

Campus Security

Emergency Procedures

Version 7.0 | May 2016

Never Stand Still

Facilities Management



UNSW
AUSTRALIA

Emergency on Campus
Call 9385 6666 (extension 56666)
Paddington / Randwick Campus: Call 000 and then 9385 6666

fire

medical emergency

bomb threat

suspect package

power outage

hazardous material

environmental

personal threat

natural disaster

evacuation

shelter in place

home

FIRE RELATED EMERGENCIES Call 9385 6666 IMMEDIATELY

If you see fire or smoke do not panic or shout.
Remain calm and remember **RACE**

RESCUE PEOPLE

From immediate danger, if safe to do so.

ALARM

- Raise the alarm.
- Push a Break Glass Alarm (if fitted).
- Dial 9385 6666 and state “**FIRE**” giving exact location and type of fire.

CONTAIN FIRE & SMOKE

Close all doors and windows, if safe to do so.

EXTINGUISH

- Only attempt to extinguish the fire by using the appropriate fire fighting equipment, if trained and safe to do so.
- Refer to extinguisher chart on reverse for the most appropriate extinguisher to use.

Evacuate immediately | Follow instructions from emergency wardens, security and emergency services
Stay down low | Leave lights on

The order in which these actions are performed will depend upon the particular fire incident.

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FIRE EXTINGUISHER CHART

Know which extinguisher to use

After use, place the extinguisher on its side on the floor beside where it should hang, record the bar code number and log a call with Facilities Management on 9385 5111

Type of extinguisher		Type of Fire, Class and Suitability						Comments (Refer Appendix B)	
		A	B	C	E	F	D**		
Colour scheme AS/NZS1841 -1997	AS1841 -1992	Extinguishant	Wood, paper, plastics, etc	Flammable liquids	Flammable gases	Energized electrical equipment	Cooking oils and fats	Metal fires	
		Water							Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/fat fires
		Wet Chemical							Dangerous if used on energized electrical equipment
		Foam***							Dangerous if used on energized electrical equipment.
		Powder	ABE						Special powders are available specifically for various types of metal fires (see **).
			BE						
		Carbon Dioxide							Generally not suitable for outdoor use. Suitable only for small fires.
		Vaporizing Liquid							Check the characteristics of the specific extinguishant.
		Fire Blanket							

* Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have a limited extinguishing capability.
 ** Class D fires (involving combustible metals). Use only special purpose extinguishers and seek expert advice.
 *** Solvents which may mix with water, e.g. alcohol and acetone, are known as polar solvents and require special foam. These solvents break down conventional AFFF.

Australian Standard 2444-2001

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MEDICAL/FIRST AID RELATED INCIDENTS Call 9385 6666 IMMEDIATELY

First Aid Officer's DRSABCD Action Plan.

D R S A B C D	DANGER	↓	Ensure the area is safe for yourself, others and the patient.
	RESPONSE	↓	Check for response – ask name – squeeze shoulders.
			<table border="1"> <tr> <td>No response</td> <td>Response Make comfortable. Monitor response.</td> </tr> </table>
	No response	Response Make comfortable. Monitor response.	
	SEND FOR HELP	↓	Dial 9385 6666 and state “ AMBULANCE ” required or ask another person to make the call.
	AIRWAY	↓	Check airway is clear Open the mouth – if foreign material present. Place in recovery position. Clear airway with fingers.
	BREATHING	↓	Check for breathing – look, listen, feel. Not normal breathing Start CPR.
	CPR	↓	Start CPR – 30 chest compressions : 2 breaths Continue CPR until help arrives or patient recovers.
DEFIBRILLATION		Apply defibrillator if available and follow voice prompts.	

Do you know who your first aid officer is?

Never leave the patient alone | Do not move the patient unless exposed to a life threatening situation | Provide support and appropriate assistance until emergency help arrives | Refer to Raising the Alarm chart on the next page.

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RAISING THE ALARM

Help us help you

CALL: 9385 6666 & GIVE US:

1. YOUR LOCATION

- Building name, floor number and room number.
OR
- Nearest gate number, cross street or the nearest building and your proximity to it.

2. YOUR CONTACT NUMBER

- Extension or mobile.

3. THE MEDICAL PROBLEM

- Description of complaint.
eg. Shortness of breath/sweating/where and what type of pain.

4. AGE OF THE PERSON

- Approximate age if not sure.

5. IS THE PERSON CONSCIOUS?

- Yes or no.

6. IS THE PERSON BREATHING?

- Yes or no.

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BOMB THREAT Call 9385 6666 IMMEDIATELY

If you receive a bomb threat, do not use a mobile phone or set off the fire alarm – they may trigger an explosion.

