



THE UNIVERSITY OF  
**WAIKATO**  
*Te Whare Wānanga o Waikato*

# Emergency Management Procedures

Hamilton Campus



**FACILITIES MANAGEMENT DIVISION**  
TE URANGA WHAKAHAERE

# Contents

---

1	Introduction
1	Ongoing operations following an emergency
1	Emergency communication
2	Civil Defence emergency
3	Emergency contact information
5	Basic emergency response
5	Key things to do during an emergency
6	Evacuation procedure
8	Safe evacuation of people with disabilities
9	Fire
10	Earthquake and aftershocks
12	Severe weather
13	Volcanic eruption and ash fall
14	Gas leak
15	Hazardous materials
17	Motor vehicle accident
18	Dealing with a suspicious letter/package
19	Bomb threats
20	Bomb threat checklist
21	Suspicious behaviour and security incidents
22	Violent or aggressive incidents
24	Active shooter on campus
25	Campus lockdown
26	Suicide attempts, threats or behaviour
27	Medical emergency, serious injury or death
29	Defibrillator locations and information
30	Utilities failure

# Introduction

---

This procedural guide outlines how University of Waikato staff, students and other campus users should respond in the event of an emergency or critical incident. The immediate actions to be taken in the case of common emergencies are included in this guide and need to be understood by all campus users.

The most up to date version of this guide is located at [emergency.waikato.ac.nz](https://emergency.waikato.ac.nz)

As part of our ongoing commitment to best-practice emergency management procedures and frameworks, this guide has been produced to support the safety and welfare of all students, staff, and visitors. The University will make every reasonable effort to prepare for, and respond to, emergencies based on the situation, information and resources available.

This document is associated with and supports the following University policies:

- **Critical Event and Business Continuity Policy**
- **Health and Safety Policy**
- **Work-Related Accidents and Injuries Policy**

The development and implementation of this guide aligns with Goal 4 of the University Strategy 2017-2021 by enhancing and strengthening the University's governance infrastructure around emergency preparedness, and sets out plans and procedures to ensure that the University is well-prepared for the challenges it may face in the event of an emergency.

## What is an emergency?

An emergency is a situation or event, that has the potential to seriously affect University property, staff and students. It could occur from any of the circumstances included in this plan and may not be contained to just the Hamilton campus (eg, weather event).

### Quick tips

- Take action when you hear an evacuation alarm or receive instructions from Floor/Building Wardens
- Fluorescent vests and/or red hats identify Floor/Building Wardens in an emergency
- Keep updated following an emergency – refer to the University of Waikato website, Facebook & Twitter

# Ongoing operations following an emergency

---

The continuing operation of the campus will be determined by the nature of the emergency and the availability of resources such as buildings, staff, employees and other resources.

The responsibility of whether or not to continue operation of any University campus or office rests with the Emergency Action Committee and will follow the Business Continuity Plans in place at the University.

# Emergency communication

---

Following an emergency on campus or a regional emergency event, staff, students and campus users will be kept up to date with information and updates in the following ways:

University Website    Facebook    Twitter    Email    SMS/Text    Tickertape message on campus PCs

It is recommended that campus users subscribe to the University of Waikato Facebook page and Twitter feed before an emergency event occurs.

# Civil Defence emergency

---

Within the Civil Defence structure for Hamilton City, the University's main Hamilton campus and facilities hold the status of "welfare centre". In a significant emergency, the University may be called on to provide accommodation for displaced residents of Hamilton city and wider Waikato region.

The University has approximately 1000 beds within the four Halls of Residence on the Hamilton campus and these can be used for temporary accommodation. Should the emergency fall within any of the main teaching semesters then the Halls of Residences would not be available for this purpose. In these instances, alternative locations have been identified on campus where temporary bedding could be located that could house approximately 600 people.

During a Civil Defence emergency event the University of Waikato is committed to:

- Ensuring the safety of students, staff and campus users
- Helping the wider local community during a Civil Defence emergency, as part of a response coordinated by the local territorial authority.

## Civil Defence emergency areas on Hamilton campus

The following areas and buildings may be used in conjunction with the Halls of Residence as part of the University's Hamilton Campus welfare centre status:

- S Block foyers
- L Block foyers
- Faculty of Education gymnasium
- UniRec Centre
- Lady Goodfellow Chapel
- Waikato Management School level 1 foyer and syndicate rooms
- MS4
- The marae complex
- Language Institute Temporary Building (LITB)
- Oranga Building

Refer to Hamilton Campus map on page 4 for locations.



