

KAMPUSAREENA



KAMPUSAREENA OPERATORS' EMERGENCY PLAN

WHAT TO DO IN AN EMERGENCY

Version information of the emergency plan

VERSION	PERIOD OF VALIDITY	GROUNDS FOR CHANGE	PARTY RESPONSIBLE	PREPARED BY	PROCESS
1.0	1 August 2015-30 September 2015	Deployment	UPF LTD	Kristel Laas	
1.1	1 September 2015-30 September 2015	Tenant instructions	UPF LTD	Kristel Laas	
1.2	1 October 2015-30 June 2016	Contact information	UPF LTD	Kristel Laas	
1.3	1 July 2016-30 September 2017	Annual review	UPF LTD	Kristel Laas	

The emergency plan is a dynamic document on the state of self-preparedness. The objective is to keep it updated at all times. The emergency plan is valid for a fixed period, usually one year at a time, in compliance with the review process of the safety team at the campus.

The safety team at the campus approves the changes to the main versions during reviews and the person in charge of the emergency plan process approves the changes to the subversions in accordance with the service descriptions¹.

Author, approved by and reviewed by

Author Kristel Laas SecurityPlus Consulting Ky, Safety Expert
 Mobile phone: +358 (0)40 538 2870, E-mail: kristel.laas@securityplus.fi
 Tampere, 30 September 2015

Approved by Jyrki Miettinen, University Properties of Finland Ltd, Campus Manager
 Mobile phone: +358 (0)40 173 0234, E-mail: jyrki.miettinen@sykoy.fi
 Tampere, 31 August 2015

Reviewed by Tomi-Pekka Olkkonen, Pirkanmaa emergency services
 Fire Protection Engineer, Mobile phone: +358 (0)40 569 8989
 E-mail: tomi-pekka.olkkonen@tampere.fi
 Tampere, 30 July 2015

¹ A service description refers to a procedure in accordance with the UPF FacilityInfo maintenance manual of the building.

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APPENDICES

Appendix 1: Location of the fire-extinguishing equipment and escape maps

Appendix 2: Instructions (list below)

Liite 3: Property information card

INSTRUCTIONS:

- For making an emergency call
- In case of a fire
- For a first aid situation
- For a resuscitation situation
- Location and use of the defibrillator
- In the event of the general danger signal
- In case of a radiation hazard
- In case of a gas hazard
- For encountering a threatening person
- In case of theft or robbery
- In the event of water damage
- In case of a blackout
- In case of a bomb threat
- What to do at a safety point

1 EMERGENCY PLAN

The emergency plan is a collection of instructions for taking action in hazardous situations. It is intended for the operators of Kampusareena. The plan complies with the *general duty to act* imposed on each person by the Finnish Rescue Act (379/2011) as well as the *other responsibilities and obligations* imposed on the owner, holder and operator of the building.

The emergency plan is a part of the shared *Campus safety process* of University Properties of Finland Ltd (UPF) and Tampere University of Technology (TUT), combining the safety obligations and needs of the property owner and holder and other operators.

The emergency plan has been approved by local emergency services.

This shared emergency plan intended for tenants is a summary of the specific Kampusareena emergency plan.

1.1 Statutory grounds

Self-preparedness is decreed in the Finnish Rescue Act, defining the following as the objectives of the act (section1):

Prevention

1. improving the safety of people,
2. preventing accidents

Taking action in accidents

3. rescuing people,
4. securing important operations and

Taking action after the accident

5. effective limitation of the consequences of accidents.

Several Finnish acts define the obligations of property owners and holders regarding self-preparedness in case of fire or other accident. The key legislation is the Rescue Act (379/2011) and the Occupational Safety and Health Act (738/2002) as well as the decrees and authoritative regulations issued under these acts.

The owner and tenant of the building are primarily responsible for maintaining self-preparedness. The owner of the building is responsible for the structural safety, safety systems and fire-extinguishing equipment of the building as well as the maintenance of these. The owner is also responsible for the planning, updating and documentation of self-preparedness. The tenant is responsible for maintaining safety in their own facilities and providing their personnel with safety-related guidance. Figure 1 defines the processes of self-preparedness.

According to section 4 of the Rescue Act, everyone shall ensure, to the best of their abilities, that within their sphere of authority, provisions issued to prevent fires and other accidents and to ensure the safety of persons are observed.

A person who neglects these obligations may be sentenced for a *rescue violation* (RA section 106, to a fine) or for a *civil defence violation* (The Criminal Code of Finland, chapter 21 section 15, to a fine or to imprisonment for up to six months).

1.

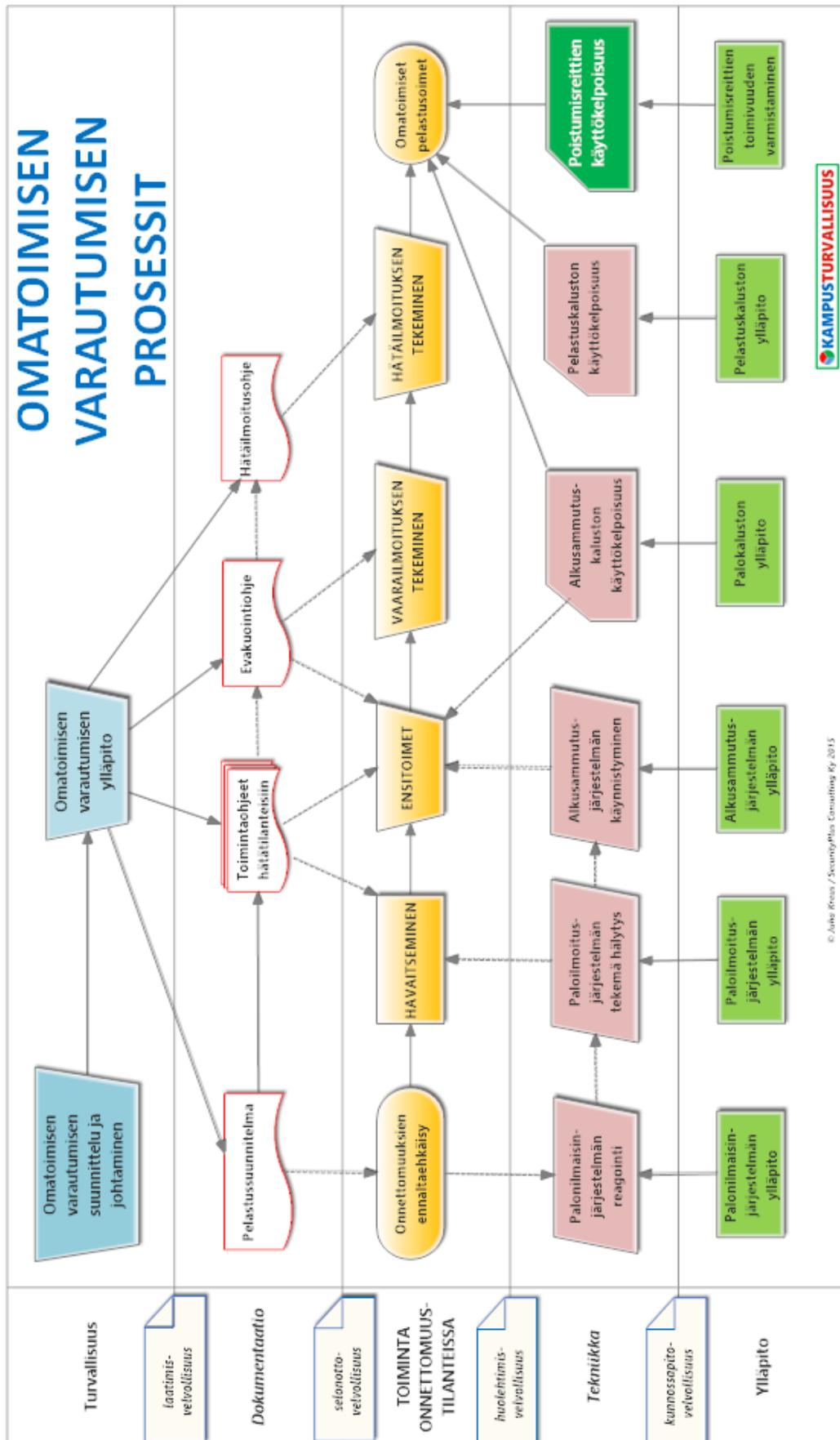


Figure 1. The processes of self-preparedness

1.2 General obligations

The general obligations stated in the Rescue Act apply to everyone, regardless of their status or background organisation.

