



# WHAT TO DO IN AN EMERGENCY

**Information for HSD students and staff**

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# INTRODUCTION

Dangerous situations and emergencies can happen at a university at any time, so it is important you know what to do. This guide is intended to provide you with practical instructions on what to do in the event of an emergency. For instance, it explains where to find relevant information and equipment in the university's buildings.

Although the most common incidents are fires and accidents, there has unfortunately been an increase in reports of mass shootings, hostage situations and bomb threats. Even though we hope you will never need it, this information includes details of how to react in these situations too.

# LEGAL BASIS

## German Occupational Safety and Health Act (ArbSchG)

### Section 12: Training

(1) The employer shall give workers\* sufficient and appropriate training regarding safety and health protection at work during their hours of work. The training shall comprise instructions and explanations which are geared specifically to the workers' work place or area of work. Training must be given before workers take up their activity after recruitment or in the event of changes affecting their job or the introduction of new work equipment or new technology. The training must be adapted to developments pertaining to the risk and, if necessary, must be repeated on a regular basis.

\* Applies to students too.

# LEGAL BASIS

## **German Social Accident Insurance (DGUV), Regulation 1, Principles of Prevention**

### Section 4: Instruction of insured individuals\*

(1) The employer shall instruct the insured individuals on safety and health at work, particularly the hazards related to their work and the measures used to prevent those hazards, in accordance with section 12 subsection 1 of the German occupational safety and health act and, in the case of temporary workers, section 12 subsection 2 of the German occupational safety and health act; the instruction shall be repeated as required, at least once a year, and shall be documented.

\* Applies to both employees and students.

# GENERAL HEALTH AND SAFETY DUTIES

## Students and staff are required to:

- help ensure health and safety compliance
  - use equipment as intended
  - attend trainings and know how to react in emergency situations
  - report any safety issues or hazards they notice, for example:
    - blocked escape routes or emergency exits,
    - blocked or damaged fire and smoke doors,
    - damaged or missing extinguishing equipment (e.g. fire extinguishers),
    - windows, skylights or doors that are damaged or difficult to open/close.
    - loose overhead fittings (e.g. loose ceiling panels),
    - trip hazards,
    - damaged light-switch or socket covers or equipment that does not work properly.
- Report to, for example, the head of your organisational unit, professors or occupational safety specialists.

# FIRST AID AND ACCIDENTS

## Step 1

- Keep calm.
- Try to work out what has happened.
- Call the emergency services on 112 (fire brigade / ambulance).
- Call the HSD emergency number: +49 211 4351-111.

## Step 2

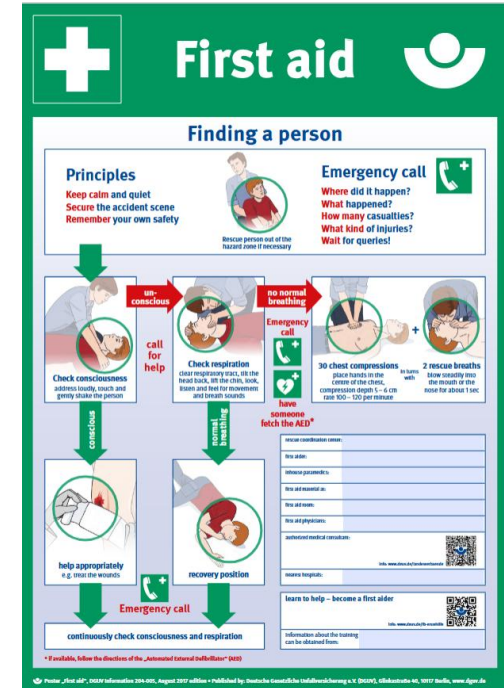
- Get the first-aid kit.
- Give first aid.
- If the person's heart stops beating, use defibrillator according to instructions.

## Step 3

- If the person needs CPR, carry on trying to resuscitate them until the ambulance arrives.
- Talk to the person.
- Follow the ambulance staff's instructions.
- Keep out of the way.

# FIRST AID AND ACCIDENTS

- **First aid:** necessary whenever someone is injured or unwell.
- **Accident:** a spontaneous event at a certain time and location, during which someone gets hurt by external factors
- In both cases, you need to contact HSD first aiders. The names of the respective organisational unit's first aiders are shown on the first aid posters. Staff will also find a list of current first aiders on the HSD intranet.





