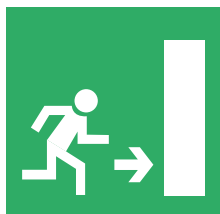


Prepare, notify, act!

**Safety Instructions of Turku
University of Applied Sciences**



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Safety work

This guide contains basic instructions on how to act *in the initial moments* of dangerous or threatening situations and accidents. These instructions are intended for the students, personnel and visitors of Turku University of Applied Sciences (TUAS).

These instructions are also available on

- the Messi intranet of TUAS at **messi/safety**
- the TUAS website at **www.tuas.fi/safety**

1. **Safety is our common concern.**
2. **We are all obliged to act in order to promote the preservation of safety, to inform others of dangerous and threatening situations and accidents and, when necessary, to undertake preventive measures and rescue operations.**
3. **All members of the TUAS community should know their immediate tasks in safety deviation situations.**
4. **In an emergency, the police and rescue personnel will take charge of operations once they have arrived.**
5. **Every TUAS campus should also adhere to the safety instructions of their own property.**

The contact details of all campus security officers are listed on the last page of this guide.

EMERGENCY NUMBERS

- **Emergency number** 112
- **Police** 112
- **Poison Information Centre** +358(0)9 471 977
- **Turun Kriisikeskus (Turku Crisis Centre)** +358(0)2 2333 442
+358 (0)40 822 3961
- **City of Turku Crisis Group, Psychologist Unit** +358(0)2 266 1062
- **National Crisis Helpline** +358(0)10 195 202

Safety deviation notification

Always report events that cause concern or compromise safety, such as:

- material damage
- theft
- information security incident
- bullying
- threatening, disturbing or potentially dangerous behaviour
- inappropriate or unethical behaviour
- intoxicants
- sexual harassment
- unequal treatment.

If you want to submit a safety deviation notification, go to:

- **messi/safety**, if you are within the TUAS network
- **messi.turkuamk.fi/safety**, if you are outside the TUAS network.

In an emergency, follow the instructions given under 'EMERGENCY CALL'.

Crisis procedures

Situations that trigger crisis procedures may be, for example:

- traumatic events related to teaching or practical training
- violence or threat of violence
- accidents that shake the mental well-being of people
- death of student or member of personnel
- collective catastrophes and accidents.

Crisis services are provided by local and national operators.

Crisis instructions and instructions on preventive and post-crisis care are available on Messi at [messi/turvallisuus](#).

The safety management team acts as TUAS' crisis management team and sets up local crisis groups as required in each situation.

Emergency call

Always call the general emergency number 112 in an urgent emergency situation that threatens people's lives, health or property or the environment. Notify the matter immediately also to the janitors of the campus in question or other members of TUAS personnel.

WHEN CALLING THE 112 EMERGENCY NUMBER:

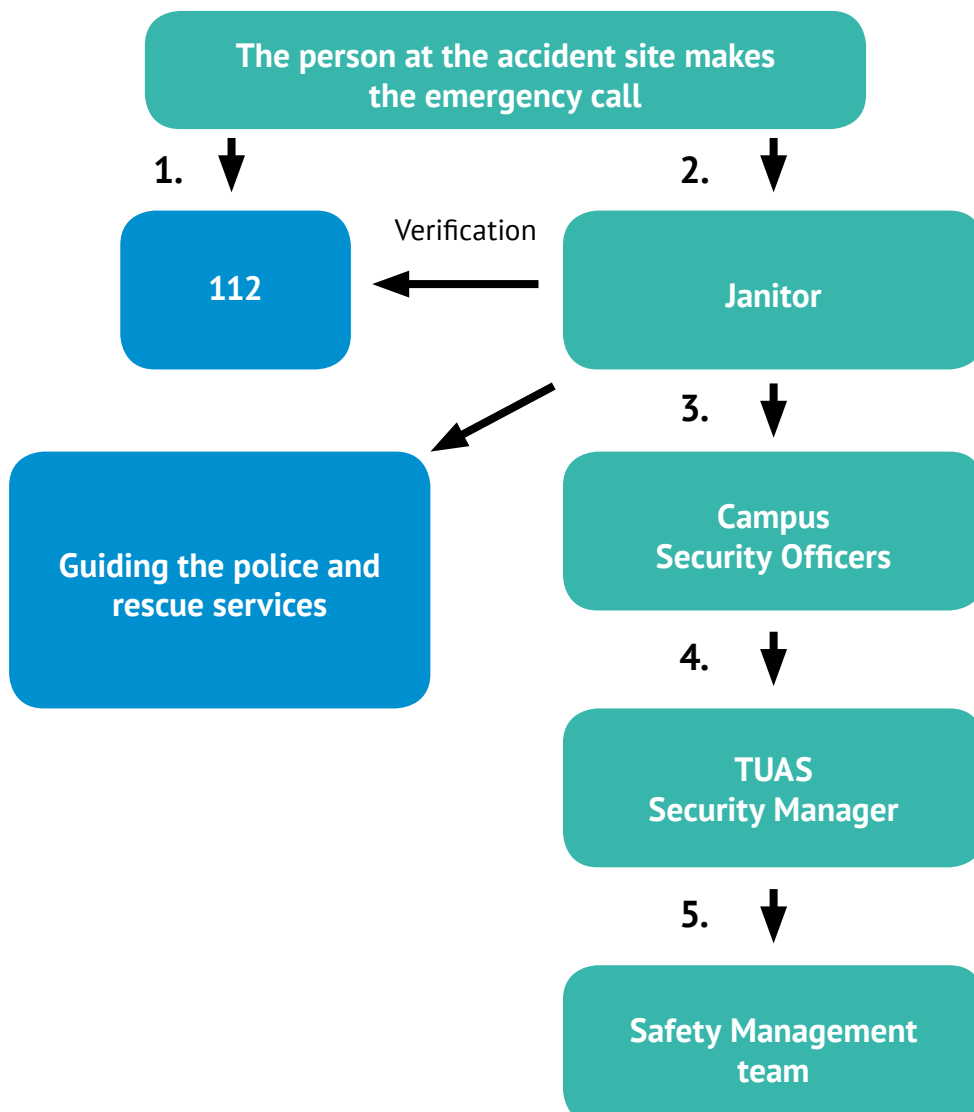
- Explain what happened.
- Explain where this happened.
- Answer any questions asked and follow the instructions you receive.
- Do not hang up until given permission to do so.
- Call again if the circumstances change.

Informing others in an accident situation

The Security Communications Officer is responsible for communicating information on behalf of Turku University of Applied Sciences to personnel, students, the authorities, people in the vicinity, next of kin and the media, in accordance with the guidelines issued by TUAS' safety management team.

Communications during rescue operations are the responsibility of the authority in charge of the operations.

Emergency calls and communications



Emergency management

Hide, seek shelter, indoors or outdoors?

As emergencies are different, it is impossible to provide universal instructions, which emphasises the role of management.

Emergency management in a nutshell:

- Take the lead unambiguously, express it to the others in the same location and speak so that everyone can hear you.
- Assess the situation.
- Call the emergency number 112, if no one else has called or if there is new information.
- Decide whether to evacuate or seek shelter indoors.
- Gather information on the situation and pass it on.
- Take care of your group both during the situation and afterwards.
- Pay attention to your safety and well-being both during the situation and afterwards.
- Management will take care of external communications during the situation.
- Document the events.

Fire or fire alarm



Rescue

- Rescue yourself and people in danger.
- Avoid inhaling smoke (it is extremely toxic).
- Direct people inside the building to the nearest exit.
- Do not use a lift.
- Go to the assembly area.

Call the fire brigade

- Use the alarm button.
- Call the emergency number 112.
- Also notify the janitors.

