



RETAIL CONNECTION

IMPLEMENT STORE EMERGENCY POLICY AND PROCEDURES

Emergency procedures should be practised in the event of a real incident occurring. All staff should know what their responsibility is and how to keep themselves and customers safe in the event of an emergency.

To protect the health, safety and wellbeing of employees, retail business owners and store managers should regularly prepare, review and revise their emergency plans and evacuation procedures.

Emergencies can be fire, robbery, and bomb threat. Policies and procedures will vary from store to store though there will be information about:

- Activate and respond to alarms,
- Response to the event of a fire,
- Action to be taken in the event of an armed robbery,
- Bomb threat procedures,
- Store evacuation,
- Dealing with accidents and injuries.

All staff should have access to all policies and procedures and understand what is required in the event of an emergency. All staff should be able to respond safely to any emergency.

ALARM SYSTEMS:

Differentiate the different types of alarms and what they mean. Some will activate from centre management if you are in a centre or inbuilt when activated in store. They include:

- Fire alarms,
- Smoke detectors,
- Sprinkler systems,
- Anti-theft/stock security systems,
- Robbery alarms,
- After hours entry/exit alarms.

RESPONDING TO FIRE:

Even small fires can be dangerous and spread very quickly. It is important that quick decisions are made immediately by a decisive leader. There should be staff trained to know what to do in case of a fire to lead staff and customers to safety and act to minimise damage by calling the authorities.

THE FIRE BRIGADE WILL NEED INFORMATION TO ATTEND TO THE FIRE INCLUDING:

- Name of store & company

- Address
- Clear directions to store
- Where the fire is located
- The type of fire and its severity
- Your name

FIREFIGHTING EQUIPMENT:

All staff should know:

- Where fire extinguishers are located and the different types of extinguishers available
- How to operate them,
- Who is authorised to use them?

All equipment needs to be regularly inspected and serviced, this is generally organised by head office. If not your store will need to ensure that they have them serviced.



ARMED ROBBERY:

Robberies can cause great concern and risk to both staff and customers. Sometimes robbers are under the influence of drugs or alcohol and can be unpredictable and violent. Remain calm and give the robber what he/she wants. Your safety is more important.

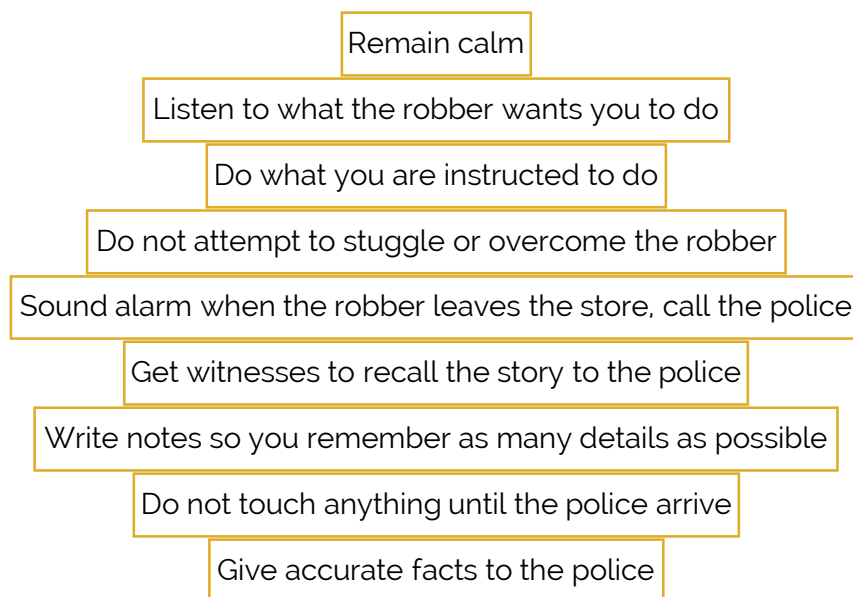
IMPORTANT POINT!

When writing notes about robbery remember:

- Robbers physical description sex, height, weight, body, shape, colouring and clothing
- Any distinguishing features, any markings, scars, tattoos, tone of voice, accent, if carrying bag and what type.

