



# 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

## **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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# MAJOR EMERGENCIES

(E.G. SERIOUS INJURY OR ILLNESS,  
CRIME OR SECURITY ISSUE)

**1. If a defibrillator is required, call Estate Patrol on 01392 72 2222**, or retrieve a defibrillator from the nearest location, otherwise:

**2. Call the Emergency Services directly using a land line or mobile phone**

Call 999 or 112 and ask for Fire, Ambulance or Police.

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?

**3. Contact a First Aider or Estate Patrol (if someone is injured)**

In residences call Estate Patrol. First Aider lists are available in the entrance lobbies to our academic buildings and the website.

**4. Contact Estate Patrol**  
01392 72 2222

**5. Complete an Accident/near miss form**  
Available from the website.

# 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?*

## CLEAR

*Clear the immediate area, moving people to a distance of at least 100 metres, starting from the centre.*

## 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.*

## 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:

|                   |                  |                       |                         |
|-------------------|------------------|-----------------------|-------------------------|
| THE BOMB          | Where is it now? | When will it explode? | What does it look like? |
| THE CALLER        | Sex              | Nationality           | Age                     |
| LANGUAGE          | Well-spoken      | Irrational            | Taped message           |
|                   | Offensive        | Incoherent            | Message read out        |
| VOICE             | Calm             | Crying                | Laughter                |
|                   | Angry            | Nasal                 | Slurred                 |
|                   | Excited          | Stutter               | Disguised               |
|                   | Slow             | Lisp                  | Accent                  |
|                   | Rapid            | Deep                  | Hoarse                  |
|                   | Familiar (who?)  | Clearing throat       |                         |
| BACKGROUND SOUNDS | 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

## 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**



**HIDE**



**TELL**



**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)
- Close the door on the fire if possible
- Leave the building and go to the assembly point
- Call the Fire Service on 999 or 112

### ON HEARING THE ALARM

- Leave the building
- Go to the assembly point
- Do not delay to collect personal belongings
- Do not use 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 person in charge 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