



# Emergency Manual

# Table of Contents

<b>Introduction .....</b>	<b>1</b>
<b>Management Responsibilities .....</b>	<b>1</b>
<b>Amendments .....</b>	<b>1</b>
<b>Emergency Contact Numbers - Milton .....</b>	<b>2</b>
<b>Emergency Contact Numbers – New Farm .....</b>	<b>3</b>
<b>Emergency Contact Numbers – East Brisbane .....</b>	<b>4</b>
<b>Emergency Contact Numbers – Cleveland.....</b>	<b>5</b>
<b>Emergency Contact Numbers - Greenslopes .....</b>	<b>6</b>
<b>Emergency Contact Numbers – St. Lucia .....</b>	<b>7</b>
<b>Emergency Contact Numbers – Hawthorne .....</b>	<b>7</b>
<b>Evacuation Plans .....</b>	<b>10</b>
<b>Fire or Other Emergency Situation.....</b>	<b>10</b>
<b>Bomb Threat .....</b>	<b>11</b>
<b>Armed Hold Up.....</b>	<b>12</b>
<b>Blackouts .....</b>	<b>13</b>
<b>Break and Enter.....</b>	<b>13</b>



## EMERGENCY SAFETY PROCEDURES

### Introduction

This manual is designed to assist you in the event of an emergency at one of the stores. It covers the following

- Priority Contact Numbers
- Management Contact Numbers for each store
- Management Responsibilities
- Fire
- Bomb Threat
- Armed Hold Up
- Blackouts
- Break and Enter
- What to do in an Emergency

### Management Responsibilities

The Store Manager is responsible for all matters relating to the emergency preparedness of the store.

An [Emergency Ready checklist](#) must be completed each month ensuring all emergency equipment is in good working order and that all Emergency Personnel are relevant.

### Amendments

The policies and procedures defined within this document will undergo regular review to ensure the information remains current.

There may be times when stores are sent an amendment to be inserted as a replacement or addition. Each amendment will have a version number and a date for easy reference.

Amendments will typically consist of

- A memo explaining what the changes are and how to amend the manual.
- The Additional pages

## Emergency Contact Numbers - Milton

### Priority Contacts

Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police Beat Milton	3109 5700
Local Doctor – The Milton Clinic	3369 5133
Local Ambulance – Non Emergency	13 12 33
Local Fire Brigade – Non Emergency (Roma St)	3247 5538
Ryan Devitt – Store Manager	0422 604 419

### Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Electrician – Matt	0417 794 095
Refrigeration - Alkar	
Plumber –	

### Centre Management – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Centro	3327 0100
--------	-----------

## Emergency Contact Numbers – New Farm

### Priority Contacts

Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police - Fortitude Valley	3131 1055
Local Doctor – New Farm 7-Day Medical Centre	3254 1400
Local Ambulance – Non Emergency	13 12 33
Local Fire Brigade – Non Emergency (Kemp Place Valley)	3362 9920
Andy Mawby – Store Manager	0421 845 347

### Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Electrician – Matt	0417 794 095
Refrigeration - Alkar	
Plumber –	

### Centre Management – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Brad Hopper	0419 721 661
Sam Young	0415 730 091

## Emergency Contact Numbers – East Brisbane

Priority Contacts	
Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police - Morningside	3823 8666
Local Doctor- East Brisbane Medical Centre	3391 4978
Local Ambulance – Non Emergency	13 12 33
Local Fire Brigade- Non Emergency (Valley)	3362 9920
Andrew Fenton – Store Manager	0407 330 858
Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list	
Electrician – Matt	0417 794 095
Refrigeration - Alkar	
Plumber –	
Centre Management – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list	
Charles Todd	0407 596 305

## Emergency Contact Numbers – Cleveland

### Priority Contacts

Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police - Cleveland	3824 9333
Local Doctor – Cleveland Central Medical Centre	3821 3844
Local Ambulance – Non Emergency	13 12 33
Local Fire Brigade- Non Emergency (Cleveland)	3821 2079
Popi Paradisis – Store Manager	0418 420 866

### Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Electrician – Matt	0417 794 095
Refrigeration - Alkar	
Plumber –	

### Centre Management – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Mike Adams	3821 0466

## Emergency Contact Numbers – Greenslopes

Priority Contacts	
Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police Beat – Holland Park Police Station	3853 7111
Local Doctor – Greenslopes Hospital	3394 7654
Local Ambulance – Non Emergency	13 12 33
Local Fire Brigade – Non Emergency (Annerley)	3247 5210
Matt Puddiford – Store Manager	0418 420 866
Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list	
Electrician – Matt	0417 794 095
Refrigeration - Alkar	
Plumber	
Refrigeration - Bakers	3363 7900
Refrigeration – Bakers after hours	3830 8657
Kane - Bakers	0400 049 030
Centre Management – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list	
QED	3321 8195
QED after hours	3221 4220