# Emergency contact information

See below for the emergency contact information for the University's main Hamilton campus.

## Quick tips

- Save the relevant Campus Security (Unisafe) and Emergency Services number into your cell phone
- If you have access to an internal campus/office phone, make sure the relevant Campus Security (Unisafe) number is visible on the phone or nearby for all phone users to refer to

## Hamilton campus

For our main Hamilton campus and surrounding Hamilton locations, use the following contact information:

### Campus Security (Unisafe)

From a University landline 4444

From a mobile or external landline 07 838 4444

### Emergency Services

Fire, Police or Ambulance (1) 111 – if you are calling from an internal/campus phone you will need to dial 1 for an outside line before dialing 111.

### Facilities Management for all utility failures and enquires

From a University landline 4008

From a mobile or external landline 07 838 4008

### Campus Security - Unisafe

Hamilton Campus Security staff, commonly known as "Unisafe", are located on site (in B Block Annex, Gate 5) 24 hours a day, 7 days a week for the main campus. Unisafe staff will respond immediately to assist and arrange any emergency or medical assistance required eg, Medical Centre, Fire, Ambulance and Police.

### Emergency phones on campus

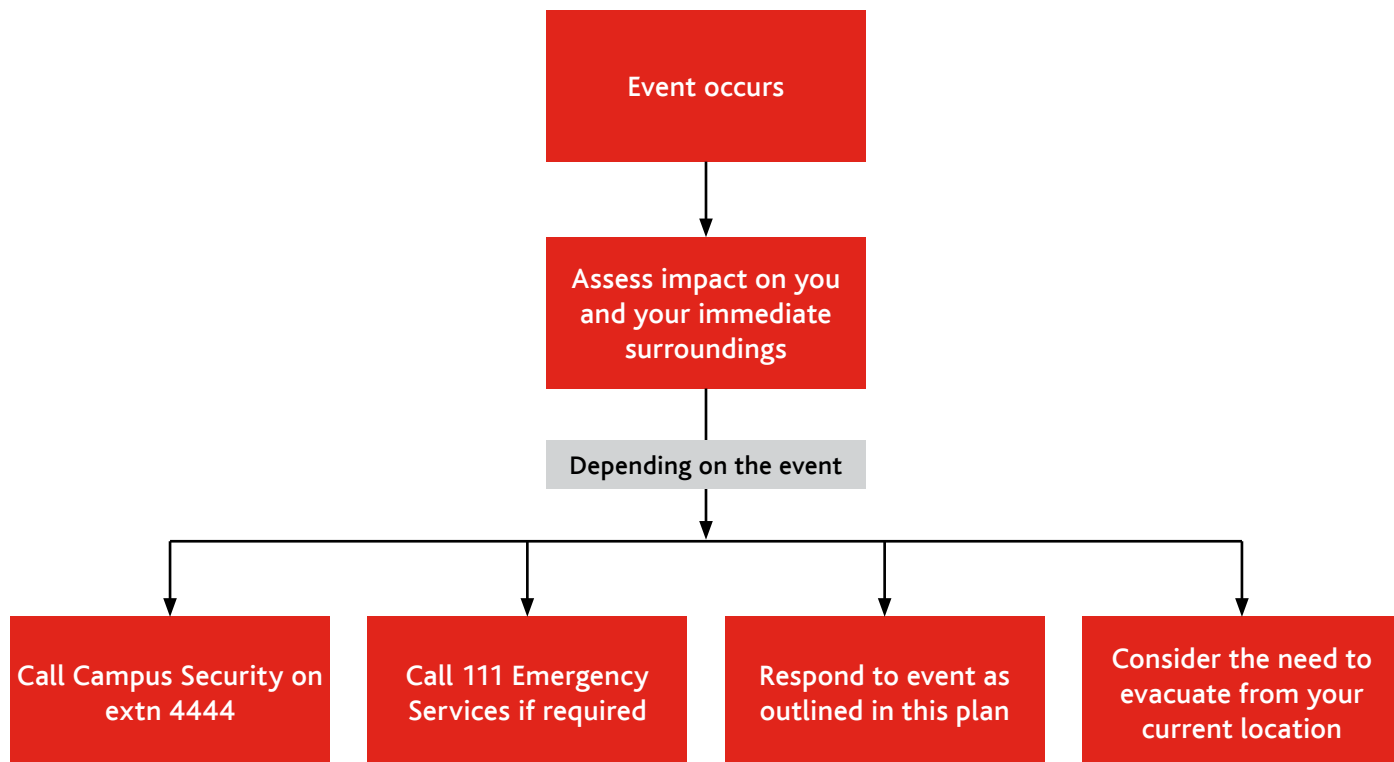
Use one of the emergency phones identified by bright blue lights. See locations at [waikato.ac.nz/contacts/map.pdf](http://waikato.ac.nz/contacts/map.pdf)





