Medical, Safety and Wellbeing Support 'Urgent help options' via the **Sonder app**
- Crisis Assessment and Treatment Team (CATT) **1300 659 467** (AU) / **0800 611 116** (NZ)
- Lifeline **13 11 14** (AU) / **0800 543 354** (NZ)



### Download the Sonder App

Immediate support with chat or call options in App



# Snake Bite



## 1. REST

Keep the person at rest, assured and under observation.



## 2. CALL 000.

Get medical aid to the person as soon as possible.



## 3. DRSABCD.

Follow basic life support (DRSABCD).



## 4. BANDAGE.

If bitten on limb, apply a pressure immobilisation bandage over the bite site. This should be firm but not overly tight.



## 5. SECOND BANDAGE.

With a second roller bandage, start at the extremity of the limb and roll upwards, covering as much of the limb as possible.



## 6. IMMOBILISE.

The limb should be immobilised with a splint or sling and a mark placed over the bite site so hospital staff can find it.



## 7. DON'T WASH.

Don't wash venom off the skin as it will help identify the snake and which anti-venom is required.

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incl. LPG,  
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# Electric shock

## Incident occurs involving an actual or suspected electric shock

1. Check for hazards before approaching the injured person.
2. Separate the person from the source of electricity as soon as **SAFELY** possible (e.g. turn power off at plug or switchboard).
3. **NEVER** touch the person receiving the electrical shock until you are sure they have been separated from the source of the electricity.
4. Protect the affected person and bystanders from risk of further electric shock.
5. Provide immediate first aid ([refer to page 10 in this manual](#)) and provide care for the person.
6. Affected person to seek medical attention for abnormalities with their cardiac function (heart). Not required if deemed static shock, i.e. walking on carpet and touching metal object.
7. Tag equipment involved or suspected to be involved with 'OUT OF SERVICE'.
8. Contact Line Manager to advise of the incident.
9. Enter incident in WORMS.
10. Contact Property FM to have the faulty equipment repaired or replaced.

In the event of any actual or suspected electric shock, the safety of the responding team member is of the utmost importance.

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# Bomb threat

## Activate

- Remain calm.
- Refer to the specific emergency procedure
  - Bomb Threat (see below)
  - [Bomb Threat checklist](#)
  - [Suspicious Package](#)
- Call Emergency Services, dial **000** (AU) / **111** (NZ), provide site address details. Follow evacuation procedure.

**Do not use a mobile phone or set off the fire alarm – may trigger an explosion. Use a landline phone and always treat the threat as genuine.**

## Written Bomb Threat

- Remain calm.
- Minimise handling of the document containing the threat and envelope it was delivered in.
- Preserve evidence, such as the threat document and envelope by placing them in a plastic pocket or bag.
- If received electronically, take steps to secure the information, such as saving and printing.

## Telephone Bomb Threat

- Remain calm.
- Keep the caller talking (do not hang up even if the call has ended) as this may assist in tracing the call.
- Do not do or say anything that may encourage irrational behaviour.
- Note anything about the caller [on the checklist overleaf](#):
  - age, gender, race
  - accent
  - speech
  - background noise
- Ask questions and record details in this table >>

## Emergency Services

When safe to do so, contact Emergency Services, Dial **000** (AU) / **111** (NZ), state **your name, building name, address, nearest cross street and description of threat**.

## Evacuate

- Refer to [Evacuation Procedure](#) if required to evacuate.
- Leave windows and doors open.

Remember: **stay calm** and don't hang up.

## Notify and Document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

## Questions to ask

Where exactly is the bomb?	
What does it look like?	
What time will it explode?	
What will make the bomb explode?	
Who put the bomb there?	
What kind of device is it?	
Why was it put there?	
Where are you calling from?	
Can I have your name and contact details?	

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# Bomb threat checklist

## Caller's voice

Tick any descriptions that apply

Calm	<input type="checkbox"/>	Normal	<input type="checkbox"/>	Soft	<input type="checkbox"/>	Lisp	<input type="checkbox"/>
Angry	<input type="checkbox"/>	Distinct	<input type="checkbox"/>	Loud	<input type="checkbox"/>	Raspy	<input type="checkbox"/>
Excited	<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Laughter	<input type="checkbox"/>	Deep	<input type="checkbox"/>
Slow	<input type="checkbox"/>	Nasal	<input type="checkbox"/>	Crying	<input type="checkbox"/>	Ragged	<input type="checkbox"/>
Rapid	<input type="checkbox"/>	Stutter	<input type="checkbox"/>	Disguised	<input type="checkbox"/>	Accent	<input type="checkbox"/>
Familiar	Who?						

## Background noises

Tick any descriptions that apply

Street noise	<input type="checkbox"/>	Machine	<input type="checkbox"/>	Music	<input type="checkbox"/>	Local	<input type="checkbox"/>
Crockery	<input type="checkbox"/>	Animals	<input type="checkbox"/>	House noise	<input type="checkbox"/>	Overseas	<input type="checkbox"/>
Voices	<input type="checkbox"/>	Clear	<input type="checkbox"/>	Motor	<input type="checkbox"/>	Office	<input type="checkbox"/>
PA system	<input type="checkbox"/>	Static	<input type="checkbox"/>	Mobile phone	<input type="checkbox"/>	Other	<input type="checkbox"/>

## Threat language

Tick any descriptions that apply

Well spoken/ educated	<input type="checkbox"/>	Message read	<input type="checkbox"/>
Foul	<input type="checkbox"/>	Incoherent	<input type="checkbox"/>
Taped	<input type="checkbox"/>	Irrational	<input type="checkbox"/>

## Other

Length of call	
Number call was received on	
Date	
Your name	
Your contact number	

### After the caller has terminated the conversation:

Contact the Person in Charge, and follow their instructions.

Do not advise anyone else unless instructed by the Person in Charge.

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# Suspicious packages

## A suspect package may have one or more of the following characteristics:

- oily stains, discolourations or odour
- appears to contain powdery substance
- is unusually heavy
- is in a lopsided or uneven envelope
- has wires or aluminium foil sticking out
- has unnecessary security material (e.g. masking tape)
- is ticking or making a noise
- is left unattended in a public area.

If you think you have received a suspect package, **do not open it.**

## Actions to take

- Do not further disturb or open the package.
- Tell the Manager on Duty, who will assume control of the situation.
- Evacuate the immediate area.
- Call Emergency Services **000** (AU) / **111** (NZ).
- Limit exposure to the package by closing off the room (doors and windows), and shutting down the building's ventilation system if possible.
- Evacuate site only after directed to by police or Line Manager, Asset Protection Manager or Health & Safety Manager.
- If anyone has been exposed to a powder:
  - do not touch your eyes, nose or any other part of your body
  - do not spread the powder by dusting yourself off
  - if possible, wash your hands thoroughly with soap and water
  - make a list of all the people who had actual contact with the powder.

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# Structural failure

e.g. collapse or partial collapse of walls, ceiling, wall bay, roof, Dexion racking, etc.

## Remove

- Anyone in immediate danger, call for help.
- Move injured persons only if safe to do so.

## Make safe

- Warn other people within the vicinity.
- Once injured and nearby people are safe, close the entire site.

## Activate

- If required call **Emergency Services, DIAL 000** (AU) / **111** (NZ), state relevant emergency service, then state **your name, building name, address, nearest cross street and details of incident**.
- Contact your line manager per flow chart in Step 3 of the 'Process for shutting site due to emergency'

## Preserve the scene

- Line Manager to advise person in charge of next steps including if preservation of the scene until released by Regulator or Line manager.
- Site can be preserved by isolating the area using physical barriers, keeping the area where the incident occurred closed or keeping the entire site closed.

## Notify and document

- Contact Line Management per flow chart in Step 3 of the 'Process for shutting site due to emergency'.
- Notify Property FM.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

Use Process for shutting site due to emergency to guide immediate response.  
**Preserve the scene** until authorised to release.

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# Hazardous substance

e.g. asbestos, chemical spill, gas leak etc

## Remove

- Anyone in immediate danger, call for help.
- Move injured persons only if safe to do so.