## Emergency Contact Numbers – St. Lucia

### Priority Contacts

Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police Beat/ Station	3878 5077
Local Doctor – St. Lucia Family	3371 8662
Local Ambulance – Non Emergency	13 12 33
Local Fire Brigade – Non Emergency (Roma St)	3247 5542
Soren Madsen – Store Manager	0417 763 513

### Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Electrician – Matt	0417 794 095
Refrigeration -	
Plumber –	

### Centre Management – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Raine and Horne Steve Cheung Robertson	3345 9288
--	-----------

## Emergency Contact Numbers – Wises Rd, Maroochydore

Priority Contacts	
Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police Station – 13 Cornmeal Parade Maroochydore	07 5475 2444
Local Doctor – Maroochydore 7 day Medical Centre 150 Horton Parade	07 5443 2122
Local Ambulance – Non Emergency	Maroochydore Ambulance Station
Local Fire Brigade – Non Emergency	07 5477 1201
Rob Cook – Store Manager	0438 380 591
Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list	
Electrician – Matt	0417 794 095
Refrigeration - Alkar	
Centre Management – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list	
Arcadia	02-9908 0331

## Emergency Contact Numbers – Hawthorne

### Priority Contacts

Emergency Services – Police/Fire/Ambulance	000
Dan Palmer	0418 727 030
David Palmer	0418 727 911
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Hopper	0415 730 091
Rae Hopper	0438 646 644
Jon Targett	0438 646 655
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772
Eslynn Hopper	0419 646 633
Police - Morningside	3823 8666
Local Doctor- East Brisbane Medical Centre	3391 4978
Local Ambulance – Non Emergency	13 12 33
Local Fire Brigade- Non Emergency (Valley)	3362 9920
Dan Palmer – Store Owner	0418 727 030

### Tradespeople – Under no circumstances call anyone out to your store without prior approval from the Priority Contact list

Electrician – Matt	0417 794 095
Refrigeration - Alkar	
Plumber –	

## Evacuation Plans

An Evacuation Plan can only be safe and effective if every staff member fully understands and commits to the plan.

### Policy

Each Store will operate under an Emergency Evacuation Plan that has been specifically created for that store.

- If the store is located within a large shopping centre, the plan must be developed in consultation with Centre Management.
- If the store is located in a small shopping centre, the plan will be developed for that store only.

The Emergency Evacuation Plan is to be clearly displayed in the staff room and at appropriate locations around the store.

## Fire or Other Emergency Situation

### Procedure

On discovering a fire:

1. Raise the alarm and contact the Fire Brigade via 000.
2. Call for assistance and if safe to do so, attack the fire with the correct fire fighting equipment.
3. If the fire cannot be brought under control then you should evacuate the building of all staff and customers.
4. On arrival at the evacuation area the Fire Wardens will take a roll call
5. No-one is to re-enter the building until the all clear has been given by the Chief Fire Warden
6. The Chief Fire Warden or Store Manager is to immediately notify a member from the Priority Contact List.

## Bomb Threat

If you receive a bomb threat:

1. **Keep calm** – and try to sound calm
2. **Do not hang up** – even when the call is completed, it may be possible for the call to be traced
3. **Ask questions** – e.g. where is the bomb located, when is it timed to go off
4. **Concentrate on the caller's voice** – listen for any background noises.

When it is safe to do so, call 000 and one of the contacts below

Priority Contacts – Bomb Threat	
Emergency Services – Police/Fire/Ambulance	000
Michael Beer	0419 602 400
Rick Smith	0438 773 378
Brad Hopper	0419 721 661
Sam Young	0415 730 091
Rae Hopper	0438 646 644
Nicole Benneyworth	0438 646 611
Nova Hunter	0488 166 772

## Procedures

If a suspected explosive device is found:

1. Do not touch the device – clear the area.
2. Notify the store or duty manager immediately
3. Prevent all persons from entering the area where the device is located
4. The Chief Fire Warden or the person in charge at the time will evaluate the threat and contact the Emergency Services
5. The Chief Fire Warden or the person in charge at the time will be responsible for making the decision to evacuate the store
6. Should the decision be made to search for the device, Deputy Fire Wardens will conduct the search
7. In any search, all mobile phones and two way radios must not be used
8. Should any suspicious object be located, under no circumstances touch it. Note its location, clear the area and report to the police or in their absence the Chief Fire Warden.

## Armed Hold Up

### Policy

In the event of an armed hold up, it is company policy that the safety of our employees and our customers is the first priority. Staff are to obey the offenders instructions and must not attempt to delay their departure. The company will provide trauma counseling if it is requested (to organize counseling staff should contact the Workplace Health and Safety Officer (WHSO) who will make the arrangements).

### Procedure

DO NOT chase the offender/s.

- Let the police do the chasing
- If possible, observe the direction and means of departure. Do not put yourself or others at risk by doing this.

When it is safe to do so;

- Advise the Store Manager, Duty Manager or WHSO
- This person will ring the police and contact the store owner – Brad Hopper or another member from the Priority Contact List.
- Complete a [Store Incident Form](#)
- Do not discuss the incident with others until the Incident Form is completed. We need your first reactions.