# USING A DEFIBRILLATOR

Use a defibrillator if a person is

**unconscious**

**+ not breathing normally**

**+ no pulse**

The defibrillator has an automated (German) voice guide that tells you what to do. In addition, there are pictograms on the device to guide you. It is not possible to use the device incorrectly.

You will find the defibrillators in the main entrance areas of buildings 2–6 and near the toilets in the library on the ground floor of building 1.



# FIRE\$

## Step 1

- Keep calm.
- Activate the fire alarm.
- Call the emergency services on 112 (fire brigade).
- Call the HSD emergency number: +49 211 4351-111.

## Step 2

- Leave the building calmly.
- Help people unfamiliar with the building and those requiring assistance.
- Follow the escape route plan.
- Go to the evacuation assembly point.

## Step 3

- Wait at the evacuation assembly point.
- Follow the rescuers' instructions. (HSD fire safety assistants/evacuation helpers will be wearing red reflective vests.)
- Give first aid if required.

# FIRES

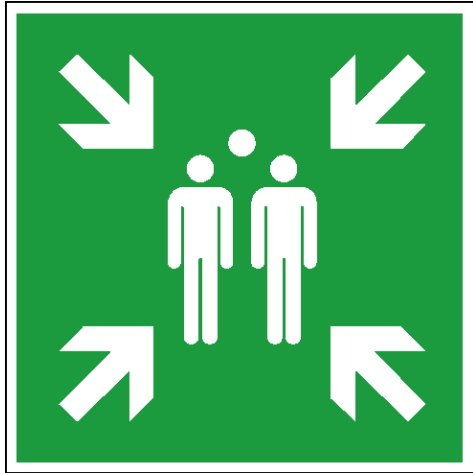
In case of a fire and/or smoke:

- Activate the fire alarm from one of the fire alarm call points and **call** the fire brigade (on **112**).
- Please keep CALM and follow the marked escape routes to leave the building.
- Further information is provided on the escape route plans in all corridors.
- Information on how to react in the event of a fire is also provided next to the fire extinguishers (Fire Safety Regulations, Part A).



“Fire Safety Regulations - Part A” poster

# FIRES – ASSEMBLY POINT



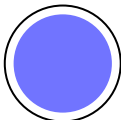









In the event of a fire, go to the central evacuation assembly point in the centre of the campus.

Follow the instructions given by the fire safety assistants and evacuation helpers.

HSD fire safety assistants and evacuation helpers will be wearing red reflective vests.

The evacuation assembly point is marked with this green pictogram on the escape route plans.

# FIRES – IMPORTANT SYMBOLS

	You are here		Escape route
	Fire extinguisher		Escape stairs (down)
	Fire alarm call point		Escape stairs (up)
	First aid / stretcher		Emergency exit
	First-aid kit		Evacuation assembly point

# FIRES – ESCAPE ROUTE PLAN

Example of an escape route plan (building 2, ground floor)



# BOMB THREATS AND SUSPICIOUS OBJECTS

## Step 1

- Call the HSD emergency number: +49 211 4351-111. (The team will activate the fire alarm).
- Call the emergency services on 110 (police).

## Step 2

- Leave the building calmly.
- Help people unfamiliar with the building and those requiring assistance.
- Follow the escape route plan.
- Go to the evacuation assembly point.

## Step 3

- Wait at the evacuation assembly point.
- Follow the rescuers' instructions.
- Give first aid if required.

**Different procedure for suspicious objects: Please call the HSD emergency number only!**

# BOMB THREATS AND SUSPICIOUS OBJECTS

- These are situations in which there is a potential risk of a bomb exploding, e.g.
  - a written warning or anonymous call.
  - an abandoned bag, suitcase or backpack or
- The recommended response is similar to that for fires: follow the escape route plan.
- Try to stay clear of the bomb and follow the rescuers' instructions.



# BOMB THREATS

If you receive a bomb threat, memorise the main information to tell HSD security staff and the police:

- **When** did you receive the bomb threat and when is the bomb set to explode?
- **What** did the caller say exactly?
- **Where** did they say the bomb was?
- **Who** made the bomb threat?
- **How** did they speak? Was there anything distinctive about it?

