



TURUN **TEKNOLOGIAKIINTEISTÖT**

Kiinteistö Oy ElectroCity

Action guide

Kiinteistö Oy ElectroCity action instructions

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1 Action guidelines

The following pages contain a guide on accident prevention and on how to act in accident and danger situations. **Read the action guide carefully!**

The correct actions, solutions, and choices prevent and limit accidents. This way accidents can be minimised or they can be prevented altogether.

Safety and security are our shared concern!

1.1 Safety organisation

Safety personnel for the property

Safety officer

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1.2 Alerting help

In all urgent emergency situations, whether it be a police, fire department, paramedic, or a social worker case involving an urgent need for help **CALL THE EMERGENCY NUMBER: 112**

Call the emergency number yourself if you can

It is important to make the emergency call yourself, if the matter concerns you. The victim has more knowledge on the situation, based on which the dispatcher can send help accordingly. Using middle-men to make the call can delay getting the right kind of help on site.

Tell what happened

The emergency centre dispatcher will ask the caller about what happened so that they can send the appropriate assistance.

Give the exact address and municipality

The emergency centre might have several same addresses in different municipalities/cities in its service area. Therefore it is also important to know the name of the town/city/municipality where the accident has taken place.

Answer the questions that are asked of you

The questions asked by the dispatcher are important. They do not delay alarming for help. In urgent cases the dispatcher already alerts the authorities and other partners during the call, and gives them

more information on what has happened.

Act according to the information given to you

The dispatcher is trained to give instructions in various types of situations. It is important to follow the given instructions. Correct initial actions often play an important role in the end result.

End the call only after you're given permission to do so.

Ending the call too soon may delay the help from arriving. After you are given the permission to end the call, end it. Keep the phone line open. The dispatcher or the help on its way may need additional information on what has happened.

1.3 Sudden illness or accident

Clarify and check

- What has happened?
- Check the person's condition (do they wake up, are they breathing?)

Give first aid if needed.

- Turn an unconscious but breathing patient into the recovery position on their side.
- If the person is not breathing, start with first aid.

Make an emergency call.

- Call the number **112**.
- Tell where you are calling from. **Tykistökatu 4, TURKU**
- Tell what happened
- Act according to directions.
- Inform the emergency centre of any changes that take place in the condition of the patient.

1.4 Fire

Save and warn

- Rescue those in immediate danger and warn others.
- Direct people to the gathering area.

Extinguish and contain

- Try initial extinguishing and avoid smoke. Do not put yourself in danger.
- Contain the spreading of the fire and smoke by closing the windows and doors that lead into the fire area.

Alert

- Use the fire alarm button to alert the fire department and to warn others with fire bells.
- After getting to a safe location, call the number **112** (also after using the fire alarm button).
- Say where you are calling from, where the fire is (address and floor) and if there are people in danger.
- Do not hang up the phone until you are given permission to do so.

Guide

- Direct the rescue personnel to the location.

Using the lift in the event of a fire is strictly forbidden!

In evacuation situations the gathering area is: On the other side of Tykistökatu, the parking area for the dental clinic.

1.5 Fire action guide, when safe exits are blocked

Sometimes a fire in another location prevents safe exit from the building. In these cases it is smartest to stay in a smokeless space and keep all doors and other openings closed.

Stay in the fire compartment that you are in.

- It is safe to stay behind the fire door. Fire doors withstand fire for at least half an hour.
- Jumping from a height has fatal consequences, remaining in a smoke-free area does not.

Go to a window and attract attention. If you do not manage to do this, let people know your location by calling 112.

Follow directions from the authorities.

1.6 Action in a fire alarm situation

The building has an automatic fire alarm system, which sends an alert to the rescue department. Everyone must vacate the building immediately when they hear the fire alarm.

- Bring outdoor clothes with you if they are nearby.
- Close doors and windows
- Use the nearest escape route to exit the building.
- Direct customers and guests.
- Call the number **112** from a safe location and provide further information about the situation. At the same time, you will make sure that the emergency center has been notified about the fire.
- Move to the gathering area; do not stay in front of the entrances.
- No-one may leave the gathering area without permission.

Gathering area: On the other side of Tykistökatu, the parking area for the dental clinic.

The danger is only over when the rescue department gives permission to return to the building. The safety personnel of the property passes on the announcement concerning moving back inside to the personnel.

1.7 Activities at the meeting place

Meeting place: the parking area of the dental clinics on the other side of Tykistökatu

Once people have left the building and proceeded to the assembly area, a staff representative will begin leading the activity. Depending on the situation, consideration must be given to whether it is safe to remain in the designated assembly area or whether people should be directed elsewhere: for example, to a pre-arranged indoor space or to a nearby property. It is not permitted to leave the assembly area without the permission of the person in charge of the assembly area. Activities at the assembly point are managed by the security staff of the building. The security staff will keep you informed of the situation and indicate when it is safe to return to the premises. Things to remember at the assembly point:

- taking care of any injured persons, informing the security staff
- care of persons with reduced mobility or other disabilities
- inform if they know someone is trapped inside

If the assembly **point** is not safe, move to a safe assembly point designated by the Protection Directorate. If necessary, the authorities will also designate shelters for longer-term shelter.

1.8 Assisting people with reduced mobility in emergency situations

In an emergency situation, the movement of people with reduced mobility out of the building may be difficult and slow. Try to help them as much as you are able to.

Things to consider when helping people with reduced mobility

- Help a person with reduced mobility to exit, within the limits of your own capabilities.
- Take care of the person you helped also after getting out.