Extinguish

- Begin extinguishing the fire with the nearest small hand extinguisher (do not put your life at risk).
- Do not spray water onto objects with an electric current or burning liquids.
- Spray the extinguishing substance with a back-and-forth motion, moving from the front of the fire to the back and from the bottom of the flames to the top.

Prevent the fire from spreading

- Close all doors and windows.
- Remove flammable objects and materials from near the fire.

Guide

- Organise guidance for the fire brigade to the site of the fire.

If evacuating the building is not possible

- Call the emergency number 112.
- Go to a safe area.
- Close all doors and windows.
- Block door cracks with clothes or something similar in order to prevent smoke from coming in.
- Make sure others can see and hear you.

Building evacuation



Emergency

- Evacuation is led and directed by the personnel present.

Evacuation

- People must be evacuated through the nearest marked emergency exits to a designated assembly area.
- Do not use a lift.
- Help others.

Take with you

- Necessary clothing.

Shut or turn off

- Windows, doors, lights, ventilation and air conditioning and electrical equipment.

Accident or sudden attack of illness



Make a quick assessment of the situation

- Find out what has happened and if the patient is awake. **Call the emergency number 112.**
- **Begin first aid on the patient.**
- Ensure that the patient's airway is open. Place the patient in the recovery position, if he or she is unconscious.
- Prevent any additional damage.
- Do not leave the patient alone.
- Organise guidance for the rescuers to the site.

Threatening person

- Protect yourself and assess the situation.
- Call for help, if necessary. Be calm and realistic.
- Do not move too close to the threatening person and respect their personal space.
- Speak clearly and briefly. Do not disagree with the threatening person and avoid staring at them.
- Keep your hands visible.
- Do not belittle the threatening person or the situation.
- Be flexible rather than uncompromising.
- Do not turn your back.
- Avoid sudden movements.
- Do not provoke or get provoked.
- If the situation becomes violent, call the emergency number 112, save those who are in danger, warn others and protect yourself.

If you notice anyone acting in a suspicious manner—for example, threatening with violence, being obsessed with violence or weapons or talking about harming themselves—discuss your observations with a member of personnel or make a safety deviation notification.

If you receive a verbal or written threat or find out about a threat on the internet, whether it is personal or directed at Turku University of Applied Sciences, contact the personnel without delay.

Bomb threat



- Listen carefully to what the threatening person is saying.
- Ask the threatening person where the bomb is, what it looks like and when it will explode.
- Ask for the person's name.
- Prolong the conversation and start recording the call.
- Write down your observations without delay and notify the security officers.
- If the danger is imminent, call the emergency response centre at 112.

Mental health emergency

Mental problems require professional help and special treatment if the person:

- has lost their sense of reality,
- cannot take care of themselves,
- is suicidal or
- poses a danger to their environment.

In these situations, **call the emergency number 112**. Notify the matter immediately also to the janitors of the campus in question or other members of TUAS personnel.

Break-in or theft

- Remain calm and do not resist the robber.
- Try to gain time so that others can also observe the robber.
- Do not play the hero. Try to get out of the situation.
- Memorise the robber's features, voice, method of escape and any accomplices.
- Call for help as soon as it can be done safely.

After the situation

- Take care of injured people.
- Do not alter the crime scene. Protect any tracks and items.
- Locate possible witnesses.
- Write down the robber's features.
- The unit affected by the crime is responsible for reporting the offence.

Power cut

- Notify the janitors.
- Remain calm. The back-up lighting will remain on.
- Switch off devices that may suffer damage when power is restored.
- If you are stuck in a lift, press the alarm button in the lift and wait calmly.

Liquid or gas leak

- Notify the matter to the emergency response centre by calling 112 and/or contact the janitors.
- Do not switch any electrical equipment on or off in the leak area.
- Close the main liquid/gas shut-off valves, if possible.
- Prevent people from entering the area of the leak.
- Forbid people from smoking or handling fire in the vicinity.
- Evacuate all people from the property, if necessary.
- Guide the fire brigade to the site.

