

Volume

1

Melbourne Market Authority  
Emergency Procedures  
Manual

EMERGENCY PROCEDURES TRAINING PROGRAMS & MANUALS

Melbourne Market Authority  
Emergency Procedures Manual

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## Emergency Evacuation Procedures

**T**he decision to evacuate will be made by the senior person on duty at the time of the emergency incident. This may be a Customer Service Officer (CSO), or Operations Manager. The decision to evacuate should, time permitting, be made in consultation with the relevant Emergency Service.

Common sense must also prevail when making decisions. A Fire Alarm, detected by an Officer, will be reported to the Customer Centre or next senior person available. However this should not prevent the Officer from directing a person, at risk, to leave the immediate vicinity.

### Reasons For Evacuation

There may be a variety of reasons for directing a partial or total evacuation. No matter what the reasons, when the direction is given it must be done in a manner that all persons will understand. In some cases, such as Bomb Threats and/or dangerous goods incidents, assessment of the situation and consultation with Emergency Services will precede any call for evacuation.

The major emergencies which this facility may face are as follows:-

Fire Alarm→Armed Hold-Up→Bomb Threat→Dangerous Goods Spill.

## Evacuation Plan

Any evacuation plans must include an effective public education program and incorporate the four phases of evacuation - *Warning to Evacuate, Evacuation, Shelter/Protection and Return/Rehabilitation.*

The plans must be flexible so that on the spot decisions can be made by Officers when they or if they become aware of an imminent threat to those he is attempting to evacuate.

It is vitally important that once people are returned to their work environment, they are visited by appropriate market staff and debriefed to ensure they have not been adversely affected and to seek their opinion as to the effectiveness of the evacuation plans. The Authority may need to offer Counselling Services to some people who may have been affected.

## Issuing Evacuation Directives

When issuing a directive to evacuate, it is important that **ALL** those involved, in controlling the evacuation, are made aware of the type of emergency, the exact location of the emergency and the safe, and unsafe, evacuation routes. To ensure the appropriate information is relayed, the word "EVACUATION" should be preceded by the type of emergency as set out below.

- ***FIRE ALARM- CODE RED - EVACUATE***
- ***HOLD-UP ALARM - CODE BLUE - EVACUATE***
- ***BOMB THREAT - CODE PURPLE***
- ***DANGEROUS GOODS - CODE GREEN- EVACUATE***

This should be followed by information as type of evacuation - partial or total - and include safe evacuation routes and those evacuation routes which may require searching.

## Evacuation Points

There are four Evacuation Points, as per attached plan.

Area 1:- Car Park - Adjacent to Gate 1.

Area 2:- Rail Siding - Adjacent to Gate 6.

Area 3:- Gate 5.

Area 4:- National Flower Centre - Eastern Under Cover Car Park.

Common sense and flexibility are the key factors. It would be an obvious hazard to evacuate people to Area 4 if a fire or suspect package were located there. Officers must become familiar with all four areas.

*IN CASE OF EMERGENCY - TELEPHONE 000*

This will ensure that no matter which Officers are on duty, they are all aware of the nominated sectors and can supervise and assist in partial or total evacuation to any one of the required evacuation points.

## RESPONSIBILITIES

### Operations Manager

The Operations Manager, if on duty, must take control. It becomes his/her decision to direct an evacuation. This person must take all information into consideration and ultimately the safety of all persons must be of paramount importance.

The Operations Manager must establish the magnitude and likely duration of the threat, and plan accordingly.

It is extremely important that the implementation of any evacuation is carried out with a minimum of panic.

Determine the sequence of evacuation - e.g. The areas closest to the danger/threat, provided it is safe and expedient to do so, should be evacuated first.

It may also be necessary to arrange evacuation of particular persons due to age, health/medical condition or sex.

Officers must be deployed to take up the relevant posts. Officers must be made aware of the safe evacuation routes and be in a position to direct evacuees along those routes.

Assign an Officer to the role of Log Keeper and impress upon him/her the importance of maintaining an accurate account of the incident as it unfolds.

Deploy a team of two Officers, or more if necessary, to the evacuated areas to ensure that all persons are out. This should only be done if safe to do so.

Ensure directives are being followed and request updates from the Operations staff.

Confirm the relevant Emergency Services have been notified and ascertain an estimated time of arrival.

Ensure Emergency Services are aware of a safe route into the scene and have suitable personnel prepared to meet them on their arrival.

Unless absolutely vital, vehicles should not be evacuated from the Market area. Vehicles should only be considered, in the evacuation, if it is believed they constitute a greater hazard if they are left in situ.

### Officer

When receiving notification of an emergency, followed by the directive to evacuate, the Officer will be directed to move to a particular area to control the evacuation of all persons. If an Officer becomes aware of information which affects the safety of persons being evacuated he **must** contact the Customer Service Centre and advise them of the reasons and if possible offer an immediate solution.

Whilst conducting an evacuation the Officer should advise people, if safe to do so, to secure their respective stores/stalls/cool rooms and to take their personal belongings with them.

*IN CASE OF EMERGENCY - TELEPHONE 000*

The type and immediate seriousness of the threat will be determined through the information the Officer can safely supply to the Customer Centre.

As persons are evacuated, the Officer should conduct a sweep of the area to ensure all persons have left and there is someone present who has failed to hear the request to evacuate, or is unaware of the impending threat.

Control **must** be informed if the following situations arise:-

On completion of evacuation.

If the Officer is having difficulties enforcing the evacuation.

If the Officer discovers injured persons.

If persons are unnecessarily attempting to remove vehicles.

The emergency is brought under control.

Crowd control is becoming a serious problem.

Officers must acknowledge all directions whether given over the radio or via telephone system.