## Activate

- Warn other people within the vicinity.
- If required call **Emergency Services, DIAL 000** (AU) / **111** (NZ), state relevant emergency service, then state **your name, building name, address, nearest cross street and details of incident**.
- If not required to call Emergency Services, contact your manager, and/or Property FM.
- For a gas leak or chemical spill, **DO NOT** activate building alarm, **DO NOT** use mobile phones or electronic equipment.
- If a 'rotten egg' smell is detected at a Supercheap Auto site, the source may be an overcharged battery. Immediately remove team members from the area, turn off the battery charger and open all nearby windows and doors. Wait for a minimum of 10 minutes before opening the charger station door and then another 10 minutes to allow the gas to dissipate through the opened windows and doors. Refer to the Battery Charging SWP for guidance.
- For asbestos, do not disturb suspect material/item.

## Isolate

- Isolate the area to minimise the risk of injury to anyone in the area.
- Isolate the source of the incident, close doors (if safe to do so).
- Turn off ignition sources (if safe to do so).
- Do not touch suspect material.

## Identify

- Identify hazardous substance if possible/ consult the Safety Data Sheet (SDS) or phone the supplier.
- **DO NOT RE-ENTER THE AREA** without protective equipment as appropriate to the incident.
- Where a person is affected by a hazardous substance, refer to [medical emergency procedure](#).

## Spill kits

- Use the spill kits to contain the hazardous substance and prevent from spreading (if trained and it is safe to do so).
- Wash down equipment and people involved when finished.
- Dispose of hazardous waste as per Safety Data Sheet (SDS) requirement.

## Evacuate

- Evacuation may be necessary, refer to evacuation procedures.

## Notify and document

- Notify manager.
- Notify Property FM.
- Log incident in WORMS.
- Conduct a debrief and learnings session.
- Order replacement supplies for Spill Kit if required.

Refer to [ChemAlert](#) to search for SDS for advice or details of chemical properties if required.

Fire & smoke incl. LPG, Lithium-Ion

Fire extinguishers

First aid – medical

First aid – body

First aid – face

First aid – eyes

Heat / Cold related illness

Mental health first aid and suicide response

Snake Bite

Electric shock

Bomb threat

Bomb threat checklist

Suspicious packages

Structural failure

Hazardous substance

Handling Narcotics on Site

Electrical/ power interruption/loss

Gas Leaks

Use CLEAR to de-escalate

Acts or threats of violence

Theft/ shoplifting

Break and enter

In-store demonst- ration/ protest

Armed robbery

Active armed offender (terror event)

Hostage event

Improvised explosive device

Extortion

Adverse weather/ floods/bushfire

Adverse weather/ floods/bush fire checklist

Flood clean-up

Earthquake

Tsunami

Evacuation

PEEP form

Lock down

Site/store closure checklist

# Handling Narcotics on Site

e.g. tablets, powders, green leafy material, smoking pipe, etc

## Handling

- If possible, wear disposable gloves when handling suspected items of narcotics
- Place in a clean clearly labelled disposable bag or envelope (label with; date, time, place it was found, action taken, next steps)
- Wash hands after placing the suspected item(s)
- Dispose of gloves in general waste bin
- Place suspected item in the safe (do not place in filing cabinet or any other area)

## Notify and document

- Notify manager immediately
- Notify Police – once the items are secured in the safe call Police and notify them of suspected narcotics
- Log incident in WORMS – as a Hazard, then select; Chemical > Hazardous Substances

## Disposal / Collection

- If the police attend site to collect the suspected narcotics, take them to the office and allow them to take the bag or suspect item/s out of the safe – don't walk the bag through the store to the Police
- If the police inform you to dispose of the suspected narcotics, have TWO Team Members (including one member of management) as witnesses to carry out the disposal.
- Team member who handles the item should wear disposable gloves, remove the suspected narcotics from the clean bag/envelope and flush it down the toilet. DO NOT THROW INTO THE RUBBISH BIN
- Dispose of the clean bag and disposable gloves in the rubbish bin
- DO NOT TAKE THE SUSPECTED NARCOTICS/ITEMS TO THE POLICE STATION



## Needles/Syringes

If you come across needles/syringes or sharp objects that may have been exposed to body fluids, refer to the "[Standard Work Procedure – Disposal of Needles/Syringes/Broken Glass](#)" on BASIL

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
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Electric shock
Bomb threat
Bomb threat checklist
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Structural failure
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Break and enter
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# Electrical/power interruption/loss

## Equipment – electric isolation faulty electrical

- Identify energy sources and other hazards.
- Disconnect power, **DO NOT** touch other equipment, unless safe to do so.
- Add a 'Do Not Operate' tag to the equipment, completing details on tag
- Notify affected people.
- Notify Property FM and/or IS Experience (after hours).
- Only the person that applied the 'Do Not Operate' tag can remove it, following assessment and 'all clear' by qualified electrician.
- Log incident in WORMS.

## Power interruptions/loss

- Assess risk to team members and customers if site continues to trade.
- Contact line manager. Determine if site is to continue to trade or be closed until power is restored.
- Report to Property FM.
- Check someone remains with disabled persons (if required).
- Treat electrical equipment as live, as power may be restored at any time without notice.
- **DO NOT touch electrical switchboards**, only qualified persons are authorised to access.
- If evacuation is necessary, refer to evacuation procedures.
- Keep refrigerators and freezers closed during an outage.
- Log incident into WORMS.

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# Gas leaks

## Gas leak from a customer cylinder/bottle during decanting process

Leak detected during Test Fill:

### A) Check the area

- Keep bystanders and vehicles away and upwind of the leak
- Erect a 5m hazardous zone, where there are no ignition sources entering, using safety equipment if required to barricade area
- Parked vehicles are not to start ignition within 5m hazardous zone

### B) Allow cylinder to vent

- Once 5m hazardous zone is clear, slowly turn liquid/bleeder valve open, allowing the gas to vent under supervision of a team member
- Once cylinder/bottle is empty, the odour has gone, the flow of gas has stopped, check for bubble by spraying the valve with soapy water.

**NEVER PLACE CUSTOMERS' GAS CYLINDER/BOTTLE UPSIDE DOWN IN A BODY OF WATER!**

### C) Inform Person in Charge

- Once hazardous zone erected, promptly inform another team member or Person in Charge a leak is occurring and return to gas cylinder immediate

### D) Inform Customer:

- Their cylinder/bottle has a leak and gas must be vented before transporting, it is not permitted to travel with a leaky cylinder
- Recommend they take the cylinder to a registered cylinder test station to be tested
- Offer the customer a solution to replace the cylinder
- Tag the cylinder 'out of service' and return it to the customer

### E) Report the incident in WORMS

Leak detected After fill:

### A) Check the area

- Keep bystanders and vehicles away and upwind of the leak
- Erect a 5m hazardous zone around the cylinder/bottle, where there are no ignition sources entering, using safety equipment if required to barricade area
- Parked vehicles are not to start ignition within 5m hazardous zone

### B) Inform Person in Charge

- Once hazardous zone erected, promptly inform another team member or Person in Charge a leak is occurring and return to gas cylinder/bottle immediately so they can call **000**

### C) Call **000**

- Inform them:
  1. "a customer cylinder leak is occurring and a 5m hazardous zone has been erected around the cylinder/bottle and a team member is supervising the cylinder/bottle whilst it is emptying"
  2. the size of the cylinder/bottle,
  3. the age of the cylinder/bottle,
  4. where the cylinder/bottle is being vented,
  5. approx. how long it has been leaking for

This information will help assure the fire services controls are in place and no person is in direct harm of the leak. They will then determine if they need to attend the site or not

### D) Allow cylinder to vent – while **000** is being called

- Once 5m hazardous zone is clear, open the main valve, allowing the gas to vent under supervision of a team member
- Once cylinder/bottle is empty, the odour has gone, the flow of gas has stopped, check for bubble by spraying the valve with soapy water.