Public alarm signal



An alarm given in special situations and emergencies (major accident, radiation accident) or an alert broadcast by the authorities.

The alarm is intended to warn the population of imminent danger. It is a minute-long sound signal composed of an ascending and descending tone, each lasting seven seconds at a time.

The all-clear signal is a minute-long continuous single-pitch sound. It indicates that the threat or danger is over.

When you hear the public alarm signal:

- Move indoors and stay there.
- Close all doors, windows, ventilation holes and air conditioning equipment.
- Switch on the radio or go to the YLE teletext pages 866–868.
- Calmly wait for instructions given through the central radio.

Information security and data protection



Problems may arise in several ways:

- The username and password have been entered on a form opened through a phishing message.
- There is a failure or a malware on TUAS workstations or services.
- A computer, smartphone or tablet computer is lost or stolen.
- Personal data of members of the TUAS community are found in unauthorized distribution.

Follow these steps:

- Stay calm and inform TUAS Service Desk servicedesk@turkuamk.fi of the situation or ask a member of TUAS staff make a notification.
- Service Desk will coordinate any further measures and the safety deviation notification.
- Change the password of your TUAS user account.

By remembering the basics of information security, you can protect information and the personal data of yourself and others:

- Use a different password in TUAS services and in other personal services
- Install security updates in your computer, smartphone and tablet computer as soon as they are released.
- Take care of backups.
- When processing personal data, exercise caution and follow the TUAS instructions.

Please remember that TUAS never contacts you by email and asks you to fill in your sign-in details on different forms and templates. Messages of this kind are always phishing emails and should be reported.

Always notify TUAS Service Desk of these situations at servicedesk@turkuamk.fi or visit the IT service point.

Persons in charge of safety at each campus

- TUAS Security Manager, 050 5985 770
- Security Communications Officer, +358 (0)50 5985 634

CAMPUSES:

ICT-City, Joukahaisenkatu 3, Turku

- Security Manager, +358 (0)50 598 5770
- Lobby services, +358 (0)10 315 3017
- Property maintenance company Are Oy, +358 (0)20 530 5700 (24 h)
Outside lobby service opening hours

Lemminkäisenkatu 30, Turku

- Security Officer, +358 (0)40 355 0161
- Janitorial services, +358 (0)40 355 0110

Koneteknologiakeskus (Machine Technology Center), Lemminkäisenkatu 28, Turku

- Security Manager, +358 (0)50 598 5770
- Janitorial services, +358 (0)40 355 0112

Linnankatu 54 - 60, Turku

- Security Officer, +358 (0)40 355 0163
- Janitorial services, +358 (0)40 355 0113

Sepänkatu 1, Turku

- Security Officer, +358 (0)40 355 0167
- Janitorial services, +358 (0)40 355 0117

Ylhäistentie 2, Salo

- Security Officer, +358 (0)40 355 0168
- Janitorial services, +358 (0)40 355 0118

Medisiina D, Kiinamylynkatu 10, Turku

- Security Manager, +358 (0)50 598 5770
- Janitorial services, +358 (0)50 515 0601

Useful contacts

- www.112.fi/other_languages (Emergency Response Centre Administration)
- www.redcross.fi (Finnish Red Cross)
- www.thl.fi/en/web/thlfi-en (National Institute for Health and Welfare)
- www.rikosuhripaivystys.fi -> Change language (Victim Support Finland)

#ExcellenceInAction Turku University of Applied Sciences is an inspiring community of 10,000 members – an innovative and multidisciplinary higher education institution, which creates international competitiveness and well-being for Southwest Finland. Our graduates are practice-oriented professionals with top competencies.

#Innopeda is a learning method developed at TUAS. It is based on experimenting, sharing know-how, and combining different approaches. With Innopeda we successfully connect teaching, research and development activities, internationality, and co-operation with working life.



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