The Rescue Act defines the **general duty to act** in the event of a fire or other disaster, comprising of the following measures:

- first-aid extinguishing and preventing danger
- warning those in danger
- making an emergency call
- self-directed rescue measures

The Rescue Act defines the **duty of care** to avoid the risk of a fire or other accident and the damage it causes, requiring everyone to take care to avoid the risk of a fire or other accident and the damage it causes.

Each person is bound by the **general duty to obtain information**, according to which each person shall be aware of the obligations of self-preparedness applying to their person. This refers to the obligation to study the emergency plan and take part in the related safety training events.

1.3 Special responsibilities and obligations

The **specific duties to act** in the Rescue Act apply to the owner and tenants of the building and other parties operating in the building. These duties include:

- **supervision**
 - everyone shall ensure, to the best of their abilities, that within their sphere of authority, provisions issued to prevent fires and other accidents and to ensure the safety of persons are observed
- **preventing risks**
 - it must be ensured that the risk of a fire, the risk of a fire being started deliberately and the risk of a fire spreading is low
- **rescue**
 - in the event of a fire or other dangerous situation arising suddenly, all persons in the building are able to leave the building or they can be rescued using other means
- **rescue operations**
 - rescue operations can be carried out in the event of a fire or other accident
- **rescue safety**
 - consideration has been given to the safety of the rescue personnel
- **highly flammable material**
 - highly flammable material or other goods may not be stored in such a way that they pose a risk of a fire or fire spreading or obstruct the extinguishing of a fire
- **emergency exits from buildings**
 - emergency exits and passageways shall be kept serviceable and free of obstructions and that they are also otherwise in such a condition that they can be used in a safe and efficient manner
 - no goods may be stored in emergency exits or passageways in basements or storage spaces

1.4 Self-preparedness

According to the Rescue Act, the owner and tenants of the building are expected to self-prepare in case of a fire or other accident.

According to this duty, the aforementioned parties shall:

- **prevent** fires and other dangerous situations
- **prepare** for the protection of persons, property and the environment in dangerous situations
- **prepare** for extinguishing fires and taking other such rescue action which they are capable of performing independently
- **take** measures to ensure safe exit during fires and in other dangerous situations and to facilitate rescue operations

2 TERMINOLOGY OF EMERGENCY PLANNING

2.1 Definitions

Campus safety refers to the shared campus safety management system of the universities and the UPF. The key safety management system component of campus safety is the shared *Turvallisuuskirjasto* (Safety library), containing the safety documentation of the sections of campus safety. All the buildings in the campus area are covered by campus safety.

An *emergency plan* refers to

- A. a plan in accordance with section 15 of the Rescue Act (Ra 379/2011) on the maintenance processes of *self-preparedness* under section 14 of the RA;
- B. a report of the Safety library on the status and measures of self-preparedness; and
- C. a summary of the obligations of self-preparedness found in different regulations.

Self-preparedness primarily refers to measures improving the safety of people and preventing accidents. The secondary objective of the measures is the continuation of operations by ensuring an undisturbed and safe operating, working and service environment.

The *review of the emergency plan* is a process where the UPF, TUT and other parties required to make the emergency plan jointly evaluate the state of self-preparedness at the time of the review as well as the development targets, which may require updates to the emergency plan.

Updating the emergency plan refers to a process where changes are made to the emergency plan or its other documents on the basis of the review regarding the organisational functions, management, changes of individuals or the structure of the plan.

Maintaining the emergency plan refers to everyday measures intended to ensure that the dynamic information in the plan (e.g. contact information) is up to date.

A *risk* refers to a sudden event which, if realised, will prevent or harmfully hinder the realisation of an objective or partially or completely damage a target intended to not be damaged.

A *risk analysis* refers to the identification of potentially faced risks with more serious consequences and their reasons.

A *safety point* refers to a storey-specific assembly point containing instructions for evacuation and taking cover indoors, equipment if applicable and other information.

The *Safety library* (*Turvallisuuskirjasto*) is an operative safety management information system, containing consistent safety documentation as well as shared safety measures. The Safety library is a shared information system of the universities, UPF and key safety operators with the *FacilityInfo* maintenance manual of university properties as its key component.

3 SELF-PREPAREDNESS AT KAMPUSAREENA

3.1 Safety organisation

The safety of university campuses consists of the safety control systems of universities, the safety functions of the owner of university properties *University Properties of Finland Ltd (UPF)* and the shared campus safety management system of the universities and UPF.

One of the components of the campus safety management system is the shared *Safety library*, containing the safety documentation of the sections of campus safety. The Safety library is an operative safety management information system, containing consistent safety documentation as well as shared safety measures. The Safety library is a shared information system of the universities, UPF and key safety operators included in the *FacilityInfo* maintenance manual of university properties.

The *Safety team* at the campus is in charge of organising and managing campus safety. The team consists of representatives from TUT and UPF and, if necessary, the safety contact persons of the operators in the building. The information of the safety team members can be found in the property information card (appendix 3).

In emergency situations, a *rescue team* made up of any employees who are present and have received training will act as the first response.

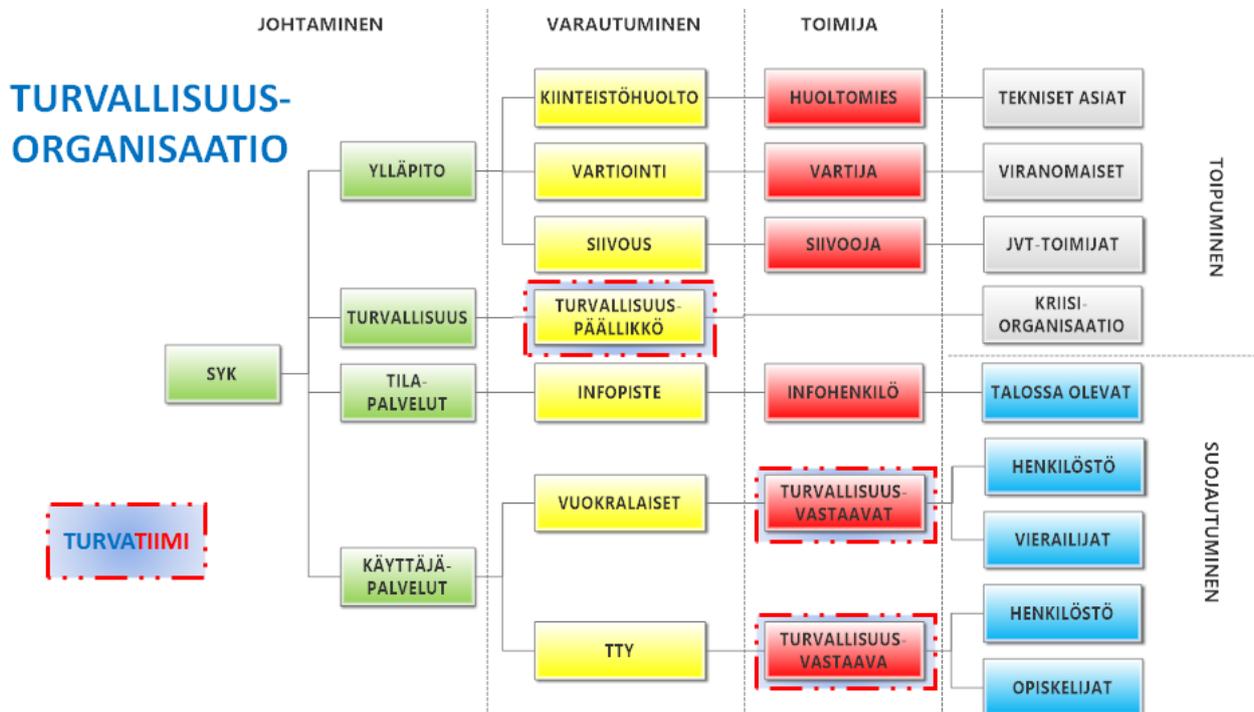


Figure 2. Safety organisation of Kampusareena

3.2 General risk assessment

The self-preparedness of Kampusareena is based on the risk assessment covering risks that have the most serious consequences and are most likely to occur from two perspectives: risks of damage and risks of crime.

Risks of damage refer to risks run as a consequence of neglect or error.

General risks of damage at Kampusareena include:

- Fire
- Sudden bout of illness
- Accident (including occupational accident)
- Traffic accident in the outdoor area
- Structural accidents in the property
- Spillage in the outdoor area (e.g. hazardous substances)
- Heating failure
- Blackout
- Water damage
- Water outage
- Other accident in the vicinity

Risks of crime refer to intentional and punishable damage leading to a fine or imprisonment.

General risks of crime at Kampusareena include:

- Arson
- Situations of threat and violence
- Situations of theft or robbery
- Bomb threat
- Explosion

The risk assessment is not exhaustive and all parties should also pay attention to risks that are unforeseeable in their operations.

The users of the facilities must make risk assessments related to their own operations and report to Kampusareena (UPF) any particular risks related to their operations that may affect the building or other operators and people in the building.

3.3 Contacting the municipal emergency services

Pirkanmaa emergency services

Satakunnankatu 16, FI-33100 Tampere

Situation centre TIKE (Wiwi) +358 (0)3 565 612

Preparedness Manager, Markku Lehtonen +358 (0)40 569 8967

Nearest fire station Hervannan valtavyälyä 100, FI-33720 Tampere

Nearest municipal alarm Hervanta leisure centre

Lindforsinkatu 5, FI-33720 Tampere

Regional division of civil defence Southern defence region

Headquarters Hervanta rock shelter A +358 (0)3 565 612

Hervanta rock shelter B +358 (0)3 565 612

3.4 Emergency plan orientation and safety training

Each storey has a *safety point* next to the emergency routes. The point contains an up-to-date emergency plan and instructions for emergencies.

The general duty to act defined in the Rescue Act requires everyone operating at Kampusareena to carry out measures of self-preparedness and comply with the instructions of Kampusareena.

Kampusareena organises a general safety training session that everyone operating in the building should attend. A training register will be maintained on completed safety training, recording the people who have successfully completed the training and the period of validity of the training.

3.5 Drills

Kampusareena regularly organises drills to support self-preparedness.

A drill register is maintained on organised drills, recording the target, content, extent and date of the drill. The progress of the drills is analysed and documented.

4 WHAT TO DO IN HAZARDOUS SITUATIONS AND ACCIDENTS

4.1 Storey-specific safety points

The *safety point* in each storey of Kampusareena acts as the storey-specific assembly point.

The first person at the safety point with sufficient training will assume responsibility for managing the operations as required by the hazardous situation or accident.

The *info desk* of the building will act as the head of the situation in the building until the authorities or campus safety personnel arrive.

4.2 Fire-extinguishing equipment and escape routes

The fire-extinguishing equipment and escape route maps in appendix 1 show the storey-specific locations of first-aid extinguishing equipment.

In storeys (4th-8th) the escape routes are the staircase and a separate emergency escape route. DO not use the lifts if the fire bells are ringing.

4.3 Instructions for hazardous situations and accidents

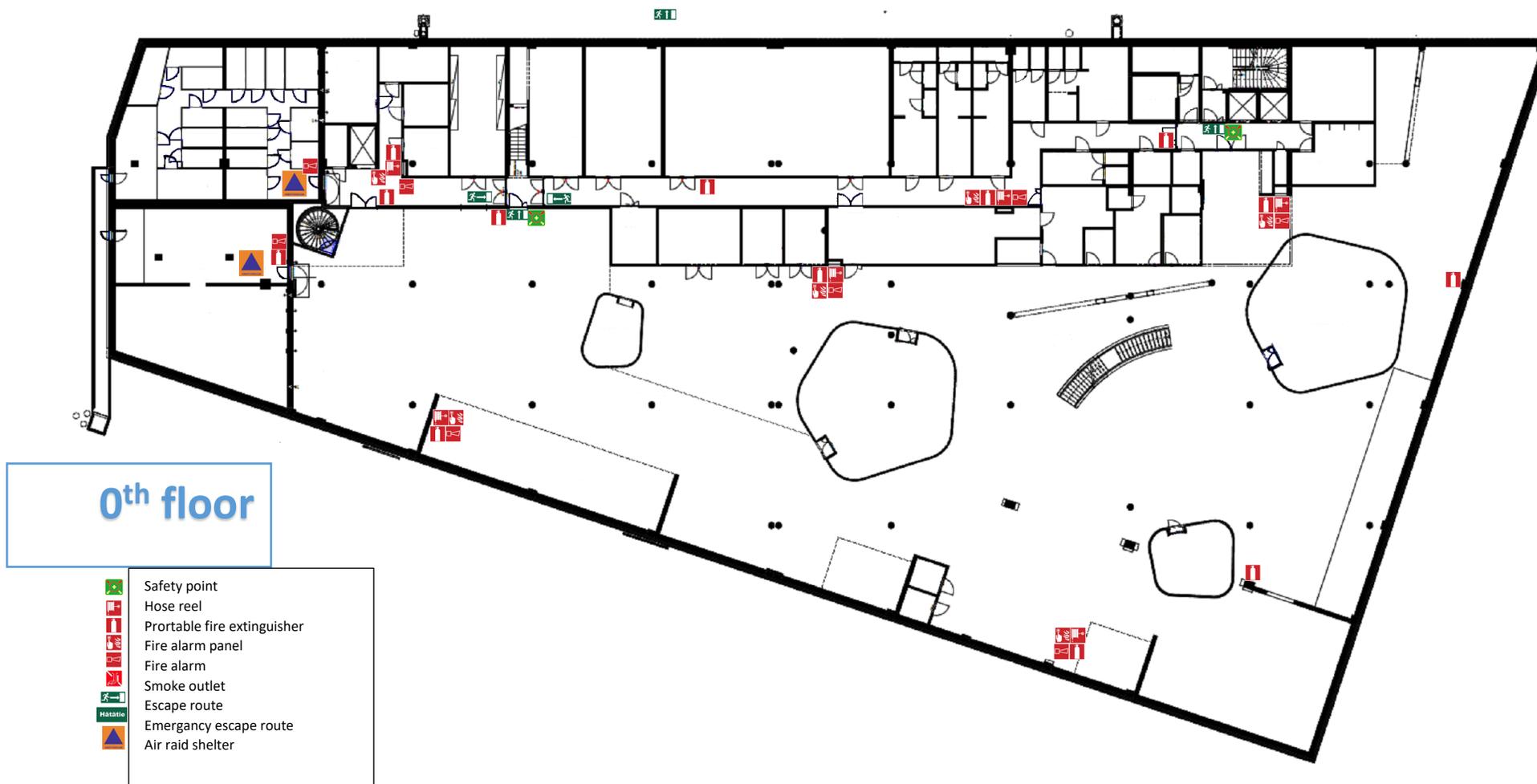
Work orientation and Kampusareena safety training covers action in hazardous situations. Instructions have been prepared for different situations and they can also be found in storey-specific safety points.

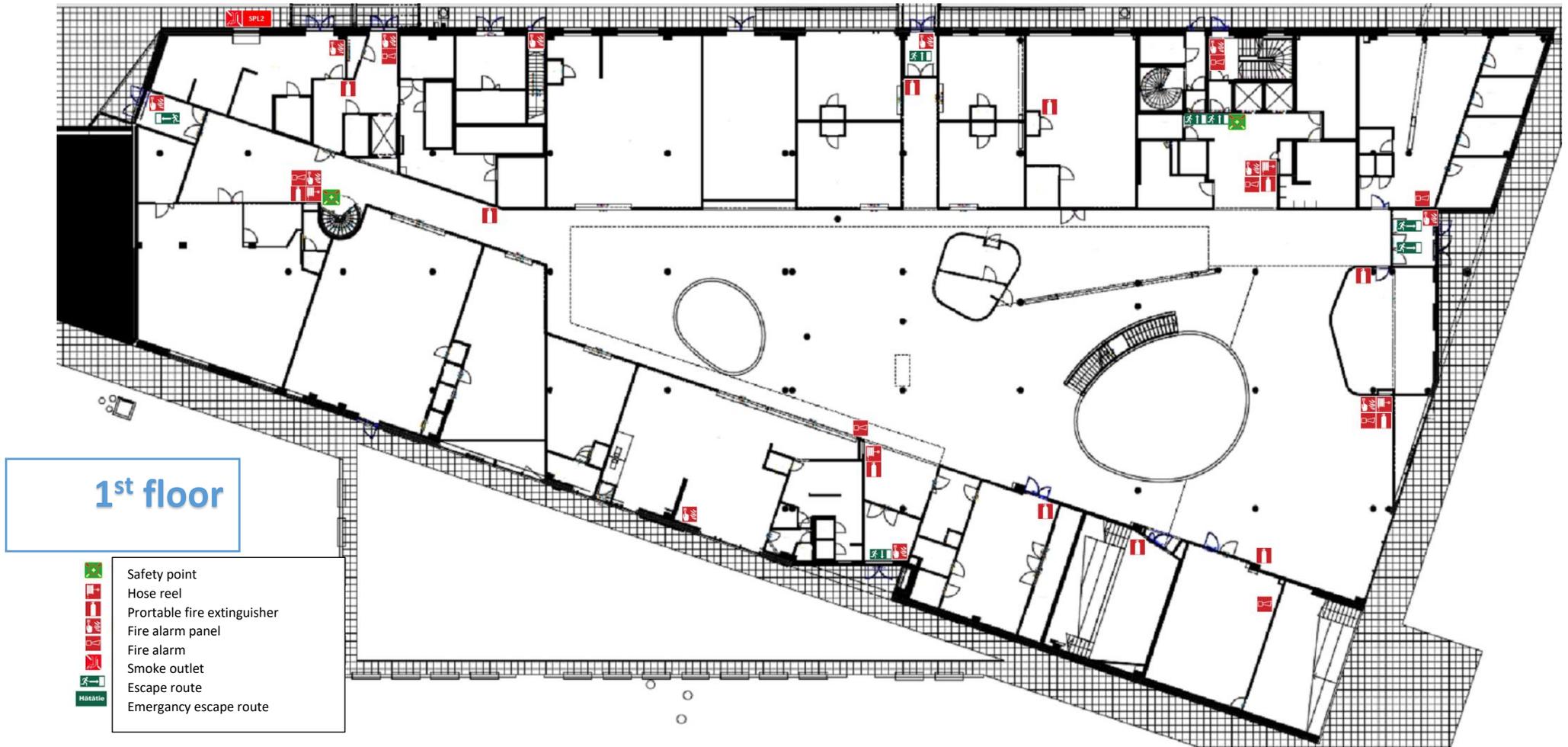
The instructions can be found in appendix 2 of this plan:

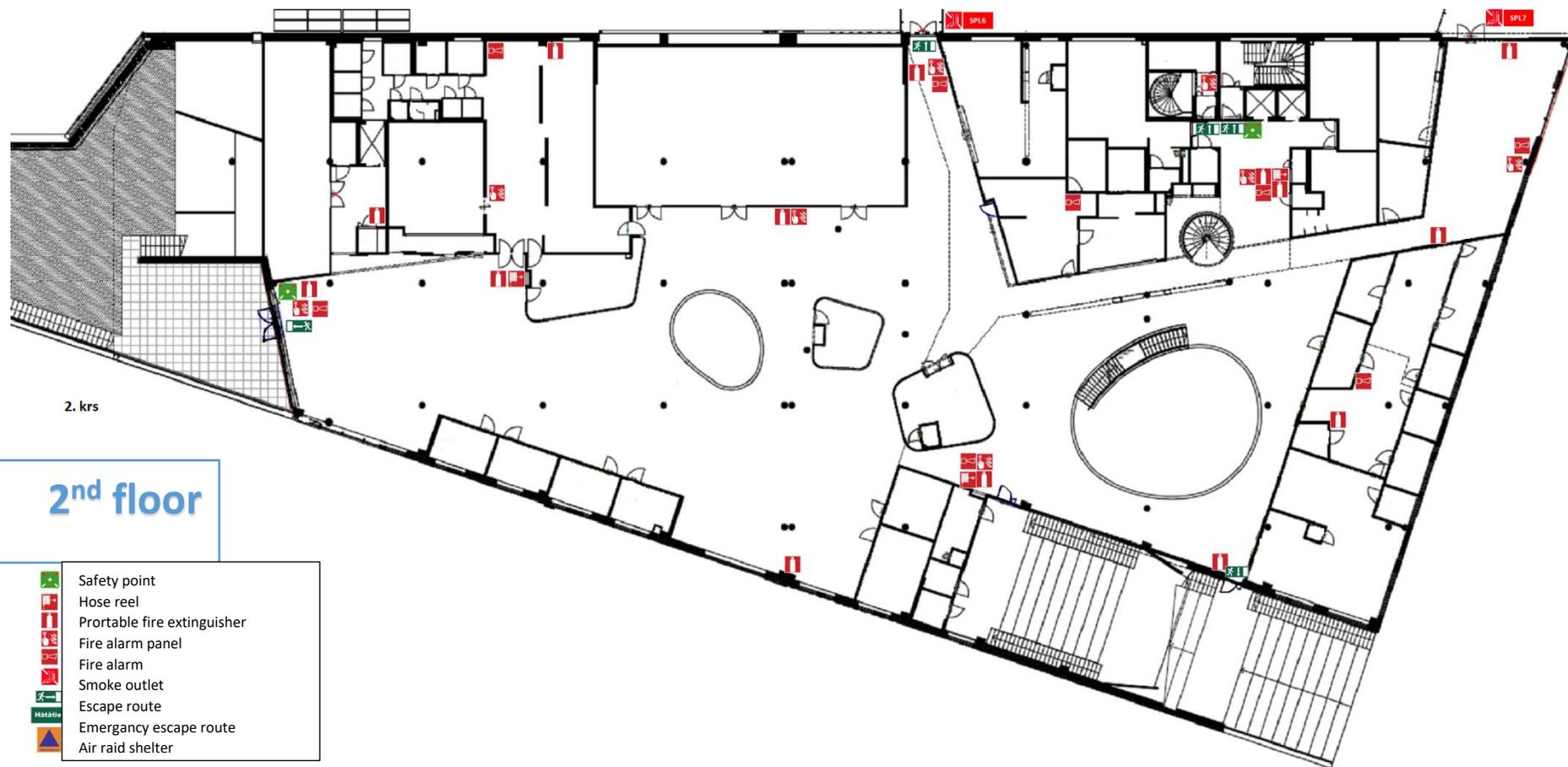
- INSTRUCTIONS For a resuscitation situation
- INSTRUCTIONS For a first aid situation
- INSTRUCTIONS For making an emergency call
- INSTRUCTIONS In case of a gas hazard
- INSTRUCTIONS In case of a bomb threat
- INSTRUCTIONS In case of a blackout
- INSTRUCTIONS In case of a radiation hazard
- INSTRUCTIONS In case of a fire
- INSTRUCTIONS For encountering a threatening person
- INSTRUCTIONS In case of theft or robbery
- INSTRUCTIONS In the event of water damage
- INSTRUCTIONS In the event of the general danger signal