## AIDE-MEMOIRE - OFFICER

### EVACUATION PROCEDURES

□ Evacuation Codes:-

Fire-Code **RED** Evacuate→Hold-Up-Code **BLUE** Evacuate→Bomb Threat/Scene-Code **PURPLE** Evacuate→Dangerous Goods Spill-Code **GREEN** Evacuate

- On receipt of relevant Alarm Code - acknowledge same to Control and move to area designated by Control.
- Report to Centre/Control when in position.
- Confirm evacuation instructions with Control and carry out instructions.
- Ensure **ALL** necessary persons are evacuated and if safe to do so - conduct a secondary sweep of area.
- Advise Control when evacuation has been completed.
- If directed to assist Emergency Service - confirm with Control the Gate that will be used for the particular service to access the emergency.
- Be available to assist Emergency Services when & wherever possible - as directed by Operations Manager/Control.
- Establish cordon area by placing Cordon Tape across access points to danger area.
- Move to Evacuation point and assist control of persons at that location.
- Advise Control that you are clear of evacuation area & have positioned yourself at assembly area.
- Continue to update people at your location - whenever possible.
- When advised re **ALL CLEAR** confirm with Operations Manager/Control.
- Advise persons at assembly point that it is now safe to return to work.
- Advise Operations Manager/Control when people have been advised to return to work areas.

## AIDE-MEMOIRE- OPERATIONS MANAGER

### EVACUATION PROCEDURES

- Upon notification of Emergency - move to Customer Service Centre.
- Contact Operations Manager (if on duty) & advise him of situation.
- Direct an Officer to your location and have him act as Log Keeper.
- Ascertain nature of emergency and convey appropriate Alarm reference and allied information to **ALL** Officers.
- Ensure relevant Emergency Service has been requested to attend.
- If necessary seek advice of Emergency Service as to need for partial or total evacuation.
- Issue relevant Code - **CODE RED - EVACUATE**. This should be followed by the notification of which areas are to be evacuated.
- Nominate the particular Officers who are to control the evacuation and assign necessary tasks to remainder of Officers.
- Ensure one Officer is assigned to meet the Emergency Service and direct them safely to the particular area.
- Continue to supply updates to both the Operations Manager and all Officers.
- Ensure that Officers maintain control at the Assembly points and have them pass on updates to those persons located at the points.
- In consultation with Operations Manager- Determine extent of cordon tape that should be placed around scene of emergency. **Remember Safety is of paramount importance.**
- Do not issue directives which could endanger Officers unnecessarily.**
- Upon clearance by relevant Emergency Service - Advise all Officers of the ALL CLEAR.

## **AIDE-MEMOIRE - OPERATIONS MANAGER**

### **EVACUATION PROCEDURES**

- Attend at the Customer Service Centre & assess the risk.
- Determine the need to evacuate and the extend of the Evacuation →Partial-Total.
- In consultation with Operations Manager - Determine priority of Evacuation.
- Direct Operations Manager to issue necessary Alarm Alert and instructions re evacuation.
- CODE RED - EVACUATE. TOTAL EVACUATION REQUIRED.**
- Have Operations Manager issue appropriate directions to Officers. Commence evacuations & placement of suitable cordons.
- Ensure Operations Manager or Officer has requested the attendance of relevant Emergency Service & that the service is aware of safe entry point.
- Ensure update reports are coming in from Officers.
- Ensure Log Keeper is taking full notes of incident.
- Advise Officers to allow only necessary vehicles, which may increase the dangers, to be removed from the site.
- If evacuation is as a result of Bomb Threat/Scene - Evacuation Routes and Assembly Points should be searched to ensure they are safe.
- Brief the Emergency Service upon their arrival.
- Upon completion of incident issue the ALL CLEAR & ensure that **ALL** Officers are aware of the ALL CLEAR & respond accordingly.
- As soon as practical arrange to have all Officers gather for a *HOT* Debrief which should take place within one to two hours.
- A full debrief involving Emergency Service/s Officers & others involved may be valuable & should not be overlooked.
- Consider Counselling for those who may require it.

## FIRE ALARM PROCEDURES - CODE RED

**F**ires have the potential to be the most disastrous emergency faced by all building occupants. The first and foremost aim must be the preservation of life and then property. With this aim in mind Officers must be instructed to act with common sense and prudence. They are required to ensure evacuations from fires occurs under some semblance of control and safety for all concerned.

On discovering a fire the Officer/person should, if the fire is a very small one, use fire extinguishers to put the fire out. Otherwise they should report the fire, immediately, to the Customer Service Centre via radio communications or telephone.

The following emergency code *must* be used to ensure there is no doubt as to the nature of the emergency.

### CODE RED

This should be followed by the details of the person making the call, the exact location of the fire, the extent of the damage & scope of the fire.

## RESPONSIBILITIES

### Director, Site Services

### Operations Manager

It is important that the Operations Manager ensures there are adequate Fire Extinguishers, clearly marked, in place and regularly serviced.

Fire exits must be clear with adequate pointers indicating their location. A suitable Fire Alarm system, where necessary, in place & operating.

Emergency Evacuation Procedures in place and all persons trained and/or fully informed as to their respective responsibilities.

## *IN CASE OF EMERGENCY - TELEPHONE 000*

In the event of Fire Alarm the Operations Manager must first establish the seriousness of the situation and ascertain all available data before making recommendations regarding evacuation.

When recommending evacuation the following words must be used:-

### **CODE RED - EVACUATION**

This will ensure all persons are aware of the nature of the emergency and the required procedures they should take.

The Alert Tones and Evacuation Tones should also be given over the P.A. System.

Safety of employees, Stall Holders & buyers must be of paramount importance.

Establish communications at Customer Service Centre and have Operations Manager meet with you.

Ensure, if necessary, that Fire and Ambulance Services have been requested.

If evacuation in progress attempt to have Officers control and reduce panic.

Ensure you have an assigned Log Keeper whose task it is to maintain a log.

The Operations Manager will, at an appropriate time, need to update the Market Authority Chairperson.

## **Operations Manager**

The Operations Manager must organise and control his Officers. They will be his direct link to the emergency and the method by which he can control the incident.

The Operations Manager is responsible to ensure that the appropriate Emergency Services have been notified and are aware of the exact location of the incident and the quickest and safest route into the scene.

The Operations Manager must assign personnel to the various tasks, such as meeting the Emergency Services and securing Evacuation Points.

The Operations Manager is also responsible to the Operations Manager and must report direct to him and ensure he is updated on a regular basis.

An Officer will also have to be assigned the task of Log Keeper. The Operations Manager must fully brief this person as to the exact nature of the task and the need for keeping a detailed and accurate log of events.