# Basic emergency response

While every emergency event is unique, there are some basic steps to follow when responding to any emergency, outlined below:



## Quick tips

- Use your common sense
- Ensure your own safety and wellbeing before helping others

## Key things to do during an emergency

If you are aware of an emergency event, always do the following:

- Keep calm
- Alert those around you
- Follow instructions received via sms/text, desktop computer alerts, emails, emergency broadcasts or other means
- If no instructions have been provided, use your best judgment and common sense
- If you require urgent assistance, call your Campus Security (Unisafe) or Emergency Services
- If internet access is available updates and information will be available on the University home page [waikato.ac.nz](http://waikato.ac.nz) or [emergency.waikato.ac.nz](http://emergency.waikato.ac.nz)
- If internet access is disrupted, information will be relayed by the most suitable available means
- Follow any directions given by a Floor/Building Warden, Campus Security (Unisafe) and Emergency Services staff.

# Evacuation procedure

Evacuation is defined as the rapid removal of people from immediate or threatened danger in a safe and orderly manner. Evacuation from your current location, building or campus may be required to ensure the safety of staff, students and other campus users in an emergency event.

## Quick tips

- Move quickly and calmly – keep noise to a minimum
- Remain calm, and attempt to calm anyone who appears anxious
- Check all areas especially toilets, storage areas and lecture theatres
- Evacuate to a safe area clear of all buildings, roads and potential hazards
- **DO NOT:**
  - use lifts, only use the stairs
  - carry food or drink
  - go back to get, or take your personal items with you
  - re-enter the building until the “ALL CLEAR” has been given
  - panic or run

