

EMERGENCY PROCEDURES





EMERGENCY CONTACT NUMBERS

NAME	NUMBER	ALT. NUMBER
Melrose Arch Call Centre	011 684 0000	Intercom Scroll For Help
Medi Response (Melrose Arch)	011 713 2000	087 3303 911
Fire Ops (Melrose Arch)	083 622 6026	
1 Ambulance (Provincial)	10177	
2 Ambulance (Netcare)	082 911	
3 Ambulance (ER 24)	084 124	
4 Ambulance (Emer-G-Med)	0861 007 911	082 411 2359
Bomb Squad	10111	10177
Fire Dept.	011 375 5911	10177
S.A.P.S. Norwood	011 483 4600	10111
Melrose Arch Security	011 684 0099	Intercom Scroll For Help

PRECINCT CONTACT NUMBERS

NAME	ROLE	NUMBER	ALT. NUMBER
Melrose Arch Call Centre		011 684 0000	
Reiner Henschel	MA Operations	011 684 0000	082 733 4694
Wayne Preston	MA Security	011 684 0000	072 621 0507
Johan Bothma	Bidvest Security	011 684 0000	082 675 9706



FIRE

REMAIN CALM

S - STAND STILL

T - THINK

O - OBSERVE

P - PLAN

INVESTIGATE

- Determine the location of the fire and reason if possible
- Extent of the fire
- Type of fire; electrical, chemical, material of other
- Immediate dangers
- Activate the nearest manual core point device (red box) which will sound the fire alarm in order for an evacuation to take place

REPORT (A.S.A.P) TELEPHONE & RADIO

- Call Centre No: 011 684 0000
- Intercom No: Scroll For Security/Help
- Security No: 011 684 0099

CONTAIN (IF POSSIBLE)

Guide people away from the affected area/s

Close doors& windows (if safe)

Cordon off affected area/s

Isolate airconditioning (where applicable)

Consider all other safety aspects before extinguishing the fire

Use the correct extinguishing equipment available to you

If not sure, evacuate immediatly



FIRE

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CONTAIN (IF POSSIBLE)

- Immediately contact or notify melrose arch call centre
- Evacuation is priority
- Ensure that employees and visitors know when and where to evacuate.
- You are responsible to assist the public in your office area in the event of an emergency and/or evacuation.
- Assist handicap people or move them to the safest location away from the affected area and wait with them till help arrives
- Never run during evacuation!
- If possible, avoid areas where there is overwhelming smoke
- If the fire gets out of hand, you must evacuate without delay
- Move close to the ground to avoid smoke inhalation
- Evacuate out the building to the allocated assembly point
- Do not use lifts
- Take roll call – report accordingly to the safety marshals
- Debrief



MEDICAL EMERGENCY

REMAIN CALM

S - STAND STILL

T - THINK

O - OBSERVE

P - PLAN

REPORT IMMEDIATELY

- Call Centre No: 011 684 0000
- Medi-Response: 011 713 2000
- Intercom No: Scroll For Security/Help

RELATED INFORMATION:

- Possible diagnosis (medical/trauma)
- Priority of patient (P1, P2, P3, P0)
- If possible – patients vitals
- Age of patient/s
- Gender
- Amount of patients
- Location and possible dangers
- Seriously injured – do not move the patient unless it is essential to do so
- Commence treatment – S.A.B.C's
- Always treat for shock
- Update the call centre
- Follow instructions from medical personnel and security
- Assist wherever possible
- Debrief



THREATS (TELEPHONICALLY)

REMAIN CALM

- Notify surrounding personal of the threat by typing sms / writing an email / note to the nearest employee
- Evacuation is priority,
- Keep person making the threat on the line as long as possible
- Stay calm
- Inform melrose arch call centre without delay
- Listen attentively and be sure to complete the threat questionnaire as accurately as possible
- Attempt to gather as much information as possible
- Attempt to establish where the threat is located, type of threat and what it looks like
- As soon as the call is complete, take the written information and follow evacuation protocol
- Once at the assembly point, hand the information over to the mapec member

BASIC QUESTIONS TO ASK WHEN DEALING WITH A THREAT

1. What Is It
2. Where Is It
3. What Does It Look Like
4. When Will It Happen
5. Can We Stop It
6. Why Are You Doing This
7. Who Are You
8. Where You Calling From