## **Officer**

The Officers will be the first Authority representatives on the scene of a Fire. If the fire can be safely extinguished then this should be done using appropriate fire fighting equipment.

The Officers first responsibility must be to ensure the safety of all persons in the immediate vicinity.

It may be necessary to direct immediate evacuation then contact Customer Service Centre and request Emergency Services.

Advise Control of extent of situation and if there are injuries the nature and seriousness of those injuries.

*IN CASE OF EMERGENCY - TELEPHONE 000*

The Officer must at all times take only that action which ensures his own safety and that of the people around him.

The Officer must remain calm and under control as he will be the tool by which the Operations Manager will control and deal with this situation. Panic **must** be avoided at all costs.

If the Operations Manager is not on duty the Officer must make the necessary telephone calls to the emergency number **000**.

## Post Incident Procedures

Many people will be adversely affected by this incident. Including Officers. The extent of this will only become obvious after conducting appropriate debriefs. Some people may need counselling and the Market Authority should be conscious of the scenes that people may have had to come face to face with and the varying degrees that those scenes may have affected them. It may be advisable for the Authority to seek suitable advice as to their obligations depending on the emergency that occurred.

## AIDE-MEMOIRE - OFFICER

### FIRE ALARM

Upon receipt of information of a fire or discovery of a fire carry out the following immediate actions:-

- If safe to do so - attempt to extinguish or control fire.
- If fire is out of control - direct all persons in the immediate vicinity to evacuate to the Emergency Evacuation Points.
- Advise Control of the fire & use the correct words - **CODE RED**
- Inform Control of the extent of fire and if any injuries.
- Update Control re extent of Evacuation.
- Request Fire & other necessary Emergency Services.
- If Operations Manager is not on duty - make direct contact with Emergency Operator via **000**.
- Assist any person in immediate danger *only* if safe to do so.
- Close any door entry to fire area.
- Once evacuation is complete - if safe conduct a quick check.
- Ensure all persons remain at evacuation area and do not attempt to re-enter area whilst fire is still burning.
- Continue to update Control.
- Ensure Control are advised of safe route to fire for Emergency Services.
- If after hours - direct Emergency Services to meet you at a particular gate & be there to meet with them.

## AIDE- MEMOIRE - OPERATIONS MANAGER

### FIRE ALARM

Upon receipt of advice regarding a Fire Alarm the Operations Manager should take the following Immediate Action:-

- Establish the Customer Service Centre & obtain full appraisal of the situation.
- Ascertain the need for Emergency Services.
- Establish the extent of damage and injuries.
- Ensure a safe route of approach has been provided for the Emergency Services attending.
- If they have not already been requested/notified contact Fire, Ambulance & Police via **000**. All will be required to assist in control & combating this emergency.
- Inform the Operations Manager if he is on duty.
- If directing an evacuation ensure the correct code words are used and the Tones are given over the P.A. System.  
**CODE RED - EVACUATE.**
- Nominate Officer to attend meeting point with Emergency Services and have the Service escorted to the scene.
- Recommend the Incident Coordinator attend your location - if suitable for use as Command Post.
- Continually update both Officers & Operations Manager.
- Prior to allowing people to return to work ensure the area is structurally safe and if not - have area cordoned off with appropriate tape and nominate Officers to act as Cordon Security to keep people out.
- Upon completion of incident advise all personnel that it is now safe to return to those areas not cordoned off.
- Consider the need to recommend counselling for those who may be adversely affected by the incident.

## AIDE-MEMOIRE - OPERATIONS MANAGER

### FIRE ALARM

Upon receipt of information that a Fire Alarm is in progress the following Immediate Actions are recommended:-

- Attend at the Customer Service Centre & ascertain the extent of the emergency.
- If necessary recommend immediate evacuation using code words - **CODE RED - EVACUATE.**
- Ensure *ALL* Officers are aware of the situation & what their respective duties are.
- Ascertain if Fire, Ambulance & Police have been requested to attend and establish time of arrival.
- Nominate Officers to attend Evacuation Assembly Points, meeting point with Emergency Services & one to attend the Customer Centre as Log Keeper.
- It may be necessary to set up temporary First-Aide Post to assist with persons injured.
- Direct Operations Manager to continue to update you and all Officers.
- If suitable - request the Incident Control Officer (Fire, Police &/or Ambulance) attend your location where he can set up his Command Post.
- If above unsuitable - recommend a suitable location for these people and then move your Control Point to their location. This will greatly assist you & these services.
- Consider additional services - e.g. Dangerous Goods (chemicals), Gas & Fuel and Electrical Authority. Building Engineers may also be required at a later time.
- On conclusion of Incident advise all Officers and Operations Manager.
- Consider future counselling needs.
- Carry out area inspection with Emergency Services.
- Arrange suitable debrief time with Emergency Services (ASAP).
- Carry out immediate short debrief with Officers.

## HOLD-UP ALARM PROCEDURES - CODE BLUE

The Officer who discovers or responds to a report of an Armed Hold-Up or Robbery must take great care in his method of approach. Consider the term **SAFETY FIRST**. Your initial actions may jeopardize not only your safety, but the safety of those about you.

### FIRST RESPONSE

When anyone receives information that a Hold-up or Robbery is taking place they must first notify Customer Service Centre. The appropriate Code for Armed Hold-Up or Robbery is:-

### CODE BLUE

The first person on the scene must give the above Code to ensure the appropriate Emergency Procedure is activated. Once this has been done be aware of the following safety matters:-

***DO NOT ATTEMPT TO STOP THE SUSPECTS.***

***DO NOT ATTEMPT ANY DELAYING TACTICS.***

***DO NOT APPROACH THE SUSPECTS.***

***DO NOT EXPOSE YOURSELF OR OTHERS TO UNNECESSARY RISKS.***

Officers - *NOT AT THE SCENE* - should immediately take note of the emergency and wait directions from the Customer Centre.

If Operations Manager is not on duty then Officers should approach the vicinity slowly and carefully and ***at all costs avoid detection by suspects.***

You are approaching only to ensure the safety of the Officer already at the scene. Make sure the Police have been called.

### Hostage Situation

Should any Market Staff disturb a robbery in progress, there is always the chance that a Hostage Situation may develop. If a situation does occur then you must remain calm and talk the armed person down to the point where you can safely back out of a situation. Do not show aggressiveness and avoid becoming aggressive.

