



**PAROW INDUSTRIA
IMPROVEMENT DISTRICT ASSOCIATION NPC (CID/SRA)**

Registration number: 2001/027476/08
Including Tygerberg Business Park

Securing Your Business Environment ⇐

Emergency Plan Site Procedures Guideline

(Updated 2 August 2021)

EMERGENCY NUMBERS

CID Office / Manager	(021) 932 4799
CID control room and camera monitoring	(021) 932 4800 072 197 5001
CID security patrol vehicles	079 572 5662 079 572 5663
Fire emergencies (24hours)	Emergency telephone from a cellphone: 021 480 7700 Emergency telephone from a landline: 107 Bellville Fire Station: 021 444 8279
Ambulance	10177
Police / Police Flying Squad	10111
Ravensmead SA Police	(021) 933 9000/5/6/31
Metro Police	Emergency telephone from a cellphone:

	021 480 7700 Emergency telephone from a landline: 107
Poisons Information Helpline of the Western Cape	0861 555 777
Child Emergency	0800 123 123
Childline	0800 055 555 021 461 1113
Bureau of Missing Persons	021 918 3512 / 3449 / 3452
Animal Welfare	021 534 6426
Electricity	0860 103 089
Water (24 hours)	0860 103 089
City of Cape Town General Emergency	Emergency telephone from a cellphone: 021 480 7700 Emergency telephone from a landline: 107
Tygerberg Hospital	(021) 938 4911

PROCEDURES FOR ACTS OF VIOLENCE

1. **REMAIN CALM**
2. Contact SA Police Service 10111 / Ravensmead Police Station (021) 933 9000 and CID Security (021) 932 4800 / 072 197 5001
3. Notify the company and/or zone emergency co-ordinator.
4. Attempt to calm the situation but do not become involved.

PROCEDURE FOR WHEN A FIRE IS DISCOVERED

1. **REMAIN CALM**
2. Raise the alarm (call out and let someone know).
3. Attempt to extinguish the fire with fire extinguisher equipment provided – BUT ONLY IF IT CAN BE DONE SAFELY.
4. Contact Fire Services 021 480 7700 (from a cellphone) / 107 (from a landline) and report:
 - What is burning
 - Where (location)
 - If anyone has been injured or is missing
5. CLOSE DOORS AND WINDOWS (IF POSSIBLE) BEFORE LEAVING THE BUILDING.

SUSPICIOUS AND UNEXPLAINED OBJECT / PACKAGE

1. **REMAIN CALM.**
2. Notify your security, police (10111) and CID Security (021) 932-4800 / 072 197 5001
3. DO NOT shake or empty the contents of any suspicious envelope or package.
4. DO NOT try to clean up powders or fluids. DO NOT activate your 2-way radio near the envelope or package.
5. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
 1. If you do not have any container, then COVER the envelope or package with anything and do not remove this cover.
6. LEAVE the room and CLOSE the door, or cordon off the area to prevent others from entering.
7. Wash your hands with soap and water to prevent the spread of powder to face or skin.
8. Only evacuate on instruction of the duty emergency co-ordinator.
9. Only re-occupy on instruction of the duty emergency co-ordinator.

EXPLOSION

1. **REMAIN CALM.**
2. Commence with firefighting, ONLY IF IT IS SAFE TO DO SO.
3. Notify Fire Services 021 480 7700 (from a cellphone) / 107 (from a landline), your security and CID Security on (021) 932-4800 / 072 197 5001 and give location.
4. Assist any casualties.
5. Evacuate on instruction of the duty emergency co-ordinator (see Evacuation).
6. Re-occupy under instruction of the duty emergency co-ordinator.

HAZARDOUS MATERIALS INCIDENT

1. **REMAIN CALM.**
2. Note information such as **UN** numbers, hazmat codes, smell, colour, physical state and packaging (**Obtain – Material Safety Data Sheet - MSDS**).
3. **Handle hazardous materials in accordance with MSDS instructions if it is safe to do so.**
4. Consider evacuation.
5. Notify municipal fire services on 021 480 7700 (from a cellphone) / 107 (from a landline) and give location.
6. Notify your security and CID Security on (021) 932-4800 / 072 197 5001.
7. Leave immediate vicinity.
8. Await arrival of emergency services together with security and provide with MSDS.

MEDICAL INCIDENT

1. **REMAIN CALM**
2. Obtain assistance.
3. Report the location and type of injury / illness to the ambulance service 10177.
4. Contact CID Security (021) 932-4800 / 072 197 5001 to escort / direct ambulance service to location.
5. Render required life support (eg. CPR).

MEDICAL EMERGENCIES ASSOCIATED WITH PRODUCTS STORED ON SITE TO BE MANAGED IN ACCORDANCE WITH MSDS.