# MASS SHOOTINGS

In the event of a mass shooting, hide or barricade yourself in to escape the shooter.

## Step 1

- Avoid spaces where you would be an easy target, e.g. corridors.
- Do not touch any suspicious objects. Leave them where they are.
- Keep calm.

## Step 2

- Do **not** activate the fire alarm.
- Hide.
- Lock yourself into a room, if possible.
- Call the emergency services on 110 (police).
- Call the HSD emergency number: +49 211 4351-111.
- Give first aid if required.

## Step 3

- Wait in the room you have barricaded yourself into until rescuers or police make contact.

# MASS SHOOTINGS

- In a mass shooting, the shooter is in a psychologically extreme situation. They do not care about anonymity or self-protection.
- The shooter is intentionally putting others at risk. They want to kill people before dying themselves. They will injure or kill anyone in their way.
- It is vital to **hide** and to **barricade yourself in** to **stay out of the shooter's way**.

# HOSTAGE SITUATIONS

## Step 1

- Escape, if possible without putting yourself in danger.
- Do **not** activate the fire alarm.
- Keep calm.

## Step 2

- Avoid spaces where you would be an easy target, e.g. corridors.
- Hide.
- Lock yourself into a room, if possible.
- Call the emergency services on 110 (police).
- Call the HSD emergency number: +49 211 4351-111.
- Give first aid if required.

## Step 3

- Wait in the room you have barricaded yourself into until rescuers or police make contact.

# HOSTAGE SITUATIONS

- A hostage situation is one in which one or more people are held as hostages.
- Hostage-takers' exact aims can vary. Hostage-takers want to stay anonymous and do everything they can to prevent themselves getting injured.
- If there is a hostage situation on campus, the most important thing is to **get yourself to safety**.

# HOSTAGE SITUATIONS

Recommended response in a hostage situation:

- Keep calm.
- Do not provoke the hostage-takers.
- If the hostage-takers attempts to tie you up, do not try to stop them.
- Do not touch any weapons.
- Observe the situation carefully.
- Behave in a passive but cooperative way.
- Do not address the hostage-takers directly.
- If you need something (e.g. water, to sit down, to go to the restroom) ask for it politely.
- Eat and drink what you are given.

# POWER FAILURES

## Step 1

- If power is not restored within 10 minutes, pack your things and leave the building.
- Ensure your workplace is safe (activate safety devices on machinery and stop any experiments safely).

## Step 2

- Go to the evacuation assembly point.
- Help people unfamiliar with the building and those requiring assistance.

## Step 3

- Wait at the evacuation assembly point.
- Pay attention to and follow instructions.

# POWER FAILURES

Please note:

- If HSD's power supply fails, the emergency generator switches on, the normal lighting stops working and is replaced by the safety lighting (building 1 - 6).
- Facility Management have to perform a number of tasks before vehicles can leave the underground parking area.



# SUMMARY

	Accidents	Fire alarms	Bomb threats	Mass shootings	Hostage situations	Power failures
Getting to safety	Raise alarm. Ensure your own safety. Help others.	Leave the building.		Hide/barricade yourself in.		Leave building after 10 minutes without power.
What to do	Keep calm.					
	Follow escape route plan.					Follow escape route plan.
Who to call	Fire brigade: 112  HSD emergency number: +49 211 4351-111		Police: 110  HSD emergency number: +49 211 4351-111			
Once you are safe	Follow the rescuers' instructions.			Give first aid. Wait for instructions.		Wait for instructions.

# IMPORTANT PHONE NUMBERS

What	Who	Number
Accidents, fires	Fire brigade	112
First aiders	See posters / Occupational Safety and Health's intranet page	
Bomb threats, mass shootings, hostage situations	Police	110
HSD emergency number	Reception/switchboard	+49 211 4351-111
Security service	Security officers on duty	+49 211 4351-6000
Facility management	Ralf Hartenstein	+49 211 4351-9400
Occupational safety specialists	Klaus Freimuth Karen Schmidt	+49 211 4351-9429 +49 211 4351-8322
Fire prevention officer	Herbert Höne	+49 172 2582617
University physician	Dr. Gesine Müting	+49 211 810-6490

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