GUIDE FOR THE STAFF AND STUDENTS IN ÅBO

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HANDBOOK ON SAFETY
Measures in case of accident or crisis

Rikard Andersson, Occupational Safety Manager
University Service, 2016
Purpose of the guide
This guide is intended to act as information and a simple manual for the employees and students of ÅA on measures to be taken in cases of accidents, dangerous situations and crises. It is important for everybody to know how to prevent further damage to people and property and inform the management of ÅA about different incidents, in order to be able to take preventive measures. The flow of information is also important to be able to adequately provide internal and external information and to stop rumours.

In case of major crises ÅA shall convene the management group to work according to a separate plan for crises. The group shall provide information both internally and externally and co-operate with the authorities.

If you are uncertain of the measures to be taken, you shall always contact the security manager of ÅA or his substitute who can act on the case. The principle is to contact preferably once too many times than once too few!

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# 1. Emergency numbers

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ambulance, fire brigade, police, doctor</strong></td>
<td><strong>General emergency number 112</strong></td>
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<tr>
<td><strong>Poison Information Centre</strong></td>
<td><strong>09 471 977 speed dial 2319</strong></td>
</tr>
<tr>
<td><strong>Switchboard</strong></td>
<td><strong>09 4711</strong></td>
</tr>
<tr>
<td><strong>Security Manager Mikael Johansson</strong></td>
<td><strong>0400 594 106</strong></td>
</tr>
<tr>
<td><strong>tel. in ÅA</strong></td>
<td><strong>4954</strong></td>
</tr>
<tr>
<td><strong>Assistant Security Manager John Lassus</strong></td>
<td><strong>0400 585 190</strong></td>
</tr>
<tr>
<td><strong>tel. in ÅA</strong></td>
<td><strong>4434</strong></td>
</tr>
<tr>
<td><strong>Occupational Safety Manager Rikard Andersson</strong></td>
<td><strong>0400 407 043</strong></td>
</tr>
<tr>
<td><strong>tel. in ÅA</strong></td>
<td><strong>4414</strong></td>
</tr>
<tr>
<td><strong>Communications Manager Thurid Eriksson</strong></td>
<td><strong>0400 534 430</strong></td>
</tr>
<tr>
<td><strong>tel. in ÅA</strong></td>
<td><strong>4124</strong></td>
</tr>
<tr>
<td><strong>Students Union of Åbo Akademi, Secretary General</strong></td>
<td><strong>(02) 215 4652</strong></td>
</tr>
<tr>
<td></td>
<td><strong>0400 226 826</strong></td>
</tr>
<tr>
<td><strong>Managing Director of the Student Union, Patrik Fellman</strong></td>
<td><strong>3704, 050 409 6660</strong></td>
</tr>
<tr>
<td><strong>Data Centre, Helpdesk</strong></td>
<td><strong>4777</strong></td>
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</tbody>
</table>

**Facilities Management Services**

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Details</th>
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</thead>
<tbody>
<tr>
<td><strong>Sini Äikäs</strong></td>
<td><strong>050 599 0627</strong></td>
</tr>
<tr>
<td><strong>Coor Service Management</strong></td>
<td><strong>010 622 5874</strong> speed dial 2209</td>
</tr>
<tr>
<td><strong>(for Axelia and Blåkulla)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ARE Oy</strong></td>
<td><strong>020 530 5700</strong></td>
</tr>
<tr>
<td><strong>Joakim Storrank</strong></td>
<td><strong>050 542 1824</strong></td>
</tr>
<tr>
<td><strong>(for Biocity and ICT-huset)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Kim Pettersson</strong></td>
<td><strong>040 538 4858</strong> speed dial 2402</td>
</tr>
<tr>
<td><strong>Åbo Akademi University Endowment</strong></td>
<td></td>
</tr>
<tr>
<td><strong>(for other properties)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Securitas security company, alarm centre</strong></td>
<td><strong>020 4911 2600</strong></td>
</tr>
<tr>
<td><strong>Securitas security company, switchboard</strong></td>
<td><strong>020 4911</strong> speed dial 2320</td>
</tr>
<tr>
<td><strong>Telephone exchange</strong></td>
<td><strong>(02) 215 31</strong> speed dial 888</td>
</tr>
</tbody>
</table>
2. General information about accidents and dangerous situations

Security can be affected by forces of nature, technical problems, the human factor and illegal actions. Damage can be caused to people, property, operations or technical systems.

Emergency situations shall be reported to the telephone numbers given in this manual. Always make sure that your report is received and do not hang up until the contact person tells you to do so.

A crisis can also appear as internal confidence crisis, image crisis or negative publicity. In these cases, preventive crisis management is of crucial importance. Åbo Akademi has a crisis management group of the university and groups for technical preparedness for crises, a group in Vasa, and a campus-turva group for the universities in Åbo.