How did they get away; car, foot, transportation direction

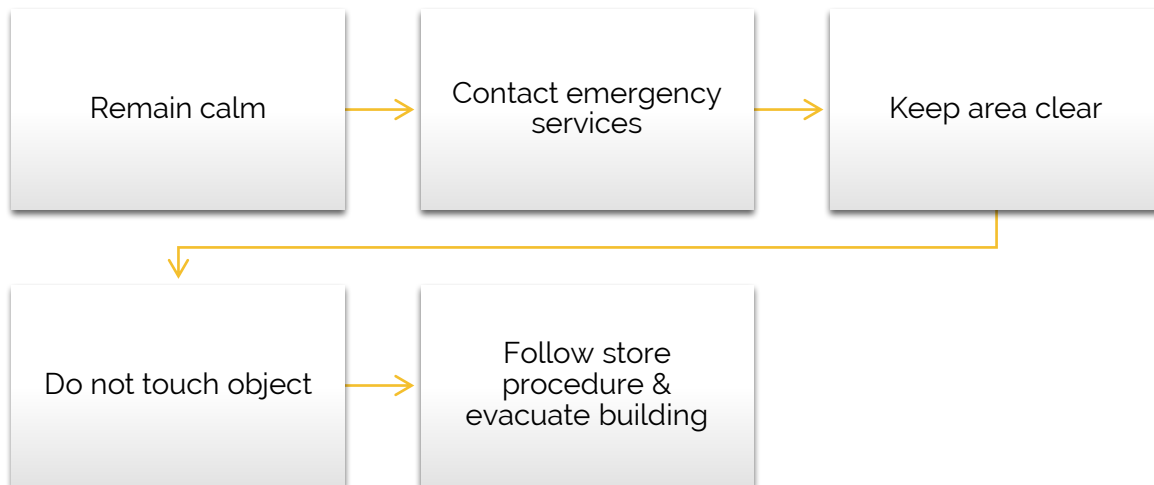
KNOWING WHAT TO DO!



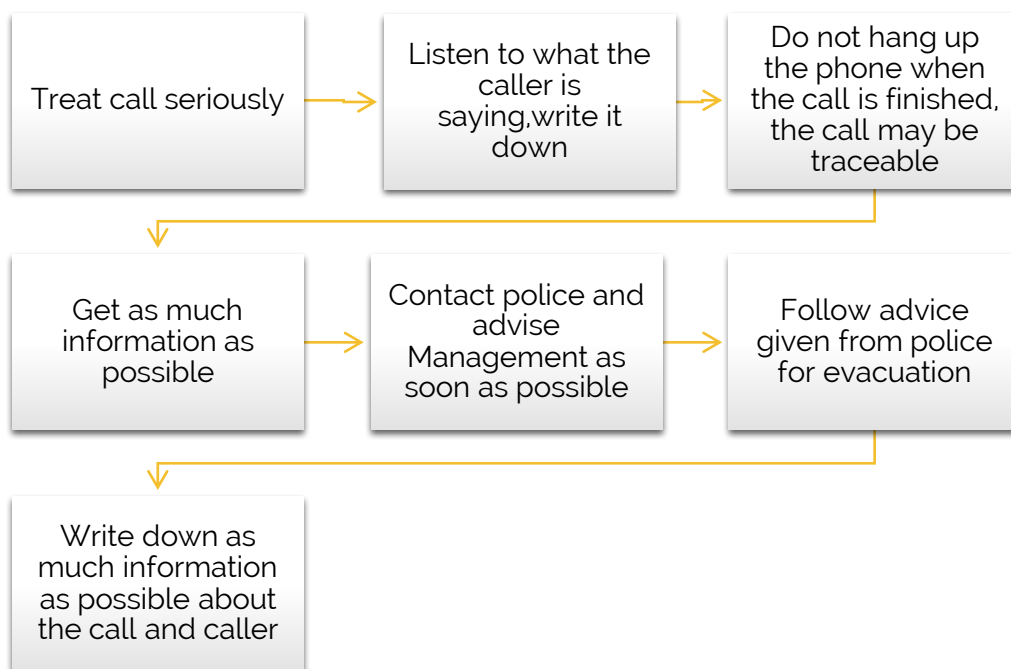
BOMB THREATS:

There are many ways you can be notified of a bomb threat. It may be via a suspicious package or telephone call.

SUSPICIOUS PACKAGE FOUND:



BOMB THREAT RECEIVED VIA PHONE CALL:



STORE EVACUATION PROCEDURE:

The policy and procedure around evacuations will depend on the size and type of store you work in.

The procedure for evacuating a multi-story department store is different to evacuating a small store on the street.

All staff must know how to raise the alarm and what they are to do in the event of an evacuation. Some staff may have the responsibility of a warden or leader and others may be required to assist customers to the assembly area.

AN EVACUATION PLAN SHOULD BE EASY TO READ AND MUST INCLUDE:

- Emergency contact numbers
- Safety precautions and procedures and safety functions
- Escape plan
- Diagram of store
- Designated duties of staff
- Designated meeting point

The plan should be in a prominent position and all staff trained and accountable.

