

# MACQUARIE CENTRE

## Retail Emergency Guide

### EMERGENCY CONTACT NUMBERS



### IF YOU DISCOVER A FIRE

- Clear the immediate danger area.
- Close doors & windows to contain the fire & smoke where possible.
- Notify adjoining tenants of the fire & its location
- When safe to do so, report the fire to the **Fire Brigade - DIAL "000"**
- Evacuate the centre via the nearest safe emergency exit
- For assistance please **call security on 9887 0822 or 0438 418 881**

### FOR THE SAFETY OF YOURSELF & OTHERS

Know the location of the nearest

- Emergency Exits
- Fire Extinguishers
- Fire Hose Reels
- Break Glass Alarm

### BOMB THREAT PROCEDURES (Phone)

- Remain Calm
- Keep the caller on the line as long as possible
- Use your bomb threat checklist
- Write down the exact wording of the threat
- Write down details of the callers voice
- Write down any background noise you could hear
- **DO NOT HANG UP THE PHONE**
- Advise your Warden or the person in charge of the threat
- Report threat to **Police - CALL "000"**
- Report threat to Centre Security:  
**Call: 9887 0822 or 0438 418 881**

### EVACUATION PROCEDURES

- If the Alert Signal Sounds – **"BEEP BEEP BEEP"**
- Be aware of a possible emergency within your shop/ area. Prepare for an evacuation.
- If the Evacuation Signal Sounds – **"WOOP WOOP WOOP"**
- Immediately clear all persons from your shop or area via the nearest safe emergency exit
- Close and secure the shop only if safe to do so
- Evacuate the centre via the nearest emergency exit to the **Emergency Assembly Area, located on Herring Road opposite the Centre, grassed area near Train Station.**
- Remain there until given the "All Clear" to re-enter by the Emergency Services or Centre Management.

