

Emergencies can happen anywhere, anytime and have many causes such as fire, storms, flooding, major crashes and hazardous material spill.

Loss of services including power, water, phone or gas can also occur.

Think

Have you thought about how these things could affect you and your business?



For example:

A power outage could be caused by a storm, traffic accident or a service interruption



The lifts, cool rooms, and electrical appliances won't work



Is your cash and stock secure?

Do you need to keep people in or out of your venue?

Can you continue working? Can you serve your customers?



After a few hours you may not have running services.

What would you do if your business had no power or water for a day?

How would you manage if your mobile phone isn't working due to high traffic or a flat battery?

Prepare

Being ready for fires, storms, other emergencies or service outages can reduce the impact on you and your business.

Follow these steps to help you prepare:

1 Develop an emergency plan

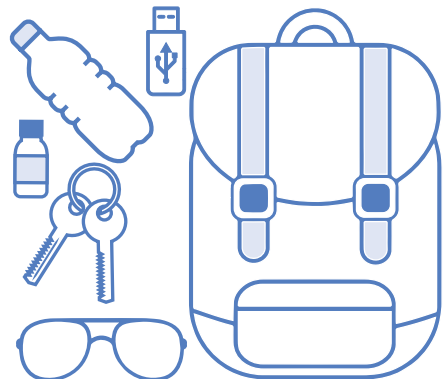
- Can you get out of or into the building safely via the stairs?
- Do you have any disability or access requirements?
- What resources might you need at work such as a torch, batteries and bottled water?
- Discuss your plan with people around you including nearby businesses.



 **Visit the Red Cross website to help you plan redcross.org.au/prepare**

2 Put together a grab bag and keep it in a place you can reach easily

medications	mobile phone & charger
clothes	bottled water
contact numbers	eye glasses
important documents on a secure USB	hardcopy of important documents
spare keys	cash



3 Know how to respond



- Learn about the safety procedures for your building including evacuation routes.
- If you need to leave, know how you can evacuate each room and your building.
- Make sure the escape routes are kept clear at all times.

Sometimes it is best to stay and shelter in place.

- Is your building secure and can you access resources you need?
- Where will people shelter?
- Organise items you may need such as torches, batteries, bottled water and non-perishable food.

4 Develop a Business Continuity Plan

- ▶ Learn more about keeping your business operating by searching “emergencies” at www.smallbusiness.wa.gov.au

5 Learn more



Department of Fire & Emergency Services (DFES)

dfes.wa.gov.au

Emergency WA

emergency.wa.gov.au

Red Cross

redcross.org.au/prepare

City of Perth

perth.wa.gov.au/emergency

Act

You may become aware that something is wrong or an emergency is occurring when you hear an alarm, or experience a sudden change in your surroundings such as:

- The lights go out.
- You smell smoke.
- You hear loud noises like wind, thunder, banging or people yelling.



What should you do? Follow these four steps:

1 Gather information

- Look around you.
- Listen to what is happening around you.
- Tune in to AM radio 720 ABC or 882 6PR.
- Check online at www.emergency.wa.gov.au
- Check for SMS messages.

2 Call for help if an emergency is unfolding

- Fire, Police or Ambulance - 000
- State Emergency Service (SES) - 132 500

**Don't assume someone has already done this.
You may help by giving new information.**



Download the Emergency Plus smartphone app

This will provide emergency phone numbers and show your location using GPS.
emergencyapp.triplezero.gov.au



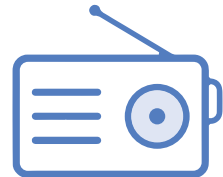
3 Decide what action you should take

- Always follow the instructions of emergency services officers.
- Follow your emergency plan and get your grab bag.
- If it is safer to stay in place, organise resources you may need such as torches, batteries, bottled water and non-perishable food.
- Check on other people around you including staff and customers. Assist where possible.
- Follow your Business Continuity Plan.



4 Review

- Review the emergency to see if the situation is changing by listening to official updates from emergency services on the radio, online and via social media.
- If there is no change consider the longer term – should you leave and is it safe to go somewhere else?



Are you prepared Perth?

Fire / Emergency Wardens

Name _____ Phone _____

Name _____ Phone _____

First Aid Officers

Name _____ Phone _____

Name _____ Phone _____

Meeting place location

Things we need (that are not in the grab bag)

My Contacts

Building manager _____

Phone provider _____

Internet provider _____

IT manager _____

Insurance company _____

Safety & Emergency Contacts - 24 hour services

Emergency	Fire, Police & Ambulance	000
WA Police	Police attendance	131 444
State Emergency Service (SES)	Assistance for natural disaster	132 500
Western Power	Emergencies & power interruption	131 351
Gas	Emergencies & faults	131 352
Water	Emergencies, faults & security	131 375

This document is available in alternative formats upon request.

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