



Facility Management Victoria Pty Ltd Civil Disturbance Procedure

Civil Commotion / Disruptive Demonstration / Public Emergency

If a building is threatened during a Civil Commotion / Disruptive Demonstration / Public Emergency, it should not be locked down, but access may need to be restricted or completely cut-off to the residents to maintain security.

Notify Police immediately on 000 (*if they are not already in attendance*) and ensure you make the building as safe as practical by the following these basic steps:

- Emergency exits are to be secured by staff to prevent entry from outside by unauthorised persons.
- Lifts may need to be turned off, and this needs to be communicated to residents (*use signs or the app or both*).
- Staff may be required to:
 - Lock external doors within the area or floor.
 - Post a security guard at entry door (if available).
 - Direct residents, tenants and staff to a safe area.
 - Ensure that staff do not make contact with demonstrators.
- Residents are advised to:
 - Lock their apartment doors.
 - Remain inside the building.
 - Refrain from contact or interaction with the general public.
 - Ask any expected visitors to avoid visiting the building.

NOTES:

1. Civil disturbances may become violent and result in employee injury or property damage. Where there is any threat to employee safety, employees must retreat to a more secure location. Do not confront demonstrators, call the Police (000) and the emergency services control the behaviour of the demonstrators.
2. In the event of any disturbance no matter how small and trivial you may think it is, you **MUST** advise head office that you are safe.