



Activation Safety Information

Who to Call

CENTRE SECURITY

**EMERGENCY
POLICE | FIRE | AMBULANCE**

See the Marketing Team for the activation brief

MARKETING TEAM

Concierge is located at

Closest bathrooms are

Activations Staff Sign-Off

I have read and understand the information.

Name

Sign

Date

I have read and understand the information.

Name

Sign

Date



For more information, scan the QR code and watch the videos

KNOW WHEN TO Evacuate

These tones sound through your Centre's PA in different threat scenarios.

STAGE 1

On hearing the Alert Tone:



On hearing this alert tone, DO NOT evacuate.

Instead, advise customers there may be an emergency and centre management and/or security will be investigating.

Secure space, and ensure stands/displays do not obscure the egress path or block exits.

STAGE 2

On hearing the Evacuation Alarm:



On hearing the evacuation alarm.

Follow your pack-down procedures if it is safe to do so including turning off cooking and processing equipment and gas.

Close the space, advise staff and customers to evacuate the building via the nearest safe exit route.

Ensure your area is fully evacuated, then secure your premises.

REMEMBER: Always keep your emergency exit paths clear.

Listen to all instructions issued over the PA (or by centre management or emergency services).


Follow directions from Westfield personnel.


SEEN SOMETHING Suspicious?




We all have a responsibility to act when we notice suspicious activity. Your understanding of what's "normal" in your space is invaluable.


Let us know if you notice anyone:


 In an area that they shouldn't be, e.g., back of house or delivery docks, without a legitimate reason.

 Loitering near restricted areas, watching staff closely or recording their movements.

 Appearing highly agitated or nervous.

 Taking an interest in CCTV cameras.

 Trying to avoid security checkpoints.

 Filming parts of the building such as utilities, infrastructure or other subjects without a logical reason.

Please report anything suspicious to a member of staff or the customer service desk. (Including, if you overhear staff or customers talking about suspicious activity.)

For further assistance, refer to Centre Security number above.

If it's obvious an attack is happening and the Westfield team is not available, please follow the fundamentals of **Escape, Hide, Tell** outlined on this poster.

IF THERE'S AN ACTIVE

Armed Offender

These situations can unfold in many ways, but three core principles apply whenever there is an active armed offender:

ESCAPE



HIDE



TELL



Escape

If you can, put distance between yourself and the source of danger. Leave via the closest exit if it's safe to do so.

Hide

If you can't escape, then hide and help those around you to stay hidden. The safest place may be inside a shop with the shutter down.

Tell

When it's safe to do so, call 000.

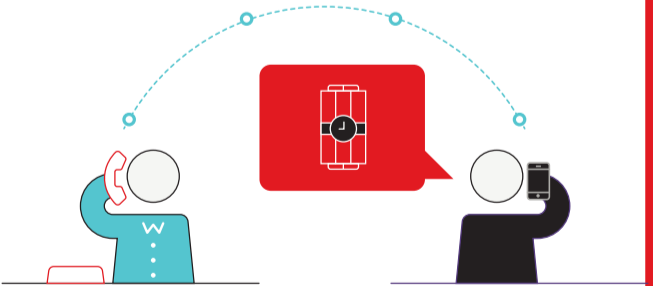
Give as much detail as you have at the time.

They may ask things like the location of the attacker or disruption, the number of people involved, a description of them, the number of people sheltering with you, the number of victims, or a safe meeting point.

If you can't answer a question that's ok. Give them as much information as you can at the time.

IF YOU RECEIVE A

Bomb Threat



Keep calm.

Keep the caller on the line as long as possible and don't hang up after the end of the call.

Record exact wording of the threat.

Listen carefully for any background noise, accents or speech mannerisms.

The first 3 questions to ask the caller are:

1. What type of bomb is it?
2. What is in the bomb?
3. What will make the bomb explode?

For further assistance, refer to Centre Security number above.