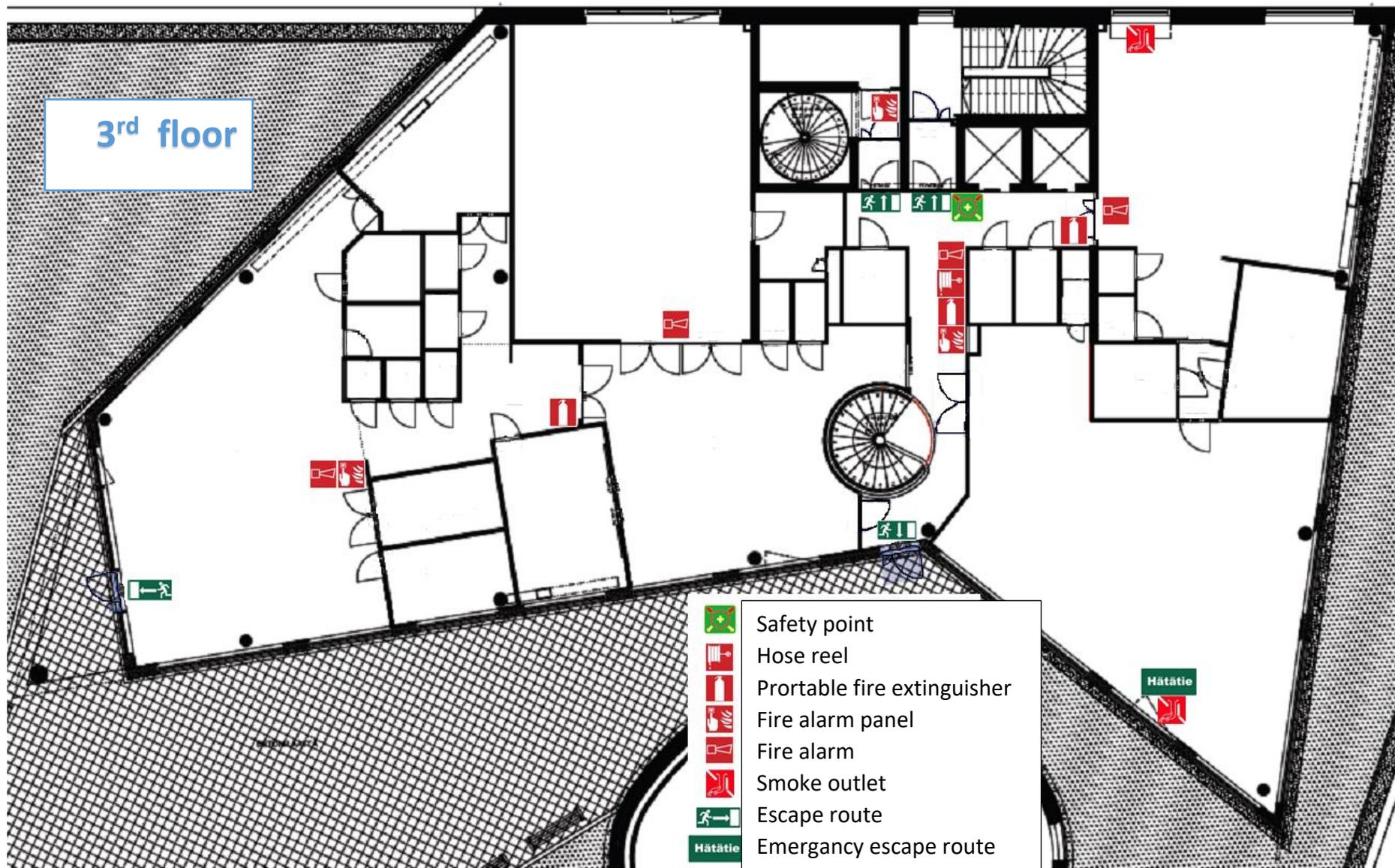
Key instructions are also located in storey-specific safety points.

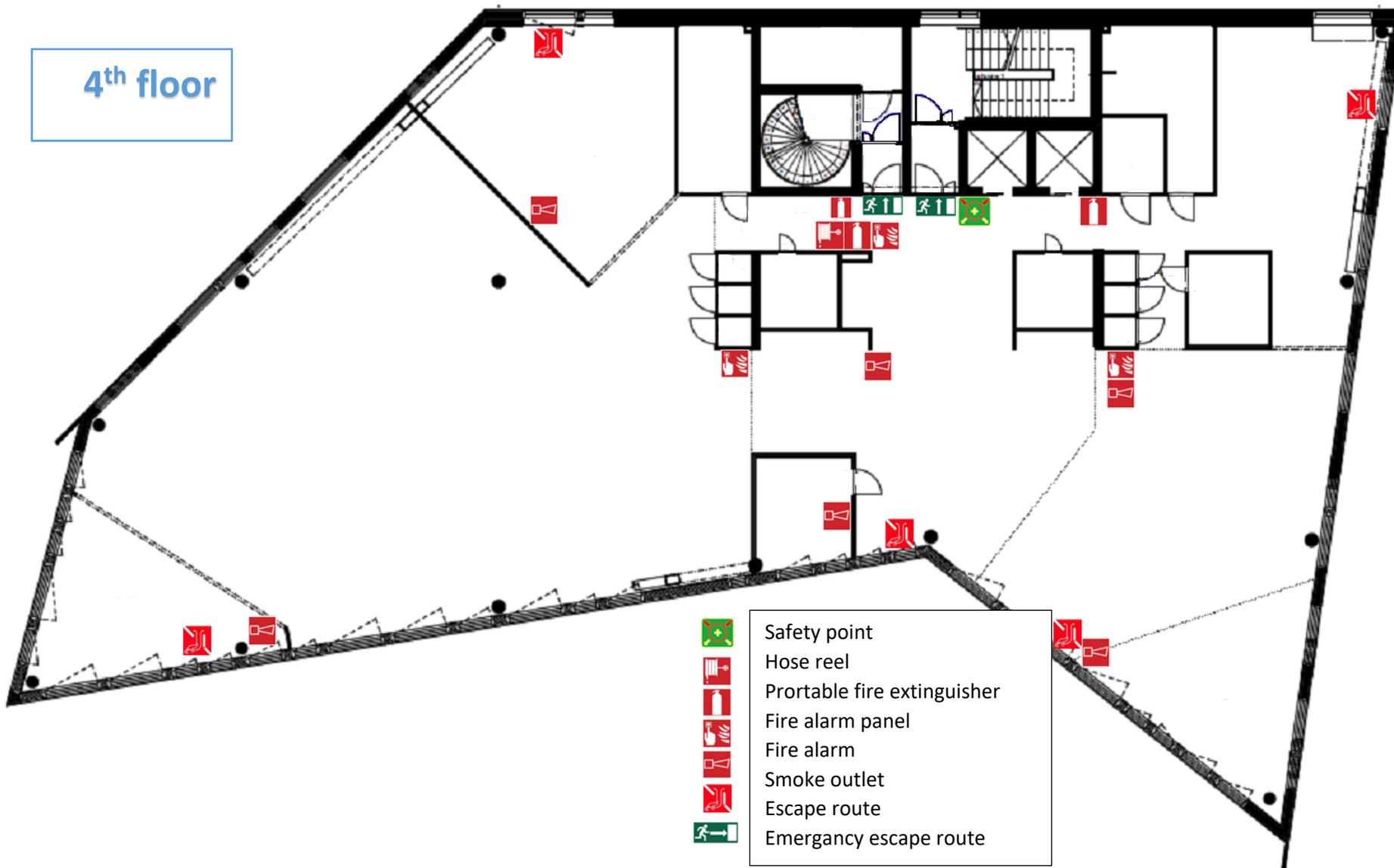
A property information card containing information on the safety systems of Kampusareena and the contact information of key operators is found in appendix 3 of this emergency plan.



