

# **Emergency Procedures Quick Guide**

# Aggression (Physical/Verbal)

## Obey Instructions - Keep Calm

1. Remove yourself and others from immediate danger if safe to do so.
2. Ensure the safety of staff, students and others.
3. Keep a safe distance from person and note escape routes and try to get close to these
4. Observe the aggressor for:
  - Physical features or clothing worn
  - Distinguishing features, voice or tattoos
  - Any weapons
  - Anything touched or taken
  - Escape route, vehicle.
5. When able, Contact Police Dial 111 (if possible out of hearing or visual sight of person) giving **exact location** and **details of events**
  - a. If no phone, Use **Campus Emergency Phone**
  - b. **Activate Panic alarm if installed**
  - c. **Notify UniSafe 966 or** If using a mobile phone, **DIAL 0800 373 7550**
6. State if incident involves Staff, Students, Visitors or others.
7. State if Medical Assistance is required.
8. Write down all you observed.

# Trapped in Lift

## If You Are Ever Trapped In an Lift

1. Press the **Emergency/Bell button**.
2. Use the elevator phone and ring the number displayed. (If for any reason the phone does not work, continue ringing the bell until someone outside the elevator has heard you).
3. Remain calm.
4. State which building and level you believe you are on or between

## If You Observe a Malfunction From Outside an Elevator

1. If you think someone may be trapped inside, **DIAL 966** to notify UniSafe.  
If using a mobile phone, **DIAL 0800 373 7550**
2. If they can hear you, try to assure trapped person(s) that help is on the way.
3. **DO NOT ATTEMPT TO OPEN LIFT DOORS OR RELEASE OCCUPANTS YOURSELF**
4. Should occupants suffer a medical condition while trapped contact **Emergency Services - Fire Dial 111**

# Fire & Evacuation Procedures

## If You See or Suspect a Fire

### **WARN and ALERT OCCUPANTS NEAR FIRE**

**REMOVE** anyone in immediate danger.

**ACTIVATE** nearest Fire Alarm call point

### **DIAL 111 REQUEST FIRE SERVICE**

- **GIVE exact location and type of fire** (Speak Clearly, Stay Calm)
- **Notify UniSafe DIAL ext 966 or 0800 373 7550**

**CONTAIN** fire by closing doors, turn off machinery or processes (if it is safe to do so).

**EXTINGUISH** the fire (only if safe to do so, DO NOT put **yourself** at risk).

If the fire is uncontrollable – **EVACUATE IMMEDIATELY!**

### **On the sounding of the fire alarm:**

Leave the building immediately by the nearest Escape Route and Indicated **EXIT**

- Lecturers are Responsible to ensure their Class is safely Evacuated the building and goes to the Assembly Area
- Relocate disabled persons who are unable to **EXIT** via stairs in a safe place and report location to Building Warden.
- Report to your designated assembly area.
- Do Not Re-Enter Building until the “**ALL CLEAR**” **INSTRUCTION** is given by either the Fire Service or Building Warden.

# Armed Hold-Up/Robbery

## Obey Instructions - Keep Calm - No Heroics

Do exactly as asked.

Avoid eye contact.

Observe:

- Physical features
- Clothing worn
- Distinguishing features including voice, hair, tattoos
- Scars
- Any weapons
- Anything touched, or taken
- Escape route, vehicle.

When safe, **DIAL 111 REQUEST POLICE** and state “**ARMED HOLD-UP**”, giving **exact location** and **details of events**.

Contact **UniSafe** DIAL **966** OR **0800 373 7550**

Request all witnesses to remain.

Restrict entry to the area until Security Staff arrive.

Do not touch anything within the scene.

Write down all you observed.

# Medical Emergency

Call out for the assistance of a first aider

Immediately **Dial 111** for an **Ambulance** if person is experiencing a life threatening medical emergency

Contact UniSafe on **966** or **DIAL 0800 373 7550**

If you are trained or confident in First Aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert.