*IN CASE OF EMERGENCY - TELEPHONE 000*

If the gunman becomes trapped in a building you must begin conversing with him until Police arrive. If this does occur do not make promises you cannot be expected to keep. Do not threaten to do harm to the offender.

Commence an immediate evacuation of all surrounding areas - if safe to do so. Ensure Customer Service Centre has been advised and request the assistance of Police and Ambulance.

## RESPONSIBILITIES

### Operations Manager

Upon receipt of information regarding a Hold-up or Robbery the Operations Manager must first establish the exact location of incident, number of suspects and type of weapons - if any.

He/she must then establish if the Police and Ambulance have been informed. If this information cannot be confirmed then he should immediately call the Police and advise them of the offense in progress.

Ambulance should be notified as a secondary matter in case persons are injured.

The Operations Manager should move to the Customer Service Centre - if safe to do so - and establish communications with Operations Manager and all Officers.

Although consideration must be given to evacuation it should not be done lightly. The best person to inform you as to the safety of innocent persons at this scene is the Officer who has the incident under observation. The call to evacuate should be given as - **CODE BLUE - EVACUATE** followed by evacuation plan.

With his assistance it may be possible to commence a partial evacuation of persons not under immediate threat of force or violence.

Direct Officers to ensure other people do not enter the area where the Robbery is taking place.

It is possible that the Robbers have radio scanners, however the use of portable radios may be the most effective means of communications and therefore should be utilised. **DO NOT BE AFRAID TO USE MOST EFFECTIVE COMMUNICATIONS SYSTEM AVAILABLE - PEOPLES LIVES MAY DEPEND UPON IT.**

Make sure you have a Log Keeper with you to take comprehensive notes of the incident and all decisions and directions given out to Staff.

Upon arrival of Police make sure a suitable person is available to meet them at the agreed point and have the District Officer brought to your Customer Service Centre.

***REMEMBER - AT ALL COSTS AVOID CONFRONTATION.***

Upon completion of incident the area will still be considered a crime scene and remain cordoned off until Crime Scene Searchers have photographed the scene and completed a thorough search for evidence.

The scene and surrounds should then be rehabilitated as quickly and smoothly as possible. There may be an obvious need for counselling services to assist some people deal with the incident.

## Operations Manager

Upon notification of incident establish the seriousness of the emergency and ensure both the Operations Manager, Police and Ambulance Service have all been notified.

Attend the Customer Service Centre and set up contact with all the Officers. Ensure they are ALL aware of the type of incident and the exact location of the incident.

Brief the Operations Manager on his arrival and assist him in the conduct of all emergency procedures.

Do not make announcements over the Public Address System. Utilise the two-way radio system already in place. If contact with the scene over hard-line telephone is available then use it. The telephone is always more reliable and secure.

Allocate a suitable Gate Number for Police and Ambulance to attend and nominate enough Officers to meet and escort these services, upon arrival, to the required locations.

Only after discussions with Police, and Operations Manager should total evacuation be commenced.

If evacuation is to occur the normal evacuation assembly points may not be suitable and alternatives may have to be sought.

Once the emergency has been brought under control assign Officers to maintain a cordon until Police have finished gathering forensic evidence.

If possible assist Police by allocating a room where they may be able to take immediate statements from witnesses. This will assist Police in that they can obtain quick and accurate information which may lead to the early arrest of suspects.

Remember, a lot of people will be adversely affected by this incident and may need counselling. It may be up to you to advise the Operations Manager of persons you believe have been traumatised by this event.

## Officer

The Officer/person, satisfied that the code has been understood, must now ensure the following information is relayed, if safe to do so:-

- Name of Officer/person sending information & their location.
- Exact location of incident.
- Exact number of suspects.
- Accurate description of suspects.
- Description of weapons being used.
- Description of any vehicles thought to be involved.
- Last known direction of travel.

If possible, and safe, commence removal of persons not in immediate proximity to incident. Evacuate only those it is safe to evacuate. Do not unnecessarily expose yourself or others to the suspects and/or danger.

*IN CASE OF EMERGENCY - TELEPHONE 000*

The suspects will depart once they have what they came for.

The Officer must now remain at the scene until the arrival of Police and Ambulance. Render what assistance you can to those who may be in need of it. You must make all attempts to remain calm and in control as all around you will be upset and extremely frightened.

If first aid is required - render as best you can. Advise Customer Service Centre of status re injuries and request Ambulance immediately to your location.

Ensure Control is advised as soon as the suspects depart the crime scene.

Request assistance from other Officers and set up suitable cordon. Remember this is a Crime Scene and you can assist Police in the capture of suspects if you help seal off the scene and avoid destruction of possible evidence.

Follow the instructions of the Operations Manager.

## Post Incident

As with all emergency incidents, there are a number of steps which should be taken to aid in the rehabilitation of the people and environment. The emergency procedures should also be examined to establish if they were effective and that the plans were followed.

A full debrief should eventuate as soon as time permits - within 48 hours if possible. The Police and other Emergency Services involved should be invited to send representatives. Those Officers immediately involved in the incident should also be invited to attend. The Operations Manager must chair the proceedings and allocate a time for all participants to speak.

The debrief should be designed to listen to both good and bad and must be constructive not destructive. Neither should it be a "back patting" exercise.

Interview of all Officers involved should take place as soon as practical. This should be conducted in an informal atmosphere and with a view to obtaining their observations of the part they played.

It is important that the Market Authority nominate one person to receive all complaints from those affected and the Authority must investigate those complaints and provide a suitable response to the complainants.

As a result of this incident it may be necessary to revise or in some manner alter current procedures. This should be carried out at the earliest opportunity with a view to avoiding similar mistakes or problems.

