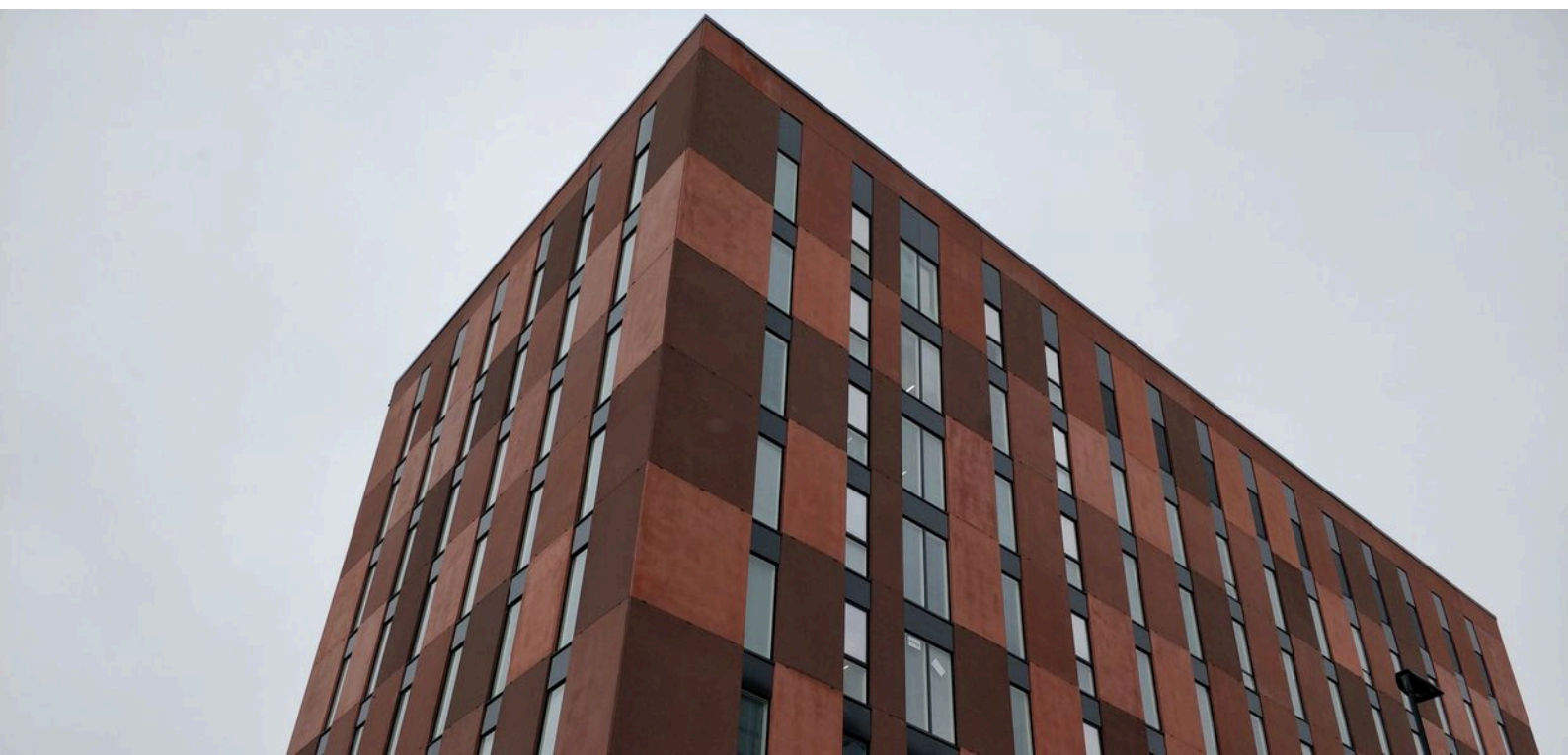


TURUN **TEKNOLOGIAKIINTEISTÖT**

KOy Civilcity

Action guide



KOy Civilcity action instructions

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This action plan has 13 pages.

Contents

| | | |
|------|--|----|
| 1 | Action guidelines | 4 |
| 1.1 | Alerting help | 4 |
| 1.2 | Sudden illness or accident | 6 |
| 1.3 | Fire | 7 |
| 1.4 | Action in a fire alarm situation | 7 |
| 1.5 | Action in the gathering area | 8 |
| 1.6 | Assisting people with reduced mobility in emergency situations | 10 |
| 1.7 | Water damage | 10 |
| 1.8 | When violence is threatened | 10 |
| 1.9 | Bomb threat | 11 |
| 1.10 | Public warning signal | 11 |
| 1.11 | Blackouts | 13 |
| 1.12 | Electric vehicle fire | 13 |

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 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.

In an emergency, the rescue department shall be guided as follows:

In case of an automatic fire alarm, guidance to the fire alarm centre (located in the vestibule of the D-deck on the Untamontie side). Otherwise, guidance to the nearest entrance.

1.2 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. **Untamontie 1, TURKU**
- Tell what happened
- Act according to directions.
- Inform the emergency centre of any changes that take place in the condition of the patient.

Adult basic resuscitation Recognition of cardiac arrest

- basic resuscitation should be started for every unresponsive patient
 - who is not breathing
 - whose breathing is not normal
- loud/crackling and irregular breathing in an unresponsive person indicates cardiac arrest

Emergency notification

- An emergency call should be made immediately to the public emergency number **112**
 - if the person is unresponsive
 - if the person is not breathing normally
- If you are resuscitating the person alone
 - put the phone on speakerphone
 - you can resuscitate and listen to the instructions from the emergency centre

CPR

- CPR should be started as soon as possible
 - the point of application of pressure is the lower part of the sternum
 - place the base of the palm of one hand on the pressure point and the other hand on top of it
 - it is recommended to change the pressure reliever every 2 minutes (if possible)
- The stimulation should be started with 30 compressions

Puff release

- Alternate between 30 compressions and 2 inflations
- Blow two calm puffs of about one second each
 - the chest should rise and fall with the blows
- If puffing fails, continue uninterrupted puffing

1.3 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.
- In an emergency, the rescue department shall be guided as follows: In case of an automatic fire alarm, guidance to the fire alarm centre (located in the vestibule of the D-deck on the Untamokatu side). Otherwise, guidance to the nearest entrance.

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

In evacuation situations the gathering area is: Lemminkäisenkatu 30 courtyard

Back-up gathering area: Indicated where appropriate

1.4 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.

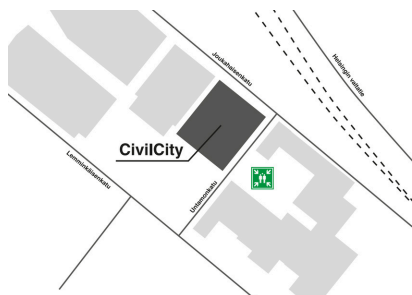
- Move to the gathering area; do not stay in front of the entrances.
- No-one may leave the gathering area without permission.

Gathering area: Lemminkäisenkatu 30 courtyard

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.

1.5 Action in the gathering area

Gathering area: Lemminkäisenkatu 30 courtyard



Gathering area

When people have left the building and proceeded to the gathering area, the representative of the personnel begins to direct activities. Based on the situation at hand, it is necessary to consider whether it is safe to remain in the designated gathering area or if people should be directed elsewhere, for example into a pre-arranged interior area or to a property in the vicinity.

No-one may leave the gathering area without the permission of the person responsible for the gathering area. Activity in the gathering area is directed by the building's safety personnel. The safety personnel give information on the progress of the situation and notify when it is permitted to return into the property.

Factors to bear in mind in the gathering area:

- Taking care of anyone who may be injured; the safety personnel are to be informed
- looking after people with reduced mobility or otherwise poor physical condition
- if one is aware of someone having remained inside, this is to be reported

Back-up gathering area

Back-up gathering area: Indicated where appropriate

If the gathering area is not safe, then people are to move on to a safe back-up gathering area defined separately by the protection managers. Authorities will also provide instructions about shelter locations for long-term shelter.

1.6 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.

1.7 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: Heating room: on the D-floor K2, room 075
- Heat distribution room: D-floor K2, space 075
- Electricity switchboard: D-porras, K1-floor, room 112

Should there be threat of water outside the building

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

1.8 When violence is threatened

In an **unarmed threat situation, do the following.**

- Act calmly and try to reassure the person with your own behaviour.
- Make sure you do not turn your back or corner yourself so that you always have an escape route from the threatening person.
- If possible, ask for help.
- Run away and help others to escape from the scene

Take care of your own safety. Try to direct the threatening person to a place where they cannot be harmful to others. After the incident, report the incident to the police if necessary. **If the threatening person has a weapon, do the following.**

- Do not resist.
- Do only what the threatening person tells you to do.
- If possible, try to warn others.
- After the incident, call 112. Listen to the instructions and act on them.

Any threat or observation of a possible threatening situation must be taken seriously and reported to the police immediately.

1.9 Bomb threat

Bomb threats are often baseless and made by a disturbed person, but they should always be taken seriously and any threat should be reported to the police. The important thing is to maintain your composure and calm.

- When the threat comes over the phone
- Remain calm. Prolong the call.
- Take notes. Write the threat down verbatim.
- Ask questions.
- Where is the bomb?
- What does the bomb look like?
- When will the bomb explode?
- Why?
- Pay attention to the caller's speaking style and tone of voice.
- Are there any dialects or other distinctive features in his speech?
- Is he or she agitated?
- Does he read the message from the paper?

After the call, report it to **112**. Follow the instructions given by the authorities.

1.10 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.

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.

1.11 Blackouts

In the event of a power cut, the safety lights will remain on.

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) or
- the emergency button inside the lift. (This will connect directly to the lift maintenance emergency line.)

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

1.12 Electric vehicle fire

In an electric vehicle fire, extinguishing the burning batteries is difficult and requires a large amount of water. The generated gases are toxic, and breathing them should be avoided. An electric vehicle fire must always be reported immediately by calling the emergency number 112.

How to act in the case of an electric vehicle fire:

If an electric vehicle is burning or generating smoke, DO NOT start the initial firefighting. Instead:

- Save those in danger
- Summon help by calling 112
- Exit the danger zone
- Avoid breathing gases from the fire
- Warn others, and prevent them from entering the fire area
- Guide the rescue services to the site