It is the duty of the Management Group to give guidelines for the preparedness and management of crises, as well as approving the plans for crisis management and other essential instruction documents. The Management Group shall assemble immediately if there is a crisis. If necessary, the Management Group shall invite experts, persons responsible or unit managers to participate. The Management Group comprises of the Rector, Administrative Director, the Director in Vasa, Personnel Manager, Communications Manager, Office Manager, Occupational Safety Manager, and the Secretary General of the Students Union of Åbo Akademi.

Security Manager, tel. 0400 594 106 or 4954, and Assistant Security Manager, tel. 0400 585 190 or 4434, shall answer the questions regarding security.

In most cases, a critical situation, e.g. an explosion in a laboratory or an illegal action, occurs without warning. The course of events is quick and difficult to anticipate, stop or manage. A major crisis gains publicity very quickly. The situation can be stressful and chaotic when it is still uncertain what has happened or what caused the crisis.
3. Crises and after-care

In a crisis situation the internal information and handling shall proceed as follows. The person responsible for the unit (e.g. dean, person responsible for a subject, director) shall contact the Security Manager, who then contacts the members of the Management Group. The Communications Manager acts as the substitute for the Security Manager.

The after-care, so-called debriefing, is important in crisis situations. If you feel like talking to someone either alone or in a group, you should contact the Personnel Manager of ÅA, the occupational health service of ÅA Terveystalo, Student Health Care Services or health care services of the City of Åbo to get professional help. Moreover, the Student Priest and the parishes can offer helpful discussions. Contact details can be found e.g. at ÅA’s website or internal telephone directory.

Contact: Personnel Manager 4102 or 050 078 7794.
Terveystalo 030 633 9594, speed dial 2350

4. Fire

The following buildings have automatic fire alarms connected to the emergency telephone: Arken, ASA Building, Axelia, BioCity, Boktor-net (AÅB) Library, Domvillan, Gadolinia, Geologicum, Gripen, Humanisticum, ICT Building, Kosmorama, Sibelius Museum, Theology Annex, and Tryckerihuset.

In case of fire the general emergency number 112 shall ALWAYS be dialled, whether or not there is an automatic alarm. When a fire alarm is sounded, you must ALWAYS get out of the building via normal exits or through emergency exits if necessary, and go to the assembly point (see the notices in the buildings).

If you notice a fire, and the building has no alarm bells, warn the others and see to it that the building is evacuated.

If possible, take your wallet/handbag and jacket with you and close the windows and doors but do not lock them. If the doors are locked, it is more difficult for the firemen to check that everybody has left the building.

The persons who are in danger shall be saved before giving the alarm.

After giving the alarm you should try to put out and restrict the fire if it can be done without risk of injuries to persons.
<table>
<thead>
<tr>
<th>When there is a fire:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rescue</strong></td>
</tr>
<tr>
<td>people who are in danger.</td>
</tr>
<tr>
<td><strong>Give an alarm</strong></td>
</tr>
<tr>
<td>to the fire brigade, give the address,</td>
</tr>
<tr>
<td>tell them what is burning and whether</td>
</tr>
<tr>
<td>there are people in danger.</td>
</tr>
<tr>
<td><strong>Put out the fire</strong></td>
</tr>
<tr>
<td>with the nearest fire extinguisher,</td>
</tr>
<tr>
<td>close the doors and windows.</td>
</tr>
<tr>
<td><strong>Show the way</strong></td>
</tr>
<tr>
<td>to the site of the fire when you know</td>
</tr>
<tr>
<td>the shortest way there.</td>
</tr>
<tr>
<td><strong>Hazardous substances</strong></td>
</tr>
<tr>
<td>if possible, take the hazardous</td>
</tr>
<tr>
<td>substances and gas bottles away from</td>
</tr>
<tr>
<td>the area nearest the fire.</td>
</tr>
<tr>
<td><strong>Inform</strong></td>
</tr>
<tr>
<td>the telephone exchange and Security</td>
</tr>
<tr>
<td>Manager or Assistant Security Manager</td>
</tr>
<tr>
<td>of what has happened.</td>
</tr>
</tbody>
</table>
5. Cases of illness and accidents

If transportation of a patient is needed, call 112 and ask for an ambulance. Don’t forget to state:
- your name
- where you are calling from
- what has happened, and the type of injury
- how many people are injured
Start first aid immediately and take care of further measures.
Inform the occupational health care if needed, tel. 030 633 9594 or 0306000.
Occupational accidents shall be reported to the Occupational Safety Manager, tel. 0400 407 043 and Occupational Safety Delegate, tel. 040 563 5293.
Fill out a form for reporting on an accident at work. The forms are available in the personnel unit (pay office).

6. Vandalism

Vandalism to the building and interior or other equipment shall be reported to the Facilities Officer of that building or to the Security Manager or Assistant Security Manager.
The police shall be called if necessary.
Do not touch or clean up anything before the damages have been examined, in order to find any traces and clues.

