Content

Incidents with chemicals, biological agents and ionizing radiation 3

In the event of fire 5

Evacuation 6

Harassment, threats, stalking and violence 7

Personal accident, medical emergency 8

Demonstrations, occupation of buildings, bomb threat by phone 10

Safety and emergency organization 12

Suspicious mail/parcel 13

Emergencies 15
### Accidental release of chemicals

#### What to do

1. **Look, think, protect yourself**
   - Cordon off the danger zone.
   - Think about your own safety.

2. **Identify dangers**
   - Toxic or corrosive substances and their vapors.
   - Flammable fluids (risk of ignition, explosion).

3. **Alert personnel**
   - Persons in the directly affected environment, line managers, Chemical Safety Officer (CSO), Facility Services, students.

4. **Decision**
   - Prevent spreading (e.g. with spill kit); take care of the situation yourself or
   - Alert emergency services (tel. 118), describe the incident including information on substances used.

5. **Cleaning/decontaminating the work area with**
   - The necessary protective equipment,
   - Suitable resources (spill kits). Treat contaminated material as special waste.

### Accidental release of biological agents

#### What to do

1. **Keep calm**
   - Make sure you have an idea of the bigger picture.

2. **Alert personnel**
   - Inform the Biosafety Officer (BSO).

3. **Secure**
   - Cordon off the contaminated area.

4. **Measures**
   - Disinfect or decontaminate in accordance with the hygiene plan.

### Required tools for first aid

If, despite safety measures, exposure to a chemical poses a health hazard, follow these instructions:

#### After ingestion
- Call the emergency number 145 immediately.
- Do not induce vomiting.
- Administer fluids (water) according to Tox Info or doctor’s orders in small amounts (tel. 145).

#### After inhaling
- Provide fresh air; be careful when indoors.
- Reassure the patient.

#### After skin contact
- Quickly remove contaminated clothes.
- Rinse the affected areas of skin thoroughly under running water.
- If the skin is not burned, clean thoroughly with soap and water.

#### After being splashed in the eye
- Immediately rinse eyes under running water for at least 10 minutes, keeping eyelids well open.
- Or immediately use eye wash.

#### In the case of unconsciousness, respiratory and cardiac arrest
- See Medical emergencies

### Accidental release of biological agents

#### In the case of minor incidents

An accidental release in a confined work area is classified as a minor incident. The damage must be rectified by the person who caused it – possibly with support from the Biosafety Officer (BSO).
Accidental release of biological agents

In the case of major incidents
An accidental release over several work areas cannot be excluded, it is to be classified as a serious incident (aerosol formation, leakage into the sewage system) and the emergency services are to be alerted accordingly.

What to do

1. Keep calm
2. Leave the danger zone
   - In the case of aerosol formation.
   - Remove persons from the immediate danger zone/rescue injured persons (think about your own safety!).
   - Prevent further spread of organisms.
3. Alert personnel
   - The Biosafety Officer (BSO) decides on whether any other offices should be involved.
   - Emergency services: tel. 118.
   - Inform Risk Management Office.
4. Secure
   - In the case of aerosol formation, close off the room.
   - Shut down the ventilation.
   - Cordon off the contaminated area by means of marking.
   - Limit further spread of organisms.
5. Further measures
   - Decontaminate people.
   - Disinfect room and equipment in accordance with the SOP or hygiene plan.
   - Give the room the all-clear once decontamination has been verified.
   - Complete laboratory incident report form.
   - Treat contaminated material as special waste.
   - In the case of injuries, administer first aid, remove gloves and any special lab clothing, wash hands and injured areas of skin, disinfect.

Incidents involving radiation

Any unintentional contamination in the controlled zone must be reported immediately to the responsible expert. He/she decides on the further procedure. If the damage cannot be repaired independently with the resources available, the fire department must be called in.

Radiation, contamination/incorporation

When dealing with ionizing radiation, there are hazards for both man and the environment. The body can absorb radiation through
- Radiation (also with closed sources),
- Contamination/incorporation (skin contact/absorption into the body).