## **AIDE-MEMOIRE - OFFICER**

### **ARMED HOLD-UP**

Upon receipt of information, other than from Control, regarding a Hold-Up:-

- Investigate the information. Do not unnecessarily expose yourself to danger.
- Using telephone or two-way radio contact Control & advise them **CODE BLUE**
- Inform Control of who you are, your exact location & exact local the incident.
- Observe, number of suspects, weapons, vehicles if any, description of suspects.
- Request Police attendance.
- DO NOT ATTEMPT CONFRONTATION.**
- DO NOT ATTEMPT DELAYING TACTICS.**
- If outside of this incident then wait for directions from control and avoid moving into a place of danger.
- Do not move to a position unless advised it is safe to do so.
- Avoid excessive use of radio - it may be the only communications the observer has.
- If safe to do so, commence evacuation of persons not immediately under threat. Await the signal **CODE BLUE - EVACUATE**
- Carry out the directions of the Operations Manager .
- Remember - the Operations Manager is relying on you for advise re what is happening at the scene. Be accurate and remain calm.
- Advise safe route for Police.
- Once suspects move from scene advise Control as to direction & mode of travel.
- Remain at scene and assist those who may have been injured or otherwise adversely affected by the incident.
- You will be required to supply a statement for Police.
- At all times maintain communications with Control as they will have the outside link with Police. Avoid lengthy discussions with fellow Officers.

## AIDE-MEMOIRE - OPERATIONS MANAGER

### ARMED HOLD-UP

Upon receipt of **CODE BLUE/CODE BLUE - EVACUATE**

- Set up at Customer Service Centre & advise Operations Manager & ALL Officers.
- Establish which Officer/person is reporting the emergency.
- Establish exact location of witness and incident.
- Ensure Police & Ambulance Services have been advised & are attending.
- Nominate a R.V. for emergency services and have Officers meet them.
- DO NOT** attempt to set up blockades or similar in an attempt to trap suspects.
- Establish a wide perimeter of concealed Officers if safe to do so.
- Officers to watch only - They are to take no active role other than observation.
- Ensure a full & detailed Log is being kept by a nominated person.
- Follow all lawful directions given by Operations Manager.
- Discuss with Operations Manager need to evacuate & area to be evacuated.
- If evacuation to occur - **CODE BLUE - EVACUATE**
- Seek advice from Emergency Services re evacuation.
- Maintain contact with all Officers & continue to up-date.
- Once situation comes under control advise all Officers of the all clear.
- Ensure a team of Officers is assigned the task of setting up a cordon around the crime scene.
- Make available to Police those persons who may be considered witnesses.
- When time & situation permits - attend the scene with the Operations Manager and establish the rehabilitation procedures to be implemented.
- Advise Operations Manager of those you consider require counselling.

## AIDE-MEMOIRE - OPERATIONS MANAGER

### ARMED HOLD-UP

Upon receipt of **CODE BLUE/CODE BLUE - EVACUATE**

- Attend the Customer Service Centre & establish extent of emergency.
- Ensure Operations Manager is present or attending.
- Establish either radio communications or telephone link with scene.
- Ascertain seriousness of incident, number of suspects, weapons, mode of transport and exact location of incident.
- Establish if Police & Ambulance have been requested. If doubt have Operations Manager repeat the process.
- Ensure Operations Manager is present to relay all your directions to Officers.
- Establish a covert cordon about the area.
- Officers are to remain out of sight and are to observe all movement of suspects.
- Maintain communications link and ensure up dates are passed both to you & Operations Manager & back to Officers.
- Ensure Operations Manager has arrangements in place to have Police & other Emergency Services enter via safe route & to be escorted to incident site.
- Notify Director - Market Authority, at an appropriate time.
- Discuss evacuation needs with Police & Operations Manager.
- Seek advice of Officer at scene as to likely safe evacuation being successful &/or required.
- DO NOT USE PUBLIC ADDRESS SYSTEM.**
- Attend scene as soon as practical - after termination of emergency - and establish aftercare procedures that may be required.
- Seek advice of Operations Manager & ambulance Staff as to those who may be suffering shock or other similar symptoms.
- Officers should be given due consideration as to their requirements.

Some Staff &/or others may require counselling.s

## BOMB THREAT PROCEDURES - CODE PURPLE

**C**onduct a logical appreciation of the threat against the individual or organisation. How best can the threat be interpreted? The person appointed to assess the threat should, ideally, have received training in this area. Most likely part of the organisations security structure.

This person must have sufficient power to issue directives and conduct suitable training and rehearsal of Bomb Threat Procedures.

### The Co-ordinator

The coordinator should control all search and evacuation operations and ensure good communications are established between himself and searchers.

#### Coordinators Responsibilities

Prepare and maintain an effective Search Plan.

Prepare and Rehearse a safe Evacuation Plan.

Conduct Long Term and Short Term Threat Assessment.

Approving:- Search Only

Search & Evacuation

Evacuation without Search

Re-occupation of Premises

Liaison with Police & Emergency Services.

Organising and supervising Conduct of Training and Drills.

## THREATS

Threats may be communicated by letter, through the post or via a third party such as the media, or they may be received via the telephone system. They, generally, defined into two categories:-

*Non-Specific Threats -*

*Specific Threats -*

### Non-Specific Threats

This type of threat is the most common and is normally a very basic statement, e.g. “...*there is a bomb in your building*”.

### Specific Threats

This type of threat contains more detailed information, which may include the following :

Where the device has been placed;

Reason or motive for placing device;

What the device looks like;

What time it is set to explode;

It is obvious that the specific threat will cause a greater concern and requires urgent attention and immediate response.

*No matter what type of threat is received - Treat all threats as real until proven otherwise.*

### Long Term Threat Assessment

Involves conducting an assessment of the susceptibility of the organisation, its employees and operations to threats from inside sources and external opponents.

*What makes you a targeted why*

## Short Term Threat Assessment

The Short Term Assessment is conducted as a direct result of receipt of *threat*.

### Written Threat

Remember the paper this threat is written on is evidence and excessive handling may destroy fingerprints. Do not make photocopies of this item until you have spoken to police.

### Telephone Threat

All telephone threats should be recorded using an appropriate Telephone Threat Check List. A copy of this Check List should be placed at every telephone outlet.

A copy of the completed check list should be available to police on their arrival.

TRACING TELEPHONE CALLS - If you are the recipient of a bomb threat call, *DO NOT HANG UP THE PHONE*. It is possible to trace some calls. Contact your telecommunications company to establish if your system is suitable to conduct traces through.

## Evacuation

Coordinator has four options:-

**Do Nothing** - To ignore threats or write them off as pranks, without taking any action may invite serious consequences.