BASIC LIFE SUPPORT PROCEDURE:

- Ensure area is safe.
- Assess level of consciousness of patient.
- Obtain help.
- If patient is **UNCONSCIOUS**, open AIRWAY and check BREATHING (up to 10 seconds).
- If **NO BREATHING**, give 2 breaths.
- If patient is breathing and **NO TRAUMA INVOLVED**, place patient in recovery position, (on side). Keep checking on patients breathing.
- IF **NO BREATHING AND NO SIGNS OF LIFE** (movement, normal breathing, coughing) BEGIN CPR. 2 Breaths to 15 compressions. Continue till medical help arrives or patient starts breathing.
- If breathing present but not adequate, give 1 breathe every 5 seconds.
- If patient is **CONSCIOUS**, treat obvious injury and obtain relevant information.
Remember this information is CONFIDENTIAL.

EVACUATION

The decision to evacuate is at the discretion of the emergency co-ordinator under guidance of emergency services and / or South African Police Services.

1. An announcement or audible alarm will be sounded.
2. On hearing either of the above you are required to EVACUATE THE PREMISES, as follows: -
3. All staff to follow the instructions of the zone warden. Staff who are not in their designated department are to follow the instructions for the zone in which they are at the time of the emergency. Remember to assist all physically disabled people from the building.
4. NO STAFF MAY LEAVE THEIR AREA TO GO TO THE TOILETS. YOU MAY BECOME ISOLATED AND PLACE YOURSELF AND OTHERS AT RISK.
5. Should there be any reason that you are unable to use the designated evacuation route your zone warden will identify one for you to follow.
6. DO NOT SHOUT OR RUN while exiting building. Every effort must be made to remain calm.
7. All staff to meet in the designated assembly area. Should your designated assembly area be unsuitable you will be notified of another suitable location.
8. Zone wardens to ensure area for which they are responsible is clear. They must then take roll call. Names of missing staff to be reported to the emergency co-ordinator.
9. No person may return to the building/s until instructed by the emergency co-ordinator.
10. The decision to return to the building/s will be made by the emergency co-ordinator in consultation with the relevant emergency authorities.

- All staff to return to work via the normal entry points / alternatively should a broader evacuation of a section of the industrial area be required, comply with the instructions received from emergency services and / or the South African Police (see centre page of booklet for marked colour coded sections, evacuation routes, fire hydrants).

BOMB THREAT, CALL TAKER

- REMAIN CALM.**
- Attempt to have the conversation recorded or have someone listen in.
- Keep the caller talking while following the instructions on the Bomb Threat Check List (see last page of booklet).
- Notify your Security, SA Police (10111) and CID Security on (021) 932-4800 / 072 197 5001.
- Complete the Bomb Check List after receipt of the call.
- Only evacuate on instructions from the duty emergency co-ordinator (see evacuation).
- OPEN ALL DOORS AND WINDOWS (IF POSSIBLE) BEFORE EXITING THE BUILDING.**
- TAKE POSSESSIONS WITH YOU.**
- Only re-occupy on the instructions of the duty emergency co-ordinator.

BOMB THREAT, CHECK LIST

DATE: TIME:

ENSURE THAT THE CONVERSATION IS RECORDED OR HAVE SOMEONE LISTENING IN.

EXACT WORDING OF MESSAGE: -

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KEEP THE CALLER TALKING – ASK QUESTIONS SUCH AS: -

- When will it go off?
- Where is it?
- What kind of bomb is it?
- Why was it placed?
- How many devices are there?
- Are you aware that people will be injured when it goes off?
- How do you know so much about the bomb?
- Where are you now?
- What is your name / contact telephone number?

COMPLETE THE FOLLOWING SECTION AFTER RECEIPT OF CALL:

CALL/ORIGIN OF CALL

Local		Long Distance		Call Box		Internal		Other	
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CALLER WAS

Male		Female		Adult		Teenager		Child	
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LANGUAGE USED

Afrikaans		English		Other	
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CALLER'S VOICE WAS

Loud		High Pitch		Raspy		Pleasant		Calm		Crying	
Disguised		Muffled		Soft		Deep		Clear		Angry	
Excited		Laugh		Normal		Other					

CALLER'S ACCENT WAS

Heavy		English		American		German		African		Irish	
Slight		Afrikaans		Indian		British		Coloured		Other	

BACKGROUND SOUNDS / NOISES

Factory Machines		Bedlam		Party		Animals		Voices	
Street Noises		Television		Radio		Office Machines		Music	
Trains		None		Aircraft		House Noises		Other	

COMMENTS:

NAME OF PERSON RECEIVING CALL: