

# Emergency Procedures

Version 1.0 | December 2013

Plan Prepare  
Survive

Facilities  
Management

Prepared by University of South Australia  
Version 1.0 – December 2013  
Prepared with reference to the requirements of AS 3745: Planning for emergencies in facilities.  
For more information on emergency procedures go to [w3.unisa.edu.au/facilities](http://w3.unisa.edu.au/facilities)  
To request copies, email [evac\\_reports@teamsites.unisa.edu.au](mailto:evac_reports@teamsites.unisa.edu.au)

## EMERGENCY CONTACTS:

**Press 0 Call 000** to contact the state Emergency Services (Police, Fire and Ambulance). In non-emergency situations, you can also contact Police on 131444

## ALL CAMPUSES

**88888** from internal University telephones **OR 1800 500 911**

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# FIRE RELATED EMERGENCIES Call **88888** or **1800 500 911** IMMEDIATELY

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

## **R**ESCUE PEOPLE

From immediate danger, if safe to do so.

## **A**LARM

- Raise the alarm.
- Push a Break Glass Alarm (if fitted).
- Dial **88888** or **1800 500 911** and state "**FIRE**" giving exact location and type of fire.

## **C**ONTAIN FIRE & SMOKE

From immediate danger, if safe to do so.

## **E**XTINGUISH

- 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 is used

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 FM Assist on **88888**

Type of Fire Extinguisher	Class of Fire					NOTES
	A	B	C	E	F	
	Wood, paper and plastics	Flammable and combustible liquids	Flammable gases	Energised electrical equipment	Cooking oils and fats	
Water	✓	✗	✗	✗	✗	Dangerous if used on flammable liquid, live electrical equipment and cooking oil/fat fires.
Wet Chemical	✓	✗	✗	✗	✓	Dangerous if used on electrical fires.
Foam	✓	✓	✗	✗	LIMITED	Dangerous if used on electrical fires.
Powder AB(E)	✓	✓	✓	✓	✗	Special powders are available specifically for various types of metal fires (seek expert advice).
Powder B(E)	✗	✓	✓	✓	✓	Special powders are available specifically for various types of metal fires (seek expert advice).
Carbon Dioxide	LIMITED	LIMITED	✗	✓	✗	Generally not suitable for outdoor use. Suitable only for small fires.
Vaporising Liquid	✓	LIMITED	LIMITED	✓	✗	Check the characteristics of the specific extinguishant.

		<b>'A' TYPE FIRES ONLY</b> Paper, wood and plastics	<b>NOTE:</b> Ensure you maintain a path of egress between you and the nearest exit.
		<b>'F' TYPE FIRES ONLY</b> Cooking Oils and Fats	<b>NOTE:</b> Use as a blanket to wrap around a human torch (ensure you replace after every use).

Extract - AS 2444-2001

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# MEDICAL EMERGENCIES Call 88888 or 1800 500 911 IMMEDIATELY

For acute medical emergencies press **0** call **000** then call security

## First Aid Officer's DRSABCD Action Plan

<b>D</b>	<b>DANGER</b>	↓	Ensure the Area is safe for yourself, others and the patient.
	<b>R</b>	<b>RESPONSE</b>	↓
<b>No response</b>			<b>Response</b> Make comfortable Monitor response
<b>S</b>	<b>SEND FOR HELP</b>	↓	Dial <b>88888</b> or <b>1800 500 911</b> and state “ <b>AMBULANCE</b> ” required or ask another person to make the call
<b>A</b>	<b>AIRWAY</b>	↓	<b>Check airway is clear</b> <b>Open the mouth</b> – if foreign material present Place in recovery position Clear airway with fingers
<b>B</b>	<b>BREATHING</b>	↓	<b>Check for breathing</b> – look, listen, feel <b>Not normal breathing</b> Start CPR
<b>C</b>	<b>CPR</b>	↓	<b>Start CPR – 30 chest compressions: 2 breaths</b> Continue CPR until help arrives or patient recovers
<b>D</b>	<b>DEFIBRILLATION</b>		<b>Apply defibrillator</b> 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 reverse

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# RAISING THE ALARM

Help us help you

For acute medical emergencies press **0** call **000** then call security

Call **88888** or **1800 500 911** IMMEDIATELY

**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 the 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.

Did you know that all Security Officers are First aiders and have access to Emergency Defibrillators

