EMERGENCY PROCEDURES

EMERGENCIES 9385 6666

FIRE

MEDICAL EMERGENCY

BOMB THREAT

INTERNAL EMERGENCY

PERSONAL THREAT

EXTERNAL EMERGENCY

EVACUATION

Note: Never leave patient alone. Do not move patient unless exposed to a life threatening condition.

IF YOU RECEIVE A BOMB THREAT

1. Ambulant = mobile person

2. Injured person

3. Critical clind patient

Follow instructions of persons in charge

Note: Always respect privacy

Reminder:Ring UNSW Emergency immediately on 938 5666

AIRCRAFT CRASH, CIVIL DISTURBANCE, ETC

NATURAL DISASTERS, BUSHFIRE

STRUCTURAL FAILURE, SPILLAGE OR LEAKAGE OR HAZARDOUS SUBSTANCES

IMMEDIATE OR THREATENED DANGER IN A SAFE AND

IMMEDIATELY CALL 9385 6666

PERSONAL THREATS

CODE BLACK

CODE YELLOW

CODE BLUE

Follow instructions of persons in charge

CALM. Do not panic, calm persons who appear agitated around you

Security that you are evacuating

Follow instructions from emergency wardens,

REMIND AN ON THE LINE OPEN.  Give your name, room number, building and

n
Characteristics)

Note: Never leave patient alone. Do not move patient unless exposed to a life threatening

condition.

If there is an emergency, such as persons trapped in lifts, ring Security immediately

Please evacuate the area

Helping others

Prepare to evacuate if necessary

Prepare to evacuate if necessary

To any person in charge. Notify emergency services of any persons

Prepare to evacuate if necessary

To any person in charge. Notify emergency services of any persons

Explain to personnel that they may need to self-evacuate

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NATURAL DISASTERS, BUSHFIRE

STRUCTURAL FAILURE, SPILLAGE OR LEAKAGE OR HAZARDOUS SUBSTANCES

IMMEDIATE OR THREATENED DANGER IN A SAFE AND
IN THE EVENT OF AN EMERGENCY OR INCIDENT, ENSURE THAT YOUR FLOOR WARDEN IS ALERTED.

**Your Emergency Team:**

<table>
<thead>
<tr>
<th>Role</th>
<th>Color</th>
<th>Name &amp; number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor Warden/s</td>
<td>YELLOW</td>
<td></td>
</tr>
<tr>
<td>First Aid officer/s</td>
<td>GREEN</td>
<td></td>
</tr>
<tr>
<td>Deputy Chief Warden</td>
<td>WHITE</td>
<td></td>
</tr>
<tr>
<td>Chief Warden</td>
<td>WHITE</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td>WHITE</td>
<td></td>
</tr>
</tbody>
</table>

9385 6666 *emergencies*

9385 6000 *all other reports*
CODE RED
FIRE RELATED EMERGENCIES
IMMEDIATELY CALL 9385 6666

IF YOU SEE FIRE OR SMOKE DO NOT PANIC OR SHOUT!
REMAIN CALM & REMEMBER R A C E

R E S C U E P E O P L E
From immediate danger, if safe to do so

A L A R M
- Raise the alarm
- Push a Break Glass Alarm (if fitted)
- Call 9385 6666

C O N T A I N F I R E & S M O K E
Close all doors and windows, if safe to do so

E X T I N G U I S H
- 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

- Prepare to evacuate if necessary
- Leave lights on
- Follow instructions from emergency wardens, security and emergency services
- Save records if possible

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

### FIRE EXTINGUISHER SELECTION CHART

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>CLASS OF FIRE</th>
<th>TYPE OF FIRE</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>(E)</th>
<th>F</th>
<th>SPECIAL NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td></td>
<td>Dry chemical</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| NO        |    | Fire 

**CLASS “D”** fires (involving metals e.g. magnesium) - use special purpose extinguishers only.
IN THE EVENT OF A SUSPECTED CARDIAC ARREST OR THE NEED FOR URGENT MEDICAL ASSISTANCE / FIRST AID

REMAIN CALM
Do not panic

ASSESS PATIENT
D - Danger – to you & patient
R - Response – of patient
A - Airway – is it clear & unobstructed
B - Breathing – is their chest rising
C - Circulation – do they have a pulse
D - Defibrillation – if a defibrillator (AED) is available, use it and follow its prompts

RAISE ALARM
- Call for help of any staff or students in the area
- **Call 9385 6666** and advise Security your location, patients age, sex, symptoms, signs, any prior medical illnesses and medication
- Refer to reverse for questions you will be asked by Security

COMMENCE
Cardio pulmonary resuscitation (CPR) or first aid as required *(if trained)*

REFER
Protocols for emergencies located in UNSW Emergency Procedures

*Note: Never leave patient alone. Do not move patient unless exposed to a life threatening situation. Provide support and appropriate assistance until emergency help arrives.*
RAISING THE ALARM

HELP US HELP YOU
RING: 9385 6666 & GIVE US:

1. YOUR LOCATION
   – BUILDING NAME, FLOOR NUMBER & 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
   (SHORT OF BREATH/SWEATING/WHERE & 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)
IF YOU RECEIVE A BOMB THREAT

REMAIN CALM
Treat the call as genuine. Record exact information on form on the reverse of this page. Prolong conversation and DO NOT hang up.

ATTRACT ATTENTION
Do not alert caller to your actions. Get a second person to call the UNSW Emergency Line 9385 6666 & report the call.

BE ATTENTIVE
- Note distinguishing background noises, music, traffic etc
- Note voice characteristics
- Does caller indicate knowledge of the building?

RECORD
Enter the details immediately on the Bomb Threat Report form on the reverse page OR download the form from the Facilities Management website – www.facilities.unsw.edu.au/forms/security-and-emergency-management

NOTIFY
UNSW Emergency – 9385 6666
Your floor warden

PREPARE
- To follow instructions of wardens, security, police and other emergency service personnel
- To assist in search if requested
- To evacuate if necessary

IF OBJECT FOUND
Do not touch it. Report that you have found it. Open doors and windows where possible and evacuate area.

Refer to the attached Bomb Threat Report (on reverse)
REMEMBER TO KEEP CALM & DO NOT HANG UP FROM THE CALL

Exact wording of threat:


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?

THREAT LANGUAGE:
Well Spoken
Incoherent
Taped
Abusive
Message read by caller
Other

BACKGROUND NOISES:
Local Call
STD
Music
Voices
Street noises
Aircraft
House noises
Machinery
Other

RECIPIENT OF PHONE CALL:
Name:
Staff/Student no.:
Email:
Phone (w):
Mobile:
Faculty/Division:
School/Unit:
Signature:

CALLERS VOICE
Accent:
Asian
Australian
American
English
Pacific Islander
European
Middle Eastern
Speech:
Loud
Soft
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

OR by request email – emergency@unsw.edu.au
CODE YELLOW
INTERNAL INCIDENTS/EMERGENCIES
IMMEDIATELY CALL 9385 6666

OTHER THAN FIRE/SMOKE, AN INTERNAL EMERGENCY COULD BE CAUSED BY EXPLOSION, ELECTRICAL POWER FAILURE, WATER SUPPLY FAILURE, STRUCTURAL FAILURE, SPILLAGE OR LEAKAGE OR HAZARDOUS SUBSTANCES, ILLEGAL OCCUPANCY, ETC.

| Building maintenance issues, Power/Water failure | ■ Business hours – call FM Assist 9385 5111  
| | ■ After hours – call Security 9385 6000  
| | ■ If there is an emergency, such as persons trapped in lifts, ring Security immediately 9385 6666, identify the building and the Lift Number  |
| Hazardous substances, leakage or spillage of hazardous substances | ■ Call 9385 6666 immediately – advise location, what the substance is, if there is anyone hurt  
| | ■ Contain the area – close doors & windows, if possible identify the substance, ie its UN number, how much has been spilt, etc  
| | ■ Any spill/leakage in public areas must be reported immediately  
| | ■ If persons are injured treat appropriately with first aid, and isolate them from other non-contaminated persons  
| | ■ Evacuate immediate area and wait for further instructions from emergency services  |
| Illegal occupancy/ intruders | ■ Ring UNSW Emergency immediately on 9385 6666  
| | ■ Get a description of the person/s – sex, approximate age, height, build, hair colour, complexion, clothing, carrying anything (bag, weapon etc)  
| | ■ Do not approach the person. Isolate yourself from them and wait for security.  
| | ■ Secure your area by locking your door and wait for security to attend.  |
| Structural Failure | ■ Remain Calm  
| | ■ Alert and evacuate immediate area – advise your floor warden  
| | ■ Call Security on 9385 6666, identify the problem and give them a return telephone number.  
| | ■ Prepare to leave the building immediately  |

DO NOT ATTEMPT ANY ACTION WHICH PUTS YOUR LIFE OR OTHERS IN DANGER

■ Follow instructions of persons in charge  ■ Prepare to evacuate if necessary

*Essential services faults include – water, electricity, gas, telephones, plumbing, security systems, computers, fire detection/suppression systems, air-conditioning etc*

*Procedure when an essential service is faulty or fails after hours contact Security on 9385 6666. Security will make contact with the appropriate service department to attend to the problem. During business hours contact FM Assist 9385 5111.*
# CODE BLACK

## PERSONAL THREATS

**IMMEDIATELY CALL 9385 6666**

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**FOR ALL PERSONAL THREATS INCLUDING ASSAULT, ARMED HOLD-UPS, ROBBERY, PERSONS AT RISK (SUICIDE), ETC**

| **Remain Calm** | **Do not panic or shout, avoid eye contact.**  
| **Do not make sudden movements.** |
| **Do not take risks** | **Hand over what ever is requested.**  
| **Do not do anything which may antagonise the offender.**  
| **Alert other staff if safe to do so without risk.**  
| **Contain yourself in a secure area, by locking your office door, closing blinds and staying out of sight.** |
| **Do only what you are told** | **Do not volunteer any other information.** |
| **Personal threat report (observe offender’s characteristics)** | **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** | **Call UNSW Emergency 9385 6666, do not hang up 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** | **Immediately fill out the personal threat report (on reverse) with the offenders description, what they may have taken (models and serial numbers), descriptions of any items they may have or any other relevant details.** |