## Stay Calm, Stop and Think

### Remember Patient Management Plan **SRABCDs**

- |                         |  |
|-------------------------|--|
| <b>S</b> afety          | <b>Check Safety for Self, bystanders and patient(s)</b>                                |
| <b>R</b> esponse        | <b>Check Response using voice and touch</b>  |
| <b>A</b> irway          | <b>Open and Clear the Airway</b>   |
| <b>B</b> reathing       | <b>Look, Listen and feel for Breathing or other signs of life</b>                      |
| <b>C</b> ompression     | <b>Give 30 Chest Compressions at approximately 100 per minute, then give 2 breaths</b> |
| <b>D</b> efibrillation  | <b>Attach AED as soon as available.</b>  |
| <b>S</b> evere Bleeding | <b>Check for Severe Bleeding</b>   |

**CHECK FRONT SHEET FOR FIRST AIDERS**

# Suspect Parcel

## BIOLOGICAL OR POWDERED SUBSTANCES

### STOP What You Are Doing and Put the Item Down!

Do not smell, touch, taste, shake or empty contents of article or substance.

Place the envelope or package into a plastic bag or container

Turn off any equipment that could disturb air flow e.g. Fans or Air Conditioning.

Where there is a likelihood of contamination, stay where you found the article and step about 2 metres away. This includes any people directly next to you.

Immediately **Dial 111 REQUEST POLICE** and state “**SUSPECT PARCEL**”. Provide as much **detail of the item** as you can. Do not use a mobile phone in close proximity.

**CONTACT UNISAFE DIAL 966 OR 0800 373 7550**

If anyone is contaminated, isolate the person and call for medical assistance.

If possible ask a co-worker who was not in the immediate area to notify the Manager or person in charge immediately who will arrange a temporary cordon of the area.

Do not allow co-workers into the isolation area unless it is an emergency situation.

Follow the instructions from your Manager, UNISAFE and EMERGENCY SERVICES

# Suspicious Activity/Unauthorised Visitor or Media

**DIAL 966** and state “**SUSPICIOUS ACTIVITY**”, giving **exact location** and **nature of problem**. If using a mobile phone, **DIAL 0800 373 7550**.

Alert other staff.

Observe situation and report to Security Staff when they arrive.

UniSafe Security will alert Police if necessary.

## Unauthorised Visitor

**DIAL 966** and request assistance from Security Staff if any problems arise with Visitors. If using a mobile phone, **DIAL 0800 373 7550**.

## Unauthorised Media

1. DO NOT give information or be engaged in conversation.
2. Advise the University Communication Manager.
3. If necessary, **DIAL 966** state “**UNAUTHORISED MEDIA**” to request assistance from UniSafe Security. If using a mobile phone, **DIAL 0800 373 7550**

**IF PERSON BECOME AGGRESSIVE OR A THREAT IMMEDIATELY CALL POLICE**



# Flooding/Storm/Gale Force Wind

Remove Anyone From Immediate Danger If Safe To Do So

## Flooding

If the building is in danger of being flooded, evacuate all staff, students and visitors to a safe area unaffected by flooding. Otherwise, do not evacuate unless instructed by your Building Warden, UniSafe or Emergency Services.

**Dial 111** request **FIRE SERVICE** where life threatening situation exists

**DIAL 966** and state “**FLOODING**”. State flooding locale and location of evacuees.  
If using a mobile phone, **DIAL 0800 373 7550**

Switch off any electrical equipment and gas that could be affected by water.

Move any chemicals, documents, equipment and valuables to a safe area if time.

## Storm/Gale Force Wind

1. Move all people away from windows.
2. Close all curtains, drapes and blinds.
3. Shelter in strongest part of building (e.g. Central Corridors).
4. Clear large areas with glass atriums or glass roofs.
5. Stay inside.
6. **DIAL 966** and state “**STORM DAMAGE**” including **location** and **nature of injuries**.  
If using a mobile phone, **DIAL 0800 373 7550**
7. Monitor Radio Stations for information (refer to front cover for stations)

# Earthquake

## During An Earthquake

Remove Anyone From Immediate Danger If Safe To Do So

### If Inside

1. Stay inside.
2. Don't use lifts or stairs.
3. Take shelter in doorways, under desks, or down beside an internal wall. Drop Cover Hold
4. Stay clear of large areas with glass atriums or glass roofs.
5. Keep away from windows or objects that could fall on you.

