



# MONASH University

## Emergency Procedures

Sunway Campus

**IN AN EMERGENCY RING**

**46333**

State clearly

- Nature of the emergency
- Location of emergency
- Your name and contact details

***Retain this booklet near your telephone***

*Date revised - June 2010*

# EMERGENCY PROCEDURES

The objectives of these implementation procedures are to ensure, as far as is reasonably practicable, the safety and well being of staff and students who work at Monash University.

To comply with these procedures, and to conform with relevant Government legislation and Codes of Practice, emergency procedures are prepared and promulgated, Emergency Warning and Intercommunication Systems (EWIS) are provided, and an Emergency Control Organisation (ECO) is organised and trained for each workplace.

These procedures include guidelines to assist the Monash community to recognise and respond to concerning behaviours in a systematic way to prevent the risk of escalation to violence or other serious incidents.

## Emergency Control Organisation (ECO)

The ECO consists of emergency wardens [building wardens (white cap) and floor wardens (yellow cap)], as well as agencies such as **the police and fire brigade and University security**.

The role of the ECO is to ensure the safety of the building's occupants (including themselves) in any emergency.

During emergencies, instructions from ECO personnel (ie, emergency wardens) overrule the normal management structure.

**Please familiarise yourself with the various emergency signals, evacuation routes, emergency exits, fire break glass alarms, emergency phones, assembly areas, emergency wardens, firstaiders, etc, in your area.**

## Emergency Phone Numbers Sunway Campus

Emergency (Internal phone)	46333
Emergency (Hotline)	+603 5514 6333
Campus General Line	+603 5514 6000
Security	46333
Occupational Health and Safety	45837 / 46040

## Clinical School Johor Baru

Emergency (Hotline)	+6017 5514 633
Clinical School General Line	+607 2190600

## Relevant web links: (NOT to be used for contact in the event of an emergency)

Occupational Health and Safety (OH&S)	<a href="http://www.monash.edu.my/oshe/">www.monash.edu.my/oshe/</a>
Security and Parking	<a href="http://www.monash.edu.my/security/">www.monash.edu.my/security/</a>

# EMERGENCY EVACUATION

At all times during the emergency, stay calm, and follow the instructions of the emergency wardens

1. On hearing the **ALERT** signal prepare to leave the building - secure confidential materials and valuables, collect personal belongings, shut down experiments, switch off computers, electrical appliances, equipment, machinery, etc.
2. On hearing the **EVACUATE** notification or if instructed to do so by an emergency warden, leave the building by the nearest and safest exit route.

## Do not use the lifts

3. **If safe to do so** take hand held personal belongings such as briefcases and handbags when evacuating. **Do not return to collect these items.**
4. Assist any person with a disability to leave the building, or to the nearest fire isolated stairwell or fire safe haven for multi-storey buildings - do not attempt to carry people down stairs. (**Refer to People with specific needs** section)
5. Walk quickly and calmly to the designated assembly area for your building or as advised by the emergency warden or fire brigade personnel. A location map of the designated assembly area is available on OHSE website: [www.monash.edu.my/ohse/](http://www.monash.edu.my/ohse/)
6. Remain at the assembly area (in groups) until instructed to leave by an emergency warden or fire brigade personnel.
7. Do not re-enter the building until informed that it is safe to do so by an emergency warden or fire brigade personnel.
8. Do not enter a building in alarm.

## Lecture theatres / laboratories

It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during the emergency until released by the ECO

# FIRE/SMOKE

## Raise the Alarm

1. If safe to do so, ensure the immediate safety of anyone within the vicinity of the fire.
2. Break the nearest fire Break Glass Alarm which automatically notifies the fire brigade, security and ECO.

## OR

3. Ring Security on **46333** on any internal phone

Provide the following information:

- ◆Your name;
- ◆Building number, level, room number;
- ◆Type and extent of fire, etc.

4. Inform your supervisor or emergency warden if safe to do so.
5. Evacuate the immediate area.

## Fire Fighting

6. If Safe to do so and if trained in the use of the equipment - attempt to extinguish the fire.

## Evacuate

7. Evacuate the building as instructed to do so by an emergency warden.
8. Walk quickly and calmly to the assembly area.
9. Close doors as you exit - do not lock doors.
10. Remain at the assembly area in groups until instructed to leave by an emergency warden or fire brigade personnel.
11. Do not re-enter the building until informed that it is safe to do so by the ECO or fire brigade personnel.

## Lecture theatres / laboratories

It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during the emergency until released by the ECO.

# INTRUDER(S)

1. If safe to do so, note and report suspicious persons to Security on **46333** on any internal phone or notify your supervisor.
2. **If confronted, obey intruder(s) instructions** - Never try to overpower an armed intruder.
3. Observe carefully:
  - ◆ Any articles touched by intruder(s);
  - ◆ Physical details and attire;
  - ◆ Points which may aid description including mannerisms and weapons;
  - ◆ Direction that intruder(s) leave the area.
4. **As soon as possible** ring Security on 46333 on any internal phone.
  - ◆ Provide details of the incident;
  - ◆ Seek advice on next action.
5. **Record information for police.**
6. **Be prepared to evacuate or secure the building area** - await further instructions from the ECO.

## Lecture theatres / laboratories

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until released by the ECO

# ILLEGAL OCCUPANCY / CIVIL DISORDER

1. Ring Security on **46333** on any internal phone
2. Notify emergency warden.
3. **If safe to do so** - initiate action to:
  - ◆ Restrict entry to the building;
  - ◆ Confine presence to the ground floor;
  - ◆ Restrict contact between demonstrators and building occupants

**OR**

- ◆ Evacuate the building.
4. Notify nominated managers/supervisor, etc.
  5. Be prepared to evacuate - await further instructions from the ECO

## Lecture theatres / laboratories

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until released by the ECO

# RADIATION OR BIOHAZARD SPILL

## Raise the Alarm

1. **If safe to do so** ensure the immediate safety of anyone within the vicinity of the spill.
2. Evacuate the immediate area.
3. Report the spill: Ring Security on **46333**.
4. Notify your supervisor, or safety officer, **AND** OH&S (ext 45837/46040).

## Isolate Hazard

5. Anybody who has been exposed must, **if safe to do so**, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment. **NOTE: If unsure of the hazards present and their associated risks to health and safety, consult with your supervisor, safety officer, or OH&S prior to taking any action.**
6. Restrict unnecessary movement into and through the area to avoid spreading contamination. Isolate the affected area at a safe distance by erecting a temporary barricade and placing radioactive or biohazard warning signs.

## Clean-Up

7. Do not re-enter the area until it has been decontaminated by personnel trained specifically in radiation or biohazard safety. **For any clean-up activities there must be a minimum of two people.**

## Evacuate

8. Evacuate the building as instructed to do so by the emergency personnel.
9. Walk quickly and calmly to the assembly area advised by the emergency personnel.
10. Remain at the assembly area in groups until instructed to leave by emergency personnel
11. In the case of a fire every effort must be made to prevent undue spreading of contamination. However, fire fighting must take precedence over the control of contamination.

## Lecture theatres / laboratories

It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during the emergency until released by the ECO.

# CHEMICAL HAZARD / SPILL / GAS LEAK

## Raise the Alarm

1. **If Safe to do so** ensure the immediate safety of anyone within the vicinity of the spill.
2. Evacuate the immediate area.
3. Report the spill: Ring Security on **46333**
4. Notify your supervisor, or safety officer, **AND** OH&S (ect 45837/46040).

## OR

5. Break the nearest fire Break Glass Alarm, which automatically notifies the Fire Brigade, Security and ECO - **Turn off mobile phones in the event of a gas leak or flammable liquid spill.**

## Isolate Hazard

7. Anybody who has been exposed must, if safe to do so, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment. **NOTE: If unsure of the hazards present and their associated risks to health and safety, consult with your supervisor, safety officer, or OH&S prior to taking any action.**
8. Restrict unnecessary movement into and through the area to avoid spreading contamination. Isolate the affected area **at a safe distance** by erecting a temporary barricade and placing suitable warning signs.

## Clean-Up

9. Do not re-enter the area until it has been decontaminated by personnel trained specifically in chemical safety. For any clean-up activities there must be a minimum of two people.

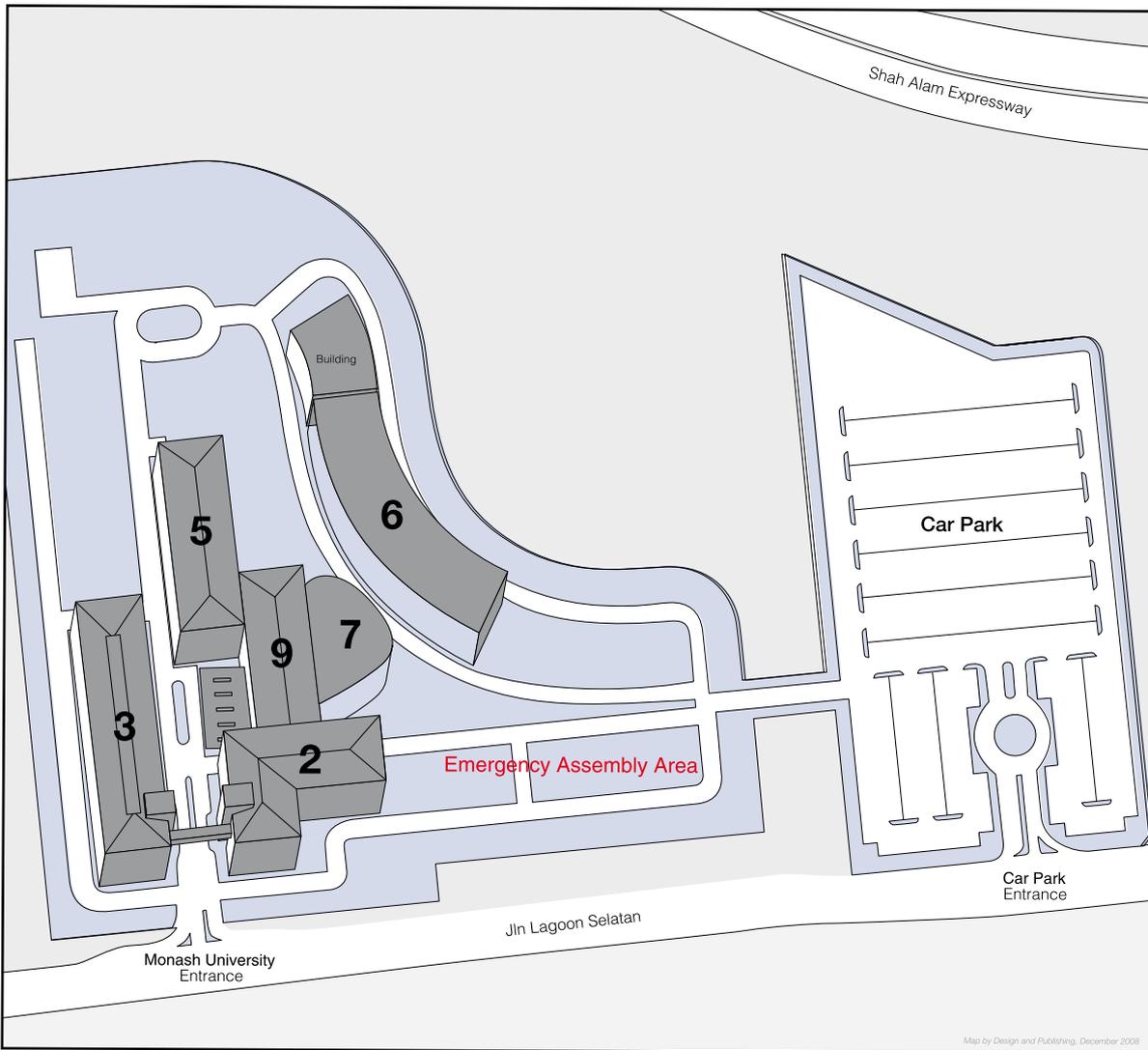
## Evacuate

10. Evacuate the building as instructed to do so by the emergency personnel.
11. Walk quickly and calmly to the assembly area advised by the emergency personnel.
12. Remain at the assembly area in groups until instructed to leave by emergency personnel.
13. In the case of a fire every effort must be made to prevent **undue spreading of contamination.** However, fire fighting must take precedence over the control **of contamination.**
14. Do not switch any electrical equipment, light switches, etc., **ON** or **OFF** as these may cause a spark and become an ignition source.

## Lecture theatres / laboratories

It is the responsibility of the lecturer/tutor to ensure that their particular class is evacuated and maintain control of the students during the emergency until released by the ECO

# Monash University Sunway Campus, Malaysia



## Building Index

### Building 2

Administration  
Arts and Social Sciences  
Information  
Pharmacy  
Facilities Management  
Science

### Building 5

Engineering  
English Language Centre

### Building 7

Library and Learning  
Commons  
Information  
Bookshop

### Building 3

Medicine and Health  
Sciences  
Science Laboratories

### Building 6

Business  
Monash University Student  
Association  
Staff Centre  
Cafeteria  
Facilities Management  
Print Room  
Postal Service

### Building 6

Computer Laboratories  
Information Technology  
Services  
(ITS)

# BOMB THREAT

**Above all: keep calm and do not alarm others**

## General

### 1. Basic Rules:

- ◆ Treat situation as genuine;
- ◆ Record exact information for police.

### 2. If threat is by telephone:

- ◆ Prolong call - keep person talking and ask:
  - Location of Bomb;
  - Time set to explode;
  - Do not replace the handset - this enables the call to be traced.

