



UPPSALA
UNIVERSITET

Safety & Security Calendar

– *Joint responsibility for a safe and secure workplace*

018-471 25 00 Uppsala University emergency number (24 hours)

Emergency number
018-471 25 00

1. Accidents or serious incidents

Emergency number
018-471 25 00

2. Telephone threats and bomb threats

Emergency number
018-471 25 00

3. Suspected dangerous packages or gifts

Emergency number
018-471 25 00

4. Measures in case of threats or violence

Emergency number
018-471 25 00

5. Unauthorised persons in the workplace

Emergency number
018-471 25 00

6. Instructions in case of fire

Emergency number
018-471 25 00

7. Personal injury or sudden illness

Emergency number
018-471 25 00

8. The University crisis organisation

Emergency number
018-471 25 00

9. Important telephone numbers



For employees of Uppsala University

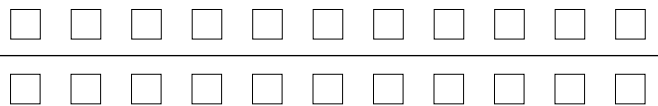
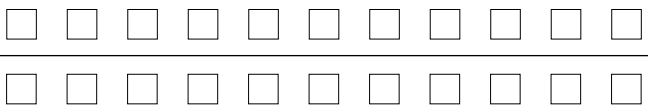
The purpose of this safety & security calendar is for you as an employee of the University to learn and feel confident about how to act in the event of an accident or serious incident. The calendar is suited for hanging on your notice board so that it is always close at hand.

You can find more information about safety & security on the University website.

You can always contact the Security Office via e-mail:

sakerhet@uu.se

Uppsala spring 2013
CHRISTINA BOMAN
Chief Security Officer



1.

Accidents or serious incidents

In case of immediate threat to life, health or property, contact SOS Alarm, (00) 112

- Call SOS Alarm (00) 112 to contact rescue services, ambulance or police
- Do not hang up until you have been instructed to do so
- Specify a phone number where you may be reached
- If possible, stay by the telephone to allow SOS Alarm or the emergency service centre to call you back

In the event of a serious incident, call the University emergency number 018 471 25 00 if there:

- has been, or there is a risk of, serious personal injury or damage to the environment or property
- is a risk of damage to the reputation and profile of your own operations or those of the University
- has been, or there is a risk of, a serious impact on the operations of the department/ equivalent or the University.

Immediate need of security officer

In case of an immediate need for a security officer due to difficult situations, call 018-471 25 00 and request officer assistance. Be prepared to state the following:

- Your name
- Location (*Uppsala University, department and address*)
- "We need immediate assistance from the security officer due to"

The University emergency telephone number 018-471 25 00 is connected to a security company's emergency switchboard. If the emergency operators are very busy you may be placed on hold. But the operators will take your call as soon as possible. 018-471 25 00 is a high-priority number for the security company.

Emergency number
018-471 25 00

1. Accidents or serious incidents

2.

Telephone threats and bomb threats

Remember to

- Be calm
- Be friendly
- Write down the incoming phone number, call duration and time.
- Pay attention to the voice, any special characteristics etc.
- Do not interrupt
- Take as many notes as possible from the call
- Keep the call going
- Write down any names or places that are mentioned.

Examples of questions to ask

- Against whom/what is the threat directed?
- What is the motive?
- What exactly was the threat?
- Are there any demands?
- Where is the bomb located?
- When will the bomb explode?
- Did the person you are talking place the bomb?

Types of threat

Bomb. Fire. Violence. Other?

The language of the person making the threat

Swedish dialect or foreign accent. Other?

The person's identity

Man. Woman. Boy. Girl.

The person's attitude

Calm. Excited. Familiar with premises/operations
Other?

The person's voice

Deep. High-pitched. Loud. Slurred. Quiet.
Soft-pleasant.

The person's speech

Rapid. Stuttering. Cursing. Technical terms.
Articulate. Distinct. Other?

Background noise

Quiet. Voices. Children. Traffic. Aeroplanes. Music.
Machinery. Radio/TV. Other?

Measures after the call

- Contact SOS Alarm (00) 112
- In case of immediate danger, evacuate immediately, activate evacuation/fire alarm
- Alert/inform help using the University emergency number 018-4712500
- (Always) inform your immediate superior

Emergency number
018-471 25 00

2. Telephone threats and bomb threats

3.