1.9 Water damage

Action guide

- Disconnect power from where the leak is and from its proximity.
- Stop the water from flowing, from i.e. the water mains, if possible.
- Notify of the situation immediately:
 - to the maintenance personnel: Are OY, phone 020 5305700, service 020 5305700
- Contact the emergency number if needed **112**.
- Main water shutoff: Empty storage space. Behind the wall of the heating room
- Heat distribution room: B, K floor
- Electricity switchboard: A-ticket K.krs

Should there be threat of water outside the building

- Inform property maintenance and, if needed, the emergency centre on **112**.

1.10 Under threat of violence

In an unarmed threatening situation, act in the following way.

- Act calmly and try to calm the person with your behaviour.
- Make sure you do not turn your back or let yourself be cornered, so that you will always have an escape route when a threatening person comes close.
- Call for help depending on the circumstances.
- Escape and help others escape.

Take care of your own safety. Seek to direct the threatening person to a place where they cannot harm others. After the event, contact the police about the incident if required.

If the threatening person is armed, act in the following way.

- Do not resist.
- Do whatever the person threatening you tells you to do.
- As the situation permits, try to warn others.
- By closing doors, you can limit a person's movement within the property.
- After the situation, call **112** to get professional help on site as fast as possible. Listen to directions and act accordingly.

Every threat and sighting of a possibly threatening situation must be taken seriously and the police must be informed immediately. Through your own behaviour, you can affect the progress of the situation, and thus you should take all threatening situations seriously and try to calm down already begun situations.

1.11 Bomb threat

A bomb threat is often unfounded and made by a disturbed individual, but it should always be taken seriously, and each threat should be notified to the police. In this situation, it is important to keep calm.

When the threat is made by phone

- Remain calm. Prolong the call.
- Make notes. Write the threat down word-for-word.
- Ask questions.
 - Where is the bomb?
 - What does the bomb look like?
 - When will the bomb explode?
 - Why?
- Try to get your colleague's attention already during the phone call, so that he/she can inform the person responsible for safety during the call.
- Pay attention to the caller's speaking style and tone of voice.
 - Does he/she use noticeable dialect or other special characteristics?
 - Is he/she agitated?
 - Is he/she reading the message from a piece of paper?
- Listen to the background noises as well (e.g. traffic or discussions in the background).
- After the call, notify the safety and security personnel on your premises or property (cf. chapter of safety and security personnel).
- If this is not possible, call the police immediately at **112** and act according to their instructions.

A suspicious object or threatening letter

- Do not touch the object.
- If the item in question is a letter or other such object that you have handled, pay attention to the places you have touched and place the letter in a plastic pocket, for example.
- Notify immediately the personnel responsible for safety and security on your premises and the property (cf. chapter on safety and security personnel) as well as the police at emergency number **112**.
- Isolate the area as well as possible. Keep in mind possible police investigations (fingerprints and footprints are first-class evidence).
- Do not panic. Act according to the instructions from the police and the safety personnel.

1.12 Public warning signal

The public warning signal is a one-minute-long ascending and descending tone or a warning announcement by the authorities. The length of the ascending tone is 7 seconds. The public warning signal means an immediate danger threatening the public.

The All Clear signal is a one-minute-long monotonous signal. It is an announcement of the threat or danger having passed.

Act in the following way after you've heard the public warning signal

- Proceed indoors. Close doors, windows, ventilation holes, and air conditioning devices.
- Turn on the radio and wait for instructions.
- Avoid using the phone to prevent telephone lines from getting jammed.
- Do not leave the area unless urged to do so by the authorities.

Gas hazard

Public warning signal in danger situations concerning gas

Do the following

- If you are indoors and can smell gas:
 - stay inside, get to the top floors and listen for further information on the radio
 - place a wet cloth over your mouth and breathe through it
- If you are outside when you smell gas but are not able to get indoors:
 - hurry into side wind from underneath the gas cloud
 - try to get as high as possible, for example to the top of a hill

Additional information on taking cover from gas

- Switch off air conditioning devices and close doors and windows tightly.
- You can also close or tape inside doors and stay in upwind areas.
- If you smell gas you can breathe through a moist and spongy cloth.
- The authorities will announce on radio or with vehicles with loudspeakers when the gas cloud has dispersed. Ventilate indoors well after the event.
- Stay on the upper floors until the danger is over.
- Do not go into the basement.

Radiation hazard

A public warning signal is given upon the threat of radiation.

Go inside.

- Close doors, windows, ventilation holes, and air conditioning devices.
- **The centre and basement of the building are the best places to take shelter. Take iodine tablets only when advised to do so by the authorities (there should be two iodine tablets per person).**

Avoid moving outside

Additional instructions

You will get additional information from your city's rescue authorities, from broadcast media, and from Yle's (the Finnish Broadcasting Company's) Teletext page 867. You can also find information from the Finnish Radiation and Nuclear Safety Authority's website www.stuk.fi and the website of the rescue authorities www.pelastustoimi.fi.

1.13 Blackouts

Using lifts during a power cut is not possible.

Action during a power cut

Electricity is down in the operating premises, but the lights of public areas are still working

- If possible, check the fuses in the operating premises' own electrical switchboard.
- If the problem was not solved, contact property maintenance (tel. 020 5305700).

Electricity is down in both the operating premises and the public areas

- Use a flashlight
- Direct others, if so needed.

In the event of a power cut, lifts will stop working. Should you be stuck on a lift due to a power cut or other failure, act as follows:

Contact the lift maintenance emergency line:

- by mobile phone - (KONE Hissit Oy, 0800 15063)

When necessary, you can call the general emergency number 112.