

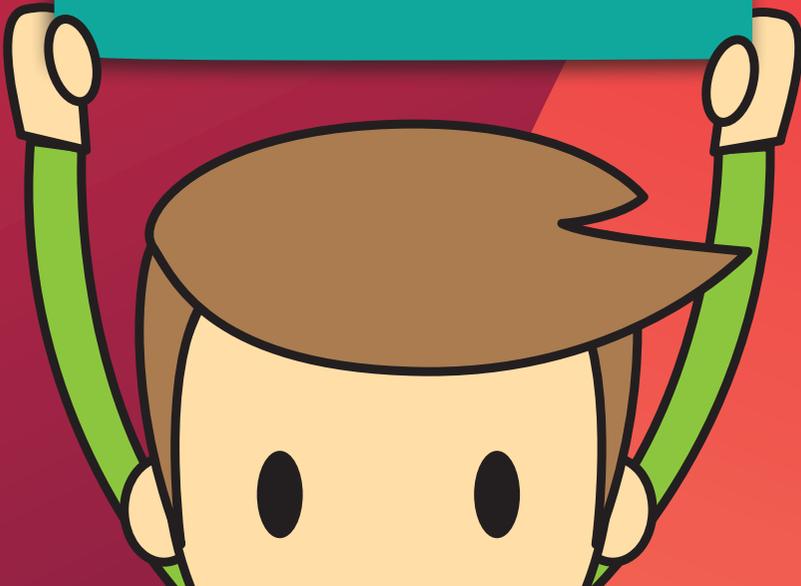


City of Perth

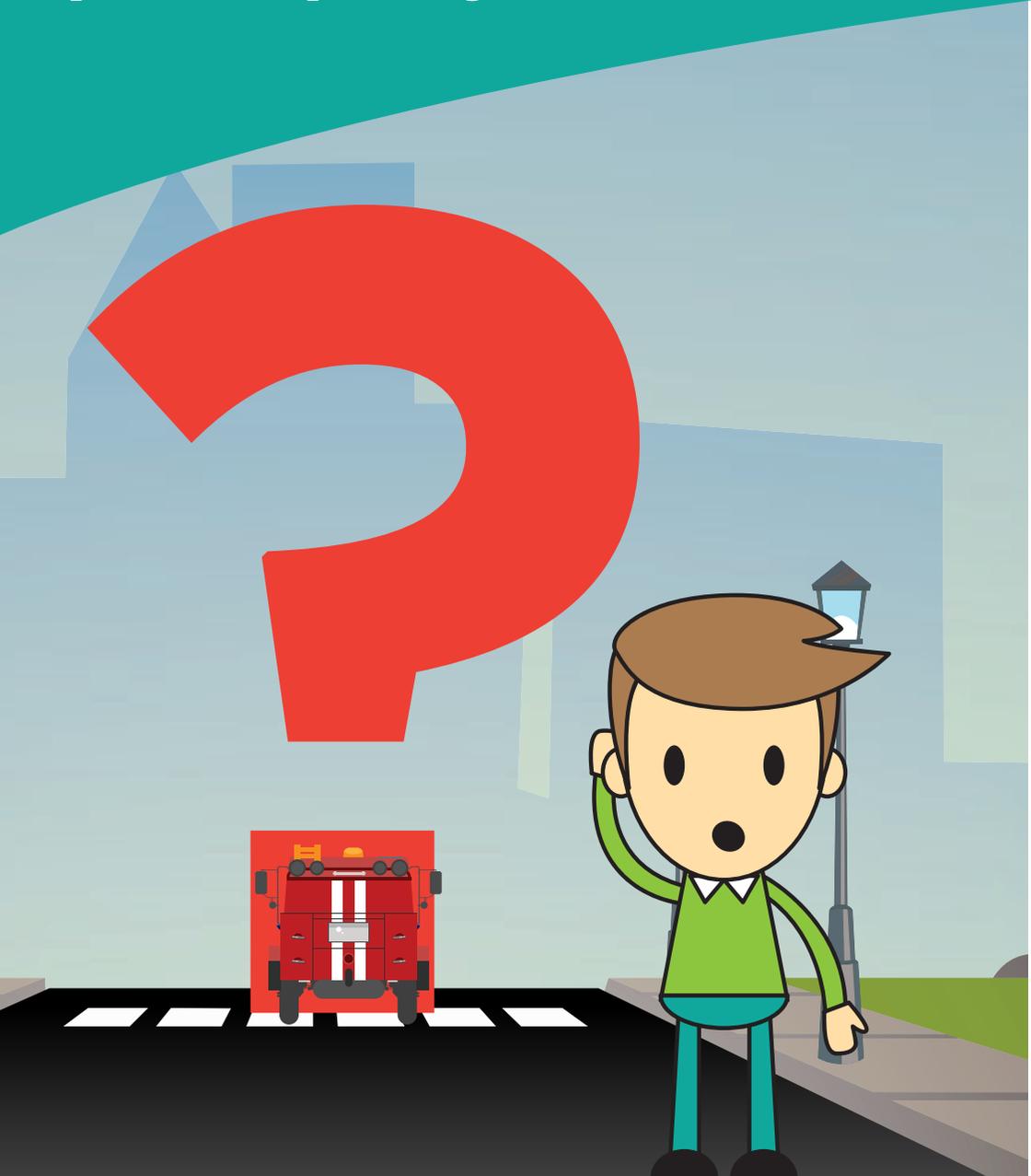
City Emergencies

**Are you  
prepared  
Perth?**

BUSINESSES



**Emergencies can happen anywhere, anytime and can have many causes including fires, storms, flooding, major crashes, hazardous material spills or explosion. 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 in the city?**

**For example:**

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



The lifts, lights and electrical equipment 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 water.



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

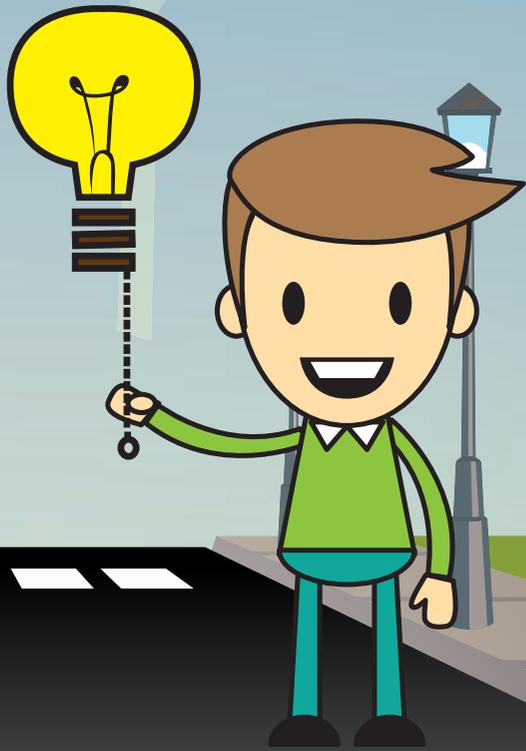


How would you manage if your mobile phone isn't working due to high traffic or a flat battery?

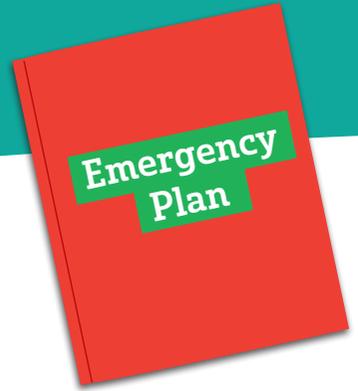


# PREPARE

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

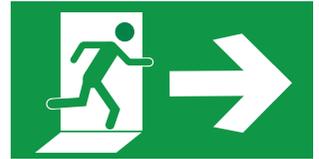


# Follow these steps to help you prepare for an emergency



## 1 Develop an emergency plan

- Can you get people out of the building?
- Are you able to walk down the stairs to the ground floor to get out? Do your staff or customers have a disability or access requirements?
- Do you have resources such as a torch, batteries and bottled water?
- Discuss what you will do with people where you work including management, staff and neighbouring businesses.