Suspected dangerous packages or gifts

Packages/gifts to your home or workplace may contain unpleasant surprises

Be on the lookout for the following

- Grease stains
- Uneven, dented appearance or a package that feels stiffer than normal
- Odd weight, unusually light or heavy packages in relation to their size
- Excessive number of stamps
- Sender/return address indicating a wish for anonymity
- Strange or unusual smell
- Opened or re-sealed packaging
- Visible metal bands, foil, wires etc.
- Sounds emanating from the package – ticking, buzzing, lapping liquid, etc.
- Labels such as 'personal'
- Packages suspected of containing powder

Measures in case of suspicious packages

- Do not touch the package unnecessarily
- Maintain a safe distance from the package
- Alert/inform the University emergency number 018-471 25 00
- In case of immediate danger, immediately evacuate the premises
- In case of non-immediate danger, wait for instructions from the Chief Security Officer.
- (Always) inform your immediate superior

Emergency number
018-471 25 00

3. Suspected dangerous packages or gifts

4.

Measures in case of threats or violence

How can I help a colleague who has been subjected to threats or violence?

Immediate need of security officer

In case of an immediate need for a security officer due to difficult situations, call 018-471 25 00 and request officer assistance. Be prepared to state the following:

- Your name
- Location (*Uppsala University, department and address*)
- "We need immediate assistance from the security officer due to"

The University emergency telephone number 018-471 25 00 is connected to a security company's emergency switchboard. If the emergency operators are very busy you may be placed on hold. But the operators will take your call as soon as possible. 018 471 25 00 is a high-priority number for the security company.

Emergency measures

- Take the person aside to a calm and safe place
- Care in the form of friendliness and support
- Physical care, warm beverage and perhaps a blanket or jacket
- Keep an eye on the person

Alerts in case of serious emergencies and incidents

- Contact SOS Alarm (00) 112 as soon as possible without placing yourself or others at risk
- Alert/inform the University emergency number 018-471 25 00

Remember

- Not to allow the person to drive
- To get someone to accompany them home
- If the person lives alone, to try to arrange company

Measures that can be taken by the employer

- Inform relatives
- Contact human resources for support talks
- Appoint a support person for the next few days

Continued, please turn →

Emergency number
018-471 25 00

4. Measures in case of threats or violence

Personal threats

- If possible, maintain a safe distance from the person making the threats
- Keep calm
- Be friendly, do not provoke or interrupt
- Avoid physical contact
- If you know the name of the other person, use it
- Try to alert colleagues or bystanders to the threat

If the threat turns into action

- Take shelter and call for help from colleagues
- Try to get away from the area
- Use self defence – use violence necessary to protect yourself or save lives

Threats via e-mail/text message/chat/Internet

All forms of electronic communication leave invisible trails.

Therefore, do the following:

- Save the message
- Contact the Chief Security Officer

Letter threats

If you have received a letter that contains threats or other illegal messages, it is important that you do the following:

- Do not touch the letter unnecessarily
- Put the letter in a plastic bag or other protective covering (*secure clues*)
- Note the arrival date
- Contact the Chief Security Officer to hand over the letter
- In case you recognise the type of letter or package as a "threat or harassment", do not open the delivery. Instead give it directly to the Chief Security Officer.

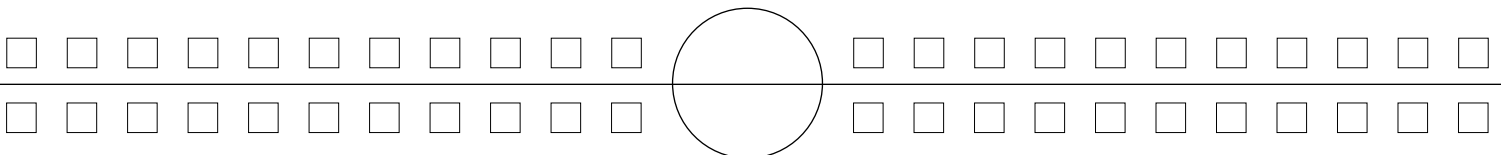
Online harassment

If you are subjected to harassment online, for example in the form of videos, manipulated photos:

- Contact the Chief Security Officer for guidance.
- Save a screen shot or the page on your computer.

Support and guidance

- Contact the Chief Security Officer if you need support and guidance.



5.

Unauthorised persons in the workplace

Keep an eye out for unauthorised persons lingering on our premises. They may be planning a crime, such as theft, violence, or a threat.