WHILE ON THE PHONE, LISTEN TO:

1. Male or female and estimate age
 2. Language spoken
 3. Emotional state (nervous/calm)
 4. Background noises
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REMAIN CALM

Obtain as much information as possible and write it down and report to the
Call Centre/Security No. 011 684 0099/0000

- Open doors & windows/close curtains & blinds (if it's safe to do so)
- Shut off gas supply if applicable
- Evacuate to the designated bomb assembly point
- Security will search for devices (bottom – up)
- On arrival bomb squad & security will work together
- Await instructions from bomb squad &/or management (possible total evacuation)
- If the device is seen/found – do not touch. Move away immediately
- Continuous updated report on relevant details to joc/call centre
- Await instructions from joc
- Debrief

SUSPICIOUS OBJECTS/PARCELS

- Report any suspicious item/s. Its appearance & exact location/s immediately to
Security no: 011 684 0000/0099 and 7000 on intercom
 - Observe any suspicious person/s and be able to describe them fully
 - Bombs of all forms are dangerous. **DON'T TOUCH** or move anything. Walk away slowly
 - Safety of all concerned is most important. Distance yourself from the “object” by at least one brick wall, preferable behind another building to protect yourself should an explosion occur
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VIOLENT CRIME

REMAIN CALM

SAFETY FIRST

If not involved move away immediately. Keep everybody away (access control)

IF POSSIBLE REPORT A.S.A.P. – TELEPHONE/RADIO/INTERCOM

- Call Centre No: 011 684 0000/0099
- Intercom No: Scroll For Security/Help
- Inform security in your area if possible
- Be observant
- Obey all instructions – do not offer anything
- No eye contact
- No sudden movements
- No heroism
- Do not try to disarm the attackers
- Try to obtain as much information e.G. Gender, age, clothes, nationality, tatoos etc.
- If possible remain at the crime scene and report your observations/ report to sap soon after leaving the scene.
- Debrief

NOTE

LIMIT CASH AT POINTS OF SALE

NO CASH IN PUBLIC VIEW

DO NOT ADVERTISE QUANTITIES OF CASH KEPT ON PREMISES

LIMIT USE OF LAPTOPS AND CELL PHONES ON WALKWAYS



EVACUATION

REMAIN CALM

S - STAND STILL

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P - PLAN

- Ensure that employees and visitors know when and where to evacuate.
- You are responsible to assist the public and or handicap people in your office area in the event of an emergency and/or evacuation.
- Never run!
- Immediately contact or notify melrose arch call centre
- Activate the nearest manual core point device (red box) which will sound the fire alarm in order for an evacuation to take place
- Evacuation is priority
- If possible, avoid the affected areas
- Evacuate out the building using the emergency staircases to the allocated assembly point
- Do not run
- Do not use lifts
- Take roll call at the assembly point
- Report back to fire marshals/ security
- Do not leave assembly point unless instructed to do so
- Await instructions
- Only once the "all clear" is given do you return to your work station
- Debrief

NOTE

IT IS IMPORTANT TO HAVE VARIOUS & ALTERNATE INTERNAL AND EXTERNAL ASSEMBLY POINTS AS WELL AS A BOMB ASSEMBLY POINT BEHIND ANOTHER BUILDING FOR PROTECTION.



OUTAGE

REMAIN CALM

S - STAND STILL

T - THINK

O - OBSERVE

P - PLAN

INVESTIGATE: Gather relevant information

REPORT

- Notify person in charge of department/unit
- Call Centre No: 011 684 0000/0099
- Security No: Scroll For Security/Help
- Obey instructions (e.G. Close taps etc.)
- Assist where possible
- Debrief

NOTE

**ALWAYS CHECK YOUR MAIN POWER SWITCH BEFORE
REPORTING**

INFORM ALL CONCERNED



EXTERNAL DISASTERS

REMAIN CALM

NOTIFICATION OF DISASTER

- Call Centre No: 011 684 0000/0099
- Intercom No: Scroll For Security/Help

REPORT RELEVANT DETAILS:

1. Nature of disaster
2. Location of disaster
3. Expected arrival times of EMS/fire rescue
4. Related details

- Remain at your work station
- Await further instructions
- Offer assistance where possible
- Debrief