

EMERGENCY MANAGEMENT PLAN



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FOREWORD

This emergency management plan describes how staff and others connected with SDU should act in order to prevent and/or reduce damage and injury during and after an accident or an emergency.

The goals of the emergency management plan are to help to save lives, limit personal injury and protect property.

The emergency management plan applies to the Student Service (Campusvej). It is based on the common emergency management principles for SDU and has been adapted to local conditions.

The emergency management plan must be complied with, but common sense should always be exercised and personal safety must be given high priority.

SDU's joint emergency management measures have to be able to apply to a heterogeneous building complex, cover a broad geographical area and support the desire for an open, accessible university. Therefore, in local emergency management great importance is attached to adapting plans to local conditions.

SDU's building complex is divided into public areas and non-public areas with in connection with emergency management:

- In public areas there are instructions for alarm alerts, site maps, safety information and 'Safety points'.
- In non-public areas there are local emergency management plans like this one.

There is always a revision date on an emergency management plan. The most recently revised emergency management plan can be found on SDU.dk.

The emergency management plan is revised when there are changes in circumstances significant for the risks covered by the plan, but it must be revised at least every three years as part of the workplace evaluation (APV) carried out in the unit.

The head of the individual unit is responsible for ensuring that the local emergency management plan is in keeping with SDU's common concept and that unit staff, partners connected with SDU and students are familiar with the risks covered by the plan and have received instructions regarding how to react in an emergency.

The head of the unit is also responsible for regular updating of the plan.



¹Public areas (e.g. corridors and student lounges) have no management or staff attached to them

²Non-public areas (e.g. departmental areas) have management and staff attached to them

ALARM PROCEDURES

Stands om muligt ulykken/ Limit the accident

- Begræns skaden/
Contain the damage

Ring 1-1-2. Oplys/ Call 1-1-2. Tell them:

- Hvad er dit navn?/
Your name
- Hvad er der sket?/
What has happened
- Hvor ringer du fra?/
Where you are calling from

Evakuer området om nødvendigt/ Evacuate the area if necessary

- Aktiver varslingsanlæg
hvis det forefindes/
Activate any alarms
- Alarmer dine omgivelser
mundtligt/
Alert those in your vicinity
as quickly as possible
- Benyt nærmeste sikre udgang/
Use the nearest safe exit

Ring 6550 8888 og informer SDU/ Call 6550 8888 and inform SDU

Signs, emergency tele- phones and emergency equipment in public areas



1. Site maps

Site maps showing the location of emergency equipment are posted in strategic areas at SDU and are also available as folders.

2. Safety information

Safety information is posted in all classrooms and meeting rooms. It indicates maximum numbers of people, alarm procedures and access to the nearest emergency exit.

3. 'Safety points'

'Safety points' contain maps showing routes for ambulances and emergency exits, emergency equipment (e.g. a fire extinguisher, a defibrillator and a first aid box) and an emergency telephone to call 1-1-2 and 6550 8888 internally.



ALERTS



Inform you how you can be alerted and/or how to alert others in the case of an event.

Please note that there are various options for alerts in SDU's buildings and built-up areas and that electronic alarm units do not cover all sites.

Types of alert

Three types of alert are used at SDU:

- **A spoken alert:**
A loudspeaker system broadcasting spoken information and guidance to the people in a given area.
- **An audible tone alert:**
A loudspeaker transmitting an electronic signal to inform people in a given area that something has occurred.
- **A person-to-person alert:**
Oral alert where somebody has discovered that it is no longer safe to stay in a given area and informs those present that they should vacate the area.

The key drawings in appendix 3 show the locations of electronic alert systems in the unit.

Activation

Electronic alert systems are activated by pressing the fire/alert button. The individual fire/alert system will show whether the alert in question is internal or external.

Internal:

An alarm will sound in the building only, and the fire service or other authority will not be alerted.

External:

An alarm will sound both internally and externally, i.e. the fire service will be alerted.



EVACUATION

People must be evacuated from a building if it is no longer safe to stay in it. Activate an alert system if there is one, or inform people orally.