Help prevent risks associated with unauthorised persons:

- Never let anyone you do not know onto University premises when entering through locked doors
- Report any visitors ahead of time via the visitor booking system, where available
- Have your visitors wear visitor tags that show that they are authorised, where applicable
- Visitors are your responsibility for the duration of the visit, and you must meet and leave your visitors in the entryway
- Never let anyone use your personal codes

Unauthorised persons in the workplace

If you suspect that an unauthorised person is on University premises, do the following:

- Notify a colleague about the situation
- Politely ask the person “How may I help you?”
- Ask the person to show their visitor’s pass or access card
- If the person does not have legitimate business, ask them to leave the premises
- If the person refuses to leave the premises, inform the campus management, contact telephone number 018-471 25 00

In case of burglary, theft or vandalism

- If you notice that burglary or vandalism has occurred, alert/inform help via the University emergency number 018-471 25 00
- In case of theft or loss of property, call the police at 114 14 and file a report

Remember to prevent theft by

- Reporting loss of keys or key cards to campus management
- Spare keys should be locked in an approved storage cupboard
- If possible, lock the door to your office, lock up valuable property when leaving the office
- Activate the screen lock of your computer when leaving it unattended
- Do not keep your login information or login card by your computer

Immediate need of security officer

In case of an immediate need for a security officer due to difficult situations, call 018-471 25 00 and request officer assistance. Be prepared to state the following:

- Your name
- Location (*Uppsala University, department and address*)
- “We need immediate security officer assistance due to”

The University emergency telephone number 018-471 25 00 is connected to a security company’s emergency switchboard. If the emergency operators are very busy you may be placed on hold. But the operators will take your call as soon as possible. 018 471 25 00 is a high-priority number for the security company.

Emergency number
018-471 25 00

5. Unauthorised persons in the workplace

6.

Instructions in case of fire

The situation and your abilities dictate the order in which to carry out the procedures.

Save: anyone who is in danger

Warn: others who are in danger
– Sound the evacuation/fire alarm

Alert SOS Alarm (00) 112
– Tell them who you are and where you are calling from
– Tell them what happened and where

Extinguish: extinguish the fire. If you are unable to put out the fire, you can limit it and the spread of smoke by shutting doors and windows. Do not place yourself in unnecessary danger

Evacuate: take the nearest evacuation route and go to the reassembly point

Good to know before a fire

- Where is the nearest evacuation route?
- Where is the nearest fire extinguisher and other emergency equipment?
- Are the premises equipped with fire alarms/evacuation alarms?
- What should you do in case of a fire/evacuation alarm?
- Where is the reassembly point?
- Have you seen the evacuation plan?
- If you have not received an introduction to fire protection/handling of explosive and flammable materials in the workplace, it is the responsibility of the head of the department/equivalent to provide you with this information.
- If you have questions concerning fire protection you can turn to the fire safety inspector or campus management

If the situation allows, alert the University **emergency number 018-471 25 00**

7.

Personal injury or sudden illness

Find out where the first aid equipment is placed

General

- What happened? Try to get an overview of the situation
- Save those in danger
- If needed – administer first aid
- Time – every second is critical. Never hesitate always alert (00) 112

Burns and scalding

- Cool with plenty of cold running water for approximately 20–30 minutes
- Do not leave the injured person unattended
- Do not remove the injured person's clothes

Eye injuries (splashing of corrosive substances)

- Wash the eyes immediately with plenty of water
- Keep the eyelid open while washing
- Keep washing for approximately 20 minutes

Corrosive injuries

- Immediately wash the affected area with plenty of running water
- Remove any clothing with the substance on it
- Keep washing the area for 20–30 minutes

Electrical accidents

- Immediately cut the power
- Do not touch the injured person before the power is cut

Epilepsy

- Prevent injuries by for example placing something soft under the person's head
- Do not put anything in the person's mouth; it may do more harm than good
- Stay with the person until the seizures have ceased
- If you witness a suspected epileptic seizure you should try to find out if the person has an epilepsy medical alert tag, before calling police or ambulance. Seizures usually subside after a few minutes

Asthma

- Help the person to get their medication and loosen any tight-fitting clothing
- If the attack does not subside – call an ambulance

Diabetes

- Give the diabetic something to eat or drink that contains sugar, if the person is conscious.
- Wait 10–15 minutes for a reaction. If the food or drink does not help, the diabetic has gone into insulin shock.
- Never give an unconscious person anything to eat or drink.



- See if you can communicate with the person
- Call for help
- Ensure that the person is breathing. If not, clear the airways and administer artificial respiration
- If the person is breathing, stable side position
- If the heart is not beating, administer cardiac massage

Continued, please turn →

Stroke/heart attack/cerebral haemorrhage (symptoms)

- Sudden weakness or sudden numbness in the face, arms and legs, most often – but not always – on just one side of the body.
- Sudden trouble speaking or understanding; the person may appear confused
- Sudden double vision or impaired vision in one or both eyes
- Sudden trouble walking, sudden dizziness, vertigo or impaired balance and coordination
- Sudden, severe headache with no apparent cause

Stroke FAST test

If a person is unable to perform the following, it may be a sign of a stroke

F: Face – Ask the person to smile. Does one side of the face droop?