Remain calm	<ul style="list-style-type: none">▪ Treat the call as genuine.▪ Attempt to prolong conversation and DO NOT hang up.▪ Try to attract the attention of a second person to call 9385 6666
Be attentive	<ul style="list-style-type: none">▪ Note distinguishing background noises, music, traffic etc.▪ Note voice characteristics.▪ Does caller indicate knowledge of the building or university?
Record	<ul style="list-style-type: none">▪ Enter the details immediately on the Bomb Threat Checklist form on the reverse page OR download the form from www.facilities.unsw.edu.au
Notify	<ul style="list-style-type: none">▪ Dial 9385 6666 and state “BOMB THREAT”▪ Your floor warden or chief warden.
Prepare	<ul style="list-style-type: none">▪ To assist in the search if requested.▪ To evacuate if necessary.▪ To follow instructions of wardens, security, police and other emergency service personnel.
If object found	<ul style="list-style-type: none">▪ DO NOT TOUCH IT. Report that you have found it. Open doors and windows where possible and evacuate area, to reduce the impact of an explosion.

Refer to the Bomb Threat Checklist on the next page.

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BOMB THREAT CHECKLIST

REMEMBER TO KEEP CALM
AND DO NOT HANG UP FROM
THE CALL

Exact wording of threat: _____

BOMB THREAT CHECKLIST

Electronic versions available on the
Facilities Management website.

<http://www.facilities.unsw.edu.au/>

OR by request email –

emergency@unsw.edu.au

QUESTIONS TO ASK

When is the bomb going to explode? _____

Where did you put the bomb? _____

When did you put it there? _____

What kind of bomb is it? _____

What will make the bomb explode? _____

Why did you place the bomb? _____

What is your name? _____

CALLERS VOICE

Accent: Asian Australian American English

Pacific Islander European Middle Eastern

Speech: Fast Slow

Voice: Loud Soft

Gender: Male Female

Impediment: Lisp Stutter

Manner: Calm Emotional

Diction: Clear Muffled

Other: _____

Did you recognise the voice? Yes No

Was the caller familiar with the
campus/building/area? Yes No

THREAT LANGUAGE:

Well spoken Yes No

Incoherent Yes No

Taped Yes No

Abusive Yes No

Message read by caller Yes No

Other _____

BACKGROUND NOISES:

Voices Street noises Aircraft

House noises Machinery Music

Other _____

RECIPIENT OF PHONE CALL:

Name: _____

Staff/Student no.: _____

Email: _____

Phone (w): _____

Mobile: _____

Faculty/Division: _____

School/Unit: _____

Signature: _____

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SUSPECT PACKAGE Call 9385 6666 IMMEDIATELY

STOP what you are doing and put the item down!

1. Do not smell, touch, taste, shake or empty contents of the item or substance.
2. Turn off any equipment that could disturb air flow, eg, fans or air conditioning.
3. Where there is a likelihood of contamination, remain in the area, but step away (approximately 2 meters) from the item or substance. Instruct other people in the vicinity to do the same.
4. DIAL 9385 6666 and state “**SUSPECT PACKAGE**”. Provide your name, location and as much **detail of the item** as you can. Do not use a mobile phone in close proximity.
5. If anyone is exposed to the substance, isolate the person and call for medical assistance.
6. 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 isolation of the area.
7. Do not allow co-workers into the isolation area.
8. Follow any further instructions from your manager, or other person in charge, until Emergency Services arrive.

Do not use mobile phones as they can trigger an explosion

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POWER OUTAGE Call 9385 6666 IMMEDIATELY

Remain calm: provide assistance to others if necessary.

During power outage:

1. Report the outage, dial 9385 6666 and state **“POWER OUTAGE”** – please note, during a power outage digital handsets will not work. Please use a mobile phone instead.
2. If evacuation is necessary, move cautiously. Lighted signs will indicate emergency exits.
3. Remain with any immobile individuals who become stranded as a result of the outage. If emergency assistance is required, dial 9385 6666 and provide details.
4. Passengers stranded in lifts will be able to communicate with UNSW Emergency direct from the lift car during an outage.
5. In labs, specific protocol and procedures will operate during a power outage. Ensure you are aware of these requirements.
6. Keep all refrigerators and freezers closed during an outage and ensure staff are available to monitor.

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. Await further instructions from your building emergency team.

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GAS LEAK OR CHEMICAL SPILL Call 9385 6666 IMMEDIATELY

If it is a **gas leak or chemical spill**, **DO NOT** activate building alarms, use mobile phones, hand-held radios, electronic equipment or light flammable material.