**NEVER PLACE CUSTOMERS' GAS CYLINDER/BOTTLE UPSIDE DOWN IN A BODY OF WATER!**

### E) Inform Customer:

- Their cylinder/bottle has a leak and gas must be vented before transporting, it is not permitted to travel with a leaky cylinder
- Recommend they take the cylinder to a registered cylinder test station to be tested
- Offer the customer a solution to replace the cylinder
- Tag the cylinder 'out of service' and return it to the customer

### F) Report the incident in WORMS



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Bomb threat checklist
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## Gas leak detected with SWAP'n'GO cylinder/bottle

- Fully close the valve to stop the leak where possible and if safe to do so
- If it is not possible to stop the leak, remove the bottle carefully to a safe outdoor location. Keep the leak uppermost so that only gas and not liquid escapes
- Keep bystanders and vehicles away and upwind of the leak
- Erect a 5m hazardous zone around the cylinder/bottle, where there are no ignition sources entering, using safety equipment if required to barricade area
- Parked vehicles are not to start ignition within 5m hazardous zone
- Once hazardous zone erected, promptly inform another team member or Person in Charge a leak is occurring and return to gas cylinder immediate
- Call SWAP'n'GO **1800 819 783** and provide; location, contact information and classification of leak
- Follow advice provided by the SWAP'n'GO specialist
- The cylinder/bottle may be best left secure in the SWAP 'n' GO Cage or may require isolation in an open area
- Once fully vented and safe to do so, tag the faulty bottle and isolate (within the SWAP 'n' GO cage)
- Report the incident in WORMS

## Gas leak from a supply cylinder/bottle (i.e. Origin cylinder):

- Close supply valve if safe to do so, wearing gloves and cotton sleeves
- Keep bystanders and vehicles away and upwind of the leak
- Parked vehicles are not to start ignition, until area is made safe
- Isolate ignition sources
- Call **000** (Fire Service) to help secure the hazardous zone and make area safe
- Call Origin **1800 808 526** to report the leak, informing them of where the leak may be coming from and request their attendance to assess the cylinder/bottle
- Fire services will also attempt to isolate the cylinder/bottle, to stop the leak
- If they are unable to isolate the leak, call Origin a second time to advise them an urgent response by a technician is required
- Contact Area / Regional Manager to inform them of the incident
- Report incident in WORMS - Incident New and select 'Liquified Petroleum Gas (LPG)' under 'What did the incident involve' and complete the LPG selection
- If the media are present at any time of the leak, please inform your Area Manager and refrain from making any comments.

## Gas leak from faulty decanting hose:

- Release the spring-loaded handle on the Deadman's valve.
- Close the supply cylinder/bottle valve and customer cylinder/bottle valve if safe to do so
- Isolate ignition sources
- Keep bystanders and vehicles away
- Keep upwind of the leak
- Allow the decanting hose to vent, and then disconnect it from both the customer and supply cylinders/bottles
- Attach "Do Not Use" tag to the hose and advise the responsible person on site that the hose is unserviceable
- Contact Origin on **13 35 74** to order a new hose
- Report incident in WORMS

# Use CLEAR to de-escalate

The CLEAR module helps us to de-escalate customer aggression situations - in fact these skills are transferrable to any conversation.



## Compassion

Compassion helps you recognise when a customer might need help or support and compels you to act. Instead of waiting for customers to approach you, proactively look for opportunities to assist our customers.



## Listening

Customers communicate through their body language, eye contact and tone of voice. Even when customers can't find the right words to express themselves, their body language can still communicate their feelings.



## Empathy

Empathy can help you imagine what someone else might be thinking and how they could be feeling. You can use Empathy to connect with both our customers and fellow team members.



## Acceptance

Remain neutral by putting your personal beliefs, biases and expectations aside. A customer might do or say things you personally disagree with, and that's OK. We each have our own lifestyles and personal beliefs.



## Real

Customers can usually tell when someone's reading from a script or manual. Real human interactions can help you show customers that you are there to help. Being Real can reduce the chances of an unhappy customer becoming abusive.

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In-store demonst- ration/ protest
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# Acts or threats of violence

Acts of Violence to self or others may include assault, robbery, armed hold ups, terrorism and building invasion

## Activate

- Remain calm.
- DO NOT panic or shout.
- AVOID eye contact.
- DO NOT argue or provoke the aggressor.
- Follow instructions of the aggressor.
- In a robbery, hand over whatever is requested.
- DO NOT try to restrain the aggressor, DO make it easy for the person to leave the building.
- Observe the aggressor for physical features, clothing worn, voice, weapons, anything touched or taken, escape route and vehicle.
- DO NOT follow the aggressor.
- If required call **Emergency Services, DIAL 000 (AU) / 111 (NZ)**, state **your name, building name, address, nearest cross street and details of incident**.
- If safe to do so, remove some people from the situation.

## Lock down

- A lock down may be required in situations where it is safer for people to remain inside, such as terrorism or an incident in your vicinity which may pose a risk.
- Refer to Lock down Procedures.

Remember: the primary objective of police is to secure your safe release as quickly as possible.

## Notify and document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

Upset after dealing with an aggressive customer?

Sonder can help you stay safe through any challenging customer interactions

Hi Alex, get support 24/7

Scan to download the Sonder app

Sonder. Right care, right time.  
sonder.co

# Theft/shoplifting

**The number one priority  
when you suspect someone of  
shoplifting is your safety.**

**To prevent the situation escalating:**

- offer outstanding and genuine customer service
- remember your tone and body language
- never try to block an offender from leaving the store. The quicker they leave, the less risk
- don't touch or attempt to detain an offender
- do not follow or chase an offender outside the store.

**For your own safety:**

- allow the suspect to leave the site freely
- never follow the suspect outside.

**No amount of stock is worth  
your safety and wellbeing.**

## Notify and document

- Notify your manager.
- Report to Police **131 444** (AU) or **105** (NZ)
- Log incident in WORMS.
- Conduct a debrief and learnings session.

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# Break and enter

## In the event of an alarm activation at your site:

- Security company will attend site.
- The nominated key holder who is contacted by security must attend the site.
- At the site, the key holder must not enter the building until the police or security company escort arrives.

## Break and enter confirmed

**You must not enter the store alone.** Your safety must be your first consideration.

Contact Line Manager and confirm break-in.

- Contact local police (if not already on site) to report break-in.
- Assess and note damage and stolen stock, take photos.
- Isolate the point of entry and area interfered with by the offenders, as police may wish to do a forensic review.
- Advise Line Manager and police details of assessment.
- Follow any directions from police or Line Manager or Health & Safety team.
- If required, contact Property FM to report building damage.

## No indication of a break-in

- Follow any directions from security company.
- Check site is secured and re-alarmed before leaving.
- Log incident in WORMS.

## Notify and document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

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# In-store demonstration/ protest

## Disturbance in the store

A disturbance is an activity organised to disrupt trading in your store by an unruly individual or group. Key principles are:

- Person in Charge to approach protesters and politely introduce him/herself to the lead person.
- Ascertain what their intention is and how long they intend on being at the store.
- Where possible, obtain a copy of any flyers being handed out to customers.
- Politely request that they leave the store.
- Do not allow team members to become involved in the disturbance.
- Do not comment on the disturbance to the media or allow team members to do so.
- Try, where possible and safe, to maintain normal trading and operational activities.
- If they refuse to leave contact local police immediately.
- Report the incident to Line Manager.
- Log incident in WORMS.

## Disturbance outside the store

- Person in Charge to approach protesters and politely introduce him/herself to the lead person.
- Ascertain what their intention is and how long they intend on being at the store.
- Where possible obtain a copy of any flyers being handed out to customers.
- If they are blocking access to the store politely request that they desist.
- Do not allow team members to become involved in the disturbance.
- Do not comment on the disturbance to the media or allow team members to do so.
- Try, where possible and safe, to maintain normal trading and operational activities.
- If they refuse to allow customers into the store contact local police immediately.
- Report the incident to Line Manager.
- Log incident in WORMS.

## Notify and document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

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# Armed robbery/robber

## Armed robbery procedure

### CALM

- Remain calm.
- Stand side-on to the robber in a submissive position.

### COOPERATE

- Do precisely as instructed.
- Keep hands open and in full view.
- Don't chase the offender.

### OBSERVE

- Only if you can do so safely. Things you can look for are; hair colour, height (marking on the doorway), weight, clothing, race, age, type of weapon, scars, tattoos.

### CONSERVE

- Conserve the crime scene.
- Close premises after the offender leaves.

No amount of money  
is worth a human life.

## After the event

**The following procedure should commence immediately after the robber has left and it is safe:**

1. Call Police on **000** (AU) / **111** (NZ).  
Advise your Line Manager.
2. Provide first aid to the injured.
3. Close the premises to preserve the site.  
Await further instructions from police, Line Manager or Asset Protection.
4. Conserve the scene of the crime for evidence.
5. Obtain the names and addresses of any witnesses and request they remain until police arrive.
6. Have witnesses complete witness statements in isolation from other witnesses.
7. Log incident in WORMS.
8. Engage Medical, Safety and Wellbeing Support via the **Sonder app** to provide counselling support.

Do not discuss the value  
of property/money stolen.  
Do not make statements to the media.