### 3. If an object is found:

- ◆ Do not touch;
- ◆ Keep areas clear;

### 4. If threat is by letter:

- ◆ Do not handle more than necessary;
- ◆ Where possible the item should be placed into a plastic pocket to preserve any physical evidence.

### 5. Do not use mobile phones or other electronic equipment that may trigger a device - Turn off mobile phones.

### 6. Raise the alarm : Call Security at 46333

- ◆ Ring Security on **46333**
- ◆ Advise emergency warden;
- ◆ Do not use Break Glass Alarm, PA, Mobile phone, etc.

## Evacuation

7. Be prepared to evacuate - await further instructions from Security.
8. Evacuate the building as instructed to do so by an emergency warden.
9. Persons should be requested to take all hand held personal belongings such as briefcases and handbags when evacuating. **Do not return to collect these items.**

## Lecture theatres / laboratories

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until released by the ECO.

# SUSPICIOUS MAIL OR PACKAGES

## If suspicious mail or package has not been opened

1. Place item in a plastic bag and seal it. Place items in a second plastic bag and seal that bag.
2. Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming potentially contaminated. It is unlikely you will be in immediate danger.
3. Ring Security on **46333** on any internal phone.
4. Provide the following information:
  - ◆Name;
  - ◆Location (Campus, Building Number, Level, Room Number.);
  - ◆Number of people potentially exposed;
  - ◆Description of package/device;
  - ◆Action taken (e.g. package sealed or covered, area,isolated).
5. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
6. If possible (without leaving your work area) wash your hands.
7. Wait for help to arrive.

## If suspicious mail or package has been opened

1. Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, do not attempt to clean it up, or brush from your clothing.
2. If possible place an object over the package without disturbing it (such as a large waste bin).
3. Follow steps 2 to 6 above.
4. If possible, have the building ventilation shut down and turn of any fans or equipment that is circulating air around your workplace.
5. Wait for help to arrive.

## If suspected that the device is an explosive device

1. Ring Security on **46333** on any internal phone.
2. Evacuate the area.

# PEOPLE WITH SPECIFIC NEEDS

In emergency situations your response to different people may need to vary. There may be people who have a visual or hearing impairment; have difficulty with mobility or standing; use walking aids or a wheelchair; are pregnant; have heart conditions; asthma; experience panic attacks; or are claustrophobic.

## What to do in an emergency situation - your individual response

Whether a disability is of a temporary or permanent nature, whenever possible it is important that you plan ahead for emergency situations and/or evacuations.

1. If you are an occupant of a University building or a regular visitor and have specific requirements, seek out the relevant Emergency Wardens or speak to your Supervisor/School Manager and confirm a co-ordinated response in the event of an emergency.
2. Identify who you might ask for assistance and communicate how they can best support you in the event of an emergency situation.
3. Do not assume that people around you will know what to do. If you are confident in giving instructions it can prevent being hindered by others offering inappropriate assistance.
4. Know the EXIT routes in the buildings that you frequent, and check these for suitability, even if they are not your normal routes of travel.

## Assisting a person with a physical disability

1. Ask what assistance the person requires (e.g. clear the path before them, walk alongside or behind on steps). Try to avoid offering advice or pre-empting what a person needs if you do not know the person.
2. Ask permission before providing physical guidance, holding, lifting or carrying a conscious person. This includes pushing someone in a wheelchair, or 'hurrying a person along' by pushing them.
3. Lifts are not to be used in an emergency situation, if a person is reliant on a wheelchair for mobility and there is no access available to get them down stairs, another person should wait with them in a fire isolated stairwell or landing until emergency services arrive, as it is the safest place. Ensure that the Building Warden is advised of their location (floor number, stairwell) and if another person is with them.
4. If someone needs to be transferred or assisted from the floor, requiring a full body lift, it is best to get the emergency services involved. Try providing a chair for the person to climb up on to. Do not try to lift them unless you are trained to do so.
5. A person with a hearing impairment may be unaware of an emergency situation if only audible alarms are in operation. If you are aware of a person with a hearing impairment in your work area, please alert them that they need to evacuate the building.

# MENTAL HEALTH INCIDENTS

If you are disturbed by an event seek debriefing assistance from the counselling service.

## Mental health incidents can include:

- ◆ Panic attacks;
- ◆ Psychosis;
- ◆ A person who has experienced a traumatic event;
- ◆ Self harm or threat of self harm;
- ◆ Drug or alcohol overuse.

