

Emergency Procedures

Version 3.0 | March 2020

Plan Prepare
Survive

Facilities
Management

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**

**Activate your
SafeZone app**



Prepared by University of South Australia
Version 3.0 – March 2020

Prepared with reference to the requirements of AS 3745: Planning for emergencies in facilities.
For more information on emergency procedures go to:

i.unisa.edu.au/staff/facilities/security/emergency

To request copies, email

evac_reports@teamsites.unisa.edu.au



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bomb threat

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escape • hide • tell
escape • hide • tell

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 RESCUE PEOPLE	From immediate danger, if safe to do so.
A ALARM	<ul style="list-style-type: none"> • 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 CONTAIN FIRE & SMOKE	Close windows and doors, if safe to do so.
E EXTINGUISH	<ul style="list-style-type: none"> • 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 extinguisher		Type of Fire, Class and Suitability						Comments (Refer Appendix B)
		A	B	C	E	F	D**	
Colour scheme	Extinguishant	Wood, paper, plastics, etc	Flammable liquids	Flammable gases	Energized electrical equipment	Cooking oils and fats	Metal fires	
AS/NZS1841 -1997		AS1841 -1992						
	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



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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

D	DANGER	↓	Ensure the Area is safe for yourself, others and the patient.
	R	RESPONSE	↓
No response			Response Make comfortable Monitor response
S	SEND FOR HELP	↓	Dial 88888 or 1800 500 911 and state “ AMBULANCE ” required or ask another person to make the call
A	AIRWAY	↓	Check airway is clear Open the mouth – if foreign material present Place in recovery position Clear airway with fingers
B	BREATHING	↓	Check for breathing – look, listen, feel Not normal breathing Start CPR
C	CPR	↓	Start CPR – 30 chest compressions: 2 breaths Continue CPR until help arrives or patient recovers
D	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 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
<ul style="list-style-type: none">• Building name, floor number and room number OR <ul style="list-style-type: none">• Nearest gate number, cross street or the nearest building and your proximity to it.
2. YOUR CONTACT NUMBER
<ul style="list-style-type: none">• Extension or mobile.
3. THE MEDICAL PROBLEM
<ul style="list-style-type: none">• Description of the complaint eg Shortness of breath/sweating/where and what type of pain.
4. AGE OF THE PERSON
<ul style="list-style-type: none">• Approximate age if not sure.
5. IS THE PERSON CONSCIOUS?
<ul style="list-style-type: none">• Yes or no.
6. IS THE PERSON BREATHING?
<ul style="list-style-type: none">• 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

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 88888.
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 Request by email evac_reports@teamsites.unisa.edu.au
Notify	<ul style="list-style-type: none"> • Dial 88888 and state “BOMB THREAT”. • Your 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. • Do not use a mobile phone or radio in close proximity.

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

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: _____

Business 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:

- 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.
- 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.
- 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**.
- 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.

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, scars, 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 88888 or 1800 500 911 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), description 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 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: _____

Business 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
 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 _____

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



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SHELTER IN PLACE Call **88888** IMMEDIATELY

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

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 SafeZone messaging.
Tell	<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. Never risk your safety to obtain information. If safe to do so, try to obtain the following information: <ul style="list-style-type: none"> Your location What the offender looks like What is happening Where the offender is Injuries sustained by you or others
Emergency Response	<ul style="list-style-type: none"> Listen to announcements being made via the building emergency systems. Watch for SafeZone text messages which provide important information. Follow the directions of Security, Wardens and Emergency Services.



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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. Passengers 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 of 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.

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 or security in charge of the floor. Dial 88888 or 1800 500 911 and state "EVACUATION"
Assembly	<ul style="list-style-type: none"> Inform staff and students which assembly area to use. www.unisa.edu.au/emergency
Evacuate	<p>Evacuation of staff, students and visitors is to be carried out in the following staged order:</p> <ol style="list-style-type: none"> Out of immediate danger (eg out of room/floor) . Total evacuation of the building. <ul style="list-style-type: none"> Follow the instructions of the Wardens. Do not evacuate using lifts. Wardens will implement Personal Emergency Evacuation Plans for people with disabilities as required.
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, 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, 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 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.

Remain calm	<ul style="list-style-type: none"> Do not panic.
Report	<ul style="list-style-type: none"> Alert others in the area. Dial 88888 or 1800 500 911 and provide location and type/scale of pollution incident. Report to your supervisor. Report to lab manager or Senior Health and Safety Consultant 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 in the UniSA online Hazard/Incident Reporting Investigation System.



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In the event of an attack

ESCAPE. HIDE. TELL

Following this advice can save lives.

What you do matters

- The chance of being caught up in an attack is low.
- It is important that you think about how you should respond.
- An offender or multiple offenders actively attacking people.
- Weapons include guns, knives or other objects.
- There are 3 words for keeping safe in an attack.

ESCAPE

- If you see a safe route, ESCAPE.
- Move quickly and quietly away from danger.
- Tell others not to enter the area, but only if it doesn't put you in any danger.
- Take your mobile phone.
- Do not let your belongings impede your **ESCAPE**.
- Move as far away from the danger area as possible.

HIDE

- If you are unable to escape, HIDE.
- Stay out of sight and silence your phones.
- Move away from doors and remain quiet.
- Try and put a sturdy physical barrier between you and the offender.
- Help others but only if it does not put you or others at risk.
- Constantly review the situation and your options based on the best available information.

TELL

- When it is safe to do so, TELL.
- Call the police by dialling Triple Zero (000) when it is safe.
- You may be asked about your location, surroundings, the attackers and the events that have occurred.
- You may be asked to stay on the line and provide further information that the operator requests or if the situation changes.

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

Activate your SafeZone app



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ESCAPE.

Move quickly and quietly away from danger.



HIDE.

Stay out of sight and silence your phones.



TELL.

Call the police by dialling 000 when it is safe to do so.

What you do matters.

Improvised explosive device attacks

- Home made bombs or other explosives
- There can be a risk of a second device in the vicinity
- Leaving helps avoid falling debris

LEAVING THE BUILDING

- Use the stairs instead of lifts
- Be aware of weakened floors and stairways
- Once out, move away from windows, glass doors or other dangerous areas

IF YOU ARE TRAPPED

- If trapped inside, get under a sturdy table or desk
- If it is safe and you are able, signal your location to rescuers

Chemical weapons attacks

- Obvious signs – eye irritation, coughing/breathing difficulties, muscle weakness, seizures, skin irritation
- Signs that may not be obvious - leakage of gas or vapour, a chemical reaction, or a powder/liquid with no obvious explanation
- Enclosed space – get to uncontaminated air quickly
- Outdoor space – avoid any obvious plume/vapour cloud, and move upwind/uphill

IF YOU THINK YOU HAVE BEEN EXPOSED

- tell an emergency responder ASAP that you think you may have been exposed
- seek medical attention
- remove outer clothing if contaminated and place in a sealed bag
- wash yourself with soap and water, flush skin with lots of water, and flush eyes with water if they are irritated
- put on clean clothes if possible

Hostile vehicle attacks

- A driver deliberately drives a vehicle into pedestrians
- A hostile vehicle may also carry an explosive device

ESCAPE THE AREA

- Move to an area that puts as many obstacles between you and the vehicle as possible but doesn't leave you trapped

Mixed mode attacks

- An attack that involves one or more types of attack
- Always maintain awareness of what is happening around you, so you can change your response to suit the situation



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