What to do

1. Look, think, protect yourself
   - Think about your own safety.
   - Turn off equipment with ionizing radiation and leave affected area.
   - Cordon off and secure contaminated area.
2. Alert personnel
   - Inform Radiation Safety Officer (RSO), RSO decides on who else to involve.
   - Emergency services: tel. 118.
   - Inform Risk Management Office.
3. Further measures
   - Avoid absorption into the body.
   - Decontaminate affected persons.
   - Avoid spread of damage (spill kit).
   - The RSO gives the all-clear for the affected area.
You discover a fire in a room or detect smoke. The incident can lead to a building having to be evacuated (see Evacuation). Your behavior in the event of fire is critical. The fire department is often only called when unsuccessful attempts have been made to extinguish the fire. This can result in valuable time being lost.

**Fire, smoke**

Keep calm; protect yourself before you protect buildings, rescue people before fighting the fire.

**What to do**

1. **Alert personnel**
   Alert the fire department directly (via manual fire alarm or tel. 118) as well as people in your immediate working environment.

2. **Save/inform others**
   Save/inform other people, without putting yourself in danger.

3. **Extinguish the fire**
   If possible, extinguish a fire using suitable extinguishing agents (fire extinguisher, fire blanket) and do not put yourself in danger.

4. **Leave the building**
   Leave the building immediately using the designated escape routes and go to the assembly point. You must only return to your workplace when the person in charge at the assembly point has given the all-clear.

5. **Follow instructions**
   Follow instructions issued by the emergency services and report important information to the emergency services or the person in charge at the assembly point.

**Close doors and windows** to stop the fire and smoke spreading and to reduce the oxygen supply. In the case of very smoky corridors and staircases, please stay in the room you are in, seal the doors, wait for the fire department but stand at a closed window to make them aware of your presence! In smoke-filled rooms, you will often find breathable air near the floor.

**Explosion**

Large amounts of energy are released during an explosion. Explosions often occur abruptly without any prior warning. An explosion can lead to a building having to be evacuated (see Evacuation).

**What to do**

1. **Leave the building**
   Leave the building immediately and under no circumstances go back until the emergency services have given the all-clear.

2. **Alert personnel**
   Alert the fire department (via manual fire alarm or tel. 118).

3. **Keep your distance**
   Keep at a safe distance from the building and go to the assembly point.

**Further information**

Make sure that the emergency contact person as well as the task force are informed if you have reported an incident to external emergency services. The Risk Management Office, as the hub for emergencies at UniBE, must be informed of all incidents.
Evacuation

The evacuation of a building may be deemed necessary in the case of a fire, bomb threat, gas leak etc. The assembly point is a point outside the building where all persons must gather in the event of an evacuation in order to be able to determine whether everyone was able to leave the building. It is important that every employee report to his/her line manager and/or pass on information about the whereabouts of others. It is critical for the fire department to know whether they first have to rescue individuals or whether they can immediately start fighting the fire. The fire department works on the following principles: Rescuing humans takes precedence over firefighting.

<table>
<thead>
<tr>
<th>➤ What to do</th>
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<tbody>
<tr>
<td><strong>1. Inform and save</strong></td>
</tr>
<tr>
<td>Inform/rescue others without putting yourself in danger.</td>
</tr>
<tr>
<td><strong>2. Follow instructions</strong></td>
</tr>
<tr>
<td>Follow instructions (emergency personnel, evacuation helpers, loudspeaker announcements).</td>
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<tr>
<td><strong>3. Leave the building</strong></td>
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<tr>
<td>Leave the building calmly.</td>
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<tr>
<td><strong>4. Assembly point</strong></td>
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<tr>
<td>Go to the assembly point.</td>
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<td><strong>5. Report important information</strong></td>
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<tr>
<td>Report important information to emergency personnel or the head of the assembly point.</td>
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<tr>
<td><strong>6. Return</strong></td>
</tr>
<tr>
<td>Do not return to the building until the emergency services have given the all-clear.</td>
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</table>

The evacuation assistants evacuate the persons in their area of responsibility in compliance with the emergency concept. Once evacuation has been completed, they inform the head of the assembly point about the whereabouts of persons (place, building, floor, room number) or confirm the complete emptying of the evaluated sector.

