

## Emergency Contacts SOP

Store Emergency Contact List & Escalation Procedure

Document No.	DAQ-HS-SOP-003	Department	Operations / Training
Version	1.0	Effective Date	___ / ___ / ___
Prepared By	Training Manager	Approved By	Operations Manager
Review Frequency	Every 6 months	Location	All Stores

### 1. Purpose

To ensure all store employees know who to contact during emergencies, how to escalate urgent situations, and where the approved emergency contact list is displayed inside the store.

### 2. Scope

This SOP applies to all Darat Al-Qahwa 1970 stores, employees, shift supervisors, store managers, delivery/store support teams, and visitors when an emergency occurs inside or around the store premises.





**دارة القهوة**  
Darat al-Qahwa  
THE HOUSE OF COFFEE  
— 1970 —

# Emergency Contacts



Darat al-Qahwa 1970



EMERGENCY CONTACTS		
☎	Police	999
🚒	Fire Department	997
🚑	Ambulance	998
🚒	Civil Defense	999
👤	Facility Manager	050 123 4567
🏥	Nearest Hospital	02 123 4567
☎	Poison Control Center	920 001 937
⚡	Utility – Electricity	800 123 456
💧	Utility – Water	800 654 321

Darat al-Qahwa  
— 1970 —



PREPARE



EVACUATE



ASSEMBLE



STAY SAFE

Safety First,  
Coffee Always

### 3. Emergency Contact List - Saudi Arabia

Emergency Type	Number	When to Call
Unified Emergency Number	<b>911</b>	Any life-threatening or serious emergency requiring police, ambulance, or fire response.
Ambulance / Saudi Red Crescent	<b>997</b>	Medical emergency, serious injury, fainting, choking, chest pain, severe burn, or unconscious person.
Civil Defense / Fire	<b>998</b>	Fire, smoke, gas smell, electrical burning smell, trapped person, or fire alarm activation.
Police	<b>999</b>	Security threat, fight, theft, violent behavior, or public safety issue.
Traffic Accidents	<b>993</b>	Vehicle accident near the store, especially if injury or road obstruction occurs.
Road Security	<b>996</b>	Road/highway emergency or serious external road hazard.
Electricity Emergency	<b>933</b>	Electrical hazard, power issue, exposed wires, burning smell from electrical source.
Water Emergency	<b>939</b>	Major water leak, flood risk, or public water emergency.
Najm - Insured Vehicle Accidents	<b>92000560</b>	Non-injury vehicle accidents covered by insurance.

Reference: Saudi National Platform emergency contact numbers and Saudi Civil Defense public contact information.

### 4. Store Internal Emergency Contacts

The below section must be completed by each store and reviewed monthly by the Store Manager or Shift Supervisor.

Contact Role	Name	Mobile Number	Backup / Notes
Store Manager			
Assistant Store Manager / SSV			
Area Manager			
Operations Manager			
Maintenance / Facility Contact			
HR Contact			
Nearest Hospital / Clinic			
Nearest Pharmacy			
Building Security / Mall Security			
Landlord / Property Management			

## 5. Emergency Escalation Procedure

- Protect life first. Do not delay emergency calls while waiting for management approval.
- Call the relevant emergency number immediately for serious incidents.
- Inform the Shift Supervisor or Store Manager as soon as safe to do so.
- Evacuate customers and employees if there is fire, smoke, gas smell, structural risk, or any unsafe condition.
- Assign one employee to guide emergency responders to the exact store location.
- Do not move an injured person unless there is immediate danger, such as fire or smoke.
- After the situation is controlled, complete the Emergency Incident Report and notify Operations / HR.

## 6. Where to Display This List

- Inside the staff area / back of house.
- Next to the first aid box.
- Near the fire panel or main emergency exit map, if available.
- Inside the manager office or cashier back area, away from customer view if it includes personal mobile numbers.
- A copy must be saved in the DAQ Library / Training Website under Safety & Emergency Documents.

## 7. When to Update Emergency Contacts

- New store opening or store relocation.
- Change of Store Manager, SSV, Area Manager, HR, maintenance, or facility contact.
- Change of nearest hospital, pharmacy, building security, or landlord details.
- After any emergency incident if the escalation list was found incomplete or incorrect.
- Monthly store safety checklist review.

## 8. Emergency Call Script

Employees should stay calm and provide clear information. Use the below script when calling emergency services:

Required Information	What to Say
Store name	This is Darat Al-Qahwa 1970, [Branch Name].
Exact location	We are located at [Full Address / Landmark / Mall Gate / Street].
Emergency type	We have [fire / medical emergency / injury / electrical issue / security issue].
Number of people affected	There are [number] people injured / affected.
Current action	We have evacuated / started first aid / isolated the area.
Caller details	My name is [Name], my mobile number is [Number].

## 9. Emergency Contact Monthly Checklist

Check Point	Yes / No	Action Required
Emergency numbers are printed and visible.		
Internal contacts are complete and updated.		
Nearest hospital / clinic contact is available.		
Nearest pharmacy contact is available.		
Maintenance / facility emergency contact is available.		
Team members know where the list is displayed.		
Emergency list matches DAQ Library latest version.		

## 10. Important Rules

- Never give personal medical advice to customers or employees.
- Never delay calling official emergency services in serious cases.
- Never share employee personal numbers publicly; keep internal contact copies in staff-only areas.
- All incidents must be reported using the approved incident report form.
- The Store Manager is responsible for keeping this document updated.

# EMERGENCY CONTACTS - QUICK POSTER

Darat Al-Qahwa 1970 | Display in Staff Area

Emergency	Call
Unified Emergency	911
Ambulance	997
Civil Defense / Fire	998
Police	999
Traffic Accidents	993
Electricity Emergency	933
Water Emergency	939

Branch Name: \_\_\_\_\_

Full Address / Landmark: \_\_\_\_\_

Store Manager: \_\_\_\_\_ Mobile: \_\_\_\_\_

Area Manager: \_\_\_\_\_ Mobile: \_\_\_\_\_

Nearest Hospital / Clinic: \_\_\_\_\_ Tel: \_\_\_\_\_

Nearest Pharmacy: \_\_\_\_\_ Tel: \_\_\_\_\_

Emergency Instruction: Protect life first. Call emergency services immediately. Then inform store management.