## 2 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.



Download  
the Emergency +  
app

[emergencyapp.triplezero.gov.au](http://emergencyapp.triplezero.gov.au)

This provides emergency phone number and your location (using GPS)

# Follow these steps to help you prepare for an emergency



## 3 Put together a grab bag and keep it in a place you can reach easily.

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

Keep your grab bag in an easily accessible place

## 4 Develop a Business Continuity Plan

Learn more about keeping your business operating at [www.cciwa.com/safety-and-risk/business-continuity-and-disaster-recovery-workbook](http://www.cciwa.com/safety-and-risk/business-continuity-and-disaster-recovery-workbook)

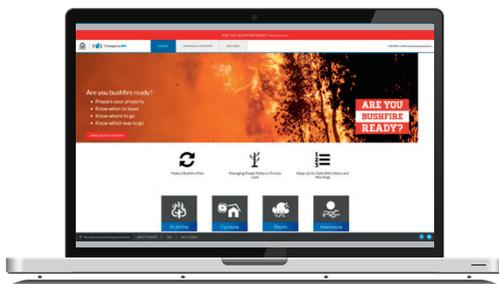
## 5 Learn more

City of Perth  
[www.perth.wa.gov.au/emergency](http://www.perth.wa.gov.au/emergency)

Department of Fire & Emergency Services (DFES)  
[www.dfes.wa.gov.au](http://www.dfes.wa.gov.au)

Emergency WA  
[www.emergency.wa.gov.au](http://www.emergency.wa.gov.au)

Red Cross  
[www.redcross.org.au/prepare](http://www.redcross.org.au/prepare)



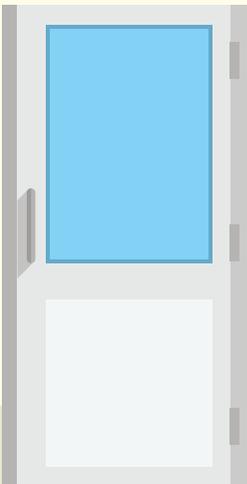
# ACT

What should  
you do?



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

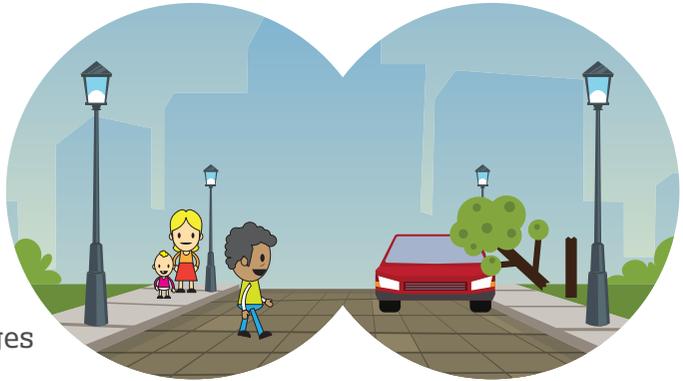
- The lights go out.
- You smell smoke.
- You hear loud noises like wind, thunder, banging or people yelling.



# Follow these four steps in an emergency

## 1 Gather information

- Look around you
- Listen  
*What is happening?*
- Tune in to AM radio  
720 ABC or 882 6PR
- Check online  
[emergency.wa.gov.au](http://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
- Services - Water, Power, Gas



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

### 3

## Decide what action you should take

- Always follow the instructions of emergency services officers.
- Follow your emergency plan and get your grab bag.
- Decide if it's safer to evacuate or stay where you are.
- 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?

Always follow the instructions of emergency services



# 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)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Safety & Emergency Contacts - 24 hour services

Emergency	Fire, Police & Ambulance Life and death	000
WA Police	For Police attendance	131 444
State Emergency Service (SES)	Assistance	132 500
Western Power	Emergencies & power interruption	131 151
Gas	Emergencies & faults	131 352
Water	Emergencies, faults & security	131 375

## My Contacts

Building manager/agent

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Insurance Company

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**This document is available in  
alternative formats upon request**

## CONTACT US

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Email: [info.city@cityofperth.wa.gov.au](mailto:info.city@cityofperth.wa.gov.au)

**[perth.wa.gov.au/emergency](http://perth.wa.gov.au/emergency)**



April 2018