## Evacuation instructions

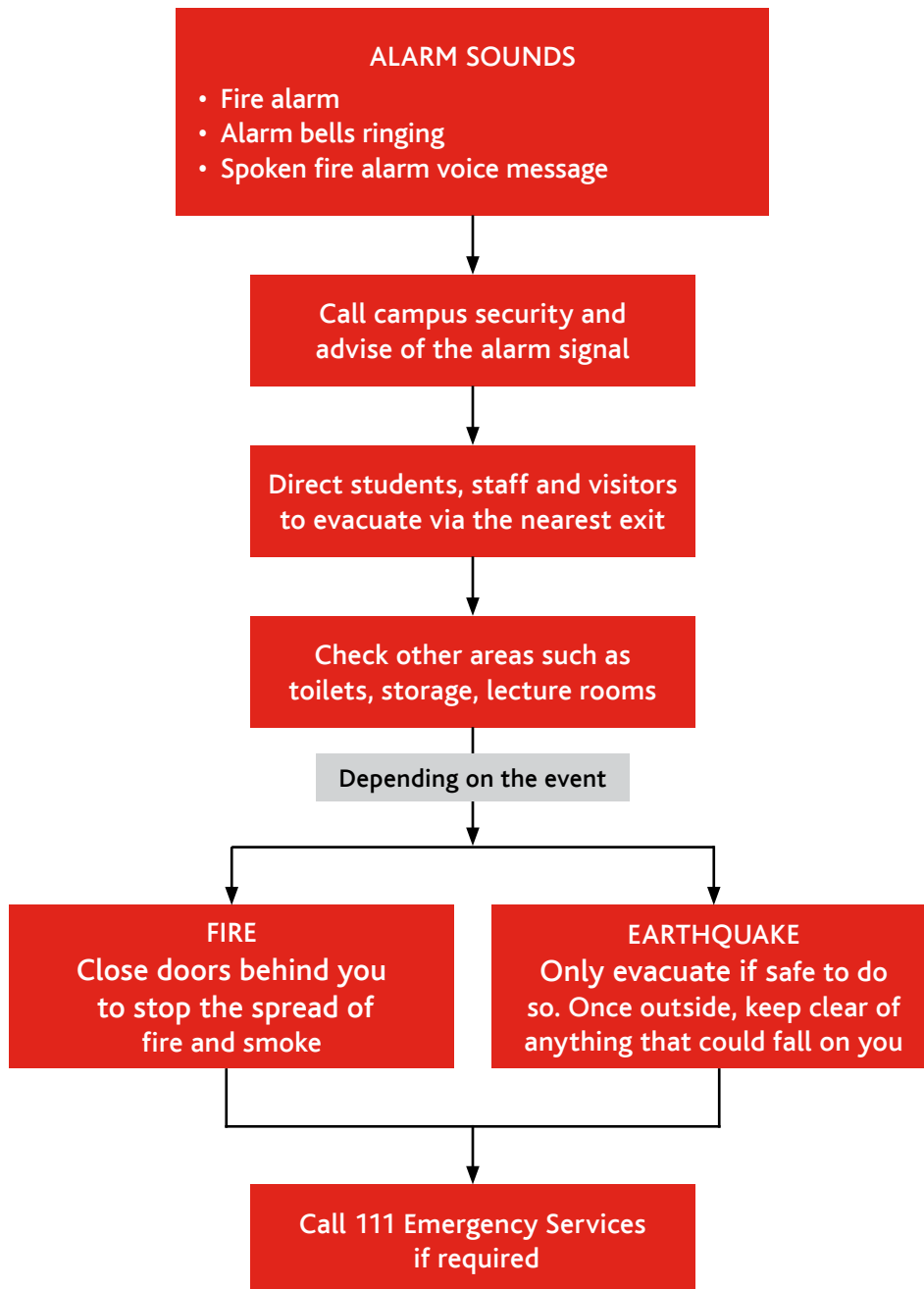
If the fire alarm sirens sound or alarm bells ring continuously, or you hear the automated voice message (indicating the need to evacuate) then follow these instructions:

- Evacuate quickly by the nearest exit (follow the building exit signage) – unless instructed otherwise
- Check all areas especially toilets, storage areas and lecture theatres
- Comply with any requests issued by the Building/Floor Wardens (identified via florescent vests), Campus Security (Unisafe) or Emergency Services staff present
- Assist people with disabilities if asked to do so, move them to the safest possible place
- If you need help to evacuate, wait in the smoke-stop lobby or stair landing until help arrives
- Note any persons not willing or able to evacuate, report this to the Building/Floor Warden, Campus Security (Unisafe) or Emergency Services staff
- Guide your visitors out of the building
- Evacuate to a safe area clear of all buildings, roads and potential hazards
- Advise a Floor/Building Warden if anyone you know is unaccounted for
- **DO NOT** re-enter the building until the Building/Floor Wardens, Campus Security (Unisafe) or Emergency Services staff have given the “ALL CLEAR”
  - If the evacuation sirens, alarm bells or spoken fire alarm message stops, this is NOT the all clear signal.





## General evacuation plan



## After-hours evacuation

When an evacuation is signalled after normal business hours (Monday to Friday, 8am-5pm), all campus and building occupants must:

- Be prepared to act as Floor/Building Warden if required – check your area is clear of people
- Know the location of the nearest emergency exit and evacuation/safe area clear of all buildings, roads and potential hazards
- Call Campus Security (Unisafe) on extn 4444 or 07 838 4444 and/or alert Emergency Services by phoning (1)111.

## All clear

- Remain at the safe area clear of buildings, roads and all potential hazards (if it is safe to do so)
- Do not re-enter the building until the ALL CLEAR is announced by the Floor/Building Warden, Campus Security (Unisafe) or Emergency Services staff.
- If the fire alarm stops, it does NOT mean the emergency is over
- Normal routine may resume once the ALL CLEAR is received, given it is safe to do so.

# Safe evacuation of people with disabilities

For assisting a disabled person with mobility issues:

- Relocate the person with a disability to a safe area (if safe to do so); this is generally a stairwell or behind a stop-smoke door.