Seal the area where the offence took place. Do not touch anything, as evidence could be tainted or destroyed.

The Store Manager, Duty Manager or WHSO will ask all witnesses to remain until police arrive.

- No statement is to be made to any media representatives.
- Refer all enquiries to the Store Manager, Duty Manager or WHSO

ACTION	
1.	Stay Calm
2.	Don't be a hero – remember that your safety and that of our customers is your first priority.
3.	Obey the offenders instructions at all times
4.	Observe as much as you can particularly any markings such as tattoos, hair colour, approximate height and weight, clothing etc
5.	Do not attempt to apprehend the offender/s
6.	Notify the Store Manager, Duty Manager or WHSO
7.	Await the arrival of Police
8.	Do not talk to the media

## Calling the Police

If you are required to call the Police, identify yourself, the name of the store and its address. The Police may ask you for information on the following

- The number of intruders
- Description of the getaway vehicle including registration
- The direction taken by the offenders
- Description of any weapons used

## Blackouts

Although not a common occurrence, a blackout can occur at any time and all members of the store management team must know how to deal with the situation.

Loss of power for extended periods may also alter operational procedures and increase the risk of spoilage to perishable foods.

### Procedure

1. Check that emergency lighting (where fitted) is operational. If not a [Maintenance Request Form](#) must be completed on Jotform. This check should be performed monthly.
2. Contact the local power authority to find out how long the power will be out.
3. If the power is going to be out for an extended period of time, close all refrigerated cases and coolrooms, pull down night curtains and cover any open cases with cardboard. Do not allow staff or customers to access any cases. Please be sure to apologise to the customer for this inconvenience.
4. In this case, contact a member from the Priority Contact List immediately.

## Break and Enter

If a break and enter is discovered exercise extreme caution as the intruders may still be in the building.

Upon discovery of the break and enter

1. Contact 000 immediately, remember your safety is the highest priority
2. Contact a member from the Priority Contact List
3. Await further instructions

When it can be safely determined that there is no intruder inside

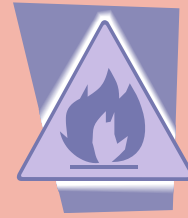
1. Complete the [Damage and Stock Loss](#) Form

Depending on the extent of the damage it may be necessary to organise a security officer as well as the relevant maintenance contractor.

## Emergency Actions

### FIRE/SMOKE

- Call for help/notify supervisor
- Do not place yourself or others in danger
- Know where the nearest fire exits are located
- Know the evacuation procedure
- Know the emergency telephone number
- Know the location of a fire extinguisher to use in the event of a fire



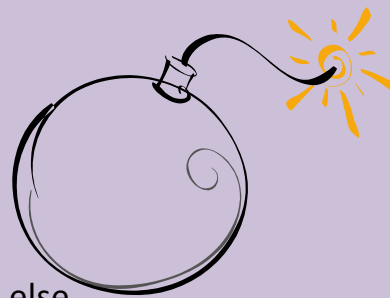
### BOMB THREAT

If you find an unusual package or object

- Call for help/notify supervisor
- DO NOT TOUCH IT
- Report the object
- Evacuate the area

If you receive a phone call of a bomb threat

- Keep the caller talking, notify someone else
- Ask set questions- use the bomb threat checklist
- Try to ascertain age, accent, demeanour, gender, use of language of the caller



### PERSONAL THREAT

If you find an unusual package or object (PERSONAL THREAT)

- Do not place yourself or others in danger
- Obey offender's instructions
- Stay out of danger
- Be deliberate in your action, don't make sudden movements
- Move away if possible
- Observe details about the offender – report



### INTERNAL EMERGENCY E.G. GAS LEAK, CHEMICAL SPILL OR STRUCTURAL DAMAGE

- Call for help/notify supervisor
- Do not place yourself or others in danger
- Call for assistance
- Notify relevant emergency service
- Prepare for evacuation





**EXTERNAL EMERGENCY: GAS LEAK, CHEMICAL SPILL, MAJOR STORM WARNING, MAJOR INCIDENT**

- Call for help/notify supervisor
- Do not place yourself or others in danger
- Call for assistance
- Notify relevant emergency service
- Prepare for evacuation



**EVACUATION**

- Supervisor should notify other staff and visitors
- Evacuate staff, others, to a designated external point
- Head count (whether you know how many people were inside or not)
- Gain permission to re-enter



**MEDICAL INCIDENT/EMERGENCY**

- Call for help/notify supervisor
- Check for danger
- Provide assistance
- DRSABCD
- Unconscious person – leave on side, ensure clear airway, call for help
- Disorientated person after fall – are they in pain? If they are not moving but conscious, assess the situation and call ambulance
- Minor injury, assess and manage within limitations
- If you are unsure – call ambulance
- Document all incidents and what you do

