



UNSW
AUSTRALIA

Emergency Procedures

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Never Stand Still

Facilities Management



EMERGENCY CONTACTS:

KENSINGTON CAMPUS

9385 6666 OR 1800 626 003

OTHER CAMPUSES

000 AND THEN 9385 6666

OR 1800 626 003

Prepared by UNSW Security Services with reference to the requirements of AS 3745: Planning for emergencies in facilities.

For more information on emergency procedures go to www.facilities.unsw.edu.au

To request copies, email emergency@unsw.edu.au

FIRE

MEDICAL EMERGENCY

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EVACUATION

FIRE RELATED EMERGENCIES Call 9385 6666 IMMEDIATELY

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.

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 FM Assist on 9385 5111

INDICATOR	CLASS OF FIRE →	A	B	C	(E)	F	SPECIAL NOTES	
 FIRE EXTINGUISHER POST 1995	TYPE OF FIRE →	Ordinary combustibles (wood, paper, plastics, etc.)	Flammable and combustible liquids	Flammable gases	Fire involving energised electrical equipment	Fire involving cooking oils and fats		
	 YES  NO	     						
PRE 1995	IDENTIFYING COLOURS	TYPE OF EXTINGUISHER	EXTINGUISHER SUITABILITY					
	 	WATER						Dangerous if used on electrical fires
	  	WET CHEMICAL						Dangerous if used on electrical fires
	  	FOAM						
		AB(E) DRY CHEMICAL POWDER						* May be used on small surface fires.
		B(E) DRY CHEMICAL POWDER						
		CARBON DIOXIDE (CO ₂)						* May be used on small surface fires.
	 	VAPOURISING LIQUID Fumes may be dangerous in confined spaces		5kg only 				* Vapourising Liquid extinguishers are not suitable for smouldering deep seated A class fires.
NOTE →	CLASS 'D' fires (involving metals e.g. magnesium) - use special purpose extinguishers only.							
EXTINGUISHERS MUST BE RECHARGED AFTER USE								

Referenced from Fire & Rescue NSW ComSafe

MEDICAL/FIRST AID RELATED INCIDENTS

Call 9385 6666 IMMEDIATELY

First Aid Officer's DRSABCD Action Plan.

DANGER	Ensure the area is safe for yourself, others and the patient.	
RESPONSE	Check for response – ask name – squeeze shoulders.	
	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.	Normal breathing
	Not normal breathing Start CPR.	Place in recovery position. Monitor breathing.
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.	

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.

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.

MEDICAL EMERGENCY

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 reverse.

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.

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: _____

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

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.

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.

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).

PERSONAL THREAT Call 9385 6666 IMMEDIATELY

Threats to self or others may include harassment, 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 reverse) 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.

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: _____

Other comments _____

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

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

NATURAL DISASTERS 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

EVACUATIONS 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">1. out of immediate danger (e.g out of room/floor); and2. total evacuation of the building.▪ Note: People in immediate danger first, then in the following order:<ol style="list-style-type: none">1. mobile person2. semi mobile person; and3. 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.