## During an evacuation

- Ensure all smoke-stop doors are closed behind the person
- Report location and presence of the person to the Floor/Building Warden and/or Emergency Services and/or Campus Security (Unisafe)
- Dedicated “buddy” must stay with the person and ensure mobile phone communication is maintained
- If required, wait for the Fire Service Officers to come and assist.

## After an evacuation

Review the person’s personal safety plan and ensure that the Floor/Building Warden and other staff members who work with the person are aware of any changes relating to their disability.



# Fire

---

## Quick Tips:

If you see or smell smoke or suspect a fire, follow these instructions:

- Remove people from immediate danger
- Raise the fire alarm and alert people around you
- Call Campus Security (Unisafe) and inform them of the alarm and its location. Campus Security (Unisafe) will notify the Emergency Services (Fire). If your location is not serviced by Campus Security, call 111 immediately
- Floor/Building Wardens are to check common areas, bathrooms, lecture theatres and classrooms on route to the evacuation/safe area
- All students, staff and campus users must remain at the evacuation/safe area until the ALL CLEAR is announced from the Floor/Building Wardens, Campus Security (Unisafe) or Emergency Services.

## Discovery of smoke or a fire

- Operate the nearest fire alarm by breaking the glass and pressing the switch down
- Contain fire and smoke. If safe to do so close all doors and windows
- Evacuate to a safe area clear of buildings, roads and all potential hazards
- Relocate disabled persons to a safe place and report location to Building Warden
- From a safe building, call or use the emergency phones to contact Campus Security (Unisafe)
- Use firefighting equipment only if you are confident, trained in its use, and it is safe to do so.

## Hearing the Fire Alarm

- **DO NOT**
  - linger – leave the building as quickly as possible
  - attempt to return to your room
  - run – walk calmly and quickly
  - use lifts – keep left on stairs
  - return to the building until the all clear is given
  - panic – remain calm
- Evacuate to a safe area clear of all buildings, roads and potential hazards
- Ensure any visitors are included in the evacuation and a responsible person assists visitors/students/staff with disabilities.

## If caught in smoke

- Drop to your hands and knees and crawl to the exit
- Stay low to the floor as smoke will rise to the ceiling. Hold your breath as much as possible
- Breathe shallowly through your nose and use dry clothing (shirt, jacket, etc) as a filter.

## If trapped in a room

- Place cloth material around or under the door to prevent smoke from entering. Close as many doors as possible between you and the fire
- Be prepared to signal from a window but do not break the window unless necessary.

# Earthquake and aftershocks

## Quick tips

- Remain calm
- Remove anyone from immediate danger if safe to do so
- Report any hazards (fire, damage) to Floor/Building Wardens, Campus Security (Unisafe) and Emergency Services
- Look for emergency personnel in high-viz vests if you require assistance
- Make sure you know the evacuation procedures for all buildings/facilities you attend
- Do not use elevators/lifts
- Await and follow directions of wardens, emergency staff and Campus Security (Unisafe)
- Do not re-enter buildings/facilities until the ALL CLEAR has been given by Floor/Building Wardens, Campus Security (Unisafe) or Emergency Services staff
- Expect aftershocks over the next hours or days

## During an earthquake or aftershock

### If indoors

- If inside, stay inside, advise others to do the same
- **Drop, Cover, Hold** –
  - **Drop**, take **Cover** under a desk or table and **Hold** onto the legs until the shaking stops
- If that is not possible, seek cover against an interior wall or doorway and protect your head and neck with your arms
- Keep away from windows, shelves containing heavy objects and other large/tall items of furniture
- Stay indoors until the shaking stops
- Do not try to move while the ground is shaking
- When shaking has stopped, and/or fire alarm has activated, evacuate building immediately
- Check for damage and hazardous conditions and report them to the Floor/Building Wardens
- Phone systems may be severely impacted. Limit phone use to emergency calls only and texts
- Take keys, personal items, emergency supplies only if convenient, and safe to do so
- Make your way to the nearest assembly area or open area if safe to do so.

### If there is no shelter

- Kneel on floor, face away from windows
- Clasp both hands behind the head, covering the neck. Bury face in arms, close arms tightly
- Stay in this position until the earth tremors have subsided and it is safe to get up.