The line managers have to ascertain as quickly as possible whether all employees have gathered at the assembly point. If any employees are missing, the head of the assembly point and/or the person in charge of the deployment must be informed immediately.

The head of the assembly point coordinates the evacuated persons at the assembly point, collects information from the evacuation assistants and hands on this information to the person in charge of the deployment.

In the case of an evacuation, the employees proceed immediately to the assembly point and wait there for other employees to arrive, calmly and with a level head support the head of the assembly point in collecting information, remain at the assembly point, do not get in the way of the emergency personnel, do not share any speculations or other details with third parties (possibly members of the press or rubbernecks). Every employee should think about whether he/she sees his/her colleagues at the assembly point; if not, the head of the assembly point must be informed of the absence immediately.
Harassment, threats, stalking and violence

Harassment
In the event of rioting or unauthorized persons entering the building, you must first secure the building, sound the alarm, and remain calm.

Threats
One or more people are threatening you or others at UniBE.

What to do
1. Think about your own safety
   Protect yourself. Retreat to safe premises and/or involve others for support.

2. Reporting/alerting
   Contact the Risk Management Office and, if necessary, alert the police.

Stalking
Stalking is the deliberate and repeated (persistent) pursuit or harassment of a person over an extended period of time. This behavior leaves the stalked person feeling directly or even indirectly threatened.

What to do in the case of stalking
Contact the Risk Management Office
Contact the UniBE Risk Management Office.

Violence
You become a victim of physical violence, observe acts of violence against others at UniBE, or learn of suicidal thoughts.

What to do in the case of violence
1. Alert personnel
   Alert the police, tel. 117.

2. Think about your own safety
   Protect yourself. Retreat to safe premises and/or involve others for support.

3. Follow instructions
   In the case of major incidents (e.g. amok): Follow instructions given by the police (emergency personnel, loudspeaker announcements)

Further information
Please inform the Risk Management Office of any threatening incidents so that we can identify and manage potential conflicts at the outset.
Emergency assistance must be provided as soon as a medical emergency has been identified. Emergency assistance is the first and decisive link in the rescue chain. A person with life-threatening impairment of vital functions must receive professional care.

The rescue chain

1. Think about your own safety
Don’t forget about your own safety; check the environment.

2. Alert personnel
Call an ambulance (tel. 144) as well as the emergency responders/first-aid personnel.

3. First aid
Perform life-saving immediate first-aid measures and support the emergency organization.

4. Brief the ambulance crew
If an ambulance is called, helpers must wait for it at the agreed location, brief it and show the paramedics the quickest route to the patient.

Further information
Make sure that the relevant safety officer at the University of Bern (HPSO/CPOS) is also informed if you have reported an incident directly to the external emergency services. The Risk Management Office, as the hub for emergencies at UniBE, must be informed of any medical emergency.

Minor injuries
Dressing material is available to you in all UniBE buildings. Depending on the building, the first-aid facilities are located either in the hallways, in the corridor or in the first-aid room, marked with a white cross on a green background and each indicated on the escape and rescue route plan. If unsure about the severity of an injury/illness or complications, be sure to consult or contact a physician (144).
**What to do**

**1. Make a visual assessment**
- Think about your own safety; quickly check to see if safety in the vicinity is guaranteed: Intoxication, electricity, fire, smoke?
- Unconscious person?
- Absent or abnormal breathing?
- Before any form of contact with the person, put on protective gloves, protective goggles as well as the respiratory mask.

