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DSC3828

[Insert Op Shop name]

Directions for emergency services:

[address and any special instructions]

In case of personal threat/holdup

Obey instructions

Given by the offender, only speak when spoken to

Avoid sudden actions

Calmly explain your actions

When safe call 000

KEEP THE LINE OPEN

Be observant:

# Note facial and body marks, eye and hair colour, clothing, mode of transport, weapon.

* Record these observations afterwards as soon as possible.
* Review security footage and make a copy for Police.

*Never chase or follow the offender*

In case of bomb threat

Don’t panic

Don’t hang up

If threat is made by phone

Keep talking

# ASK: Where, Why, Type and Time of explosion

* NOTE: voice characteristics, background noises

Dial 000 **on another phone** (112 by mobile)

and give details of incident

Prepare for evacuation Search for suspicious objects

*If found:*

# Don’t touch

* Report object and location
* Keep area clear

EMERGENCY RESPONSE

In the event of an emergency or fire, where safe to do so:

**R**emove people from immediate danger

* Stay calm, notify all persons in the area
* Identify a clear path to the closest, safest exit

**A**lert the Fire Service

* Call 000, ask for the relevant service (Fire, Ambulance, Police)
* Give clear details of emergency, location, street and suburb

**C**onfine fire & smoke close doors and windows

* Alert persons to gather personal belongings, medication and car keys
* Prepare to evacuate

**E**vacuate to the assembly area *(as per evacuation plan)*

* Delegate a person to lead everyone to the Assembly Area
* Conduct a second sweep, report to Emergency Services upon arrival
* Follow Emergency Services instructions at all times
* Do not re-enter the building until advised by Emergency Services