## Notify and document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.



**Download the Sonder App**

Immediate support with  
chat or call options in App



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# Active armed offender (terror event)

## Run

### Under immediate attack

- Take cover initially, but attempt to leave the area as soon as it is safe to do so.
- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

### Nearby attack

- Leave the area immediately and move quickly from where the attack is located, but only if safe to do so.
- If possible, close and lock entry doors/shutters. If advised to lock down follow the Lock Down Procedure.

## Hide

- If you don't believe you can safely evacuate, then you may need to consider sheltering in place.
- Avoid congregating in open areas.
- Consider locking or barricading yourself and others in a room or secure area.
- Secure your immediate environment.
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities or you have to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Try to contact police on **000** (AU) / **111** (NZ) or others to advise your location.
- Choose a location that may enable access to a more secure location.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

## Tell

The more information you can pass onto police, the better. If it is safe to do so, think about obtaining the following information:

- exact location of the incident,
- description of the offender(s) and whether they are moving in any particular direction,
- details of any weapons being used,
- number of people in the area and any that may have been injured,
- the motive or intent of the offenders (if known or apparent).

Provide this information immediately via **000** (AU) / **111** (NZ) if this can be achieved safely. You may be asked to stay on the line.

Police may initially move past you in search of the offender(s).

## Notify and document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.



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Immediate support with chat or call options in App



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# Hostage event

## Calm

- Remain calm.

## Cooperate

- Follow the directions of the offender(s).
- The offender may react explosively and could become violent or abusive.

## Do not:

- Patronise, yell or argue with the offender.
- Joke or be sarcastic with the offender.
- Make provocative remarks toward the offender.
- Try to negotiate with the offender.

**Remember: the primary objective of police is to secure your safe release as quickly as possible.**

Dial **000** (AU) / **111** (NZ) or Line Manager if safe to do so.

The safety of team members and customers is the primary objective.

## Notify and document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.



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In-store demonst- ration/ protest
Armed robbery
Active armed offender (terror event)
<b>Hostage event</b>
Improvised explosive device
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# Improvised explosive device (IED)

## If you are in a building at the time of an attack

- Get under a sturdy object if items are falling around you.
- Exit as quickly as possible, without stopping to retrieve personal items or make phone calls.
- Help others leave the area if possible.
- Be aware of falling objects and weakened structures.

## Once outside

- Move away from windows, glass doors or other hazardous material.
- Use caution to avoid debris that may be hot or sharp.
- Continue to move away from the blast site and look for emergency personnel.
- Be aware of secondary explosions.
- Limit the use of mobile phones.

## If you become trapped

- Cover your nose and mouth with anything you have on hand to avoid dust or other hazardous materials.
- Avoid unnecessary movement so you don't kick up dust.
- If possible, signal your location by tapping or banging on available objects.
- Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust and drain your energy.

### Try to remain calm.

If you find a suspected device, do not touch, tilt or otherwise interfere with it.

**Call 000 (AU) or 111 (NZ) immediately.**

## Notify and document

- Notify your manager.
- Notify Property FM to report any damage to building.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
Mental health first aid and suicide response
Snake Bite
Electric shock
Bomb threat
Bomb threat checklist
Suspicious packages
Structural failure
Hazardous substance
Handling Narcotics on Site
Electrical/power interruption/loss
Gas Leaks
Use CLEAR to de-escalate
Acts or threats of violence
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# Extortion

## Extortion is defined as:

An attempt to obtain cash or any other benefit from the company by illegal means.

- The initial extortion threat may be made in several ways including a letter, email or phone call:
  - If the threat is received by letter, place it (and the envelope) into a plastic bag. Record the details of who has handled it.
  - If the threat is received by email, do not open any attachments or links.
  - If the threat is received by phone, immediately note down everything that is said.
- Then:
  - Contact your Line Manager and Asset Protection Team.
  - At no time should anyone, including team members, be told that an extortion threat has been received.
  - Should a team member be the person that received the threat they should be cautioned about not discussing the matter.

**Treat the matter with urgency.**

## Notify and document

- Notify your manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

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# Adverse weather/floods/bush fire

May include events such as severe storms/cyclone

## Before the event

The Person in Charge is to check:

- Line Manager is aware of the situation.
- Senior site team members are aware of site emergency procedures (including shutdown and evacuation).
- Clear area external to the site/store and remove any flammable or other hazardous materials.
- The situation is monitored (e.g. tune into official warnings i.e. [The Bureau of Meteorology \(AU\)](#) or [Metservice \(NZ\)](#) for warnings on natural hazards. Other authorities like police, fire and ambulance websites and tuning into ABC radio may be a good source for warnings and will provide guidance on how to prepare and when and if it is safe to leave) and they are prepared to act if situation escalates.
- Contact details of team members are current and available.
- Refer to the [Adverse weather / floods / bushfire events prepare checklist](#) on the next page.

## During the event

Only if team members are authorised to remain on site and an evacuation order has not been given by emergency services:

- Remain in a location identified as being safe from harm (e.g. away from windows and doors).
- Maintain regular contact (as determined) with Line Manager to advise current situation and team members welfare.

## After the event

When authorised by Line Manager and when safe, Person in Charge is to:

- Inspect for structural and other site damage.
- Contact Property FM to log the damage.
- Organise an electrical safety inspection if the site/store is flooded.
- Recomence trade where safe (consider team member situation and welfare).
- Log incident in WORMS.

Follow the directions of emergency services.

Person in Charge have the authority to close the store to allow team members to return to their homes safely, if the situation warrants.

Be prepared to evacuate if ordered.

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# Adverse weather/floods/bush fire events preparation checklist

This checklist has been developed to assist people leaders to prepare in the lead up to an adverse weather event, e.g. cyclones, bush fires, severe storms, flooding, etc.

## Keep up to date with the emerging event

Being informed of the situation by authorities helps to prepare for and respond to emerging adverse weather events.

- Tune into official warnings channels, e.g.:
  - o [The Bureau of Meteorology \(AU\)](#) or [Metservice \(NZ\)](#)
  - o Local Fire and Emergency websites
  - o Local Police websites
  - o Radio stations like ABC radio or similar.
- Monitor the situation and prepare to act if the situation escalates.
- Authorities will provide specific guidance on how to prepare and will give you information about leaving the area if it becomes necessary.

## Prepare the team

Being able to keep in touch with the team before, during and after an emergency event is important to reduce stress, uncertainty and demonstrates that you have control of the situation on site.

- Check team on site is aware of the situation.
- Contact details of team members are current and available should systems go down.
- Team members have planned on where they will be leaving to and monitor to see if the route is likely to be impacted – plan an alternative route to avoid potentially affected areas, such as flooded roads.
- Bush fire – consider team members with asthma or respiratory concerns may need to leave earlier to avoid smoke impacts.

- Caring responsibilities – consider team members who may need extra time to take a safe route to collect children/parents/family members.
- Check line manager is aware of the situation.

## Prepare the site

Site preparation will depend on the event – use the below as a guide to plan for a specific event.

- Consider calling a plumber to seal the sewerage system if your site is in a low-lying area and prone to water inundation.
- Move loose outdoor items inside, e.g. pallets, signage, wheelie bins, gazebos, etc.
- Tape windows, glass doors, etc. for cyclones/severe storms.
- Secure, lock or anchor any outside items that cannot be moved indoors, e.g. general waste bins, supply gas cylinders, shipping containers, etc.
- Where possible, move high-value stock from the shipping containers into the store.
- Bush fire/ember attack – remove flammable items from the fence or perimeter of building, e.g. cardboard, pallets, packaging, excessive leaves etc.
- Bush fire/ember attack – switch off electricity where possible. Sites with highly flammable/explosive materials may need to evacuate early.
- Floods/coastal inundation – put valuable items up high if possible, raise and/or relocate key equipment and material if possible.
- Floods/coastal inundation – plans to prevent water from entering key areas and/or entire building, e.g. order sandbag, barriers, etc. Check with local State Emergency Services (SES) [132 500](#).

Refer to [Site/Store closure checklist](#) should you need to close the site.

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Electric shock
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Bomb threat checklist
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Hazardous substance
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# Flood clean-up guide

## After a flood

To check the electrical safety of the property, call a licensed electrical contractor to inspect and carry out verification tests on the switchboard, wiring, equipment and appliances. Ask for a certificate of test.

