

EMERGENCY PROCEDURES & GUIDELINES



FOR ALL EMERGENCIES, PLEASE CONTACT ANY OF THE FOLLOWING NUMBERS:

- 011 678 5306
- 071 898 9614
- 072 133 0516
- 071 886 9362



Introduction

The purpose of this document is to assist all tenants, service providers, suppliers and their staff in the event of an emergency. It is important that everyone is constantly prepared to manage an emergency effectively, thereby minimising injury, loss of life or damage to property, should an emergency occur.

The contents of this document serve as a guideline on which steps to follow, but continuous reviews of emergency plans are necessary to ensure that everyone is prepared at all times. A proactive approach is needed which will lead to synergy between tenants, Centre Management, and service providers.



A few golden rules to remember

- **Panic causes havoc.**
- Remain calm and communicate effectively to customers in a manner that **avoids panic and confusion.**
- When in doubt, please use the emergency contact numbers.



General role of the tenant

- **Ensure ALL personnel on duty at all times are trained in:**
 - Fire prevention
 - Basic firefighting
 - Bomb search procedures
 - Evacuation
 - First aid/medical
- Ensure personnel are aware and conscious of dangerous objects.
- Ensure staff members, including casuals, are familiar with evacuation procedures.



Important

- All incidents **MUST be reported** to one of the emergency numbers listed.
- **"Incident"** = medical emergency, fire, theft, suspicious person/s, gas and water leaks, etc.
- Security will provide the first line of response to the emergency at hand.



Explosions - contact Centre Management on 011 678 5306

- If possible, give full details of the explosion, including location, cause (if known), and details of any injuries (if sustained).
- Evacuate all lightly injured people to a safe place.
- Switch off electrical supply and turn off all gas sources (if any).
- Keep firefighting equipment handy and in full working condition at all times, as explosions often result in fires.
- Try to calm people down and maintain order in your area.
- Refer people suffering from shock and/or injuries to the designated safe medical treatment area.
- Await the arrival of Security, fire and police teams.
- Evacuate area if and when necessary.
- If the explosion is minor but results in a fire, only then proceed as per the fire plan.



Fire – contact Centre Management on 011 678 5306

- Upon discovering a fire, contact Centre Management and give detailed information.
- Close doors and windows in the immediate proximity of the fire (where possible).
- Cordon off the affected area and keep clear of crowds.
- Commence firefighting with available fire equipment when instructed by Security Manager.
- Guide people away from the affected area.
- Avoid smoky areas at all times.
- Crawl in dense smoke.
- Avoid lifts and use emergency exits.
- Follow instructions from Security.
- Await fire and rescue units.
- Note: Prepare to evacuate on instruction from Security.



Bomb Threat – contact Centre Management on 011 678 5306

- Receipt of bomb/threat/information – see checklist.
- Contact Centre Management.
- Accurate information of the threat is essential.
- Follow instructions from SAPS, Security and Bomb Squad.
- Inform responsible staff members to search their own areas for suspicious items.
- Don't be a hero.
- **Positive threat:**
 - Advise Security (who will contact all the necessary response units).
 - Do not touch/move the suspicious device.
 - Open all windows and doors.
 - Close/shut off gas valves and electrical supply.
 - Initiate evacuation procedures **ONLY ON INSTRUCTION FROM SECURITY**, and move to a safe area.
 - Security will cordon off the area and secure for authorities, and the South African Police Service (SAPS) will sweep the area.
 - Act on instructions from SAPS, Security and Bomb Squad.
 - You will be advised when it is safe to return to your store.
- **Negative threat:**
 - Advise Security Control Room.
 - SAPS Bomb Squad must sweep the affected area/s, as a bomb threat is a criminal offence that the SAPS must investigate.
 - Once the SAPS Bomb Squad has declared the area safe, business can proceed as normal.
- **Note: Confidentiality and responsible reporting prevents panic and confusion.**



BOMB THREAT CHECKLIST

Date: _____

Time: _____

Ensure the conversation is recorded or have someone listening in (if possible).