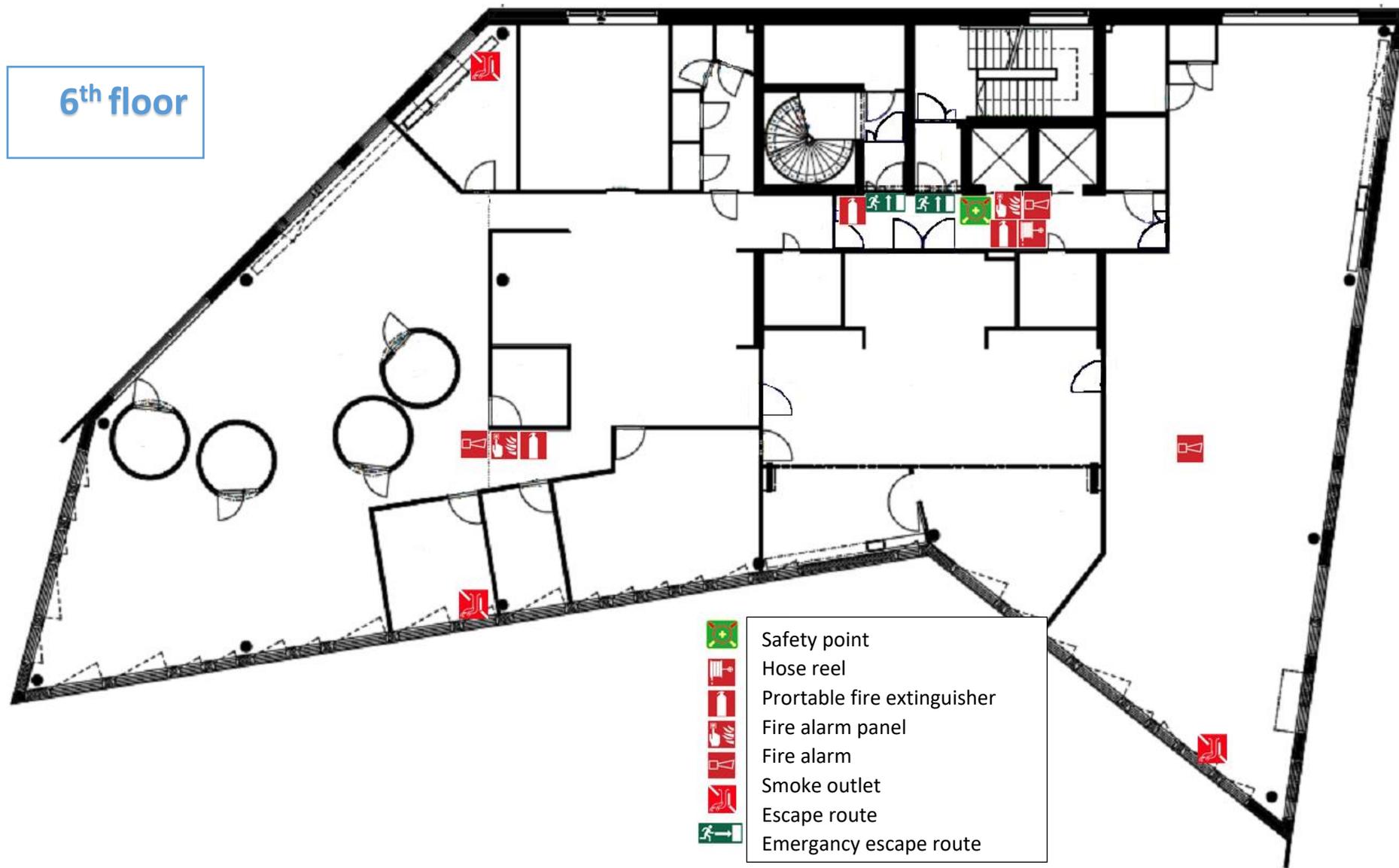


















INSTRUCTIONS FOR A RESUSCITATION



Name of property: KAMPUSAREENA

Address of property: Korkeakoulunkatu 7, FI-33720 Tampere

HOW TO RESUSCITATE

- If the patient does not wake up, call the emergency number **112**
- Open the airways: tilt the patient's head back and lift the chin;
- Check: if the patient breathes normally, turn them onto their side and into the recovery position;
 - monitor the patient's breathing until help arrives;
- If the patient does not breathe normally, begin compression resuscitation;
 - Place the base of your palm in the middle of the sternum and your other hand on top;
 - Compress the sternum 30 times with the frequency of 100 times per minute; Let the sternum sink by 4.5 cm.
- Continue with mouth-to-mouth resuscitation
 - Reopen the airways;
 - Close the patient's nostrils with your index finger and thumb and tightly press your lips onto their mouth;
 - Blow air twice into the patient's lungs;
 - Continue the CPR in the rhythm 30:2 until a professional assumes responsibility, the patient starts to breathe normally, or you no longer have the strength to resuscitate.



GUIDE THE AMBULANCE AND RESCUE UNITS TO THE CORRECT LOCATION!



INSTRUCTIONS FOR A FIRST AID



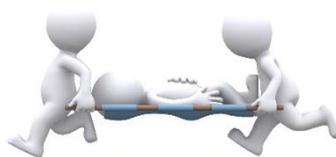
Name of property: KAMPUSAREENA

Address of property: Korkeakoulunkatu 7, FI-33720 Tampere

IN THE EVENT OF AN ACCIDENT OR SUDDEN BOUT OF ILLNESS

FOLLOW THESE STEPS

- Find out what happened and where you are;
 - Is it an accident or a sudden bout of illness?
- Rescue any injured individuals from immediate danger!
- If necessary, call for help by using the emergency number **112**
- Prevent any potential additional accidents;
- Ask people who are present to help and give them instructions;
- Provide any necessary first aid;
 - do not unnecessarily move a trauma patient such as a person who has fallen from a height;
 - stop any bleeding;
 - turn an unconscious patient onto their side and into the recovery position: make sure the patient is breathing and conscious and that their circulation is functioning;
 - begin resuscitating any unconscious patient (see instructions on resuscitation)
- Shelter and reassure the patient and monitor their condition until help arrives.



GUIDE THE AMBULANCE AND RESCUE UNITS TO THE CORRECT LOCATION!

Name of property: KAMPUSAREENA
Address of property: Korkeakoulunkatu 7, FI-33720 Tampere

MAKING AN EMERGENCY CALL

- CALL **112**
- CALMLY EXPLAIN THE FOLLOWING
 - The exact address, including the city
 - What happened
 - Answer any questions
 - Follow the instructions you are given!
- DO NOT GET OFF THE PHONE UNTIL YOU ARE GIVEN PERMISSION TO DO SO
- GUIDE THE AMBULANCE AND RESCUE UNITS TO THE CORRECT LOCATION!



In the event of a major disaster, the alarm can also be raised by using the fire alarm.
Aim to check that the alarm is working by telephone.

An emergency call can be made from any phone with power and an intact battery; no need for a SIM card or PIN code!

Normal mobile phone

- Even if the phone is locked, you can dial 112 and call the emergency number

Smartphone

- If the phone is unlocked, depending on the model,
 - tap on the green receiver icon, dial 112 and tap the receiver icon again
- If the phone is locked, depending on the model,
 - press any button on the phone so that the screen lights up
 - the screen may display a separate emergency call option or
 - the emergency call option may be behind a separate option => open it and/or
 - tap on the emergency call option and dial 112 in the lock screen

WE RECOMMEND THAT YOU PRACTISE THE EMERGENCY USE OF DIFFERENT SMARTPHONES IN ADVANCE!