**2. Immediate measures**
- Call for help, first-aiders.
- Call tel. 144.
- Start resuscitation.
- Fetch or request AED (defibrillator).

**3. Resuscitation/Basic Life Support (BLS) – defibrillator (AED)**
- 30 chest compressions (100–120/min).
- Ensure depth of chest compression (5–6 cm).
- Pressure point in the middle of the chest.
- This is followed by two rescue breaths (there is no requirement for mouth-to-mouth resuscitation). Breathing: chest movement visible!
- AED arrives – follow the instructions on the device.

**4. Support**
- Monitor patient until paramedics or physician arrives.
- In the case of minor injuries, the injured person can be accompanied to the Emergency Department.
- In the case of eye injuries, take the patient directly to the eye clinic!

**In the case of accidental ingestion of chemicals**

First actions:
- Place unconscious person in lateral position, head turned down.
- Always request the help of a physician.
- Administer fluids (water) according to Tox Info or medical instruction in small amounts (tel. 145).
- No enforced vomiting.

The location of the nearest defibrillator can be found on the emergency and escape route maps.
Demonstrations

In the event of rioting or unauthorized persons entering the building, you must first secure the building, sound the alarm, and remain calm.

⇒ What to do

The concerns of the demonstrators must be listened to and taken seriously. Do not allow yourself to be provoked.

Close the main doors to prevent more people from entering the building and to restrict access to other parts of the building. Do not put yourself in danger to help others (self-protection).

Inform Facility Services/HPSO/CPOS.

HPSO/CPOS decides on whether this has to be reported to the police: tel. 117.

HPSO/CPOS notifies the executive management.

The executive management will inform the workforce on the ongoing/planned activities of the police and the fire department.

If demonstrators have already forced their way into the property: Retreat to the office or escape to the outdoors.

Wait in the building and follow the instructions of the members of the emergency organization.

The emergency organization reports the demonstration to the Risk Management Office or the crisis management team.

Occupation of buildings

If third party activities are directed against the building, the first priority is to secure the building, raise the alarm, and remain calm. Buildings can be occupied as a form of leverage.

⇒ What to do

Close the windows and contact Facility Services, lower the blinds.

Inform the HPSO/CPOS.

HPSO/CPOS decides on whether this has to be reported to the police: tel. 117.

HPSO/CPOS notifies the executive management.

The executive management will inform the workforce on the ongoing/planned activities of the police and the fire department.

Stay calm inside the building and wait for further instructions.

The emergency organization reports the occupation of the building to the Risk Management Office or the crisis management team.
**Bomb threat**

You receive a bomb threat by phone or in writing. The facts on the background and the planned act must be taken down in as much detail as possible.

### What to do

- **Listen.**
- **Do not interrupt.**

**Take notes:**
- Phone number.
- Date/time (display).
- Duration of the call (minutes).
- Wording of the threat.

**Ask questions:**
- When will the bomb explode?
- Where is the bomb located?
- What does the bomb look like?
- What kind of bomb is it?
- How will the bomb be detonated?
- What is your name?
- Where are you calling from?
- Why did you plant the bomb?

Find out as much information as possible and jot down details on the caller:
- Peculiarities about speech, language, dialect, accent.
- Gender, estimated age.
- Background noise (description).

You should now explain that you are in fact not responsible and try to mediate further!

The emergency organization immediately reports the bomb threat to the police and the Risk Management Office or the crisis management team.
Safety and emergency organization

Occupational Safety and Health Protection Officers

HPSO
Health Protection and Safety Officer (HPSO) at institutes with particular dangers

CPOS
Contact Person for Occupational Safety (CPOS) at institutes without particular dangers

Environmental Safety Officers

BSO
Biosafety Officer

CSO
Chemical Safety Officers

RSO
Radiation Safety Officers

Emergency and crisis contact personnel

When an incident occurs, the emergency and crisis contact personnel ensure smooth cooperation with the external intervention forces and notify/inform the superiors – and in the case of blue-light operations, the crisis team.

