
Policy Statement
The University of Dundee recognises the need to have effective arrangements in place to minimise the risk of injury and illness to staff, students, visitors and contractors in a wide range of foreseeable emergency situations. In all these emergency situations the safeguarding of life takes precedence over any other considerations.

Arrangements
Deans/Directors must ensure plans to deal with foreseeable emergencies are prepared, resourced, tested, and communicated to staff. They should be reviewed at least annually.

Foreseeable emergencies which have occurred in recent years include:
- accidents resulting in serious injury
- serious illness
- fire
- floods
- students and staff with urgent and/or severe mental health problems
- serious hazardous chemical spills and leaks
- mains gas leaks
- uncontrolled release of flammable gas
- complete power failures
- phone failures

Other foreseeable emergencies include:
- phone threats
- suspect letters, parcels and objects; bomb and bio-terrorism threats
- some-one shooting/stabbing people indiscriminately

Deans/Directors are responsible for resourcing their plans between 8.00am and 6.30pm, Monday to Friday. Out-with these hours Deans/Directors should liaise
with Director of Estates and Campus Services to ascertain the level of support available from Security Services and E&B staff.

Staff should familiarise themselves with emergency arrangements at their usual work locations, and especially the number to dial in an emergency:

**Emergency Numbers:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Campus, Wilson House and Botanic Gardens</td>
<td>4141</td>
</tr>
<tr>
<td>Ninewells Hospital and Medical School, and Dental School</td>
<td>2222</td>
</tr>
<tr>
<td>McKenzie Building</td>
<td>9-999</td>
</tr>
<tr>
<td>Kirkcaldy Campus</td>
<td>9-999</td>
</tr>
<tr>
<td>Riverside Playing Fields</td>
<td>999</td>
</tr>
<tr>
<td>Frankland Building</td>
<td>77-4141</td>
</tr>
</tbody>
</table>

Staff with responsibilities for the safety of students, visitors and contractors at the University should instruct these people in emergency arrangements.
Guidance Notes on Emergency Procedures

1. accidents resulting in serious injury
See
https://www.dundee.ac.uk/media/dundeewebsite/safetyservices/documents/policy/First%20Aid%20(rev.%202017).pdf

2. serious illness
See
https://www.dundee.ac.uk/media/dundeewebsite/safetyservices/documents/policy/First%20Aid%20(rev.%202017).pdf

3. fire
See http://www.dundee.ac.uk/safety/policy/fire/spa-05-2005/

4. major floods
Floods may be caused by natural phenomena (e.g. heavy rain) or failure of building services. In the case of natural flooding, PHONE the emergency number to call out E&B and, without putting yourself in danger, try to prevent further damage to furniture, equipment, etc. This could involve putting item up on shelves or moving items to higher floors of a building. If you think an electrical supply has been affected, do not switch electrical items on/off or use affected electrical items. Do not enter a flooded area where there is a suspicion that water has affected the electrical supply.

In the case of building services failure, without putting yourself at danger, try to find the cause and turn off tap/valve. Open drains where possible. Most fittings have an isolation valve installed in the supply pipework which can be used to stop the supply. If you think an electrical supply has been affected, do not switch electrical items on/off or use affected electrical items. PHONE emergency number to call out E&B.

5. students with urgent and/or severe mental health problems
See https://www.dundee.ac.uk/student-services/health/mental-health/
6. serious hazardous chemical spills or leaks
Where a spill or leak of a chemical represents a serious hazard to health (especially by inhalation), evacuate the immediate area and the surrounding areas as required. If there is a risk of an explosive atmosphere (or you cannot tell), do not activate the fire alarm, but ask occupants to leave. Do not switch off lights or other electrical equipment. If an inhalation hazard, open windows and doors as you leave, but do not wedge open fire doors.

PHONE emergency number to call out Fire and Rescue Service and provide them with as much information as possible regarding the incident (e.g. name and amount of chemical, hazard(s) it presents and any people who are in danger).

7. complete power failures
During daylight hours for many buildings there should be sufficient natural light and/or emergency lighting for staff to see where they are going. Fire alarm systems will also continue to operate on battery supply for at least two hours. Therefore, there is no immediate need to leave the building, but the School/Directorate emergency plan should be enacted so that planning for various scenarios can be started.

If there is no, or insufficient light (either daylight or emergency artificial lighting) for staff to see where they are going then they should go home.

Emergency red telephones will remain functional for 1-2 hours.

8. uncontrolled release of flammable gas from compressed gas cylinder
Without putting yourself at danger turn off the gas cylinder at the cylinder valve. Ventilate the area as much as possible by opening windows and doors and evacuate the immediate area.

If this is not possible then evacuate the entire building. Do not activate the fire alarm, but ask occupants to leave. Do not switch off lights or other electrical equipment. Open windows and doors as you leave, but do not wedge open fire doors.
9. mains gas leaks
If you smell gas, leave the area where gas was smelled and:

- PHONE the National Gas Emergency Service on 0800 111 999
- Also PHONE the emergency number to call out E&B.

If you are in no doubt that there is a major leak of gas inside a building (e.g. obvious damage to pipework, over powering smell) then evacuate the building immediately. Do not activate the fire alarm, but ask occupants to leave. Do not switch off lights or other electrical equipment. Open windows and doors as you leave, but do not wedge open fire doors.