INSTRUCTIONS IN CASE OF A GAS HAZARD



Name of property: **KAMPUSAREENA**

Address of property: **Korkeakoulunkatu 7, FI-33720 Tampere**

WHAT TO DO IN THE EVENT OF A GAS HAZARD

In a gas hazard situation, the public is warned with the general danger signal.



If you are indoors

- Press a wet cloth to your mouth and breathe through it.
- Stay in upper storeys until the danger has passed.
- Listen to the radio, if possible.
- Kampusareena info will report on the progress of the situation.

If you smell liquid gas or acetylene gas indoors

- Do not make a flame or a spark as it may make the gas explode.
- Exit the premises immediately, get everyone else to exit as well and close the premises.
- Make an emergency call to **112** and inform others of the danger.
- Move further away outside the property and wait for further instructions.

If you are outdoors

- Quickly move cross-wind from under the gas cloud.
- Try to find as elevated a place as possible, such as a hilltop.
- Press a wet cloth or a tuft of grass, turf or moss to your mouth and breathe through it.

The danger is over when you hear the all clear.

The all clear is a steady acoustic signal lasting for one minute.



INSTRUCTIONS IN CASE OF A BOMB THREAT

BOMB THREAT

A situation is interpreted as a bomb threat when an item suspected to be a bomb is discovered or a potential intentional future explosion is announced via e.g. telephone. Bomb threats are usually threats made by a mentally troubled person. Despite this, any bomb threat should be taken seriously and thoroughly investigated.

Bomb threats are to be immediately reported to the police, the Kampusareena info, and any supervisors. The objective of a bomb threat is usually to make people exit the premises, but that is not always safe. That is why the decision on evacuating the premises is always made by authorities in these types of situations.

If the danger is most evidently present indoors or the authorities have instructed to do so, the premises must be evacuated immediately. Unnecessary panic should be avoided in all situations. That is why the actual reason for an evacuation in these types of hazardous situations should only be reported to a limited number of people, and the reason for the evacuation should be reported as a gas leak situation or similar. The authorities will assume responsibility for managing the situation when they arrive.

If you answer a bomb threat call:

- Stay calm and be friendly—aim for negotiating interaction
- Carefully listen to the message of the person making the threat
- Attract the attention of people nearby in the agreed manner
- If possible, try to make the caller repeat the threat as if you did not understand what they were saying
- If possible, also aim to find out the following
 1. When will the bomb detonate?
 2. Where is it?
 3. What does the bomb look like?
 4. When is it supposed to detonate?
 5. What damage is expected?
 6. Did the caller personally set up the bomb?
 7. Why was the bomb set up?
 8. What is your name and address?
- Explain that innocent people may get hurt if there is an explosion
- Take precise notes during the call, if possible
 - record any observations carefully in the bomb threat form (attached), such as any noise you hear on the background, etc.
- After the call, immediately call the emergency number **112** from the SAME phone and report what has happened (this is to ensure the phone and call information is recorded without delay)
- Report to the emergency exchange
 - what has happened
 - target and address
 - time
 - your name and the telephone number from which you are calling
 - do not get off the phone without permission from the emergency exchange
 - follow the instructions given by the emergency exchange
- Report the threat call clearly to the safety contact person of Kampusareena.

DO NOT TOUCH STRANGE OBJECTS AND LEAVE INFORMING THE PUBLIC TO THE POLICE!

INSTRUCTIONS IN CASE OF A BOMB THREAT

BOMB THREAT FORM

When will the bomb detonate?
Where is the bomb?
What does it look like?
When is it supposed to detonate?
What damage are you hoping for?
Did you personally set up the bomb?
Would you tell me your name or address?
Phrasing of the bomb threat:

The call arrived through the exchange to my phone _____

Identity of the caller female male

Voice type high-pitched/shrill low spluttering
 quiet/weak clear soft/pleasant

Speech quick clear stuttering
 slow distorted rushed
 articulate irreverent _____

Dialect/accent local not local foreign

Attitude calm agitated cheerful/mocking

Background noise in the call:

RECIPIENT OF THE THREAT

___ / ___ / _____
DATE

TIME



INSTRUCTIONS IN CASE OF A BLACKOUT



In normal conditions, a blackout should not take more than a few hours. The most typical blackout only lasts minutes as power can be fed via a detour to bypass the faulty point. The situation causes most damage to information systems and unsaved files. Air conditioning will stop. Lighting issues will be emphasised in windowless rooms.

The decision to close the premises is made on the basis of the duration estimate reported by the electrical plant. Kampusareena info will report on the situation.



IN THE EVENT OF A POWER OUTAGE

- Stay calm, the emergency lighting will remain on.
- Make sure the blackout is not the result of a fire.
- Check whether other buildings are also experiencing a blackout.
- Turn on a torch whose location you have confirmed previously.
- DO NOT light a candle, strike a match or otherwise make a flame (fire risk)!
- Do not make unnecessary phone calls as the lines may be overloaded.
- Secure information systems;
 - turn off any devices that may be damaged when the power is reconnected.
- Make sure no one is trapped in the lifts.
- If you get trapped in a lift, press the alarm button in the lift and calmly wait for a response. The emergency exchange will contact the lift; the lift will have a talking connection to the emergency lift service and the maintenance staff of the lift will arrive fairly quickly to help you out of the lift.
- If operations cannot be continued, info will provide any necessary further instructions.



INSTRUCTIONS IN CASE OF A RADIATION HAZARD



RADIOACTIVE RADIATION/FALLOUT

- Radioactive radiation is an unlimited pollutant that cannot be smelled or visually detected
- Radiation spreads silently through air, water, plants and animals
- If the radiation dose is small, it may take years before any illnesses and damage caused by it appear in people.

EFFECTS OF RADIOACTIVE FALLOUT ON OPERATIONS

Fallout will contaminate any place that is normally exposed to rain and dust. There is also the danger of radiative dust accessing indoor areas through air conditioning.

Work must be ceased for the duration of a strong fallout phase. The intake of the air conditioning must be equipped with a separate protector or the air conditioning must be turned off.

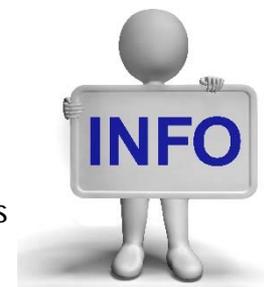
- In the event of a threatening radioactive radiation fallout, emergency services will give a radiation warning via e.g. radio or television.
- If the situation calls for taking cover quickly, the general danger signal is sounded.

WHAT TO DO IN THE EVENT OF A RADIATION HAZARD (fallout preceded by sufficient notice)

The Campus Manager will decide on the continuation of operations on the basis of instructions from authorities.

On the basis of instructions from the Campus Manager or authorities, Kampusareena info will report:

- whether to continue operations
- whether to partially or completely close the premises
- who will remain to continue the work, if necessary
- who will go to their homes and take cover there
- whether to take cover in the Kampusareena air raid shelters
 - whether to begin preparing the shelters



The closing of properties is started in a timely manner. Any evacuations are publicly announced.

What to do in the event of a sudden radiation alarm, no advance notice (general danger signal)

- The Campus Manager will contact emergency services to obtain further information.
- Personal guidance and reporting is launched
- Indoor areas are closed from outdoor air



INSTRUCTIONS IN CASE OF A FIRE



Name of property: KAMPUSAREENA
Address of property: Korkeakoulunkatu 7, FI-33720 Tampere

WHAT TO DO IN THE EVENT OF A FIRE

- **RESCUE** people
- **EXTINGUISH** with the nearest extinguisher
Remember: do not try to extinguish an electrical or grease fire with water
- **INFORM** others who are in danger
- **LIMIT** the fire by closing doors, windows and air conditioning
- **ALARM** the emergency services by calling **112**
- **GUIDE** the fire service to the correct location



ALWAYS TAKE EVACUATION ORDERS SERIOUSLY IF YOU HEAR A FIRE ALARM!