Fire Prevention Safety Officer
Fire Prevention Safety Officer

Evacuation assistants
Persons assigned with the task of helping in an evacuation

Emergency responders/first-aid personnel
• Personnel trained in first aid/BLS/AED
• Emergency organization

Signs and locations

Sites of defibrillators

Defibrillator

First-aid room

Medical equipment/materials
The locations and the first-aid materials (first-aid room, plasters/dressing material, BLS/AED device etc) are clearly marked and shown in the escape and rescue route plans.
Suspicious mail/parcel

**Suspicious courier delivery/mail**

The police are exclusively responsible for defusing, removing and transporting the bomb. Any suspicious mail/parcels should only be touched with gloves, so as not to destroy fingerprints etc.

**First actions**

Do not touch suspicious objects with your hands so as not to destroy possible clues, such as fingerprints.

Immediately inform the HPSO/CPOS.

Call the police immediately: tel. 117.

**What to do**

Leave the danger zone and make sure that nobody approaches it (checkpoints, notice).

If you suspect that it may be an explosive device, ensure extensive evacuation of the area.

Do not subject the suspicious item to mechanical stress, moisture, heat or cold (do not open, shake, drop, bend, fold or examine).

Avoid having any potential sources of ignition in the immediate vicinity of the suspicious mail/parcel (electrical devices, such as cell phones, wireless phones, light switches, and open flames such as candles, electrostatic discharge – risk of triggering an explosion).

Wait for the police to arrive.

Check the sender’s details and ask the person concerned whether he/she actually sent the mail/parcel.

HPSO/CPOS notifies the executive management.

**Suspicious mail/parcel discharging substance**

If any consignment is found damaged and a substance such as dust/liquid is leaking out of it, the following applies:

**What to do**

Do not touch, shake or empty the consignment.

Seal off the place of discovery. The suspicious mail/parcel is isolated with personal protective equipment using appropriate measures (e.g., cover with foil, place in sealable container). This should contain the spread of toxic substances or infectious pathogens.

If biological or chemical toxins are suspected, report the discovery immediately to the police (tel. 117) and fire department (tel. 118).

Close the windows and doors and leave the room. Prevent other people from entering the room (checkpoints). Mark the room as follows: «Area sealed off – please do not enter!».

Wash skin thoroughly with soap and water if skin has been in contact with the consignment.

HPSO/CPOS creates a list of all people who have had any form of contact with the consignment.

HPSO/CPOS notifies the executive management.
Consignments suspected of containing explosives

**Letter recognition features**
- missing sender
- bulge on the letter surface
- excess postage stamps
- personally addressed
- incorrectly addressed or name
- illegibly addressed

**Identification features for packages**
- declared as EXPRESS
- tape to protect the ignition mechanism
- visible, protruding wires
- unevenly distributed weight, shifted centre of gravity
- almond and marzipan smell
- grease or oil stains

Do not touch the object in any way. Wait for the specialists to arrive.

Personal
Hans Muster
Musterstrasse 222
3000 Bern

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14
Reporting emergencies – basics

The most important thing when it comes to what to do in an emergency is: Do not put yourself in danger to help others – your own safety comes first (self-protection)!

Decisive first actions:

1. Alert personnel
Alert the police.

2. Keep calm
Keep calm! If the situation is life-threatening, contact the external emergency services directly:

- 118 department
- 112 International emergency call
- 117 Police
- 1414 REGA (Swiss Air Rescue)
- 144 Medical services
- 145 Toxic Center

3. Report an emergency to your line manager
Report the emergency to your line manager. The line manager or a member of the emergency organization team reports the emergency to the Risk Management Office.

Remain as calm as possible, speak slowly, and report in the following order and reporting pattern.

Where? Location of incident (room no., floor, lift, building, etc.)

What? Type of incident (What kind of help is necessary?)

Who? Name and phone number of caller

When? Time of incident

How much? Number affected

Other details? Any other information of relevance for intervention