If possible, the 'jacket model' should be used to help with evacuation in a unit's own areas (non-public areas). Take the closest, safe emergency exit or escape route even though it may not be the shortest route to the assembly point.

Public areas

When being evacuated from public areas, those present must follow the instructions on information displays and/or comply with signals/instructions from alert systems or instructions from personnel.

Non-public areas/the jacket model

Evacuation from non-public areas is carried out using the 'jacket model' with people taking the initiative to actively support the evacuation process. Non-public areas are divided into a number of *evacuation zones* that are equipped with an *evacuation stand*.

Evacuation stands contain: a yellow bag containing a yellow jacket, instructions for *the evacuation manager* and a map of the area to be evacuated. An orange bag containing an orange jacket and instructions for *the assembly point manager* with a map showing the location of the assembly point. The instructions are reproduced in appendix 1.

When staff become aware of an event that requires evacuation, the first voluntary member of staff must go to the evacuation stand and take on the task of evacuation manager (yellow jacket). Another volunteer must go to the evacuation stand and take on the task of assembly point manager (orange jacket).

- **The evacuation manager** (yellow jacket) has overall responsibility for getting people to vacate the area and for ensuring that the area is searched to make sure everybody has left. The evacuation manager would do well to delegate tasks so as to maintain an overview of the area. The evacuation manager must give the assembly point manager a status report at the assembly point.
- **The assembly point manager** (orange jacket) has overall responsibility for establishing the assembly point for evacuees, for passing on the result of the evacuation to the police/fire service and for reporting back to evacuees.

The use of jackets is intended to support evacuation. In cases where the jackets cannot be used, people should find the nearest safe exit and continue to the assembly point.

Ensure there is clear communication in order to make sure everybody has vacated the building/area.

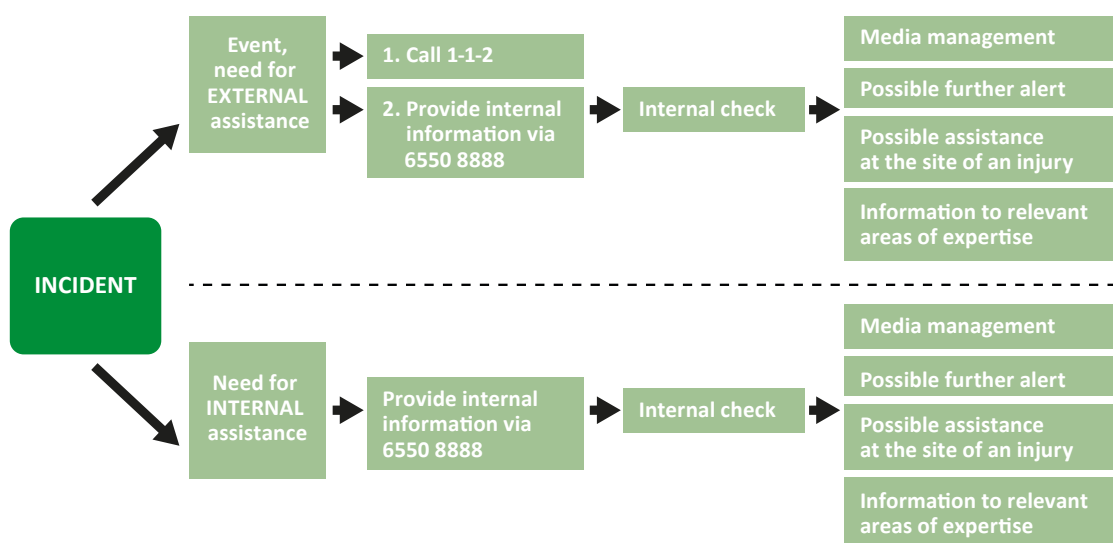


COMMUNICATION

Internal notification on 6550 8888

When the University of Southern Denmark receives a notification on 6550 8888, the information is assessed and an internal emergency management procedure is initiated. The member of staff who takes the call passes on the information about the event in question to an internal emergency management officer, who decides which areas of expertise must be informed immediately, including:

- Technical services (assessment of the need for technical assistance at the site of the event, cordoning, clearing up after damage, etc.)
- The Vice-Chancellor's Office (assessment of coordinated action in connection with major or serious events)
- Communication (assessment of the need to inform the press and of the need for supplementary alerts)
- The IT service (assessment of the need for IT support)
- The HR service (assessment of casework in connection with personal matters and personnel matters)



Briefing

If an event involving danger to life and/or health or loss and/or damage of property is observed, the manager nearest to the event must be informed of what has occurred. The manager is responsible for giving injured persons, colleagues, neighbours and partners the appropriate level of information about the event. Only the university's management and the communications department may contact the media in connection with events that could attract the attention of the public and the media.



PERSONAL INJURY

Step-by-step first aid

Limit the accident

Take the injured person to a safe place, stop machines or working processes and switch off electricity.

Assess the condition of the person

1. Is he/she unconscious?

- A. Make sure his/her airway is open ('A' for airway).
- B. Check his/her breathing ('B' for breathing).
- C. Check his/her pulse ('C' for circulation).

If an unconscious person is breathing unaided place him/her in a stable recovery position.

Give life-saving first aid

2. Begin cardiopulmonary resuscitation.

Compress the person's chest in the middle of the sternum 30 times and then give mouth-to-mouth resuscitation twice. There are defibrillators at 'Safety points', cf. appendix 3.

3. Stop any bleeding.

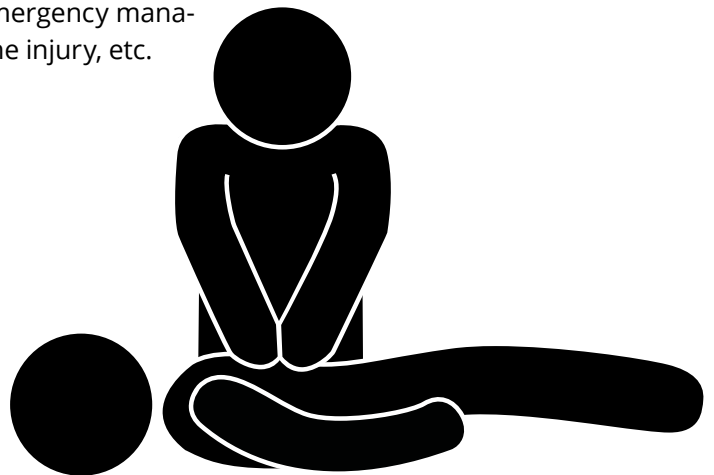
Place the injured person on the floor. Press your thumb on the wound if there is serious arterial bleeding. In all other cases of major bleeding, lift the injured limb and bandage it tightly.

Call for help

Follow the alert instructions. Meet the ambulance at the entrance and show the way. Note access points for stretchers. The local Technical Services or an emergency management officer can help to guide emergency service personnel, help to limit injury, cordon off the area and inform the emergency management officer about the circumstances of the injury, etc.

Give ordinary first aid.

The location of first aid boxes is shown on the key drawings in appendix 3.



Mental health first aid

Consider whether there is a need for mental health first aid. Show compassion for the injured person's physical well-being. Try to calm him/her and if possible relieve his/her 'anxiety'.

Shock and crisis reactions can arise hours and days after an event. Compassion and crisis relief are described in separate instructions on mental health first aid, which can be found online at www.sdu.dk/sikkerhed.

Medical help

If there is a need for medical help, contact the person's own doctor if possible (see the information on his/her medical card) or contact the Region of Southern Denmark's Emergency Medical Service on tel.: 70 11 07 07. If there is a need for treatment at a casualty ward, a colleague should, if possible, accompany the injured person.

Reporting

All cases of work-related personal injury must be reported to the injured person's manager who, in collaboration with the working environment group, will register the injury with the Health & Safety Department, Human Resource Service.