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# BOMB THREAT Call **88888** IMMEDIATELY

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

<b>Remain calm</b>	<ul style="list-style-type: none"><li>• Treat the call as genuine.</li><li>• Attempt to prolong conversation and DO NOT hang up.</li><li>• Try to attract the attention of a second person to call <b>88888</b>.</li></ul>
<b>Be attentive</b>	<ul style="list-style-type: none"><li>• Note distinguishing background noises, music, traffic etc.</li><li>• Note voice characteristics.</li><li>• Does caller indicate knowledge of the building or university?</li></ul>
<b>Record</b>	<ul style="list-style-type: none"><li>• Enter the details immediately on the Bomb Threat Checklist form on the reverse page. OR Request by email <a href="mailto:evac_reports@teamsites.unisa.edu.au">evac_reports@teamsites.unisa.edu.au</a></li></ul>
<b>Notify</b>	<ul style="list-style-type: none"><li>• Dial 88888 and state “BOMB THREAT”.</li><li>• Your warden or chief warden.</li></ul>
<b>Prepare</b>	<ul style="list-style-type: none"><li>• To assist in the search if requested.</li><li>• To evacuate if necessary.</li><li>• To follow instructions of wardens, security, police and other emergency service personnel.</li></ul>
<b>If object found</b>	<ul style="list-style-type: none"><li>• <b>DO NOT TOUCH IT.</b> Report that you have found it. Open doors and windows where possible and evacuate area to reduce the impact of an explosion.</li></ul>

Refer to the Bomb Threat Checklist on reverse.

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# BOMB THREAT CHECKLIST

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

Exact wording of the threat: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### BOMB THREAT CHECKLIST

Electronic versions available on the  
Emergency Management website

OR by request email –

[evac\\_reports@teamsites.unisa.edu.au](mailto:evac_reports@teamsites.unisa.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? \_\_\_\_\_

## CALLER'S 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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# GAS LEAK OR CHEMICAL SPILL Call **88888** or **1800 500 911** IMMEDIATELY

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

## Gas leak or chemical spill

If a gas leak or a 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 “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 88888** or **1800 500 911** 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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# PERSONAL THREAT Call **88888** or **1800 500 911** IMMEDIATELY

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

<b>Remain calm</b>	<ul style="list-style-type: none"> <li>• Do not panic or shout, avoid eye contact.</li> <li>• Do not make sudden movements.</li> </ul>
<b>Do not take risks</b>	<ul style="list-style-type: none"> <li>• Hand over what ever is requested.</li> <li>• Do not do anything which may antagonise the offender.</li> <li>• Alert others around you if safe to do so.</li> <li>• Contain yourself in a secure area, by locking your office door, closing blinds and staying out of sight.</li> </ul>
<b>Do only what you are told</b>	<ul style="list-style-type: none"> <li>• Do not volunteer any other information.</li> </ul>
<b>Personal Threat Report (observe offender's characteristics)</b>	<ul style="list-style-type: none"> <li>• Sex, height, voice, clothing, scars, tattoos, jewellery, items touched, etc.</li> <li>• Also note type of vehicle used for escape, registration number if possible and last known direction.</li> </ul>
<b>Telephone</b>	<ul style="list-style-type: none"> <li>• Dial <b>88888</b> or <b>1800 500 911</b> and state "<b>PERSONAL THREAT</b>".</li> <li>• Stay on the line, and keep the line of communication open.</li> <li>• Give your name, room number, building and request urgent attendance.</li> <li>• Most importantly – Remain <b>CALM</b>.</li> </ul>
<b>Record</b>	<ul style="list-style-type: none"> <li>• Immediately fill out the Personal Threat Report (on reverse) with the offender's description, what they may have taken (models and serial numbers), description of any items they may have or any other relevant details.</li> </ul>

Report any aggressive, physical or verbal abuse, armed hold up/robberies and or suspicious activities to FM ASSIST **88888** or **1800 500 911** immediately.

