



Emergency Procedures

Unisafe Guidelines for managing emergency situations



Unisafe (Security) (07) 838 4444 or extension 4444

Police, Fire Service or Ambulance 1-111

Emergency Phone Numbers

Evacuation Procedure

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

All staff should remain calm, and attempt to calm persons who appear agitated.

- » *Assist to evacuate mobility restricted persons to the safest possible place.*
- » *Evacuate the building immediately using the nearest safe exit.*
- » *Check all rooms especially toilets, storage areas and lecture theatres.*
- » *Note any persons not willing or able to evacuate, report this to the building warden, emergency services or University Security.*
- » *University of Waikato building wardens and floor wardens are identified by fluoro yellow or orange vests.*
- » *Do not use any building lifts in an emergency evacuation.*
- » *Assemble outside clear of all buildings and roadways.*
- » *Do not re-enter the building until the verbal "all clear" has been given. Turning off of the evacuation sirens is **not** the all clear signal.*



Evacuation Procedure

Fire

If you see fire or smoke remain calm

Remove People:

- » *From immediate danger.*

Alarm:

- » *Raise the alarm (If the automatic detection system has not activated).*
- » *Push the break glass alarm.*
- » *Evacuate from immediate danger.*
- » *Ring extension 4444 or 838 4444 (Security) and inform the staff on duty of the alarm and its location.*

Contain Fire and Smoke:

- » *If safe to do so close all doors and windows.*

Extinguish

- » *Only attempt to extinguish a fire by using the correct fire fighting equipment, if trained and if it is safe to do so.*



Security Incidents

Report all security incidents and suspicious activities to Unisafe (Security) call (07) 838 4444 or ext 4444 as quickly as possible.

Do not take risks, remain calm.

Observe offenders from a safe distance/location.

Continue (if possible) to observe these offenders until the Unisafe (Security) staff arrive.

Do not enter the area where a burglary has occurred.

Record your findings:

- » *Record details of what you observed happening.*
- » *Time and location of incident.*
- » *How many people were involved with this incident?*
- » *Offender's description (sex, ethnicity, height, hair colour, clothing, physique, tattoos, scars or any other markings, jewellery).*
- » *Mode of transport, include vehicle make, model, colour and registration of vehicles.*
- » *Direction of travel.*



Security Incident

Medical Emergency

Remain calm, stop and think, call for help

Danger:

- » *Assess the scene to ensure it is safe for you to help.*
- » *Move the patient only if they are in immediate danger.*

Response:

- » *Check for patient response to speech and touch.*
- » *If no response check the following.*

Shout or send for help:

- » *Call or ask someone to call Unisafe (Security) 07 838 4444 or ext 4444.*
- » *If an Ambulance is needed urgently call 1-111, then inform Unisafe staff.*

Airway:

- » *Clear and open the airway of any foreign matter obstructions.*
- » *Tilt head back supporting the lower jaw.*

Breathing:

- » *Is the patient breathing? If not, perform Cardio Pulmonary Resuscitation (CPR), if trained to do so or call for a first aider's assistance.*
- » *Call for an ambulance as soon as possible.*
DO NOT leave the patient unattended to do so.

Circulation:

- » *Does the patient have a pulse?*
- » *If not, begin compressions.*
- » *When the patient is stable, place them in the recovery position.*



Medical Emergency

Gas Leak

If a gas leak is discovered DO NOT activate building alarms, or use mobile phones, hand held radios, electronic equipment or light flammable material!

1. If a gas leak is discovered shout a warning to those nearby.
2. Remind everyone NOT TO activate the building alarms or anything that may cause an ignition. Pass the alarm by word of mouth.
3. If safe to do so, open windows and doors to the outside to allow the gas to dissipate into the open air.
4. Do not switch on or off, or activate any electrical circuits in the affected area. Sparks from the switching contacts are a potential source of ignition.
5. Ensure that naked flames are extinguished and check the nearest gas isolator switch is turned off.
6. Evacuate the building immediately, avoid the area of contamination as best as possible, close doors.
7. After you have evacuated the area and you are now in a safe position clear of any danger, call Unisafe (Security) on 07 838 4444 or extension 4444. Advise them of the emergency and the relevant details. They will contact emergency services, so please ensure your information is accurate.



Gas Leak

Natural Disaster

Earthquakes:

In all circumstances remain calm.