Gas leak or chemical spill

If a gas leak or chemical spill is affecting people in your area, immediately:

1. REMOVE

- Anyone in immediate danger only if it is safe to do so.
- DO NOT allow other people in the area.
- If anyone is exposed to a substance, 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 isolation switches, ventilation and machinery. DO NOT touch suspect material.

3. NOTIFY

- If it is a “**gas**” or “**chemical**”, shout a warning, pass the alarm by word of mouth.

If able to ring from a safe area away from the leak or spill, **DIAL 9385 6666** from a landline, state “**HAZARDOUS MATERIAL**” and give **exact location** and **type of material involved**.

4. CONTAIN

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

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ENVIRONMENTAL EMERGENCIES Call 9385 6666 IMMEDIATELY

An environmental emergency includes any incident, or potential for an incident, of uncontrolled discharge of a substance into water, air or land that harms or threatens to harm the environment.*

Remain Calm	<ul style="list-style-type: none"> ▪ Don't panic
Report	<ul style="list-style-type: none"> ▪ Alert others in the area. ▪ Dial 9385 6666 and provide location and type/scale of pollution incident. ▪ Report to your supervisor. ▪ Report to lab manager or Health and Safety supervisor if relevant.
Contain	<ul style="list-style-type: none"> ▪ Contain the emissions if safe and possible to do so (eg. stopping valves, using temporary bunds or spill kits, etc.)
Evacuate	<ul style="list-style-type: none"> ▪ Keep area clear of people not directly responding to the emergency. ▪ Prepare to evacuate if required.
Clean Up	<ul style="list-style-type: none"> ▪ Clean up and rectify any damage when safe to do so. Expert assistance may be required.
Record	<ul style="list-style-type: none"> ▪ Log the incident through the online Health and Safety reporting system (H2zero) via myUNSW.

*Harm to the environment is considered material if it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial or results in actual or potential loss or property damage of an amount exceeding \$1000 per Protection of the Environment Operations Act 1997 (NSW).

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PERSONAL THREAT Call 9385 6666 IMMEDIATELY

Threats to self or others may include harrassment, assault, suicide, robbery or armed hold-ups.

Remain calm	<ul style="list-style-type: none"> Do not panic or shout, avoid eye contact. Do not make sudden movements.
Do not take risks	<ul style="list-style-type: none"> Hand over what ever is requested. Do not do anything which may antagonise the offender. Alert others around you if safe to do so. Contain yourself in a secure area, by locking your office door, closing blinds and staying out of sight.
Do only what you are told	<ul style="list-style-type: none"> Do not volunteer any other information.
Personal Threat Report (observe offender's characteristics)	<ul style="list-style-type: none"> Sex, height, voice, clothing, tattoos, jewellery, items touched, etc. Also note type of vehicle used for escape, registration number if possible and last known direction.
Telephone	<ul style="list-style-type: none"> Dial 9385 6666 and state "PERSONAL THREAT". Stay on the line, and keep the line of communication open. Give your name, room number, building and request urgent attendance. Most importantly – Remain CALM.
Record	<ul style="list-style-type: none"> Immediately fill out the Personal Threat Report (on the next page) with the offender's description, what they may have taken (models and serial numbers), descriptions of any items they may have or any other relevant details.

Report any aggressive, physical or verbal abuse, armed hold up/robberies and or suspicious activities to UNSW Emergency immediately.

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PERSONAL THREAT REPORT

PERSONAL THREAT REPORT Electronic versions available on the Facilities Management website OR by request email – emergency@unsw.edu.au

To be completed immediately after incident. Try to be as descriptive as possible. Use a separate form for each offending person's description.

YOUR CONTACT DETAILS

Name: _____

Staff/Student no.: _____

Email: _____

Phone (w): _____

Mobile: _____

Faculty/Division/School/Unit: _____

Signature: _____

Threat details: _____

OFFENDER'S DETAILS/DESCRIPTION

Any names or nicknames used _____

Approximate age _____ Male or female _____

Height _____ Weight _____

Ethnic origin _____

Complexion: Fair Dark
 Pale Fresh
 Ruddy Suntanned
 Pimpley Normal

Hair: Straight Wavy
 Bald Curly
 Thick Long
 Crewcut Short

Other comments _____

Facial: Moustache Beard

Spectacles: Size: _____ Colour: _____

Build: Thin Stout Overweight
 Medium Small Obese

Posture: Erect Stooped
 Slouchy

Walk: Quick Springy
 Slow Limp
 Pigeon toed Medium

Hands: Callused Soft
 Hairy Nails missing
 Deformed fingers

Gloves: Type: _____ Colour: _____

Voice: Thick Accent Clear
 Loud Soft Lisp
 Stutter

Eye colour: Intense stare Squint

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NATURAL DISASTER Call 9385 6666 IMMEDIATELY

Remain calm, remove anyone from immediate danger if safe to do so.

