EMERGENCY RESPONSE

Call TRIPLE ZERO (000) for Ambulance, Fire Brigade, Police

STANDARD RESPONSE ✓

- **WARN** anyone in immediate danger
- **ALERT** others and raise the alarm
- **CONTAIN** or **MANAGE** the situation - if safe to do so
- **EVACUATE** yourself and others - out of immediate danger to a safe place

FIRE 🔥

- **REMOVE** people from immediate danger – if safe to do so
- **ALERT** the Fire Brigade/Activate Alarm – call Triple Zero (000)
- **CONTAIN** Fire and Smoke – close door to contain the fire, if safe to do so
- **EVACUATE** or **EXTINGUISH** – attempt to extinguish if trained and it is safe to do so, otherwise evacuate

EVACUATION 🏃➡️

- **CHECK** for immediate danger
- **SHUT DOWN** equipment/processes
- **LOCATE** your nearest exit
- **DIRECT** visitors and help those who need assistance
- **FOLLOW** exit signs to exit the facility. Do not use lifts
- **GO TO** the assembly area

MEDICAL EMERGENCY ✚

If a person is seriously ill or injured don't hesitate to call Triple Zero (000) and ask for an ambulance.

- **CALL** Triple Zero (000) and ask for an ambulance
- **ALERT** a local First Aid Officer if available
- If the person is unconscious, send for the closest **AED** (if known)
- **FOLLOW** the instruction provided with by the Triple Zero Operator
- **SEND** someone to flag the arrival of the ambulance

PERSONAL THREAT ⚠️

Do not challenge anyone acting aggressively and avoid situations where you may be isolated from help.

- Try to remain **CALM**
- **ALERT** someone nearby, if safe to do so
- **ATTEMPT** to de-escalate the situation. Handover whatever is requested
- **ACTIVATE** duress device and/or call Triple Zero (000), only if safe to do so

Report suspicious behaviour to your manager/ supervisor or the person-in-charge.