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# PERSONAL THREAT REPORT

To be completed immediately after incident. Try to be as descriptive as possible.  
Use a separate form for each of the 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 \_\_\_\_\_

What is your name? \_\_\_\_\_

Complexion  Fair  Dark  
 Pale  Fresh  
 Ruddy  Suntanned  
 Pimply  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 \_\_\_\_\_

Gaze  Intense stare  Squint

Scar description \_\_\_\_\_

Tattoo description \_\_\_\_\_

PERSONAL THREAT REPORT Electronic versions available on the Emergency Management website OR by request by email: [evac\\_reports@teamsites.unisa.edu.au](mailto:evac_reports@teamsites.unisa.edu.au)

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# POWER OUTAGE Call **1800 500 911** IMMEDIATELY

**Remain calm: provide assistance to others if necessary.**

## **During power outage**

1. Report the outage, dial **1800 500 911** 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 **1800 500 911** and provide details.
4. Passenger stranded in lifts will be able to communicate with the Lift Company 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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# SUSPECT PACKAGE Call **88888** or **1800 500 911** 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 metres) from the item or substance. Instruct other people in the vicinity to do the same. Do not leave the area.
4. DIAL **88888** or **1800 500 911** 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 – **88888** or **1800 500 911**.
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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# NATURAL DISASTERS Call 1800 500 911 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 88888** or **1800 500 911** 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 88888** or **1800 500 911** 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 Campus Response Teams or Emergency Services.
5. Close any doors in your area.

**EXPECT AFTERSHOCKS**

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# EVACUATIONS Call **88888** or **1800 500 911** IMMEDIATELY

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

<b>Remain calm</b>	<ul style="list-style-type: none"> <li>Do not panic, calm those who appear agitated around you.</li> </ul>
<b>Alert</b>	<ul style="list-style-type: none"> <li>Advise the warden or security in charge of the floor.</li> <li>Dial <b>88888</b> or <b>1800 500 911</b> and state <b>“EVACUATION”</b></li> </ul>
<b>Assembly</b>	<ul style="list-style-type: none"> <li>Inform staff and students which assembly area to use. <a href="http://www.unisa.edu.au/emergency.asp">www.unisa.edu.au/emergency.asp</a></li> </ul>
<b>Evacuate</b>	<p>Evacuation of staff, students and visitors is to be carried out in the following staged order:</p> <ol style="list-style-type: none"> <li>Out of immediate danger (eg out of room/floor) .</li> <li>Total evacuation of the building. <ul style="list-style-type: none"> <li>Follow the instructions of the Wardens.</li> <li>Do not evacuate using lifts.</li> <li>Wardens will implement Personal Emergency Evacuation Plans for people with disabilities as required.</li> </ul> </li> </ol>
<b>Check</b>	<ul style="list-style-type: none"> <li>All rooms, especially change rooms, toilets, storage areas.</li> <li>Note anyone who does not wish to evacuate, record their room number and name if possible and report this to the chief warden, or security.</li> </ul>
<b>Head count</b>	<ul style="list-style-type: none"> <li>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, warden or chief warden.</li> </ul>
<b>Report</b>	<ul style="list-style-type: none"> <li>Report to your chief warden if your floor has evacuated safely.</li> <li>Notify emergency services of any persons unaccounted for.</li> </ul>

Do you know who your 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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# ENVIRONMENTAL EMERGENCIES Call **88888** or **1800 500 911** 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.

<b>Remain calm</b>	<ul style="list-style-type: none"><li>• Do not panic.</li></ul>
<b>Report</b>	<ul style="list-style-type: none"><li>• Alert others in the area.</li><li>• Dial <b>88888</b> or <b>1800 500 911</b> and provide location and type/scale of pollution incident.</li><li>• Report to your supervisor.</li><li>• Report to lab manager or Divisional Health and Safety Consultant if relevant.</li></ul>
<b>Contain</b>	<ul style="list-style-type: none"><li>• Contain the emissions if safe and possible to do so (eg. stopping valves, using temporary bunds or spill kits, etc.)</li></ul>
<b>Evacuate</b>	<ul style="list-style-type: none"><li>• Keep area clear of people not directly responding to the emergency.</li><li>• Prepare to evacuate if required.</li></ul>
<b>Clean Up</b>	<ul style="list-style-type: none"><li>• Clean up and rectify any damage when safe to do so. Expert assistance may be required.</li></ul>
<b>Record</b>	<ul style="list-style-type: none"><li>• Log the incident in the UniSA online Hazard/Incident Reporting Investigation System.</li></ul>

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