Flooding

1. 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, or Security.
2. **DIAL 9385 6666** and state “**FLOODING**” including location and extent of flooding.
3. Switch off any electrical equipment and gas that could be affected by water only if safe to do so.
4. Move any chemicals, documents, equipment and valuables to a safe area if time permits.

Storms

1. Move all people away from windows.
2. Close all curtains, drapes and blinds.
3. Shelter in strongest part of building (eg, central corridors).
4. Stay clear of large areas with glass atriums or glass roofs.
5. Stay inside.
6. **DIAL 9385 6666** and state “**STORM DAMAGE**” including **location** and **nature or injuries/damage**.

Earthquake

DURING AN EARTHQUAKE:

If inside:

1. Stay inside.
2. Do not use lifts or stairs.
3. Take shelter in doorways, under desks, or down beside an internal wall.
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, 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 further instructions from Emergency Services.
5. Close any doors in your area.

EXPECT AFTERSHOCKS

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EVACUATION Call 9385 6666 IMMEDIATELY

Evacuation is the rapid removal of people from immediate or threatened danger in a safe and orderly manner.

Remain calm	<ul style="list-style-type: none"> Do not panic, calm those who appear agitated around you.
Alert	<ul style="list-style-type: none"> Advise the warden in charge of the floor. Dial 9385 6666 and state “EVACUATION”.
Assembly	<ul style="list-style-type: none"> Inform staff and students which assembly area to use.
Evacuate	<ul style="list-style-type: none"> Evacuation of staff, students and visitors is to be carried out in the following staged order: <ol style="list-style-type: none"> out of immediate danger (e.g out of room/floor); and total evacuation of the building. Note: People in immediate danger first, then in the following order: <ol style="list-style-type: none"> mobile person semi mobile person; and immobile person. Use suitable carry/drag methods.
Check	<ul style="list-style-type: none"> All rooms, especially change rooms, toilets, storage areas. Note anyone who does not wish to evacuate, record their room number and name if possible and report this to the chief warden, floor warden or security.
Head count	<ul style="list-style-type: none"> Conduct a head count if possible. Also ask contractor supervisors to account for their staff. If anyone is missing, report this immediately to someone in charge, i.e. security, floor warden or chief warden.
Report	<ul style="list-style-type: none"> Report to your chief warden if your floor has evacuated safely. Notify emergency services of any persons unaccounted for.

Do you know who your floor warden is?

It is your responsibility to know where your Evacuation Assembly Point is. It is also your responsibility to learn and know your safe emergency evacuation exit out of your floor. Every emergency can bring changes to the way you leave your building.

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SHELTER IN PLACE Call 9385 6666 IMMEDIATELY

Shelter in place may be necessary for the following threats: armed offender, natural disasters, chemical, biological or radiological contaminants.

Remain calm	<ul style="list-style-type: none">▪ Do not panic or shout, avoid eye contact.▪ Do not make sudden movements.
Escape	<ul style="list-style-type: none">▪ Remove yourself from the immediate threat.▪ Remove others from the immediate threat, if safe to do so.
Hide	<ul style="list-style-type: none">▪ Take cover.▪ Avoid congregating in open areas.▪ Consider locking & barricading yourself in a room or secure area.▪ Move away from doors and windows.▪ Remain quiet, silence mobile phones, once silenced you may leave the phone on as important messages may be sent via UNSWalert messaging.
Act	<ul style="list-style-type: none">▪ Constantly re-assess the situation.▪ If safe to do so and in immediate danger plan to escape.▪ If safe to do so relocate to a more secure shelter place.▪ If in immediate danger and as a last resort, arm yourself with a weapon and prepare to defend yourself if confronted by an armed offender.

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SHELTER IN PLACE Call 9385 6666 IMMEDIATELY

Shelter in place may be necessary for the following threats: armed offender, natural disasters, chemical, biological or radiological contaminants.

Report	<ul style="list-style-type: none">▪ Never Risk Your Safety to obtain information.▪ If safe to do so, try to obtain the following information.▪ Your location▪ What the offender looks like▪ What is happening▪ Where is the offender▪ Anyone injured
Emergency Response	<ul style="list-style-type: none">▪ Listen to announcements being made via the building emergency systems.▪ Watch for UNSWalerts via text message for important information.▪ Follow the direction of Security, Wardens and Emergency Services.

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