7. Burglary and theft

If you observe a burglary:
- call the police, tel. 112
- contact the Security Manager, tel. 0400 594 106 or the Assistant Security Manager, tel. 040 058 5190
Do not destroy the traces of burglary and see to it that nobody begins to clean up before the police have examined the site. Try to remember the description of the offender and preferably take notes.
In addition to the police, the Security Manager or Assistant Security Manager shall also be called during office hours.
8. Robbery

If you are exposed to robbery:
- do as the robber says if he threatens you with a weapon
- don’t be too enthusiastic
- give money a little at a time and slowly, small notes first
- keep calm
- try to remember distinctive marks
- call the police as soon as you can without increasing the risk
- see where the robber moves to be able to protect the traces
- note the escape route and vehicle, if any
- write down your notes at once without discussing with other people
- call the police again to make sure and wait for them
- close the doors from unauthorized persons
- do not give any comments to outsiders

9. Unauthorized persons, violence

The public can move around in the ÅA buildings during normal opening hours. If you notice someone whose behaviour is disturbing, threatening or suspicious, introduce yourself and ask if you can help. If the person is unable to give any reason for the visit or prove his/her identity, you can ask the person to leave.

If needed, you can ask the Facilities Officer, Security Manager, Assistant Security Manager or the police to remove the person.

Call the police immediately if the person behaves violently. Do not get provoked and do not try to remove the person, so that you don’t get hurt yourself.
10. Threat of bomb or sabotage

If you are threatened on the phone, do as follows:

- Speak calmly!
- Do not interrupt the person who is calling.
- Try to prolong the discussion.
- Start to trace the call as soon as possible.

Ask the following questions:

- When will the bomb explode?
- Where is it located?
- Why has it been placed?
- What does it look like?

Note down the following:

- **Identity** of the person calling: man, woman, boy, girl.
- **Voice** loud, quiet, high-pitched, soft, sharp.
- **Way of speech** fast, slow, stammering, mumbling, clear, distorted, foul language.
- **Language** Swedish, Finnish, other language.
- **Dialect** Finnish Swedish with local accent, Swedish with Finnish accent, Finnish with Swedish accent, foreign accent etc.
- **Way of behaviour**: calm, uneasy, other.
- **Background sounds**: traffic, people’s voices, music, other specific sounds.

If possible, note down everything that is said during the telephone conversation. Do not cut off the call yourself, because it is more difficult to trace the call if you hang up. Call the police immediately with another phone and give the number called. Also, inform the Security Manager or Assistant Security Manager about the call. Threats received by e-mail or appearing on the Internet shall be informed to the Security Manager or Assistant Security Manager and the police, to be able to quickly trace their origin and take the necessary actions.
11. Power cut
The Facilities Officer or the service staff concerned, or, if necessary, the Security Manager or Assistant Security Manager shall be informed about a power cut in part of a building only (e.g. if a fuse has blown). In case of a more extensive and long-lasting power cut, check that no one is stuck in the lift, that e.g. chemicals or samples to be kept refrigerated do not get too warm or that the doors are opened for those who need to get into the building. (Flexim locks only work for a shorter period of time during a power cut).

12. Lifts
Lifts may stop due to a power cut or technical faults. Inside the lift there is a press button which launches an alarm in the building, but is also connected to a lift maintenance company on duty. Press the button long enough to ensure that the alarm is launched and the control lamp lights up. In connection with a power cut it may take some time for the on-duty service to arrive, but you need not be afraid of the air running out in the lift; neither should you try to get out of the lift by yourself without professional help. The telephone number of the lift maintenance company can be found outside or inside the lift in most cases.

13. Water leakage and water damage, damages caused by a storm
Water damages should primarily be reported to the Facilities Officer of the building concerned, and then to the Security Manager or Assistant Security Manager, to be able to take actions to restrict the damages. In connection with large water leakages or overflowing, an alarm shall be immediately given to the fire brigade to pump off the water. Regarding repairs, contact the service company in charge of the building or the Åbo Akademi University Endowment.
14. Facilities Officers of the buildings

**Gripen, Geologicum, Main Building, Kosmorama**

Senior Facilities Officer  
*Mikael Johansson (Security Manager)*  
4954 or 0400 594 106  
*Dick Ståhlberg*  
3909 or 040 567 6698  
*Lorens Eriksson*  
3925 or 050 409 6306

**Axelia**

*Rikard Andersson (Occupational Safety Manager)*  
4414 or 0400 40 7043

**Library, Hanken**

*Michael von Hellens*  
4191 or 040 508 9531

**Gadolinia, Teologicum, Sibelius Museum, Humanisticum, Tryckerihuset, Domvillan, Åhuset**

*Kaj Lindholm*  
4277 or 040 705 5154  
**ASA-Building**

*Jari Hietaoja*  
3561 or 050 401 3717

**Arken**

*Henning Grönroos*  
3608 or 040 557 2304  
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