**Search without Evacuation** - The threat level may be considered low to moderate, with no reason to believe a suspicious item may be present. Trained personnel conduct a search of areas they are familiar with the assistance of those staff who work in the respective areas.

**Search & Evacuation** - The coordinator organises and controls a full/partial evacuation of the premises, whilst utilising his Trained Search Teams to search all evacuation points and routes. The Teams then conduct a search of the complex as required by the coordinator.

**Immediate Evacuation** - The likelihood of a suspect item being present is very high, or the threat received indicates a possible explosion within a short time, then the coordinator is left with no alternative but to recommend an immediate and full evacuation.

## Evacuation Planning

Most organisations have established fire evacuation plans. Evacuation plans for bomb threats should not vary from these. This ensures that people will generally move to the same area each time they are requested to leave the premises in an emergency.

There are three variances to the above. The first is that evacuation routes, and points, should be searched for additional suspect items. The second is that people must not be evacuated past a suspect item. The last is that evacuation points should be away from any possible secondary hazards such as plate glass windows etc.

*When conducting an evacuation, ensure people take their personal bags etc. with them.*

## SEARCH

### Search Plans

Search Plans must be in place if a complete and systematic search is to take place. Each member of the Team must be aware of his/her areas of responsibility. Especially in relation to evacuation routes and evacuation assembly points.

### Types Of Search

There are only two types of searches that are recommended. The first is the *Occupant Search* and the second is the *Trained Search Team*.

***Occupant Search:*** The occupant search involves the use of personnel who actually work in respective areas. They are requested to conduct a low level search of their own areas to establish if there are any items which they consider to be foreign to the area.

This is generally completed under the supervision of a member from the Trained Search Team. To conduct a search of this nature requires management to provide suitable *basic* training which will ensure staff feel comfortable carrying out the search and provide the level of security that the staff will accept.

***Trained Search Team:*** The Trained Search Team is a group of company employees who have been selected to carry out the duties of searchers. They should receive adequate training on correct search patterns and procedures which will ensure they can conduct and/or supervise a search which has resulted from receipt of a Bomb Threat.

A Team will provide a high level of staff safety and confidence and thereby reduce effective down-time and lost revenue.

## Initiating Search Procedures

The search should only be initiated at the request of the coordinator or his nominated delegate. The search teams must be aware of which persons are permitted to authorise searches and/or evacuations.

## SEARCH PROCEDURES

### Suspect Items

Searchers must be trained to conduct a search in a systematic and methodical manner. They must also be trained in what to look for.

They are searching for items:-

**That should not be there**

**That cannot be accounted for**

**That are out of place**

**That are similar to the original threat description**

Searchers must rely on local knowledge and questioning of those persons who work within the area being searched.

*IF IN DOUBT - ASK QUESTIONS OF THE OFFICE/AREA OCCUPIERS*

### Sequence of Search

**Exterior:-** Clear all exterior areas before moving inside buildings. Suspect items are more often deposited outside a building than they are inside.

**Interior:-** Search public access areas first then move to areas which are more secure. Suspect items are more likely to be placed in areas to which the general public have access.

Ensure all areas are marked, on completion of search, to avoid searching areas twice over.

## Room Search

Enter the room and - *STOP - LOOK - LISTEN*. This will enable the searchers to identify all items within the room and to attend to any item which poses an immediate threat.

Divide the room into three levels -

*FLOOR TO WAIST - WAIST TO TOP OF HEAD - TOP OF HEAD & ABOVE.*

Start at the doorway and walk in a clockwise direction. Search all levels thoroughly as you move.

On reaching the halfway point - walk down the Centre of the room until you return to your start point.

Repeat the process - this time moving anti-clockwise. Ensure all levels are searched as you move through them.

This process will enable a complete and thorough search to be conducted.

Once again, mark the room as having been cleared. This will ensure the room is not unnecessarily searched a second or third time.

## Locating A Suspect Item

If a *suspect item* is located it must be treated with great care and respect. At no time should anyone attempt to open or move the item. Ask questions of those who work in the area. If you are unable to obtain satisfactory answers then request the attendance of police.

**REMEMBER: -DO NOT TOUCH SUSPICIOUS ITEMS**

-MOVE THE PEOPLE AWAY FROM THE SUSPECT ITEM

***NOT***

-THE ITEM AWAY FROM PEOPLE

-SECURE THE AREA

-INFORM THE COORDINATOR WHO WILL INITIATE EVACUATION & INFORM POLICE.

The person finding the suspect item *must* be available for interview by police. A diagram/sketch of the suspect item and surrounds should be compiled.

## AIDE-MEMOIRE - OFFICER

### BOMB THREAT PROCEDURES

#### Action On Receipt Of Threat:

- Use Bomb Threat Check List to record contents of Threat.
- Advise Operations Manager (if unavailable) → Police
- Ensure Portable Radio is on & if necessary have Control nominate a different Channel - All Officers must be informed before changing channels.
- Carry out actions as directed by Operations Manager → Police.
- If Management unavailable seek advice of Police as need for Evacuation.

#### SEARCH

- When directed, conduct thorough search of your areas of responsibility.
- Remember correct search pattern - Start Outside & Work Inside. Start on Ground Floor & Work Upwards.  
Divide rooms/areas into 3 levels- Floor to Waist →Waist to Head →Head & Above.
- Search areas, specified in Threat, *FIRST*.
- Notify Control upon completion of search.
- Advise Police on arrival, of search conducted.

### BOMB SCENE PROCEDURES

#### LOCATING A SUSPECT DEVICE/BOMB:

-If you locate a Suspect Item - *DO NOT TOUCH CONTACT CONTROL IMMEDIATELY.*

- Ask Questions :- Who put the item there? Why is it there? What is in the item?
- If the answers you obtain are unsatisfactory or answers cannot be obtained then
- DECLARE THE ITEM SUSPECT & EVACUATE THE AREA.*
- Minimum Distance of 100M for package up to brief case.
- Minimum Distance of 300M for vehicle.
- Once clear of area - make notes regarding suspect item/vehicle.
- Have drawing & notes available for Police on their attendance.