### If Outside

1. Stay outside.
2. Take shelter clear of buildings, trees, power lines or other potential hazards.

## When the Earthquake Stops

1. Check for signs of Fire, Electrical, Hazardous Material Spill or Major Structural Damage.
2. Account for all staff, students and visitors if possible. Treat any minor injuries.
3. Do not evacuate unless area is immediately threatened or instructed to do so.  
**Do Not Use Lifts – Use Stairwells.**
4. Await instructions. If telephones are working DO NOT contact UniSafe unless immediate assistance is required.
5. Close all smoke stop doors in your area.
6. Access First Aid Kits and Building Civil Defence Cabinet      Nearest Civil Defence Cabinet  
\_\_\_\_\_
7. Listen to the radio for information and advice (refer to front cover for stations)

**– Expect After Shocks –**

# Hostages

1. Ensure personal safety. Do not become a hostage yourself.
2. If possible immediately **DIAL 111 REQUEST POLICE** and state “**HOSTAGE**”, giving **exact location** and **details of events**.  
  
If possible contact **UniSafe 966**. If using a mobile phone, **DIAL 0800 373-7550**.
3. Secure immediate area. Close doors.
4. Observe:
  - Number of persons taken
  - Number and description of captors
  - Any weapon.
5. Document any threats or demands if possible.
6. Request all witnesses to remain until police arrive and speak to them.
7. Restrict entry to area until Security Staff arrive.
8. Do not speak to media.

## Becoming a Hostage

1. Follow the captors instructions.
2. Speak only when spoken to.
3. Be as calm as possible, as the captor may use your emotions to his/her advantage.
4. Sit down if possible, to avoid appearing aggressive.
5. Do not make any suggestions to the hostage-taker.

# Sexual Assault

## If You Are a Victim of a Sexual Assault

Get to a safe place.

Call out for help.

**DIAL 111 REQUEST POLICE** or ask someone to ring for you and state “**SEXUAL ASSAULT**” giving **exact location**.

Contact **UniSafe**, Staff who will respond immediately 24 hours a day and will arrange any emergency and medical help needed.

- If using a mobile phone, **DIAL 0800 373 7550**
- **OR EXTENSION 966** Internal Phone

Do not delay reporting an incident.

## If You Witness a Sexual Assault

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

If person is harmed or incident is in progress **immediately contact Police Dial 111**

Immediately **DIAL 966** to notify UniSafe Security to report the incident (If using a mobile phone, **DIAL 0800 373 7550**, including the following:

- Nature of the incident
- Location of the incident
- Description of person(s) involved
- Description of property involved.

Follow the instructions of UniSafe Security Staff.

Stay with victim, providing comfort and support until UniSafe Security Staff arrive.

If person is harmed or incident is in progress **immediately contact Police Dial 111**

# Gas Leak

**If it is a gas leak, do not use mobile phones, hand held radios, electronic equipment or light flammable material in immediate vicinity!**

1. If you discover a serious Gas Leak, warn those nearby!
2. Activate gas valve shut off procedure if operating in a Laboratory / Workshop
3. If safe to do so, turn off the ventilation, machinery and ensure that naked flames are extinguished and check that the nearest gas isolator switch is off.
4. Remove & Evacuate occupants from immediate area
5. **CONTACT FIRE SERVICE DIAL 111**
6. Activate The Buildings Fire Alarm – Use Manual Call Point
7. Assign a person to meet arriving **Fire Service / Inform Building Warden**
8. Evacuate the building immediately, avoiding the area of contamination as best as possible, close doors.
  - a. Assemble 300 metres upwind of contaminated area.
  - b. Follow Instructions of Fire Service, Building Warden and UniSafe
9. After you have evacuated the area, in a safe area **DIAL 966** or **DIAL 0800 373 7550** from a landline and state “**GAS LEAK**” giving **exact location** and **type of material involved**. UniSafe Staff will respond immediately 24 hours a day and will arrange any emergency/medical help needed
10. Ensure all occupants switch off phone and do not smoke within danger zone.
11. Do not re-enter building or area until you have received "ALL CLEAR" instruction from Building Warden or Fire Service

# Power Outage

## During Power Outage

Remain Calm; provide assistance to others if necessary.