FIRE

First steps

Initially assess the need for action in the event of fire:

1. Put out the fire if possible

- Fight the fire with suitable extinguishing equipment. Rapid action with smaller fires can reduce damage considerably.
- Ask a colleague for assistance.
- Do not take risks.
- Cordon off the area for unauthorised persons.

2. Contact the fire service

- Call 112. A delay in contacting the fire service can lead to considerable increase in damage.
- Meet the fire service if possible and show the way to the scene of the fire. When the fire service arrives,

they will assume charge of the incident.

3. Evacuate

- Warn others orally.
- Do not use lifts.

4. Limit the spread of the fire

- Close doors, windows and gates, if possible.
- Remove inflammable material, if possible.
- Remove or contain the source of the fire.

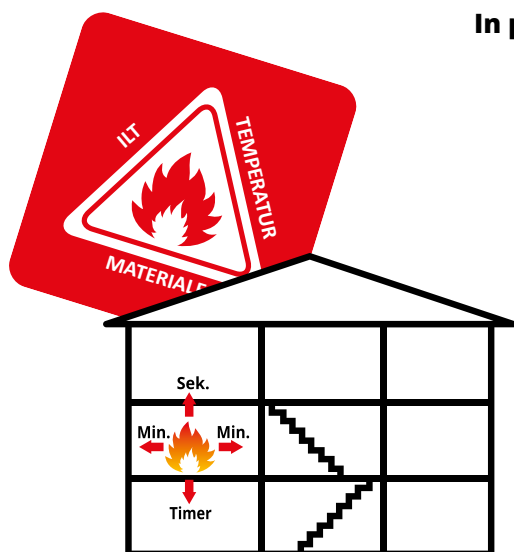
There are instructions for using the equipment in the section 'Fire-fighting equipment' (page 11).

Important information on fire

Three factors dictate whether a fire will arise or spread: oxygen, temperature and inflammable material. A fire will always spread upwards in seconds, laterally in minutes and downwards in hours (see illustration). If one or more of these factors changes, the fire will die out.

In practical terms this means you should:

- Cut off the supply of oxygen (with fires in small rooms): close doors and windows to make sure there is no supply of oxygen (via an open window, for instance).
- Reduce the temperature (with fires in electrical installations or inflammable liquids): use a carbon dioxide extinguisher to reduce the temperature to the point where the fire dies out.
- Remove the inflammable material (with a fire in a wastepaper basket, for instance): pick up the object if possible and throw it out of the window.
- When the alarm and evacuation have begun in the affected area, those in neighbouring areas can be alerted and evacuated. First upstairs, then to the sides and finally downstairs.



FIRE-FIGHTING EQUIPMENT

Minor fires should be put out with due regard to the suitability of the extinguishing substance to the type of fire.

The fire-fighting equipment accessible at University of Southern Denmark is introduced below.



CARBON DIOXIDE EXTINGUISHERS

Use on: electrical installations, inflammable liquids.

Not to be used on people as the temperature of the extinguishing substance is approximately 70 degree Celsius. Limited effect outdoors.

Extinguishing fires in smaller rooms will create a lack of oxygen.



HAND EXTINGUISHER UNIT

Use on: solid materials, e.g. paper, wood and textiles.

Not to be used to extinguish fires in electrical installations, inflammable liquids and gases.



FIRE HOSE

Use on: solid materials, e.g. paper, wood and textiles. People.

Not to be used to extinguish fires in electrical installations, inflammable liquids and gases.



PRESSURISED EXTINGUISHERS

Use on: solid materials, e.g. paper, wood and textiles.

Not to be used to extinguish fires in electrical installations, inflammable liquids and gases.



FIRE BLANKETS

Use on: people, in kitchens in connection with fires in saucepans and deep-fryers.



POWDER EXTINGUISHERS

Use on: inflammable liquids, solid materials.