*ADVISE CONTROL IMMEDIATELY OF YOUR SITUATION & REQUIREMENTS*

#### ATTENDING BOMB SCENE

- Attending the scene of an Explosion - remain calm and under control.
- Evacuate unnecessary personnel out of the scene - immediately.
- Organise the immediate Evacuation of injured personnel
- Request attendance of Ambulance and other Emergency Services.
- Advise Control re Number of injured persons.
- Ensure Evacuation occurs via GATE 1.

## **AIDE-MEMOIR - OPERATIONS MANAGER**

### **BOMB THREAT PROCEDURES**

#### **Action On Receipt Of Threat.**

- On Notification of Threat Advise Operations Manager & Ensure Bomb Threat Check List has been Compiled.
- Immediately conduct Threat Assessment & Consult with Market Operations Manager →Decide Course of Action.
- Set up Customer Centre & Direct A Officer to attend & act as Recorder.
- Consult with Operations. Manager & decide whether Threat is Specific or Non-Specific.
- Ensure Police are Advised of Situation & Given Safe Access Route.
- Carry out Appropriate Actions as Directed.
- If NO Management → Seek Police Advice re Search/Evacuation.
- Direct Searchers to Areas Specified in Threat.
- Advise Gate 1 Evacuation *MAY* be Ordered.

### **BOMB SCENE PROCEDURES**

#### **LOCATING A SUSPECT DEVICE/BOMB.**

- Implement Evacuation (Partial/Total) As Directed by Operations Manager. or Upon Locating a Suspect Item.
- Ensure Evac. Routes are Searched & Safe to use.
- Ensure Recorder Accurately Records ALL Details/Events.
- Advise Police & Emergency Services of Situation.
- Advise ALL Officers of Situation & continually update.

### **DEVICE/BOMB EXPLODES**

- Implement TOTAL Evacuation.
- Direct All Injured to be Removed From Scene.
- Advise Police & Ambulance Service of Injuries.
- Seal the Scene & Direct ALL Persons to Remain Outside the scene UNLESS Directly Involved in Evacuation of Injured.
- Ensure Police & Emerg.Services are Given Safe Access Route.

## **AIDE-MEMOIR - OPERATIONS MANAGER**

### **BOMB THREAT PROCEDURES**

#### **Action On Notification re Bomb Threat**

- Move to Customer Service Centre and Ascertain Details.
- Conduct Threat Assessment - Non-Specific → Specific.
- Have Completed Bomb Threat Check List Brought To You.
- Assess Actions Required - Search → Search & Evacuation → Evacuation.
- Ensure Police & Applicable Emergency Services Advised.
- Have ALL Officers Advised & Updated.
- Advise All personnel on How To Reach YOU.
- Ensure Gate 1 Advised.
- If Location Specified in Threat - Direct Search To This Area First.
- If Evacuation is to be ordered - People ONLY NOT Vehicles.  
UNLESS Vehicles Compound the Hazard.

#### **ACTION ON LOCATING A SUSPECT DEVICE/BOMB**

- Have Officers Ask Questions re - How Item Got There?
- Who Put It There? Why Is It There? What Is The Item? Why Is It Suspect?
- If answers Unsatisfactory - Recommend Evacuation & Call Police.
- Ensure a Safe & Secure Cordon is Placed Around the Area.
- Instruct Officers to Forbid Entry to ALL - except Police.
- Advise Ambulance Service & Fire Authority.
- Advise Chief Executive Officer.
- Ensure Witnesses are made Available for Interview by Police.
- Once Task is Complete - Rehabilitate the Scene.
- Organise Full Debrief - with Police if Required.
- Consider Counselling for those who may have been adversely affected.

#### **DEVICE/BOMB EXPLODES**

- Activate Customer Service Centre immediately.
- Advise Police & Services of Exact Location of Incident & Safe Route In.
- Advise ALL necessary Emergency Services:-  
POLICE →AMBULANCE →FIRE BRIGADE →HAZARDOUS GOODS.
- Direct Officers to Evacuate the Injured from the Scene.
- Have the Scene Sealed off to ALL persons.
- Ensure all Non-Essential persons are removed from the area.
- Advise Chief Executive Officer.
- Once Task is Completed - Rehabilitate the Scene.
- Consider Conduct of Debrief - A.S.A.P.
- Consider Counselling Services for Those who may be in Need.

## DANGEROUS GOODS - CHEMICAL SPILLS - CODE GREEN

The Health and Safety Organisation are the responsible Combating Authority for Dangerous Goods/Chemical Spills. They can be contacted via the Emergency Telephone Operator on **000**. They can be telephoned via their direct telephone number (during business hours) **96654478**. The Organisation also has an after hours direct dial Emergency Number - 000

### Immediate Actions

The most obvious first action is to ensure all persons are removed from the area of the spill. Then attempts should be made to establish the type of chemical that has been spilt or exposed.

Officers should avoid rushing into the immediate area of the spill as they could seriously endanger themselves.

The Health & safety Organisation should be contacted on the above numbers and they should be informed of the type of Chemical, the quantity involved and the exact location.

Advice from this Organisation, and/or the Metropolitan Fire, can then be obtained with a view to establishing the need and extent of an evacuation.

If there is any doubt about the type of chemical and its hazards, evacuation of the immediate vicinity must be recommended. This should be carried out with the aid of Officers and via the code words - **CODE GREEN - EVACUATION**.

## RESPONSIBILITIES

### Operations Manager

The Operations Manager should attend the Customer Service Centre and organise and control the emergency situation. Once in possession of all the information, and taking into consideration the advice of the appropriate Emergency Service Experts, should direct the Officers to carry out the actions he sees necessary.

If evacuation is to take place consideration must be given to those areas most affected and those areas likely to be affected by the chemicals.

Ensure your Operations Manager meets with you at the Customer Service Centre and direct him/her to carry out your instructions.

Ensure a Officer is assigned to meet the Services attending and lead them safely to the scene.

Direct the Operations Manager to ensure that the area is restricted and have him organise and set up a temporary First-Aid Post, if necessary.

Ensure you have a Log Keeper appointed and they are fully briefed on the information and detail that needs to be recorded.

## Operations Manager

The Operations Manager must attend at the Customer Service Centre and assist the Operations Manager, or take his place if he is unavailable. He/she must ensure that Emergency Services have been contacted and should, himself, have discussions with appropriate specialists to ensure that his actions or directives are in-line with the advice of experts in this field.