## Electrical switchboards

- Stay away from switchboards, and warn others to do the same, if they are damaged by water

## Asbestos

- With damage to buildings caused by flooding it is likely there will be asbestos-containing materials among the debris
- Workplace Health and Safety has factsheet called 'Cleaning or removing asbestos after floods and storms which is available at: <https://asbestos.qld.gov.au/general-information/cleaning-after-floods-and-storms>

## Generators

- Portable generators should only be used to power essential equipment, such as fridges
- Only connect your generator to your store/ DC if you have had an electrical contractor fit a proper generator change-over switch with the appropriate generator socket.
- Do not connect your generator to your store/ DC using a power point on a power circuit or any other connection point. This is illegal and dangerous. This could energise the powerlines and cause an electric shock to anyone coming into contact with them. Also plugging the generator into our store/DC circuit could cause the generator to fail and cause a fire, or damage the generator and circuits.
- Check all leads used to connect your generator are in good working condition, i.e. no damage to plugs or lead and no exposed wires

- Only use power boards that are protected by a safety switch
- Place leads and power boards so they will not be affected by mechanical damage (e.g. stepped on, tripping, etc), flooding, or fire (e.g. coiled leads, overload)
- Be aware of risks including electrocution and poisoning/suffocation from carbon monoxide exhaust gases.
- Always run the generator outdoors or in a well-ventilated area, don't exceed the generator's load rating and follow the manufacturer's instructions
- Refuelling can be hazardous with fuel or vapour igniting when it comes into contact with hot surfaces. When refuelling allow the equipment to cool and use a funnel etc to avoid spills.

## Electrical appliances and equipment

- Have a licensed electrical contractor check any electrical appliances or equipment you suspect has been submerged or damaged.

## Electrical work

- Do not do your own electrical work at any time, under any circumstances. This could result in life-threatening injuries.

For further information on electrical safety and flooding, and general electrical safety:

Ergon Energy	<u>13 16 70</u>
Energex	<u>13 62 62</u>
Essential Energy	<u>13 23 91</u>
Electrical Safety Office	<u>1300 362 128</u>



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## Steps for planning to do work safely

- Check that an electricity clearance has been given before attempting to use it
- Identify any likely asbestos containing materials or dangerous chemicals
- Assess what work needs to be done
- Work out the order of the work to be done so that new risks are not introduced, e.g. think about how you will get access to the areas where the work is to be done, or the possibility of creating instability from removing things in the wrong order
- Consider what could go wrong during the clean-up and repair work
- Work out what tools and equipment will be needed to do the work safely
- Check the correct equipment is available and is in good working order
- Check that the people required to operate the equipment have the right skills and competencies and assign supervision of less skilled Team or Contractors is available
- Check that people allocated to perform work are not fatigued
- Check that Team or Contractors have the correct personal protective equipment (PPE) (i.e. rubber-soled shoes, gloves, hats, sun protective clothing and high visibility vests) and it is worn correctly
- Check that appropriate first aid, clean drinking water and hand hygiene measures are available and there is access to medical treatment in the event of an injury occurring
- Check that there is access to toilet facilities
- Highlight counselling services available to team members and encourage their use (i.e. Sonder, Lifeline, etc)

## Managing volunteers during flood clean-up and recovery

Even under circumstances involving flood recovery clean-up and recovery activities, persons conducting a business or undertaking (e.g. local councils and employers) and Team or Contractors (including volunteers) have duties under the [Work Health and Safety Act 2011](#) (the Act).

For the purposes of the Act, a person is a volunteer if they undertake work for an employer without being paid a wage or salary. They may, however, be reimbursed for any out-of-pocket expenses they incur directly while carrying out the volunteer work (e.g. reimbursement for direct outlays of cash for travel, meals and incidentals). Out of pocket expenses do not include loss of wages or salary while carrying out the volunteer work.

This should not be an onerous requirement. The best way to manage the health and safety of volunteers is to treat them as you would a paid Team or Contractors.

## Risk management

Coordinating clean-up or recovery activities it is important that you assess the potential for hazardous conditions and/or exposures before attempting any activity in a flood affected area.

1. Identify the hazards – information on common clean-up hazards and protective measures
2. Assess the level of risk – the likelihood of exposure to the hazard, and the consequences (what harm could be done)
3. Control the risk – identify and implement a control as per the hierarchy of controls
4. Review the control measures – to ascertain the effectiveness of the control implemented and to make sure you haven't introduced a new risk

Based on an initial assessment of hazards, you may need to provide Team or Contractors or volunteers with the appropriate information, training, supervision or equipment to safely perform clean-up and recovery work.

Find more information about [asbestos hazards](#) or [electrical hazards](#)

Fire & smoke incl. LPG, Lithium-Ion

Fire extinguishers

First aid – medical

First aid – body

First aid – face

First aid – eyes

Heat / Cold related illness

Mental health first aid and suicide response

Snake Bite

Electric shock

Bomb threat

Bomb threat checklist

Suspicious packages

Structural failure

Hazardous substance

Handling Narcotics on Site

Electrical/ power interruption/loss

Gas Leaks

Use CLEAR to de-escalate

Acts or threats of violence

Theft/ shoplifting

Break and enter

In-store demonst- ration/ protest

Armed robbery

Active armed offender (terror event)

Hostage event

Improvised explosive device

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## Inductions

Volunteers should be made aware of the potential dangers and the proper safety precautions through a group safety briefing or induction before commencing any recovery or clean-up work. This will help lessen the risk of volunteers hurting themselves, other volunteers, Team or Contractors or others who may be affected by their actions or omissions.

Before volunteers start their work you should outline:

- Status of tetanus shots – awareness that in particular rusty metals cuts but be a prompt to go and seek medical advice and query the length of time since the persons last tetanus shot.
- personal safety issues (hydration, fatigue, breaks, hygiene etc)
- clean-up crews should work in teams, particularly as experience levels between volunteers can differ and they can look out for each others safety
- existing and potential hazards and the proper safety precautions
- health and safety procedures (e.g. instructions for equipment they will be using)
- how to use PPE provided
- tasks and boundaries of their role (e.g. only take on work they know they can safely carry out, know their own limits and consider the impact of any existing health issues, areas not deemed safe to enter by authorities yet)
- who to talk to if they have any health and safety concerns and how to report any health and safety incidents and hazards
- what situations they should remove themselves from
- emergency procedures
- how they can report injuries that may occur while doing recovery work and how to access first aid treatment.

## Designate team leaders

You should designate a person/s with health and safety knowledge and skills to be responsible for the management of volunteers and their health and safety.

## Personal protective equipment (PPE)

For most work in flooded areas, or areas that have been subjected to flooding, volunteers will need suitable PPE to prevent injuries such as cuts and scratches or infections from contaminated water.

In many cases volunteers should be requested to bring or be provided with protective clothing such as long sleeve shirts and pants, suitable enclosed footwear, heavy work gloves and a hat, sunglasses and sunscreen.

Find more information about [personal protective equipment](#).

## First aid

Providing first aid equipment is a legal requirement and is necessary to meet the health and safety needs of volunteers if they are injured during the course of their work. The type of equipment, facilities or personnel you will need should be based on a risk assessment and be appropriate for the types of injuries and illnesses likely to occur.

Find more information about [first aid and emergency plans](#).

## Working at a height

Install handrails if necessary, such as when working on a roof or from a platform above the ground where people are carrying out work that could cause them to fall, or the fall itself could cause a serious injury.

- When using a ladder:
  - check the ladder is sufficiently sturdy
  - use the ladder for the purpose it was designed for
  - try to secure ladders before use
  - do not use a ladder on soggy/soft ground.
- Check surfaces are stable and access to areas with unstable floors is safe
- Be aware of anyone working below and the potential for things to fall on them.

Find more information about [working at a height](#).

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## Demolition

Check that your demolition work requires a licensed demolisher. Call Facilities Management Emergency Number on [+61 \(0\)7 3482 7111](#).

If the work doesn't require a licensed demolisher, make sure the work is undertaken by people who understand the structure, or the part of the structure, they are demolishing.

Check the location of any underground, overhead or concealed services (e.g. gas, water, electricity) prior to commencing any demolition work.

If a building needs to be demolished and it contains asbestos, there are extra precautions that must be taken, including:

- remove all asbestos before demolition is commenced
- If it is not reasonably practicable to remove the asbestos before demolition, or an emergency demolition of a building which contains asbestos is required, then methods to minimise airborne asbestos fibres must be used during the demolition - for example using a wet spray method

asbestos removal licences may be required - call Facilities Management Emergency Number on [+61 \(0\)7 3482 7111](#).

