

## SHELTER-IN-PLACE

Sometimes it is safer to stay inside rather than evacuate, for example, if there is a risk of contamination. If you receive an instruction to shelter-in-place:

- Stay calm
- Stay inside or quickly go inside
- Close windows and doors
- Turn off fans and ventilation equipment if in your control and safe to do so
- Await further instructions

## WEAPONS ATTACK

In the rare event of a firearms or weapons attack:



**RUN** to a place of safety.

*If there's nowhere to go, then...*

**HIDE** Turn your phone to silent and turn off vibrate. Barricade yourself in if you can.

*Then finally and only when it is safe to do so....*

**TELL** the Police by calling 999 or 112

A [Stay Safe film](#) and leaflet is available from the government's website.

## DEALING WITH A FIRE

There are systems and staff in place to help with a fire situation. If you are trained for one of these roles, carry out that role, otherwise:

### ON DISCOVERING A FIRE

- Raise the alarm - shout FIRE and operate a fire alarm call point (red box)
- Call the Fire Service on 999 or 112 from a safe location
- Leave the building by the nearest available exit
- Go to the assembly point
- If Estate Patrol are not already there, call 01392 72 2222 to notify them

### ON HEARING THE ALARM

- Leave the building
- Go to the assembly point
- Do not delay to collect personal belongings
- Only use dedicated emergency lifts— if you cannot use the stairs, wait at a designated refuge area
- If Estate Patrol are not already there, call them on 01392 72 2222
- Tell the Evacuation Officer anything you know about the fire or persons who may not have evacuated

## GAS LEAK

- Turn off the gas supply, if possible
- Do not operate electrical switches or fire alarms or create any sources of ignition
- Open the windows
- Call the Campus Services Help Desk on 01392 72 4552
- Out of hours, call Estate Patrol on 01392 72 2222
- If Estate Patrol is unavailable, contact the national gas emergency help line on 0800 111 999

# WHAT TO DO IN AN EMERGENCY

*For use by staff and students at the Streatham and St Luke's campuses*

## Emergency Services

999 or 112 or SafeZone app  
Emergency button

## Campus Services

**Help Desk**  
01392 72 4552

## Estate Patrol

**Emergency Line**  
01392 72 2222

**PREFIX "9" IF DIALLING FROM A UNIVERSITY PHONE**

*This leaflet summarises the University's emergency procedures. Please keep it handy for quick reference.*

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## SERIOUS INJURY OR ILLNESS

### 1. Call an ambulance

If possible, stay with the victim and call out for someone else to make the emergency call.

Call 999 or 112 and ask for an ambulance.

Be prepared to provide the following “ETHANE” information:

- E** Exact location
- T** Type of incident (illness, traffic accident, etc)
- H** Hazards - any present or expected?
- A** Access routes
- N** Number of casualties
- E** Emergency services – which services are required?

### 2. If a victim is unresponsive and not breathing normally

- start chest compressions (use rescue breaths if trained and able to do so)

Shout for assistance. If someone can help, ask them to:

- call for or retrieve a defibrillator from the nearest location (first aid signage has a phone number for the nearest), or by contacting Estate Patrol on 01392 72 2222
- Raise a First aid alert using the SafeZone app or by contacting Estate Patrol on 01392 72 2222. (Estate Patrol are also First Aid trained.)

If a defibrillator arrives, switch it on and follow the instructions (anyone can use one).

### 3. Other injuries / illness

Contact a First Aider or Estate Patrol, or raise an alert using the SafeZone app.

### 4. Following the incident

Complete an incident/near miss form - available from the website.

## SERIOUS CRIME IN PROGRESS

Call the Police on 999 or 112.

Call Estate Patrol on 01392 72 2222.

## BOMB THREAT

**UNATTENDED ITEMS:** lost or suspicious – is it “HOT”?

**H Hidden?** Is it concealed or hidden from view?

**O Obviously suspicious?** Does it have wires, circuit boards, batteries, tape or putty-like substances? Do you think it poses an immediate threat to life?

**T Typical?** Is the item typical of what you would expect to find in this location?

If after applying the HOT protocols you still believe the item to be suspicious, the next steps are:

### CONFIRM

*Does the item belong to anyone in the vicinity?*

### COMMUNICATE

- *Do not use radios or mobile phones within 15 metres of the item*
- *Call 999 or 112*
- *Inform Estate Patrol on 01392 72 2222*

### CLEAR

*Estate Patrol may advise you to clear the immediate area, moving people to a distance of at least 100 metres, starting from the centre.*

### CONTROL

*Estate Patrol cordon the area to prevent entry. Ensure eye witnesses are on hand to speak to the Police.*

### CHECK

*Estate Patrol organise a check for secondary devices.*

## IF YOU RECEIVE A TELEPHONE BOMB THREAT

- Stay calm
- Listen carefully

Use the full bomb threat checklist if available, or the short list below:

<b>THE BOMB</b>	Where is it now?	When will it explode?	What does it look like?
<b>THE CALLER</b>	Sex	Nationality	Age
<b>LANGUAGE</b>	Well-spoken	Irrational	Taped message
	Foul	Incoherent	
<b>VOICE</b>	Calm	Crying	Laughter
	Angry	Nasal	Slurred
	Excited	Stutter	Disguised
	Slow	Lisp	Accent
	Rapid	Deep	Hoarse
	Familiar (who?)	Clearing throat	
<b>BACKGROUND SOUNDS</b>	Inside	Outside	Machines
	Vehicles	Music	PA System
	Animals	Booth	Other

- Call 999 or 112
- Inform Estate Patrol on 01392 72 2222
- Do not set off the fire alarm  
*Estate Patrol will assess the situation and coordinate the search or evacuation, if necessary.*

## IF YOU RECEIVE A BOMB THREAT VIA EMAIL OR SOCIAL MEDIA

- Do not reply to, forward or delete the message
- Inform Estate Patrol on 01392 72 2222
- Call 999 or 112

## WRITTEN BOMB THREATS

On discovery of a note, letter or graffiti

- Inform Estate Patrol on 01392 72 2222
- Avoid touching the item