Locate torches & check immediate area for fire or cause of outage within building

Cease all work, switch off appliances and machinery

Report the outage, call Property Services Maintenance Helpdesk on **Extn 87925**, or, if after hours, call Security Services on **Extn 966**.

Campus-wide telephone communications may be disrupted during such events. Runners may be dispatched to inform occupants.

If evacuation is necessary, move cautiously. Lighted signs will indicate **EXITS** where available

Emergency Lighting will remain on in corridors and in emergency exits for 30 - 90 minutes. Partial or complete evacuation of complex should be considered prior to this time.

Ensure someone remains with any disabled persons who become stranded as a result of the outage. If emergency assistance is required, call UniSafe Security on **Extn 966** and state **“POWER OUTAGE”** or mobile **DIAL 0800 373 7550**

Passengers stranded in lifts will be able to communicate with the Lift Company direct from the lift car during an outage.

In labs, specific protocol and procedures will operate during a power outage. Ensure you are aware of these requirements.

Keep all refrigerators and freezers closed during an outage.

## Important Notices

Treat all electrical equipment as live, as power may be restored at any time without notice.

Outage times are difficult to predict depending on the cause. This may take some time to identify. The Property Services Maintenance Helpdesk (or UniSafe Security after hours) will be given as much information as possible, as soon as possible following an outage.

Building access controls will continue to operate for a limited time after which doors will automatically release and a manual lockdown will be undertaken by UniSafe Security.

# Bomb Threat

**Do Not Use A Mobile Phone or Set Off the Fire Alarms.  
They May Trigger an Explosion**

Keep Calm – Treat As Genuine

There are two types of Bomb Threats:

## 1. Specific

Information/location will be given about the device, or a suspicious item and/or location.

**Specific Threat** - On a landline **DIAL 966**, state you have received a “**SPECIFIC BOMB THREAT**”. If possible recall exact wording of threat.

## 2. Non-Specific

No information given other than e.g. “There is a Bomb in the Building”.

If possible ask and record answers to:

- *Where is the bomb?*
- *What time will it explode?*
- *What does it look like?*
- *What will cause it to explode?*
- *What kind of bomb is it?*
- *Why did you place the bomb?*

Note anything about the caller:

- *Age, Sex, Race*
- *Speech*
- *Accent*
- *Background noise*

**Non-Specific Threat** - On a landline **DIAL 966**, state you have received a “**NON-SPECIFIC BOMB THREAT**”.

If a suspicious object or area is found – LEAVE IT AS IT IS.

**DIAL 966** and provide as many details as you can. Evacuate the area, leave doors and windows open.

## Suspected Mail Bomb

- Do not open or cut strings
- If already lifted, gently lower to a level surface, otherwise leave as it is
- Evacuate immediate area to a safe area
- Leave doors and windows open
- On Landline **DIAL 966** and state “**MAIL BOMB**” giving exact location and details

# Hazardous Materials Alert

**If it is a gas or a hazardous material, electronic equipment or light flammable material within proximity of area!**

If the release of a hazardous chemical or gas is affecting people in your area, immediately:

1. **REMOVE** anyone in immediate danger only if safe to do so. DO NOT allow other people in the area. If anyone is contaminated, set up an isolation area. If available and only if it is safe to do so, put on personal protective equipment, observe and support the person until Emergency Services arrive. DO NOT put yourself at risk.

2. **ISOLATE** the hazardous material by clearing the area, close the doors. If safe to do so turn off isolator switches, ventilation & machinery. DO NOT touch suspect material.