## People needing assistance.

1. Do not leave the person alone.
2. Assess danger to themselves or others - keep them away from potential danger.
3. Reassure the person by talking calmly to them. Tell them that you will stay with them until assistance arrives.
4. Get the person to control their breathing. Breathe in and out in unison to the count of three. Use your hands in an up and down motion to signal the tempo. Maintain eye contact.
5. Engage the person by talking - ask straight forward questions. Listen non-judgementally.
6. Ask if there is someone you could call to come and be with them.
7. Assist referral to counselling service (ext 46057).

## Face to face threatening or other concerning behaviours.

1. **If safe** to pursue the conversation:

- ◆ De-escalate the situation if possible;
- ◆ Speaking calmly and empathically;
- ◆ Establish what their concerns are and try to develop a course of action to assist problem solving;
- ◆ State what you can do to assist - do not make unrealistic promises; Maintain clear personal boundaries.

**OR**

2. **If not safe** to pursue the conversation:

- ◆ Ask the person to leave;
- ◆ If person does not leave ring Security on **46333**

3. Make notes while incident is fresh in your mind whether person leaves or does not leave.
4. Discuss with your supervisor or head of department.

## Written, phone or observed threatening or other concerning behaviours.

6. In the event of possible immediate threat or danger ring Security on 46333 on any internal phone.

**OR**

7. To seek confidential advice contact the Human Resource Unit: Students are advised to approach their School Administration or the Students Service Units.

# PERSONAL INJURY

## Personal Injury - minor

1. Contact first aid officer within building for treatment.
2. Send injured person to a medical centre if necessary.
3. Inform supervisor.
4. Complete Hazard and Incident Report Form, available from OH&S at <http://www.monash.edu.my/OHSE/lisfforms.htm>, or inform your safety officer or health and safety representative.

## Personal Injury - major

1. Care for patient - call for help.
2. Send someone to ring Security on 46333 on any internal phone.
3. Provide the following information:
  - ◆Name;
  - ◆Location (Campus, Building Number, Level, Room Number);
  - ◆Nature and type of injury;
  - ◆State of consciousness of the injured person(s);
  - ◆Age and gender of the injured person(s);
  - ◆If possible, the number and names of the people involved;
  - ◆Any other relevant information - breathing/not breathing, chest pains, bleeding;
4. Ensure area is clear for emergency personnel.
5. Inform supervisor.
6. Notify OH&S as soon as possible (Ext. 45837/46040).
7. Complete Hazard and Incident Report Form, available from OH&S at <http://www.monash.edu.my/ohse/listofforms.htm> or inform your safety officer or health and safety representative.

**Please familiarise yourself with the location of first aid cabinets and the current first aiders in your area. This information is available from your safety officer, health and safety representative or emergency warden. It is also available at the OHSE website: [www.monash.edu.my/ohse/](http://www.monash.edu.my/ohse/)**

**First aid training is arranged by the University. Please contact your supervisor or OH&S for details.**

Please fill up list below for easy reference. Update this list regularly by visiting the OHSE Website or speaking with your OHSE representative.

**My Nearest:**

Building Marshal(s):

Name	Location	Contact

Floor Marshal(s):

Name	Location	Contact

First Aider(s)

Name	Location	Contact

# FIRE EXTINGUISHERS

Extinguishers

Type of Fire Extinguisher	Class of Fire					NOTES
	A Wood, paper and plastics	B Flammable and combustible liquids	C Flammable gases	E Energised electrical equipment	F Cooking oils and fats	
Water	✓	✗	✗	✗	✗	Dangerous if used on flammable liquid, live electrical equipment and cooking oil/fat fires.
Wet Chemical	✓	✗	✗	✗	✓	Dangerous if used on electrical fires.
Foam	✓	✓	✗	✗	LIMITED	Dangerous if used on electrical fires.
Powder AB(E)	✓	✓	✓	✓	✗	Special powders are available specifically for various types of metal fires (seek expert advice).
Powder B(E)	✗	✓	✓	✓	✓	Special powders are available specifically for various types of metal fires (seek expert advice).
Carbon Dioxide	LIMITED	LIMITED	✗	✓	✗	Generally not suitable for outdoor use. Suitable only for small fires.
Vaporising Liquid	✓	LIMITED	LIMITED	✓	✗	Check the characteristics of the specific extinguishant.

FIRE HOSE REEL	'A' TYPE FIRES ONLY Paper, wood and plastics	NOTE: Ensure you maintain a path of egress between you and the nearest exit.
FIRE BLANKET	'F' TYPE FIRES ONLY Cooking Oils and Fats	NOTE: Use as a blanket to wrap around a human torso (ensure you replace after every use).

Extract - AS 2444-2001