



EMERGENCY PROCEDURES



EMERGENCY CONTACT LIST

Please see below Emergency contact reference numbers and refer to page 6 of this document for a full Centre Management contact guide.

Name	Telephone Number
Police Fire Ambulance	000
Centre Security	0488 606 586
Centre Management Reception	9768 4101
Power supply agency	131 626
South East Water	132 812

ACCIDENTS

If an accident occurs close to your store, please contact Centre Management immediately.

Please ensure that the injured person is made as comfortable as possible.

It is important that Centre Management is advised of all incidents that occur within the Centre, regardless of whether or not the customer is injured or requires medical assistance.

If you notice something in the Mall that could cause an accident, for example a spilt drink, or food, please contact Centre Management immediately by phone.

To avoid mishaps occurring prior to the arrival of the cleaner, please isolate the area using a chair, tape, mall furnishings or other such barriers.

Your assistance can help in preventing serious injuries to all Centre visitors.

BOMB THREATS

If you receive a bomb threat, DO NOT HANG UP, try to keep the caller on the line for as long as possible. Even after the caller has hung up as it may be possible to trace the caller's location. For your information we have included a copy of the Bomb Threat Checklist in the Appendix of this handbook. If you receive a bomb threat, try and complete as much of the checklist as possible.

When a bomb threat is received, **CONTACT THE POLICE IMMEDIATELY** and then notify Centre Management.



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FIRE

For safety reasons, sprinkler heads must be kept clear of obstructions at all times. Stock or signage should never be hung from or stored within 500mm (half a metre) of sprinkler heads or pipes. Strict controls are contained within the relevant building code legislation heavy penalties apply.

It is important that all staff are trained on how to use a fire extinguisher and hose reel. Staff should also know the location of fire safety equipment and fire exits. Please contact Centre Management for details of persons who can assist. Retailers are responsible for the safety training provided to their staff.

Rear entrances, passageways and fire doors must be kept clear at all times. Remember that you may need to exit through these in an emergency situation.

In the event of an evacuation, ensure your own safety first before helping others. Refer to Casey Central Evacuation Plan map distributed separately to your store as a reference for emergency meeting points.

Emergency wardens will take control and provide direction. Emergency wardens can include both store and Centre Management staff who are responsible for the safe evacuation of customers and staff in their particular area of operation.

Emergency Wardens assume control and issue directions during the period of emergency until relieved of duty by the Fire Brigade or Police.

Please contact Centre Management if you wish to become an Emergency Warden.

FIRST AID

It is the retailer's responsibility to provide first aid facilities which are appropriate to the retailer's activities and in accordance with the relevant State/Territory requirements. This is the provision of a first aid kit, nomination of personnel to monitor the kit and completion of injury recording requirements. Retailers should contact the relevant workplace safety authority or Centre Management for further information.

For minor First Aid cases in your premises, you are responsible for providing first aid and completing a register of injury. If you witness a serious injury, please immediately call an ambulance and then notify Centre Security/Centre Management. All Casey Central Security staff are first aid and Defibrillator trained.



Casey Central has two locations in the Centre with publicly displayed AED (Defibrillator) units:

1. Entry to passageway to Specialty Dock 2 East Massage & Lo Costa
2. Entry to passageway between Party Express & Hollywood Nails.

Note: A third defibrillator unit is located in the Centre Management office.