DUTIES TO BE PERFORMED IN AN EVACUATION:

- Raise alarm & contact emergency services
- Shutdown potentially dangerous equipment
- Perform searches of all floors, change rooms, toilets, store rooms, corridors, staff rooms and area where machinery or equipment is operated,
- Provide first aid
- Arrange emergency transport e.g. ambulance
- Assist with crowd control.

A detailed map should be displayed throughout the store so during the evacuation everyone is familiar with layout of the store. On this map details will include:

- Alarm activation points
- Location of fire extinguishers
- Exits and escape routes
- Areas to be searched e.g. Toilets, staff room and stock room
- Access points for emergency services.

An accident or injury may occur in the store, so it is important that all staff know what to do. Each store should have a first aid officer. Injuries can include trips, strains, heart attack, cuts, bruises etc.

If a staff member or customer falls, ensure they are treated immediately and an ambulance is called if required. If you are the team leader you may be required to organise a taxi for the staff member to be taken home or next of kin to be contacted. This will depend on injury and cause.

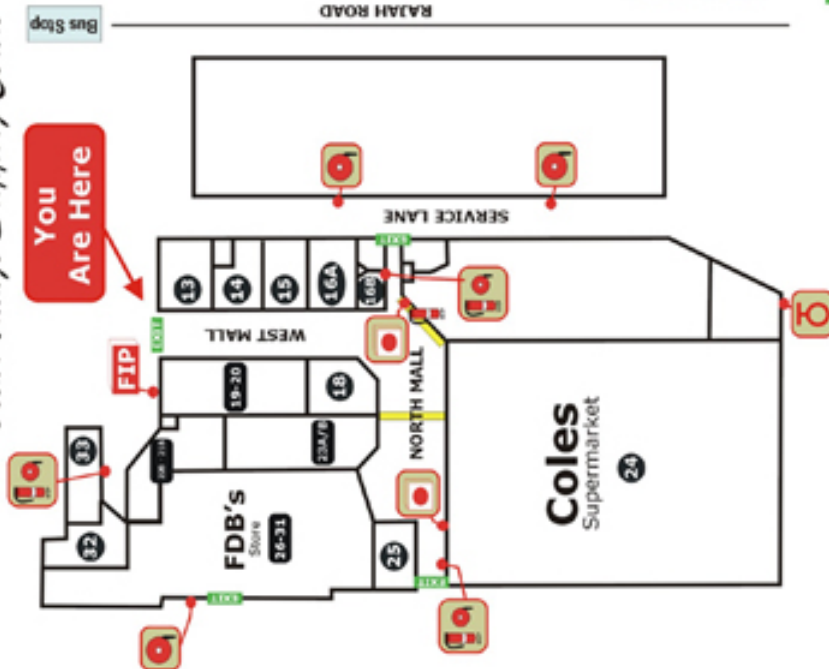
An example of a shopping centre evacuation plan is shown on the following page

EMERGENCY EVACUATION

Ocean Village Shopping Centre



You
Are Here



LEGEND

- Fire Extinguisher
- Fire Hose Reel
- Manual Call Point
- Fire Indicator Panel
- Fire Hydrant
- Exit
- Auto Fire Shutter

EMERGENCY EVACUATION

ON HEARING SOUNDING OF THE BELLS

You are required to collect your personal belongings (provided they are close by and it is safe to retrieve them), proceed to the nearest fire exit and evacuate the building.

In a calm and orderly manner, proceed to the designated assembly area (see bus stop) and remain there until advised by your Warden or Emergency Services.

ON DISCOVERY OF FIRE

Close doors (if possible) to slow the progress/spread of fire and contain smoke.

Activate alarm by breaking a Manual Call Point if bells are not already sounding.

Commence evacuation of the immediate danger area via the nearest fire exit and proceed to the designated exterior Assembly Area.

Meet the Warden at Shop 26 - 31 FDB - Milan Kanti and notify him of the location, nature and status of fire emergency.

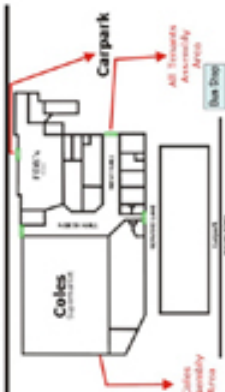
NOTE: (If Warden can not be located, notify management at Coles Supermarket.)

Mobility impaired persons should be reported to the Warden as this will be communicated to the Chief Warden.

PLEASE NOTE: It should be clearly understood that the primary duty of the general Occupants is not to combat the fire but to ensure, as far as practicable and to the best of their ability, the safety of themselves and others. General Occupants with first attack fire fighting skills may attempt to extinguish the fire, if safe to do so.

SITE PLAN

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Mobile: 0419 440 963



Source:

http://oceanshoressc.com.au/wp/?page_id=1043