Inside a building

- » *If inside stay inside, advise others to do the same.*
- » *Take cover, stand in a doorway or crawl under a bench or table.*
- » *Move away from windows or anything that could fall on you.*

Outside a building

- » *If outside stay outside, advise others to do the same.*
- » *Keep clear of all buildings, trees, power lines or anything that could fall on you.*

When shaking stops

- » *Proceed with caution look out for live electric wires and other hazards.*
- » *Expect aftershocks and more things falling.*
- » *Check your area for anyone requiring First Aid or other assistance.*

Volcanic Eruption:

- » *If inside stay inside, advise others to do the same.*
- » *If outside seek shelter (in a car or a building).*
- » *Remove anyone in immediate danger to a place of safety.*
- » *Protect yourself from inhaling volcanic dust and gas fallout.*
- » *Close doors and windows, mask your face.*
- » *People with respiratory problems may need urgent medical attention.*
- » *If possible, turn off any air conditioner that is going.*
- » *Report all injuries to Unisafe (Security) on 07 838 4444 or extension 4444.*



Armed Robbery

***Remain calm – do not risk your safety or that of others nearby
– obey instructions***

1. Do exactly what is asked.
2. Avoid eye contact.
3. Observe the following and write all information down when safe to do so.
 - » *Clothing and jewellery worn.*
 - » *Ethnicity and gender.*
 - » *Physical features eg: height, hair colour and length, build (thin, athletic, solid, large etc).*
 - » *Other features: Scars, tattoos, voice was it distinctive, did they walk with a limp.*
 - » *Any weapons used or seen.*
 - » *Anything touched or taken.*
 - » *Escape method and direction.*
 - » *Escape vehicle details (make, model, colour, registration number if known).*
4. When it is safe to do so call Police 1-111 and Unisafe (Security) 07 838 4444 or extension 4444.
5. Request all witnesses to remain until Police arrive and interview them.
6. Restrict access to the area until the arrival of Police or Unisafe (Security).
7. Do not touch anything at all within the scene.
8. Write all you have observed down to assist the Police and or Unisafe (Security) investigations.



Armed Hold Up / Robbery

Bomb Threat

Keep Calm, always treat as genuine:

1. Record the exact wording of the threat. Is the person male or female. Keep the person talking, try to ask the following questions and record answers exactly.

Use the bomb threat checklist to assist, this will ensure all events are covered.

- » When is the bomb going to explode.
 - » Where was the bomb placed.
 - » When was it put there.
 - » What kind of bomb is it.
 - » What will make the bomb explode.
 - » Why was the bomb placed there.
 - » What is your name.
2. Call Unisafe (Security) 07 838 4444 or extension 4444.
 3. Notify other staff on duty and in the building.
 4. Do not use cell phones or other electrical equipment.

Nominate a staff member to:

- » Phone 1-111 ask for Police, call to be made well away from event.
- » Give exact location, details of event and arrange a safe meeting area with Police. Follow any instructions given by Police.
- » Evacuate building/area as per procedure if safe to do so.
- » Assist Police activities.
- » Person who took the call is available to talk to Police and also that someone has completed the checklist.
- » Security to call Security Manager at first available opportunity if after hours.



Bomb Threat Checklist

Exact wording of threat:

Sex of caller

Male Female

Questions to ask the caller, record exact wording;

When is the bomb going to explode:

Where was the bomb placed:

When was it put there:

What kind of bomb is it:

What will make the bomb explode:

Why was the bomb placed there:

What is your name:

Callers voice:

Accent: Asian USA Arabic Australian English European Other _____

Voice: Loud Soft Other _____ Impediment: Lisp Stutter Other _____

Speech: Loud Soft Other _____ Manner: Calm Emotional Other _____

Recognition: Did you recognise the voice? Yes No Other _____

Familiarity: Did the caller appear to be familiar with the building/area/campus? Yes No

Additional information;

Threat relating to chemical, biological or radiation:

What kind of substance is in the bomb:

How much substance is in the bomb:

How will the substance be released:

In what form is the substance (liquid, gas, powder?)

Threat language:

Well spoken: Yes No Incoherent? Yes No Taped? Yes No

Was message read? Yes No Abusive? Yes No Other _____

Back ground noises:

Local call STD Music Voices Street noises

Aircraft House noises Machinery Other _____

Call taken by:

Name _____ Contact phone number _____ Date _____

Time call received _____ Call ended _____ Number called _____

Additional calls received: _____ Signature _____

Bomb Threat Checklist