The Operations Manager must ensure that all Officers are acting in a safe and appropriate manner and are not being put at risk unnecessarily.

Continue to work with the Operations Manager and update as changes occur.

Assign tasks as directed by the Operations Manager and organise facilities to assist the Emergency Services. Attend to the needs of injured personnel by assisting and directing the setup of a First-Aide Post.

Provide assistance where and when required by the Operations Manager.

## Officer

Follow directives issued by Customer Service Centre and the Operations Manager. Provide the Customer Service Centre with updated information as time and situation permit. Advise Operations Manager of extent of Emergency and provide details of injured persons. Secure the area from entry by non-essential personnel.

Provide immediate First-Aid if possible and evacuate all persons from the immediate danger.

Remain in a safe location and await further directions from the Customer Centre.

If outside of normal operating hours, contact the Emergency Service Directory **000**.

Seek their advice as to the nature of the actions you should take. Ensure you obtain details of who is attending and where you should meet them. Advise a safe route into the scene and assist services where necessary.

***DO NOT TRY TO BE A HERO & FIGHT THESE INCIDENTS YOURSELF. SEEK THE ASSISTANCE OF EXPERTS.***

## Post Incident Procedures

Consider setting up suitable time/place details for a full debrief and also take into consideration the conduct of a immediate debrief for Officers.

Ascertain the details of those injured and ensure records of their respective injuries are recorded.

Once the emergency has been brought under control ensure the area remains sealed and conduct an inspection with a Experts from the Emergency Services. You must attempt establish the cause and reason for the spill with a view to ensuring the same situation will not be repeated.

Consider the need to assist with counselling for some of those affected by this incident.

## **AIDE-MEMOIRE - OFFICER**

### **DANGEROUS GOODS - CHEMICAL SPILL**

Upon receipt of information in relation to a Chemical Spill, or, when directed to investigate a reported Chemical Spill:-

- Proceed with caution. Consider personal safety first.
- Speak to people in the immediate vicinity and ascertain the extent of the spill.
- Obtain information regarding the effects on people and decide the need to conduct evacuation.
- On obtaining information contact Customer Service Centre and provide a detailed report for the Operations Manager .
- If Operations Manager is on duty contact the following emergency number:-
- 000 & REQUEST EMERGENCY SERVICES.**
- Upon reporting to the Customer Service Centre - ensure you can provide the following information:- Type of Chemical & quantity; number of persons injured, their names and injury details; extent of spill and extent &/or need for evacuation.
- With each chemical there must be an identifying code. If possible provide this code for the Customer Service Centre.
- Assist persons in immediate danger - if safe to do so.
- Restrict entry to the spill area by means of cordon tape.
- Ensure the correct alarm has been raised - **CODE GREEN - EVACUATE.**
- If safe to do so - & suitable equipment is available - deal with the emergency.
- Direct evacuations to the nominated Evacuation Assembly Points.
- Remain there unless directed to carry out additional duties by the Operations Manager, or Customer Service Centre.
- If above personnel are not on duty - ensure you have a person arranged to meet the Emergency Services at a nominated point.

## **AIDE-MEMOIRE - OPERATIONS MANAGER**

### **DANGEROUS GOODS - CHEMICAL SPILL**

On receiving information regarding a Chemical Spill the Operations Manager should:-

- Attend the Customer Service Centre and commence gathering information & assessing the situation.
- Ascertain if Emergency Services are required and if so have they been requested. If in doubt contact the appropriate Health & Safety Organisation, Police & Ambulance Services.
- Ascertain the number of persons injured and the extent of the injuries.
- Organise a temporary First-Aide Post - if required - & provide temporary treatment for the injured.
- Ensure the Operations Manager is made aware of the situation and request his attendance at the Customer Service Centre.
- Nominate a Log Keeper & brief him/her on their duties.
- Nominate a Officer to meet the respective Emergency Services & provide location and expected time of arrival.
- Ensure that there are enough Officers to set out the cordon & to conduct the evacuation.
- If necessary, request Police assistance to conduct necessary evacuation. You will have to provide Police with a copy of the four Evacuation Assembly Points.
- Continue to supply the Operations Manager & Officers with updates.
- Direct the Officers to keep people aware of what is happening this may help reduce the pressure on them & the Customer Service Centre.
- On completion of incident ensure scene is rehabilitated & people are advised when they can return to their stalls & places of work.

## **AIDE-MEMOIRE - OPERATIONS MANAGER**

### **DANGEROUS GOODS - CHEMICAL SPILL**

Upon being advised of a Chemical Spill, the Operations Manager should;

- Contact the Operations Manager & arrange to meet at the Customer Service Centre.
- Obtain full briefing from Operations Manager as to the extent of the spill & the details of those who may have been injured.
- Establish if the necessary Emergency Services have been called -
- Health & Safety Organisation - B/H: 96654478**
- If required - set up a temporary First-Aide Post.
- Ensure Ambulance and Police have also been requested.
- Ensure the incident site has been evacuated & sealed off.
- Request the Operations Manager to establish contact points for the Emergency Services.
- Ensure you have a Log Keeper assigned to the Customer Service Centre.
- Advise Emergency Service coordinators that they can meet with you at the Customer Service Centre.
- Upon completion of the Incident - ensure the area is rehabilitated and that it becomes a safe environment to work in.
- Set up a full & frank debrief for representatives of all Services involved in the emergency.
- Ascertain the full details of all persons who may have been affected - in any way - by this incident.
- Consider conducting an immediate debrief for Market Authority Staff only.
- Conduct a review of procedures to ensure actions are suited to the emergencies.

## EMERGENCY TELEPHONE CONTACTS

MARKET AUTHORITY Ph. No.:- 0417 317 081

EMERGENCY SERVICES:-

POLICE - FIRE BRIGADE - AMBULANCE:- 000

HEALTH & SAFETY ORGANISATION:- 000

## EMERGENCY COLOUR CODES

*FIRE ALARM - CODE RED*

*HOLD-UP ALARM - CODE BLUE*

*BOMB THREAT - CODE PURPLE*

*CHEMICAL SPILL - CODE GREEN*