THREATS AND VIOLENCE

Staff and students are expected to show professional solidarity in ensuring that colleagues and fellow students are not unhappy in their work. If you suspect a colleague/fellow student of being unhappy at work, you can express concern by having a sympathetic chat with the person in question. If you feel that a colleague/fellow student's unhappiness requires external support you should report it to an immediate superior. Use is made at the University of Southern Denmark of the Safety and Crisis Management manual from the Ministry of Education. Ongoing assessments of the necessary level of support are carried out based on reported events and other relevant circumstances.

See appendix 2 for local instructions

Threats

- Try if possible to defuse conflicts that are developing into threatening or offensive behaviour
- Stay calm and be patient. Focus on the problems of the person in question, not on his/her attitude. Be respectful, attentive and appreciative.
- Outline the person's options for action. Allow him/her to let off steam. Resume the discussion of his/her problems when he/she is calmer.
- Allow the person in question physical space.
- Maintain a friendly, calm and neutral attitude.
- Ensure your own safety and that of others. Always call for help if a conflict becomes more intense and draw the attention of others to the situation if this is the case. Pay attention as a colleague, not to passive bystanders. Call the police direct on 1-1-2 if the need for help becomes acute.
- Do what the person threatening you demands as far as possible until help arrives. Do not play the hero.
- Give colleagues mental health first aid immediately after the episode.

Telephone threats

With anonymous telephonic threats try to keep the conversation going. Note as many details as possible. What lies behind the threat? How, where and when it will be effectuated? Note any of the caller's characteristic traits. Inform the nearest manager present immediately. If the risk seems acute, call the police direct on 1-1-2.

Suspicious objects

Do not touch suspicious and/or unattended objects. Cordon off the area for unauthorised persons. Inform the nearest manager. Contact Technical Services on 6550 8888 for an initial investigation of the situation. If the risk seems acute, call the police direct on 1-1-2.



THREATS AND VIOLENCE

Acts of violence

The alarm instructions should be activated in cases of violence.

- If possible stay at a safe distance from the person in question and discreetly remove any objects that could be used as weapons.
- Follow the instructions dealing with personal injuries (page 8).

Uncontrollable violent behaviour

If there is concern regarding radicalised individuals or incidents that could involve firearms that is not acute, the nearest manager should be contacted. He/she will report the matter to Technical Services staff who, in consultation with the Vice-Chancellorship, will contact the police or other authority if necessary. Where there is concern regarding radicalised individuals, uncontrollably violent behaviour or acts of terrorism for which immediate police intervention is considered necessary, the police should be contacted via 1-1-2. Technical Services should be notified as soon as possible via 6550 8888. Assess the situation and consider your options for getting away, hiding and/or creating a barricade. Wait for instructions from the police or responsible staff member. Measures for internal and external communication in connection with acts of violence will be coordinated and implemented by SDU Communication. The Vice-Chancellorship or external head of emergency service will consider whether to offer crisis counselling.

Reporting threats and violence

The immediate superior of the staff member who has been threatened or assaulted must be informed of the event as soon as possible after it has occurred. He/she will report the event to Technical Services staff who, in consultation with the person who has been threatened or assaulted and the Vice-Chancellorship, will decide whether SDU should report the matter to the police. Episodes of threatening behaviour or violence towards members of staff must be assessed by the working environment group. The manager must report any injury to the Working Environment Office as a work-related injury. If a member of staff or a student was responsible for the threatening behaviour or violence, the event can be handled by SDU as a complaint, a personnel matter or a case belonging under student regulations. Students who have been threatened or assaulted at the university can report the episode to Technical Services on 6550 8888 where staff can help to decide what further steps should be taken.

Property crime

If a member of staff witnesses a case of property crime, he/she should observe and note the behaviour of the suspect. All cases of burglary and theft must be reported to the University of Southern Denmark on 6550 8888 as soon as possible so that an investigation can be initiated. An immediate superior must be informed. A written report must be sent to mailbox 8888@sdu.dk containing information for the use of police investigations and possibly an insurance assessment when the extent of the theft has been determined.



EPIDEMIC

In the event of an epidemic, Health Service guidelines should be followed.

In the event of an incident

- Inform the nearest manager.