FOR THOSE IN THE COMBUSTION SPACE

- Exit the space immediately and follow any exit signs
- Close all the doors behind you

FOR THOSE TOLD TO EVACUATE

- Consider in advance what to take with you (wallet, keys and outer garments)
- Quickly close the doors, windows and air conditioning if you have time
- Go to the agreed and/or marked place of assembly

IF THERE IS SMOKE ON THE ESCAPE ROUTES

- Find another escape route; if you cannot get out, stay in a space where there is no smoke
- Make people aware of your presence and location by shouting, blinking the lights or by telephone
- Reserve water in containers or by other means, if possible
- Block the gaps in doors with a damp towel or similar if smoke starts to enter the space

INSTRUCTIONS

FOR ENCOUNTERING A THREATENING

WHAT TO DO WHEN ENCOUNTERING A THREATENING PERSON

- **GIVE** the threatening person space and do not enter their personal space
- **REMAIN** calm
- **KEEP** your distance
- **CONFIRM** an escape route
- **LET** the person "get it all out"
- **LISTEN** to the person
- **DO NOT** lecture
- **ADMIT** your errors
- **DO NOT** embarrass
- **DO NOT** argue
- **DO NOT** touch the person
- **KEEP** your hands visible
- **AVOID** staring
- **DO NOT** turn your back
- **AVOID** sudden movements
- **DO NOT** correct the delusions of a drugged or otherwise disorientated person
- **BUY** time so that other people may arrive



If the person does not calm down or leave or is particularly aggressive, try to alert help without the person noticing.

Aim to encounter the threatening or aggressive person within the visual range of a surveillance camera if there is one in the location. You can also let them know that the camera is there to de-escalate the situation, if necessary.

INSTRUCTIONS

IN CASE OF THEFT OR ROBBERY

GENERAL INFORMATION ON THEFT AND ROBBERY SITUATIONS

Theft and robbery are illegal acts defined as crimes in criminal law and will lead to a fine or punishment. Theft is always targeted at property (such as money or goods) stolen from the possession of someone else. Theft is often detected after the act as the offenders usually try to avoid contact with the owner of the goods. Robbery, on the other hand, is targeted at people; the property of the victim is stolen by using or threatening violence.

WHAT TO DO IN THE EVENT OF THEFT

Employees are required to take care of any tools assigned to them for carrying out the work. The property of the employer should mainly be stored at the workplace in accordance with the general and any special terms and local means of protection. If tools are allowed to be transported home or used at home (e.g. keys to the workplace, a laptop), the employee should make sure the property is not damaged or stolen. This is why tools should not be stored in a car, for instance, and any loose items should be removed from sight in any obligatory parking situations. Keys to the workplace should never be carried in a handbag when performing everyday chores.

If, however, you face a situation where the employer's property is stolen, immediately notify your supervisor and other relevant parties to minimise the risks (for instance, if any keys are stolen, the property manager must be notified). If the theft is found to be the result of the employee's negligence, the employee may be ordered to compensate the employer for the damage. We recommend that you check the coverage of your home insurance to prevent these types of situations.

WHAT TO DO IN THE EVENT OF ROBBERY

- **DO NOT** play the hero-**DO NOT** risk lives!
- **OBEY**, do not resist.
- **TRY** to act calm.
- **OBSERVE** the robber, memorise any distinguishing marks.
- **CALL 112** only when it is safe or when the robber leaves.
- **FOLLOW** with your eyes to see in which direction the robber runs.
- **OBSERVE** the direction of the robber, any accomplices, car, bicycle, etc.
- **ISOLATE** the site of the robbery, do not touch anything!
- **WRITE** any distinguishing marks on paper using the description form.
 - Do not discuss the description of the robber with anyone else who witnessed the situation!
- **REMEMBER** aftercare!





INSTRUCTIONS IN CASE OF WATER DAMAGE



IN THE EVENT OF WATER DAMAGE

Report any minor or major issues related to water damage or other suspicions to Kampusareena info or property maintenance.

In the event of extensive damage, call **112**.



When water enters indoor areas:

- Remove any products and items in the danger zone away.
- Protect electrical devices and turn off the power from any devices nearby.
- DO NOT touch wet electrical devices!
- Make room around the damage area for repair measures.

If a tap or a pipe is broken, try to reduce the output of water by pressing plastic or other material into the leak to block it, if possible.

If water is dripping, put a container under it.



INSTRUCTIONS IN THE EVENT OF THE GENERAL DANGER SIGNAL



Name of property: KAMPUSAREENA
Address of property: Korkeakoulunkatu 7, FI-33720 Tampere

GENERAL DANGER SIGNAL

The general danger signal is a rising or falling acoustic signal lasting for one minute or a warning broadcast by the authorities.



The general danger signal is used to announce e.g.

- a gas or radiation hazard
- a predator at large in the area
- other immediate threat

WHAT TO DO IN THE EVENT OF THE GENERAL DANGER SIGNAL

- Move indoors. Stay indoors.
- Close doors, windows, vents and air conditioning.
- Open the radio and calmly wait for instructions.
- Avoid using the phone so that the lines are not blocked.
- Do not leave the area without being instructed by the authorities to do so; you might come under threat on the way.
- The danger is over when you hear the all clear*

The all clear is a steady acoustic signal lasting for one minute.



GENERAL PROPERTY INFORMATION					
Owner of property		University Properties of Finland Ltd			
Location information	Address	Korkeakoulunkatu 7, FI-33720 Tampere			
	District	Hervanta			
	Block	7000			
	Plot	21			
Structural	Floor area	13,702 m ²	Volumetric capacity	68,695 m ³	
	Year of construction	2015	Renovation	-	
	Number of storeys	0 th -8 th			
	Buildings (no.)	1			
	Fire grading	P1			
	Priority classification	No priority classification			
	Air raid shelters, S1	Number	2 shelters		
		Location	0 th floor		
		Deployment	24 h		
	Lifts (Kone MonoSpace)	Passenger lifts	2 lifts, weight limit 1,000 kg		
Service lift		1 lift, weight limit 1,000 kg			
Number of people	There are people in the property around the clock!				
PROPERTY MAINTENANCE AND SERVICE CONTACT INFORMATION					
Campus Manager, UPF Ltd	Jyrki Miettinen UPF LTD	+358 (0)40 173 0234			
Info desk/lobby service	Elli Feodoroff Juhani Ruuskanen	+358 (0)50 301 5414 +358 (0)40 526 5274 kampusareena@tut.fi			
Property maintenance, 24h	ISS Kiinteistöpalvelut Oy	+358 (0)200 15500			
Security services	ISS Security Oy	Patrol security +358 (0)20 515 9100			
SAFETY CONTACT PERSONS OF OPERATORS IN THE PROPERTY					
Bitwise Oy	Katja Nieminen	katja.nieminen@bitwise.fi +358 (0)40 557 3366			
Edutech	Raili Siekkinen	raili.siekkinen@tut.fi telephone			
FIMECC Oy, 3 rd floor	Marika Moilanen	marika.moilanen@fimecc.com +358 (0)40 840 8790			
Homeros Oy	Marja Tiilikka	marja.tiilikka@homeros.fi +358 (0)50 577 8882			
M-Room	Oskari Leppänen	oskari_leppanen@hotmail.com +358 (0)50 320 3162			
Nanofoot Finland Oy	Hannu Harju	hannu.harju@nanofoot.fi +358 (0)400 444 671			
Restaurant Reaktori (Fazer)	Katja Kulojärvi	katja.kulojarvi@fazer.com +358 (0)40 661 0425			
Regus Kora	Timo Lahti	timo.lahti@reguskora.com +358 (0)40 905 1546			
University Properties of Finland Ltd 6 th floor	Laura Stortz	laura.stortz@sykoy.fi +358 (0)400 286 269			
Taco House	Reija Hämäläinen	tacohouse@tacohouse.com +358 (0)40 525 0943			
TUT	Markku Leppänen	markku.leppanen@tut.fi +358 (0)400 500 955			