Exact wording of message/threat/call: _____

Keep the caller talking. Ask the following questions:

- When will the bomb go off? _____
- What kind of bomb is it? _____
- Where is it? _____
- Building? _____
- Floor? _____
- Area? _____
- Why was it placed? _____
- Are you aware that people will be injured when the bomb explodes? _____
- How do you know so much about the bomb? _____

- Where are you now? _____
- What is your name/telephone number? _____

Complete the following section after receiving the call:

Origin of call:

- Local
- Long distance
- Call box
- Internal
- Cell/mobile
- Other (specify)

Caller was (please complete gender AND age):

- Male
- Female
- Adult
- Teenager
- Child

Language used:

- Afrikaans
- English
- Other (specify)

Caller's voice was:

- Loud
- High-pitched
- Raspy
- Pleasant
- Calm
- Crying
- Disguised
- Muffled
- Soft
- Deep
- Clear
- Angry
- Excited
- Laughing
- Normal
- Other

Caller's accent was:

- Heavy/pronounced
- English
- American
- German
- African
- Irish
- Slight
- Afrikaans
- Indian
- British
- Coloured
- Other

Background sounds:

- Factory machines
- Bedlam (noise, chaos, madness, confusion)
- Party atmosphere
- Animals
- Voices
- Street noises
- TV/radio
- Office machines
- Music
- Trains
- Aircraft
- House noises

Comments: _____

Person receiving the call: _____



Armed Intrusion – contact Centre Management on 011 678 5306

- Press the panic button or call Centre Management.
- Stay calm.
- Comply with instructions from intruders.
- Do not make eye contact with intruders, but try to be observant (use great caution).
- **If possible, try to note and remember:**
 - Details of clothing and weapons
 - Direction in which intruders fled the scene
 - Anything that was said
 - Language used
 - Basic description of suspects (race, facial features, body markings, etc.)
- Try to calm people down and maintain order.
- Refer people suffering from shock and/or injuries to the designated safe medical treatment area once intruders have fled.
- Await the arrival of Security and police teams.
- Do not attempt to negotiate with robbers or hostage takers, nor try to stop them.
- **Note: Prepare to evacuate on instruction from Security.**
- **Note: Life is worth more than possessions.**



Evacuation

- A full evacuation of the building will be communicated via the public announcement system and/or Security.
- When an evacuation is ordered all tenants, service providers and suppliers should **adhere to the following procedures:**
 - Ensure all customers are informed and leave the shop/restaurant/cinema safely.
 - Switch off all electrical and gas equipment.
 - Secure the shop by locking all doors and closing all windows.
 - Place the green sticker on the shop door, which indicates that the shop has been checked and all persons have left.
 - Use the shortest route to leave the building, or as instructed by Security or emergency personnel.
 - Remain outside at the designated assembly points, as indicated by Security or emergency personnel, until the “all clear” signal is given.
- NB: Do not use any cellphones inside the building, as they may detonate an explosive device.
- If your shop uses gas, please ensure that all gas bottles have been closed.
- Know your closest emergency route.
- Shop wardens must take head count at designated assembly points and report any missing persons to Security.



Medical – contact Centre Management on 011 678 5306

- Medical situation:
 - Keep others calm.
 - Proceed to first-aid station.
 - Keep crowds away.
 - Notify Security Control Room or Centre Emergency Unit on condition of patient.
 - Follow instructions from Security or medical staff.
 - Perform basic first aid assistance, if properly trained to do this, where necessary.



Floods – contact Centre Management on 011 678 5306

- When flooding occurs due to a pipe bursting or for any other reason, the following protocols apply:
 - Call Centre Management.
 - Give full details of the location of the flooding and the reasons, if they are known.
 - Shut off main electrical supply if possible.
 - Move people away from the flooded area.
 - Minimise damage caused by the water, by removing all equipment to a safe place (if possible), e.g. PCs/laptops, faxes, calculators and so forth.
 - If a total flood occurs, evacuate all people and animals (if any) according to the evacuation procedures.
 - Plan the evacuation using the routes which are still open and safe.
 - All people who are slightly injured must be taken to safe areas.
 - All those who have sustained serious injuries are to be moved to a safe place only if they are endangered by the flood.



EMERGENCY SUPPORT SERVICES

- Cresta Emergency Contact Numbers: 011 678 5306
071 898 9614
071 886 9362

- Security Control Room 072 133 0516
- SAPS Linden 10111
or 011 888 9211

- Metro Police (JMPD) 011 375 5911
- Ambulance 10177
- ER 24 084 124
- Vodacom Emergency Number 112 from a Vodacom phone
- Johannesburg Call Centre 011 375 5555
- Health Worx 011 731 1000
or 079 533 7620
(medical emergencies only)

- Disaster Management (Ambulance & Fire) 011 375 5911