Read more information on [demolition and asbestos, including training, personal protective equipment, decontamination and disposal of asbestos waste](#).

## Asbestos – removal of, and work on asbestos containing material

Most building materials that contain asbestos are safe if they are in good condition, sealed and left alone. However, that may change if the materials are damaged. As a general rule, if the property was built before 1990, it may contain some asbestos materials. Check your sites Asbestos register in WORMS for your sites status and reports.

- To minimise health risks, wear protective clothing when cleaning-up and take the necessary pre-cautions when handling asbestos cement debris, such as keeping the debris damp
- Avoid removing asbestos materials unless absolutely necessary, e.g. only remove asbestos sheeting that is already broken and dislodged

- Consider contracting a licensed asbestos removalist to safely remove the asbestos rather than removing it yourself
- Avoid breaking asbestos material
- Avoid walking on corrugated asbestos roofs as they may collapse from the weight
- Do not use power tools or any abrasive materials on asbestos containing surfaces
- Avoid using high pressure water to clean the surface of asbestos materials
- Make sure asbestos materials are wet during removal and other work; isolate electricity to wet areas
- Wear disposable coveralls with a hood as well as an approved particulate respirator (Class P2 – this will be marked on the packaging) when removing asbestos
- Thoroughly wash hands, shower and wash hair after handling or after suspecting you may have handled asbestos materials
- Double bag.wrap all asbestos materials and waste and call your local authority to find out where to properly dispose of any asbestos products. Don't mix asbestos waste in with other waste
- Keep asbestos waste within the confines of your property. Do not leave hazardous wastes on kerbside or other public access areas - for example, asbestos

Safe work procedures can be found in [Asbestos: a guide for minor renovation](#).

Contact your local council for any changes to normal waste collection and for specific disposal advice.

## Chemical hazards

Reduce this risk by operating generators and other fuel-powered equipment outdoors wherever possible. For example, pumps used for water removal from a basement.

- Chemical processing and handling equipment that has been flood or storm affected should be checked prior to operation, ensuring electrical installations are checked by a qualified electrician
- For gas supply systems e.g. town gas or fixed tank installations contact your supplier regarding the safe return to operation
- Ensure the appropriate decontamination of clothing and equipment after handling or coming in contact with chemicals. Wash down clothing with water and launder separately.

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Storms and floods may have buried, moved or damaged hazardous chemical containers including corrosives, oils, pesticides and industrial chemicals. To safely handle and dispose of hazardous chemicals, the following should be considered:

- Try to identify chemicals and their hazards using labels and markings. If water has removed the label, seek expert advice and chemical identification from a waste management consultant
- If a container may cause potential risk, (e.g. bulging under pressure, leaking, or in a precarious position), isolate the immediate area and call **'000'**. The Fire and Rescue Service is equipped and trained to deal with these situations
- Wear personal protective equipment such as chemical resistant gloves, protective eyewear, closed footwear and long-sleeved shirts and pants to minimise exposure to skin
- Isolate chemicals from general waste
- Segregate chemicals based on the condition of the container (damaged or undamaged) and based on reactions with one another, for example oils and dry pool chlorine may cause a fire
- In Brisbane, contact the city council on **07 3403 8888** to arrange collection of hazardous waste. Outside of Brisbane, contact your local council. Or call Facilities Management Emergency Number on **+61 (0)7 3482 7111**
- Take precautions to protect the area from further damage during the clean-up, such as preventing mobile plant (e.g. earth-moving equipment) coming into contact with containers, particularly gas cylinders
- Monitor atmospheres in enclosed spaces using a suitable air monitoring device (e.g. gas detector) where plant and equipment exhaust is generated. Ensure exhaust gases are ventilated to prevent the build-up of contaminant exhaust gases such as carbon monoxide. Reduce this risk by operating generators and other fuel-powered equipment outdoors wherever possible. For example, pumps used for water removal from a basement
- Chemical processing and handling equipment that has been flood or storm affected should be checked prior to operation, ensuring electrical installations are checked by a qualified electrician
- For gas supply systems e.g. town gas or fixed tank installations contact your supplier

regarding the safe return to operation

- Ensure the appropriate decontamination of clothing and equipment after handling or coming in contact with chemicals. Wash down clothing with water and launder separately.

## Slips, trips and falls

- Keep work areas as clear and dry as possible
- Wear suitable footwear with good grip
- Try to avoid climbing on objects or surfaces; use equipment such as ladders or step stools wherever possible and safe
- Try to make sure there is adequate light in work areas

## Biological hazards

- Maintain good hand and personal hygiene. Wash your hands well after contact with mud, flood water and contaminated items and equipment, and before eating and drinking
- Clean and cover cuts and wounds. Talk to your doctor if you get a wound as you may need a tetanus booster
- Where contact with flood water and mud is unavoidable, wear enclosed footwear, gloves and suitable clothing
- Take precautions to avoid mosquito bites.

Environmental conditions after storms and floods increase the risk for infectious diseases. Skin infections, diarrhoeal disease, respiratory infections and mosquito-borne diseases are the most common infectious diseases after storms and floods in Queensland.

Less commonly, contact with floodwater can cause serious illness such as leptospirosis and melioidosis. See your doctor if you become sick after contact with floodwater or if you need a tetanus booster.

## Fatigue management

- Roster shifts so that Team or Contractors/ volunteers have the opportunity to sleep continuously for 7 to 8 hours in each 24-hour period
- Rotate shifts forward rather than back
- Limit number of consecutive night shifts to four
- Finish night shifts by eight am
- Allow a minimum of 12 hours between

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consecutive shifts

- Roster at least two full nights sleep after the last night shift
- Provide frequent rest breaks during shifts
- Provide transport where possible to minimise the risks associated with commuting
- Provide an area/room for Team or Contractors/volunteers to sleep before commuting home
- Schedule safety critical and complex tasks during the daytime (when Team or Contractors/volunteers are most alert).

Download the fact sheet on [Managing fatigue following natural disasters](#) (PDF, 0.1 MB) and view other information about [fatigue](#).

## Psychological stress

- The emotional impacts of these natural disasters on Team or Contractors may not come to the surface for a little while. To minimise the risk of psychological stress on Team or Contractors employers should:
- Highlight counselling services available to Team or Contractors and encourage them to use them
- Consult with Team or Contractors when setting realistic work targets and priorities for completion of clean up and repair works
- Consult with Team or Contractors about any changes to their roles, work tasks and broader business changes, and where possible allow their input in decision making
- Hold regular Team or Contractors/team discussions on additional pressures/challenges
- Provide 'time out' areas for Team or Contractors to distance themselves and take breaks from demanding work tasks
- Recognise and reward Team or Contractors for their efforts.

## Manual tasks

- Use mechanical aids like wheelbarrows, trolleys, earth-moving equipment
- Use long handled equipment such as shovels and brooms
- Provide adequate numbers of people to do the work

- Ensure people have adequate rest breaks
- Place rubbish skips close to where the work is being done
- Where team lifting is the last resort, ensure adequate numbers of people are provided, there is good communication about what is required and a leader is appointed
- Ensure equipment is in good working order
- Consider the physical capacity of your Team or Contractors and assign their work appropriately.

## Displaced fauna

- Check in and under objects before attempting to move an object as snakes, spiders and other undomesticated animals may be taking refuge in the dry location. Startling these animals may cause them to become aggressive and attack
- Do not attempt to kill snakes as most snake bite incidents occur when someone has attempted to strike and kill the snake
- Engage a wildlife removal specialist to remove snakes from buildings.

## Animal carcass disposal after floods

Team or Contractors who handle and dispose of animal carcasses should be aware of the infection risks from this type of work and how to protect against infection including personal hygiene measures and personal protective equipment.

## Operating wheeled or tracked machinery in the wet

- Be aware of changed ground conditions which may increase the risk of roll over, bogging or loss of stability.
- Take account of decreased vision due to rain, mud and other conditions.
- Be aware of possible an unstable waterway, channel or dam.

**Continued next page**



**Emergency Contact details**

## Appendix A - SRG Risk Assessment Matrix

Below the Group risk assessment matrix with consequence and likelihood tables.  
A [risk assessment template](#) can be found on BASIL.

