

Emergency situations

Emergencies such as fires, earthquakes, robberies, and medical events can escalate quickly. Preparation and training are essential to reduce panic and protect workers and customers.

Fire safety

- Keep fire exits clear and unlocked.
- Test alarms and extinguishers regularly.
- Train workers to use extinguishers only if safe.
- Hold evacuation drills annually.

Earthquake preparedness

- Train workers to 'Drop, Cover, Hold'.
- Secure heavy items and keep aisles clear.
- Follow the evacuation plan after the shaking stops.

Robbery response

- Workers should prioritise safety and comply with demands.
- Have a procedure for calling police and supporting workers.

Employee checklist

- Emergency plan documented and current.
- Drills carried out and recorded.
- First aid kits checked and stocked.
- Workers trained in emergency roles.
- Assembly points known to all workers.

Medical emergencies

- Keep a stocked first aid kit accessible.
- Have trained first aiders on shifts.
- Call 111 immediately about serious incidents.

Do

- Maintain and test emergency equipment.
- Train workers in fire, earthquake, robbery, and first aid response.
- Keep emergency exits clear.
- Stock and check first aid kits.
- Debrief after drills and incidents.

Don't

- Block emergency exits.
- Ignore faulty alarms or extinguishers.
- Fail to practice drills.
- Treat emergency plans as paperwork only.