If you are in no doubt that there is a major leak of gas outside a building (e.g. over powering smell) then stay in the building and close all windows. Stay away from windows and evacuate areas near to the source. Do not switch off lights or other electrical equipment. Consider evacuating the building.

In all cases, remember that your sensitivity to the additive that gives natural gas its smell will reduce with time and so you should be aware that the level of gas could build up without you noticing.

10. Cisco IP phone failures
Emergency red phones are located in some buildings and many people have mobile phones. These can be used to contact Emergency Services so there is no need to evacuate the building.

Other foreseeable emergencies include:

11. phone threats
Listen carefully to the caller. Keep them on the line as long as possible and try to get and record as much information as possible by asking:

- What is the threat?
• Where is it?
• When will it happen?
• Why are you making this threat?
• Are you part of an organisation
• What is your name, address and telephone number

Try to gain as much information about the caller as you can from their voice type and accent, and background noises. Immediately following the call:

• PHONE emergency number to contact the Police
• Use the University emergency telephone number to contact Security

12. suspicious letters, packages and objects - bomb threats
Various staff within the University have been trained in identifying suspect packages. If you have concerns about a package, leave the package where it is and try to contact someone who has been trained (do not use a two-way radio or mobile phone within 3 meters of the package).

General guidance of what to look for:
• Excessive postage, or no postage or non-cancelled postage
• No return address
• Unexpected or unknown sender
• Handwritten or poorly typed addresses
• Address has been printed unevenly or in an unusual way
• Incorrect spelling of name
• Incorrect address
• Incorrect title
• Postmark does not match return address
• Unusual post mark or postage paid marks
• A jiffy bag or similar padded envelope has been used
• Envelope flap is stuck down completely (usually a letter has 3-5mm ungummed gap at corners)
• Oily stains, discolouration or strange odour (e.g. almonds, marzipan)
• Excessive weight
• Lopsided or uneven envelope
• Protruding wires or aluminium foil
• Excessive tape or string
• Ticking sound

There is obviously no easy rule to establish if any of the above indicators means that a package is a threat, but if you are concerned, the best course of action is to treat it as suspicious.

If you find a suspicious object:
• Do not touch the object in any way
• Clear the immediate area surrounding the object
• Leave doors open to ease access for emergency responders
• Instruct other people to move away from the object
• Prevent other people from entering the area (e.g. warning signs)
• **PHONE emergency number on land-line phone to call out Police** and report the nature and location of the suspicious object. Do not use a mobile phone or hand held radio in the vicinity of the suspicious object.
• Remain on hand to brief the Police

When opening letters and packages:
• Use a letter opener, not hands, to open
• Open with minimum of movement to avoid spilling contents
• Be wary of letters with an additional inner envelope that is tightly taped or tied

Keep your workplace tidy. This will make it easier for you and others to identify suspicious objects. Have a quick look around when you arrive at work.

In some instances it may be safer to keep people inside buildings than to evacuate them, but this will depend on the information received about the alleged bomb and Police advice.
13. suspicious letters and packages-Bio-terrorism threats

For UNOPENED suspect letters and packages:

- Do not open
- Place in a plastic bag or some other type of container
- If a suitable container is not available, cover with anything (e.g. paper, clothing)
- Do not touch face with hands
- Ask everyone to leave the room, closing doors and windows, but to remain in vicinity (i.e. empty adjacent room; in corridor outside room)
- Prevent people from entering (e.g. ask colleague to stand guard; put up notice)
- Wash your hands with soap and water
- **PHONE emergency number to report immediately to police**
- List all people who were in the room

For OPENED letters and packages that contain or spill a suspicious powder/liquid:

- Cover immediately with anything (e.g. paper, clothing)
- Do not try to clean up spill
- Do not touch face or other part of body with hands
- Remove contaminated clothing; if possible place in plastic bag or other sealed container
- Ask everyone to leave the room, closing doors and windows, but to remain in vicinity (i.e. empty adjacent room; in corridor outside room)
- Prevent people from entering room (e.g. ask colleague to stand guard; put up notice)
- **PHONE emergency number to report immediately to police**
- List all people who were in the room

14. someone shooting people or stabbing indiscriminately

If you are inside a building and you are notified of someone shooting people indiscriminately outside or hear that someone is using a bladed weapon, then remain indoors. Lock external doors and close ground floor windows. Keep away from doors and windows. If you hear shooting/disturbance close by and you believe it is inside the building, then quickly and quietly move away in the opposite
direction and try to leave the building if possible. Once outside, move away from the building and find a place that provides protection. **PHONE the emergency number to report immediately to the police and then follow their instructions.**

If you cannot leave the building (e.g. you encounter a locked door) then get into a room (without windows if possible) and lock or barricade the door. Keep away from doors and out of sight from windows. If you have a mobile phone, put it on silent. If you phone the emergency services, keep your voice as quiet as possible and follow any instructions given. Keep quiet and do **not** open the door for any reason. Even if someone says they are police/security/etc, do **not** open the door. Once police do arrive, they will force entry to check every room. Comply with their instructions precisely and expect them to be “firm” in their handling of you. They will consider you to be a threat until they are certain you are not.