		Positive risk (opportunities)			Negative Risk (threats or hazards)				
Likelihood	5 Almost certain	23 Very High	20 High	16 Medium	11 Very Low	16 Medium	20 High	23 Very High	25 Very High
	4 Probable	21 High	17 Medium	12 Low	7 Very Low	12 Low	17 Medium	21 High	24 Very High
	3 Possible	18 High	13 Medium	8 Low	4 Very Low	8 Low	13 Medium	18 High	22 High
	2 Unlikely	14 Medium	9 Low	5 Very Low	2 Very Low	5 Very Low	9 Low	14 Medium	19 High
	1 Rare	10 Medium	6 Low	2 Very Low	1 Very Low	3 Very Low	6 Low	10 Medium	15 High
	Consequence	Major	Moderate	Minor	Insignificant	Minor	Moderate	Major	Significant

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
Mental health first aid and suicide response
Snake Bite
Electric shock
Bomb threat
Bomb threat checklist
Suspicious packages
Structural failure
Hazardous substance
Handling Narcotics on Site
Electrical/power interruption/loss
Gas Leaks
Use CLEAR to de-escalate
Acts or threats of violence
Theft/ shoplifting
Break and enter
In-store demonstration/ protest
Armed robbery
Active armed offender (terror event)
Hostage event
Improvised explosive device
Extortion
Adverse weather/ floods/bushfire
Adverse weather/ floods/bush fire checklist
Flood clean-up
Earthquake
Tsunami
Evacuation
PEEP form
Lock down
Site/store closure checklist

Continued next page



Emergency Contact details

## Consequences Table

Negative Consequences	Insignificant	Minor	Moderate	Major	Significant
<b>Health &amp; Safety</b> Physical or psychological impact (illness, injury & wellbeing to team members, customers, contractors, and visitors - note only to be used with workspace and safety risks.	Injury or illness requiring first aid treatment only.	Injury or illness requiring medical treatment.		Life threatening injury or illness or total permanent disability.	Single or multiple fatalities.
		Lost Time Injury requiring <7 days lost time.	Lost Time Injury requiring >7 days lost time.		
		Injuries or illness requiring restricted duties for <14 days.	Injuries or illness requiring restricted duties for >14 days and <90 days.	Injuries or illness requiring restricted duties >90 days.	
<b>Physical impact</b> (illness & injury) to customers from products.	Product causes injury or illness requiring first aid but not subject to a mandatory report.	Product causes injury or illness requiring medical treatment subject to mandatory reporting.	"Multiple private label or direct import product recalls.  Product causes injury or illness resulting in surgery."	Product causes life threatening injury or total & permanent disability to one or more persons.	Single or multiple fatalities.
<b>Compliance</b> Compliance with legal and other requirements."	Regulatory enquiry regarding compliance. Isolated incident not requiring recall.	"Regulator issuing warning or improvement notice.  Adverse regulatory action - regulator issues, corrective actions / directive / show cause notice. "	"Regulator initiated mandatory recall, penalties or enforceable action.  Adverse regulatory intervention; regulator issues prohibition/stop work/cease activity notice or show cause notice (isolated impact)."	Significant adverse regulatory intervention impacting key business activity e.g. stop work immediately / cease activity for a Distribution Centre, Support Office (s), or a large number of stores.	Extreme, adverse regulatory intervention and enforcement actions / suspension or cancellation of key operating license.

## Likelihood table

When determining likelihood, consider whether previous trends or performance is likely to be a reliable indicator of the future. This may be the case for stable, simple processes, or where there is high volume (e.g. routine financial transactions), but less applicable where there is a complexity and/or low volume (e.g. misconduct). For risks where the occurrence is not likely to be a linear progression or repeat of the past, take care not to disproportionately weight history in your assessment of the event occurring in the future.

Likelihood	Probability	Frequency
<b>Almost certain (5)</b>	>85%	Happens from time to time and could happen in the next three months
<b>Probable (4)</b>	66-85%	Has happened in the past and could happen in the next six months
<b>Possible (3)</b>	41-65%	May occur within one year
<b>Unlikely (2)</b>	15-40%	Not likely to occur but may occur in the next three years
<b>Rare (1)</b>	<15%	Only likely in exceptional circumstances and unlikely to occur in the next five years

Continued next page



Emergency Contact details

- Fire & smoke incl. LPG, Lithium-Ion
- Fire extinguishers
- First aid – medical
- First aid – body
- First aid – face
- First aid – eyes
- Heat / Cold related illness
- Mental health first aid and suicide response
- Snake Bite
- Electric shock
- Bomb threat
- Bomb threat checklist
- Suspicious packages
- Structural failure
- Hazardous substance
- Handling Narcotics on Site
- Electrical/ power interruption/loss
- Gas Leaks
- Use CLEAR to de-escalate
- Acts or threats of violence
- Theft/ shoplifting
- Break and enter
- In-store demonst- ration/ protest
- Armed robbery
- Active armed offender (terror event)
- Hostage event
- Improvised explosive device
- Extortion
- Adverse weather/ floods/bushfire
- Adverse weather/ floods/bush fire checklist
- Flood clean-up
- Earthquake
- Tsunami
- Evacuation
- PEEP form
- Lock down
- Site/store closure checklist

## **Appendix B – Safe Work Method Statement**

Additional Risks specific to the site eg chemical spills, fixtures and fittings

Task Sequence Steps - in order of activity	Hazards that are aligned with the Task Step	Risk Ranking	Control Measures that are to be Implemented to mitigate the hazard	Risk After Control	How will the Control Measure be Monitored for effectiveness?	Who is responsible for the risk controls
						First aid – body
						First aid – face
						First aid – eyes
						Heat / Cold related illness
						Mental health first aid and suicide response
						Snake Bite
						Electric shock
						Bomb threat
						Bomb threat checklist
						Suspicious packages
						Structural failure
						Hazardous substance
						Handling Narcotics on Site
						Electrical/ power interruption/loss
						Gas Leaks
						Use CLEAR to de-escalate
						Acts or threats of violence
						Theft/ shoplifting
						Break and enter
						In-store demonstration/ protest
						Armed robbery
						Active armed offender (terror event)
						Hostage event
						Improvised explosive device
						Extortion
						Adverse weather/ floods/bushfire
						Adverse weather/ floods/bush fire checklist
						Flood clean-up
						Earthquake
						Tsunami

**Continued next page**





# Earthquake

## Indoors

- Get under a desk, table or similar structure and hold onto the legs or sides.
- If not near a shelter, stand against a 'safe wall'; a wall with nothing against it.
- **DROP, COVER and HOLD ON.**
- **DO NOT** stand in doorway or near a window.

## When the shaking stops

- Expect aftershocks: **DROP, COVER and HOLD** at each aftershock.
- Look quickly for signs of fire, chemical spill or major structural damage.
- Stay indoors until shaking stops and you are sure its safe to exit. [Refer to evacuation procedure.](#)
- Do not use lift, use stairs.
- If required call **Emergency Services, DIAL 000 (AU) or 111 (NZ)**, state relevant emergency service, then state **your name, building name, address, nearest cross street and details of incident**.

## Long or strong earthquake

- If the earthquake is strong or long (one minute or more) and you are on the coastline, follow [tsunami processes on the next page](#) and evacuate to higher ground.



## Re-entering buildings

- Under no circumstances should you return to your workplace unless clearance has been given by authorised persons.

## Outdoors or in a car

- Go to a clear space away from buildings, trees, streetlights and powerlines.
- **DROP, COVER and HOLD ON.**
- If in a vehicle, pull over into a clear location, stop and stay there with your seatbelt fastened until the shaking stops.
- Don't get out of your car unless in direct line of power poles or adjacent to buildings.

## Notify and document

- Notify manager.
- Notify Property FM and report any damage to building.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
Mental health first aid and suicide response
Snake Bite
Electric shock
Bomb threat
Bomb threat checklist
Suspicious packages
Structural failure
Hazardous substance
Handling Narcotics on Site
Electrical/power interruption/loss
Gas Leaks
Use CLEAR to de-escalate
Acts or threats of violence
Theft/ shoplifting
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In-store demonst- ration/ protest
Armed robbery
Active armed offender (terror event)
Hostage event
Improvised explosive device
Extortion
Adverse weather/ floods/bushfire
Adverse weather/ floods/bush fire checklist
Flood clean-up
Earthquake
Tsunami
Evacuation
PEEP form
Lock down
Site/store closure checklist

# Tsunami

## Warning signs

If you are on the coast and experience any of the following:

- Feel an earthquake that makes it hard to stand up, or that lasts more than one minute.
- See a sudden rise or fall in sea levels.
- Hear loud and unusual noises from the sea.
- Hear an official Tsunami warning.