### 3. **ACTIVATE**

If it is a “**GAS**” or “**HAZARDOUS MATERIAL ALERT**”, shout a warning, pass the alarm by word of mouth in immediate area

Where threat is considered serious **Immediately contact Fire Service Dial 111**, give **exact location** and **type of material involved**

- **Direct someone to meet with Fire Service**
- Contact **UniSafe** on 966 or **DIAL 0800 373 7550**

Only Activate Fire Alarm for complete evacuation of building where life threatening situation exists or on instruction from Fire Service

Occupants should evacuate upwind or to high ground of area (follow instructions of Fire Service and Building & Floor Wardens)

### 4. **CONTAIN**

- Don't risk contact with material or allow spread.
- Do not smell, touch, or taste.
- Close doors between you and the hazardous material.



***Information on the management of minor chemical/hazardous material spills or releases can be found on Material Safety Data Sheets contained in the Department and on Chemgold at***

- Building Wardens will have Hazard Location Plans for the Emergency Services.
- Lab managers or Persons in Charge and any person who can provide relevant information MUST be on hand to answer any questions asked by Emergency Services.
- Do not re-enter building until given “**ALL CLEAR**” from Fire Service or Building Warden

**Departmental Contact(s):**

**Name:                    DAVID JENKINSON                    Extn: 82557                    Mobile: 021 0633 518**

**Name:                    VAUGHN SCOTT                    Extn: 82433                    Mobile:**

**Spill Kit Location:                    HSB 361, 363 & 365**

# Active Shooter

## Active Shooter outside of Building

1. If you are in a class room, dorm or office, stay there and secure door.
  - Use furniture or a wedge if door is unable to be locked
2. Stay clear of windows, cover windows in doors, Turn off lights
3. Stay low on floor or under or behind solid furniture and walls
4. Assess alternative means of escape e.g. windows
5. Stay quiet
6. **Dial 111**, Request Police – Note your location, number of people in room
7. Remain in place until you receive all clear from Police
8. Do not respond to unfamiliar voices as shooter may be trying to lure people out. Confirm that it is a police officer before responding.
9. Follow Police Instructions when they have arrived on scene and
  - Do not carry bags or any other personal items. Leave hands free and showing.

## If you are in open areas of Campus

- Be alert & take shelter behind solid objects where bullets will not penetrate e.g. cars, walls, trees
- Remain out of view.
- Follow police instructions, keep hands visible

## After Active shooter has left room / building / campus

- Where possible make phone contact with Police
- Follow Police instructions
- Keep hands visible and do not carry bags or other items

# Safe Evacuation of People with Disabilities

## During an Evacuation

### For Assisting a Disabled Person with mobility issues

1. Relocate the person with a disability to a safe area; this is generally an EXIT stairwell if safe to do so.
  - a. Allow Stairwell to become free of evacuating occupants prior to entering lobby
2. Ensure all smoke stop doors are closed.
3. Report location of the person to the Floor Warden or other evacuating staff.
4. Floor Warden to report location of the person to the Building Warden and Fire Service.
5. Find a buddy to stay with the person and/or ensure mobile phone communication.
6. If required, wait for the Fire Service Officers to come and assist.
7. If person is able to EXIT via stairwell even slowly do proceed. Provide support. Step aside if more people are encountered behind you

### For a Disabled Person with mobility issues

1. If you are able, go to a safe area, this is generally a stairwell if safe to do so.
2. Ensure that you close all doors.
3. Make sure that your Floor Warden knows of your presence and location.
4. Floor Warden to report your location to the Building Warden and Fire Service.
5. If possible keep a buddy with you or have a mobile phone for communication.
6. If required, wait for the Fire Service Officers to come and assist you. Dial 111 or UniSafe if alone.

As soon as possible, **Dial 966** to inform Security of your location.  
If using a mobile phone, **Dial 0800 373 7550**

## After an Evacuation

Review your personal safety plan. Ensure that the Building and Floor Warden and other staff members who work with you are fully informed of the assistance needed. Have your name entered on the Assistance Register

*Further information on Evacuation of People with Disabilities can be found on the Health and Safety Intranet under Fire Safety and Evacuations.*