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**FOR AN ARMED OFFENDER AS ABOVE PLUS**

- Where possible, alert others without leaving your room. Advise people to secure themselves if safe to do so, in a secure area, remain out of sight and do not make a noise to attract attention of the offender/s.
- Call Security 9385 6666 immediately, advising your name, location and your phone extension.
- Listen out for further instructions from the warden or emergency personnel
- If anyone is injured, treat with first aid until further assistance arrives
Threat details:

______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

OFFENDER’S DETAILS/DESCRIPTION

Any Names or Nicknames used ________________________________

Approximate Age _______ Male or Female _______

Height_______________Weight _______________

Ethnic Origin ________________________________________________________________________________

Complexion:  
- Fair
- Pale
- Ruddy
- Pimply

Hair:  
- Straight
- Bald
- Thick
- Curly
- Crewcut

Eyes:  
- Size: _______Colour: _______
- Intense Stare
- Squint

Lips:  
- Size: _______Shape: _______

Nose:  
- Size: _______Shape: _______

Facial:  
- Mustache
- 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
- Slangy
- Accent
- Clear
- Loud
- Soft

Voice Impediment:  
- Lisp
- Stutter

YOUR CONTACT DETAILS

Name: __________________________________________

Staff/Student no.: _______________________________

Email: _________________________________________

Phone (w): _______________ Mobile: _______________

Faculty/Division/School/Unit: _______________________

Signature: ______________________________________

SECURITY SERVICES USE ONLY

☐ IRISTI Report  ☐ Follow up  ☐ Interviewed

Date: __________________________

Comments: ___________________________________

______________________________________________________________________________________________
CODE BROWN
EXTERNAL EMERGENCIES
IMMEDIATELY CALL 9385 6666

THIS COULD RESULT FROM NATURAL DISASTERS, BUSHFIRE, EARTHQUAKE, FLOODING, MAJOR ROAD ACCIDENTS, AIRCRAFT CRASH, CIVIL DISTURBANCE, ETC

It is essential that staff familiarise themselves with the Emergency Procedures and Guidelines, which are located on the Facilities Management Website www.facilities.unsw.edu.au/forms/security-and-emergency-management

CONTACT
■ Remain Calm
■ In the event of an emergency/disaster, call for assistance immediately on 9385 6666.
■ (In the event of phones being out, use a mobile phone and call ‘000’.)
■ State who you are
■ Your location
■ What the problem is
■ And your phone number

PREPARE
To evacuate and secure your area

TREAT
■ Any persons who may have been injured
■ Call 9385 6666 to report any persons injured or trapped

ADVISE
■ Other staff and students of the situation
■ Explain to personnel that they may need to self-evacuate
■ Your emergency warden/s and wait for further instructions

Only in exceptional circumstances use the telephone – otherwise listen for instructions and wait to be called.

Further information on what to do can be found on the Facilities Management website.
# EVACUATION

**EVACUATION IS THE RAPID REMOVAL OF PEOPLE FROM IMMEDIATE OR THREATENED DANGER IN A SAFE AND ORDERLY MANNER**

<table>
<thead>
<tr>
<th><strong>REMAIN CALM</strong></th>
<th>Do not panic, calm persons who appear agitated around you</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ALERT</strong></td>
<td>Advise the warden in charge of the floor. Call 938 5666 and advise Security that you are evacuating</td>
</tr>
<tr>
<td><strong>ASSEMBLY</strong></td>
<td>Inform staff and students which assembly area to use</td>
</tr>
</tbody>
</table>
| **EVACUATE**    | - Evacuation of staff, students and visitors is to be carried out in the following staged order:  
  1. Out of immediate danger (e.g out of room)  
  2. Total evacuation of the building  
- Note: People in immediate danger first, then in the following order  
  1. Ambulant = mobile person  
  2. Semi-ambulant = semi mobile person  
  3. Non-ambulant = immobile person  
- Use suitable carry/drag methods |
| **CHECK**       | - All rooms, especially change rooms, toilets, doors, storage areas etc  
- Note any persons who do not wish to evacuate, record their room number and name if possible and report this to chief warden, floor warden or security. |
| **HEADCOUNT**   | Conduct a headcount if possible. Also ask contractor supervisors to account for their staff. If any persons are missing, report this immediately to someone in charge, i.e. security, floor warden or chief warden |
| **REPORT**      | - To any person in charge. Notify emergency services of any persons unaccounted for.  
- Report to a floor warden if you floor has evacuated safely. |

*It is everyone’s responsibility to see where their 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.*