## Evacuate

- Upon hearing an official warning or noticing warning signs, **evacuate inland** and to **high ground**.
- Only return when clearance has been given by the authorities. A tsunami can have a series of waves that last for several hours.

## Notify and document

- Notify manager.
- Notify Property FM and report any damage.
- Log incident in WORMS.

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
Mental health first aid and suicide response
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# Evacuation

## Team members/customers/visitors

- Evacuate the building as instructed by the Warden; leave the site via the nearest safe exit.
- If you have a Personal Emergency Evacuation Plan (**PEEP**) activate the plan now and let the warden know what assistance you require to evacuate.
- Walk quickly and calmly to the **ASSEMBLY POINT**.
- Do not use elevators.
- Do not enter the building until the '**ALL CLEAR**' has been given by either the **Chief Warden** or **Emergency Services**.
- If evacuation is required due to tsunami, refer to [Tsunami Procedures on the previous page](#).

## Wardens

- Wear high vis **or** caps/hats if available.
- Check the building for people – check all areas including toilets.
- Direct people to the **ASSEMBLY POINT** location.
- Assist evacuation of disabled persons, people with a **PEEP**, or relocate to safe areas and stay with them until Emergency Services arrive. Advise Chief Warden and/or Emergency Services of their location.
- Leave lights on to assist emergency services and evacuation.
- Turn off machinery (if safe to do so).
- Contain fire by closing external doors and windows (if safe to do so).

## Chief Warden

- Chief Warden will assign or direct Wardens and team members.
- If you have a team member or person with a Personal Emergency Evacuation Plan (**PEEP**), activate the plan now and assign a warden to the person to assist with evacuating the building, or stay in a safe location until the Emergency Services arrive. Advise Emergency Services of their location once they arrive on site.

- Communicate with emergency services.
- Check the necessary emergency phone calls have been made.
- Give the 'all clear'.

## Personal Emergency Evacuation Plan (PEEP)

### What is a PEEP?

A PEEP is an 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of an emergency.

### Who needs a PEEP?

A PEEP may be required for building occupiers with a potential impairment; mobility, visual, hearing, cognitive impairments, short-term injuries, temporary medical conditions, later stages of pregnancy, etc. The underlying question in deciding whether a PEEP is necessary is: 'Can you evacuate the building unaided, in a prompt manner, during an emergency situation?' If your answer is 'no', then it is likely that a PEEP is required.

### What to do?

1. Complete PEEP form: The person with the need for a PEEP is required to complete the [PEEP form](#).
2. Keep copy: A copy of the PEEP should be retained by the PEEP owner, Chief Warden, People Leader, any designated assistants (if applicable) and at the fire indicator panel (where available).
3. Monitor and review: The Chief Warden should review the PEEP on an annual basis (as a minimum) and/or when any significant changes occur.

## Notify and document

- Notify manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

Use of **fire equipment** should be left to **Emergency Services** and only used by a trained person where it is deemed absolutely necessary and safe to do so.

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
Mental health first aid and suicide response
Snake Bite
Electric shock
Bomb threat
Bomb threat checklist
Suspicious packages
Structural failure
Hazardous substance
Handling Narcotics on Site
Electrical/power interruption/loss
Gas Leaks
Use CLEAR to de-escalate
Acts or threats of violence
Theft/ shoplifting
Break and enter
In-store demonst- ration/ protest
Armed robbery
Active armed offender (terror event)
Hostage event
Improvised explosive device
Extortion
Adverse weather/ floods/bushfire
Adverse weather/ floods/bush fire checklist
Flood clean-up
Earthquake
Tsunami
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PEEP form
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Site/store closure checklist

# Personal Emergency Evacuation Plan (PEEP) form

## General details of person with potential impairment

Name:

Brand/department:

Contact phone number:

Email:

Site/location you work at:

### Please tick

On site: Full-time  Part-time  Casual  On site hours (indicative):

Days on site: Mon  Tue  Wed  Thurs  Fri  Sat  Sun

## Evacuation requirements

Is an assistance animal involved (guide dog, etc.)? Yes  No

Is the person trained in the Emergency Response Procedures? Yes  No

Preferred method of receiving updates to emergency response procedures (e.g. email)?

Preferred method for notification of emergency (e.g. visual alarm):

Type of assistance required:

Equipment required for evacuation:

Egress procedure:

### Designated assistants and contact details:

Chief Warden Name: Contact no:

Assistant Name: Contact no:

Assistant Name: Contact no:

Are the designated assistants trained in emergency and evacuation procedures? Yes  No

Are the designated assistants trained in the use of evacuation equipment? N/A  Yes  No

Is a diagram required for preferred route of assisted evacuation? Yes  No

Note: this is not required if the assisted evacuation route is completed as per the current site evacuation plan.  
If yes, draw up diagram, print and keep with this manual.

Issue date:

Review date:

### Approved

Person requiring assistance: Date:

Chief Warden

Date:

Note: This plan must be reviewed on an annual basis (at least) and/or when any significant changes occur (of the building or occupant).

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
Mental health first aid and suicide response
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# Lock down

A lock down may be required in situations where it is safer for people to remain inside, such as terrorism or an incident in your vicinity which may pose a risk.

## Direct and assist people

- Wardens to direct people to a secure area internally which does not compromise access to exits.
- Assist disabled persons to the location.

## Secure

- **LOCK, LIGHTS, OUT OF SIGHT.**
- Secure the perimeter and lock doors, including internal doors where possible.
- Turn off lights and remain silent.
- Shelter under furniture and out of line of sight.
- Only break procedure after you have verified identity of Emergency Services.

## Notify and document

- Notify manager.
- Log incident in WORMS.
- Conduct a debrief and learnings session.

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
Mental health first aid and suicide response
Snake Bite
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# Site/store closure checklist

This checklist has been developed to assist you with securing your site/store in the event of a closure.

## Communication

- Update Store Security after-hours contact details in WORMS.
- Record Site Evacuation in WORMS.
- Take a copy of the team contact details in case you need to contact them.
- Email Asset Protection [apsa@superretailgroup.com](mailto:apsa@superretailgroup.com) of any change to normal operating hours.
- Advise Lease Administration department via [rents@superretailgroup.com](mailto:rents@superretailgroup.com) so that landlords and Managing Agents can be advised.
- Email [Technical Services Centre](#) of store closure period.

## External Security

- Secure any valuables/ stock that is outside by bringing the item indoors.
- Where possible move high value stock from the shipping containers into the store.
- Lock external storage containers (where applicable).
- Lock industrial bins, gas cylinders, storage cabinets, oil containers to prevent tampering (if this as per the daily closure process).
- Remove flammable items from the fence or perimeter of building e.g. cardboard, pallets, packaging, excessive leaves etc.
- If possible store shipping pallets inside or store in shipping containers.
- Lock external gates (where applicable).

## Internal Security Measures

- Place any temporary closure signs on the front door.
- Remove cash from drawers and secure in the safe.
- Leave cash register drawers open.
- Secure all tablets, iPads and Mipals in Manager's office.

- Leave all computers & IT equipment powered on.
- Leave CCTV on and report any non-working systems in WORMS.
- Secure high risk theft items and check cabinets are locked.
- Turn off internal display lighting.
- Lock the safe.
- Lock the safe room door.
- Lock doors and windows.
- Customer recycling items are stored in the correct areas (i.e. batteries, oils, flares, shoes).
- Check that there is no-one inside the store including toilets, change room, etc.

## Health and Hygiene

- Clean out the fridge (remove perishable items).
- Clean and put away cutlery/utensils.
- Empty internal rubbish bins.
- Work areas are clean and tidy (clear surfaces, tidy shelves, labels to identify items).

## IT and Electrical

- Shut down air conditioning system/plant - email property if unable to action on site.
- Switch off lights.
- Switch off at the power point electrical items other than IT equipment; i.e. kettle, phone chargers, TV, microwave.
- Following IT equipment and computers to remain switched on: Admin PC, registers, kiosks, back office servers (BOS), CCTV systems.
- Unplug MiPal, headsets and secure items in managers office.

## Before leaving

- Set alarm on departure.
- Lock the store and cross check.
- Check key(s) are properly secured.

Fire & smoke incl. LPG, Lithium-Ion
Fire extinguishers
First aid – medical
First aid – body
First aid – face
First aid – eyes
Heat / Cold related illness
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