

Appendix 5-14

EMERGENCY PROCEDURES

- Stay calm.
- Isolate emergency area.
- Follow store's emergency policies and procedure.
- Report emergency to your supervisor, emergency personnel.
- When contacting emergency personnel, you need to:
 - Dial emergency number.
 - Identify nature of emergency.
 - Give address twice, confirming address the second time.
 - Provide other information as it is requested.
 - Stay on line until emergency contact person disconnects the call.
- Meet emergency personnel and assist as you are directed.
- Record following details in log book:
 - Date and time of report.
 - Time emergency personnel were contacted and time they arrived.
 - Names and telephone numbers of witnesses.
- Follow-up by securing area and/or surveillance videotape.