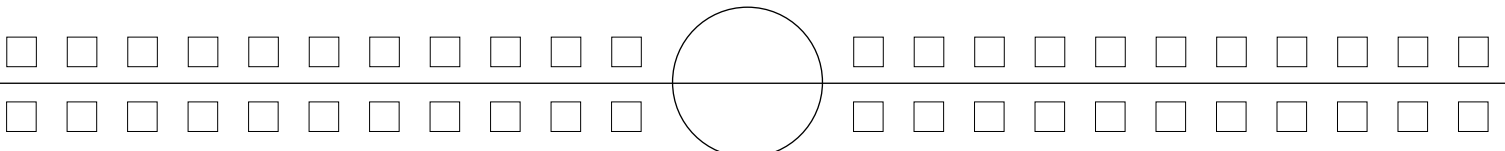
A: Arms/legs – Is the person able to raise both arms and hold them there for 10 seconds?

S: Speech – Ask the person to repeat a simple phrase such as “The weather is nice today”. Is their speech slurred or are they having a hard time finding words?

T: Time – Every second counts. Do not hesitate. Call 112 immediately!

Heart attack (symptoms)

- Chest pain, which may feel like pressure or cramping, and does not pass.
- Indefinable but unpleasant feeling in your chest lasting longer than 15 minutes.
- Chest pain combined with shortness of breath, cold sweats or irregular heartbeat



8.

The University crisis organisation

The Uppsala University crisis organisation is activated in the event of a crisis. It is based on the following principles:



A crisis should be handled in accordance with three principles:

- **The principle of responsibility** is of crucial importance. In short, the principle of responsibility means that whoever is responsible for an activity under normal circumstances has the same responsibility during a crisis. In some cases, an event on such a scale or character the responsibility for the crisis, after a decision by crisis management, will move from the chief officer of the crisis management organization
- **The principle of proximity** means that a crisis is to be handled in the area where it takes place, and be managed by those most closely affected and responsible. The crisis management should only be referred to higher levels if it is considered necessary.
- **The principle of equality** means that an organization's activities and location should, as far as possible, be kept the same during a crisis. Changes to an organization should not be larger than what is necessary in order to handle the crisis.

In case of immediate threat to life, health or property, contact SOS Alarm, (00) 112

- Call SOS Alarm (00) 112 to reach rescue services, ambulance or police
- Do not hang up until you have been instructed to do so
- Specify a telephone number where you may be reached so that SOS Alarm or the emergency services centre can call you back

In the event of a serious incident, call the University emergency number 018 471 25 00 if there:

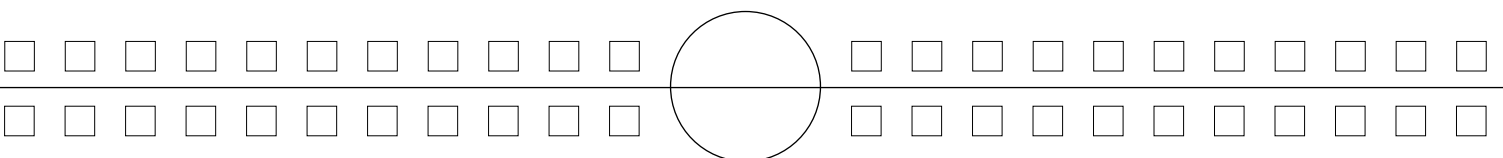
- has been, or there is a risk of, serious personal injury or damage to the environment or property
- is a risk of damage to the reputation and profile of your own operations or those of the University
- has been, or there is a risk of, a serious impact on the operations of the department/equivalent or the University.

Continued, please turn →

Guidelines and checklists

Within the University there are guidelines and support documents lists that may be useful before and after emergencies and serious incidents. The documents can be found on the University website: www.uu.se. In the HR-guide you will find documents for assistance in connection with deaths and routines for crisis support and crisis management

- Guidelines for Emergency & Crisis Organisation & Preparedness UFV 2012/69
- Riktlinjer för säkerhet resande UFV 2012/601
- Riktlinjer för personsäkerhet, vid risk för hot och våld UFV 2012/487



Important telephone numbers

SOS Alarm

(00) 112

The University emergency number (24 hours) 018-471 25 00

Emergency Room, Uppsala University Hospital	018-611 00 00
Emergency Room, Visby Hospital	0498-26 81 50
Uppsala University switchboard	018-471 00 00

Other important telephone numbers

Medical advice	11 77
In case of national crises or emergencies	113 13
Police (<i>less urgent matters</i>)	114 14
Swedish Work Environment Authority (<i>reporting of injuries in the workplace</i>)	010-730 90 00
Swedish Work Environment Authority, non-office hours (<i>reporting of injuries in the workplace</i>)	08-737 15 55
SOS international	+45 70 10 50 50

Own numbers