Proactive instructions and procedures

- It is recommended that staff who are in direct contact with students regularly make use of the anti-bacterial gel dispensers placed in study areas.
It is also recommend that items shared with others (such as keyboards and biros) are also wiped down with alco wipes.



APPENDIX 1, 'INSTRUCTIONS FOR EVACUATION AND ASSEMBLY POINT MANAGERS'

The evacuation manager (yellow jacket)

has overall responsibility for getting people to vacate the area and searching it for anyone left behind. This information is to be conveyed to the assembly point manager. The evacuation manager would do well to delegate tasks so as to maintain an overview of the area.

1. Put on your yellow jacket for the evacuation
1. Alert everyone in your evacuation area
1. Make sure that a sweep of your area is carried out (see the plan overleaf)
2. Make sure everyone leaves the area and goes to the assembly point
3. Tell all adjacent areas to evacuate
4. Take care of your own safety
5. Go to the assembly point and make a status report to the assembly point manager (orange jacket) regarding the sweep of your area and whether everyone has come out
6. Inform local management as soon as this becomes possible



The assembly point manager (orange jacket)

has the overall responsibility for being the assembly point for all those evacuated, for passing on the result of the evacuation to the police/fire service and for reporting back to evacuees.

1. Put on your orange jacket for the evacuation
2. Go directly to the assembly point (see the plan overleaf)
3. Receive status reports from the evacuation manager present (yellow jackets) regarding the sweep of their areas and whether everyone has come out
4. Coordinate with the other assembly point managers (orange jackets)
5. Make immediate contact with the police or fire service chiefs present and give them a status report regarding the sweep of the area including whether everyone has come out
6. Ensure that the evacuees are kept informed



APPENDIX 2, LOCAL INSTRUCTIONS RELATING TO THREATS AND VIOLENCE

Threats

In the event of an incident

A student reports in person to Student Services and becomes so frustrated about a decision, a rule or procedures at SDU that he/she fails to keep to sober conflict resolution and the situation has the potential to develop. Here the borderline between disagreement and personal antipathy is crossed. This borderline is crucial and can lead to the student beginning to brow-beat, utter threats, insults and so on. It is vital that the member of staff understands his/her role as being professional and does not follow the other's conflict escalation but constantly attempts to cool down the conflict. In practice, this is done by recognizing the student's frustration, by demonstrating understanding, calm, overview and a willingness to help – even though the situation is critical. This does not mean that members of staff have to give in to the student, but they should remember that they are at work and should always remain calm. This also applies to student contact by mail or telephone. If the member of staff feels affected by the situation, they should seek assistance from colleagues – and get themselves and the student out of the situation. For this reason, at least two members of staff should be on duty during opening hours.

Particular attention should be paid to incidents of personal threat/persecution that affect the member of staff outside working hours. This can apply to all staff in Student Services, since we send out decisions etc. with the name of the relevant member of staff, who can easily be traced outside an SDU context.

Proactive instructions and procedures

Staff in Student Services should have a basic understanding of the complexity and dynamics of conflicts, a basic understanding of the significance of dialogue/communication in the aggravation and resolution of conflicts, and a degree of self-awareness as regards their own patterns of reaction and their role in conflict situations. In other words, staff should be able to retain a calm overview and lead the conversation to a point at which communication does not break down by showing recognition, calm, an overview and a willingness to help. If this is not possible in a given situation because it has become too tense, staff should remember that they are the ones who are at work and should therefore make sure to stop the conversation – and seek the assistance of a colleague.

Physical violence

In the event of an incident

If a situation arises in which a member of staff is fearful of being subjected to physical violence, they should attempt to distract the potential attacker by making a pretext that they need to fetch something in the back office. There they should contact a colleague and raise the alarm by calling 8888 and/or the police on 112.

Proactive instructions and procedure

Never play the hero. Seek immediate help from colleagues or on the telephone.



APPENDIX 3, KEY DRAWINGS OF THE UNIT

- Appendix 3.1 General site plan
- Appendix 3.2 Overview of evacuation zones
- Appendix 3.3 Overview of electronic alert systems