### If outside

- Stay outside, advise others to do the same
- Do not pass back through campus to get to a safe area – use external routes and roads
- Do not isolate yourself – stay with others
- Move to an open clear area if safe to do so and avoid falling hazards
- Stay clear of buildings, trees or other possible falling hazards and liquefaction.

### In an elevator/lift

- If power fails, elevators/lifts will stop and lights will go off
- Be patient and try to remain calm
- Use the lift emergency phone and call Campus Security (Unisafe) or phone 111 and wait for a rescue.

### In a vehicle

- Pull over and stop in clear area
- Avoid overpasses, power lines and structural hazards
- Stay in your vehicle.

## When the shaking stops

- Ensure your personal safety first
- Check others for injuries. If anyone requires medical assistance, call Campus Security (Unisafe) or Emergency Services (111) and/or administer first aid
- Assess your surroundings
- Evacuate if required or instructed to do so
- If your location is near the coast line or a large body of inland water, be aware of the possible risk of Tsunami
- Listen to the radio for instructions from Civil Defence
- Turn off the gas if it may be leaking
- Proceed with caution, look out for live electric wires and other hazards
- Expect aftershocks and more things falling.

## Heading home

- If a full evacuation has been declared, it may not be possible to return to your building immediately
- In the event of a major earthquake, be prepared for many streets and buildings being closed due to damage or allowing Emergency Services only
- Enact your personal/family emergency plan
- If you leave campus, inform someone by advising a colleague, supervisor or fellow student.



# Severe weather

---

Major storms can affect wide areas and can be accompanied by strong winds, heavy rain or snowfall, thunder, lightning, tornadoes and rough seas. They can cause damage to property and infrastructure, affect crops and livestock, disrupt essential services, and cause coastal inundation.

Severe weather watches and warnings are issued by the MetService and available through the broadcast media, by email alerts, and at [metservice.com](https://www.metservice.com)

## Quick tips

- Remove yourself and anyone else from immediate danger if safe to do so
- Ensure all windows and doors are closed
- If you have to move outdoors, be aware of flying debris
- Report any damage or flooding to Campus Security (Unisafe) and Emergency Services (111)

## Flooding

Flooding can happen quickly and have serious impacts. Flooding may be caused by heavy rain, overflowing creeks and rivers and high tides or tsunamis in coastal and low-lying areas.

Floods within a building can also be caused by normal wear and tear failures of pipe joints, vandalism, or be the result of earthquakes.

- Check source of the flood and that no one else is in danger
- Switch off any electrical equipment and gas that could be affected by water
- Move any chemicals, documents, equipment and valuables to a safe area if time allows
- Call Campus Security (Unisafe) and provide information about the flooding event and location of evacuees
- If the building is in danger of being flooded, evacuate all staff, students and visitors to a safe area unaffected by flooding. Otherwise, do not evacuate unless instructed by the Floor/Building Warden, Campus Security (Unisafe) or Emergency Services staff
- If flood is due to burst pipes, etc, turn off the water at the mains if possible.

## Storms and gale-force winds

Storms can affect University services and operations due to high winds, the potential for hazards and damage to property. Follow the guidelines below to ensure you are safe during a storm or gale-force winds:

- Listen to the radio for updates and advice
- Monitor all University of Waikato communications channels for advice
- Be prepared to evacuate quickly if necessary
- Move critical equipment and documents to higher levels
- Switch off electrical equipment
- Do not attempt to walk or drive through storm waters, unless necessary and it is safe to do so
- Move all people away from windows
- Close all curtains, drapes and blinds
- Shelter in strongest part of building (eg central corridors)
- Stay clear of large areas with glass atriums or glass roofs
- Stay inside.

# Volcanic eruption and ash fall

If the campus is in the path of potential ash fall or any other potential volcanic activity, be prepared to evacuate when asked to by controlling authorities (ie, Emergency Services, Civil Defence, etc).

## Quick tips

- Listen to your radio or TV for advice and information about the volcanic activity
- Contact your local Civil Defence authority for advice
- Remove anyone in immediate danger to a place of safety
- Volcanic ash is a health hazard, especially if you have respiratory difficulties such as asthma or bronchitis
- Do not tie up phone lines with non-emergency calls

## When a volcanic eruption threatens

- Listen to the radio for updates and advice
- Be prepared to evacuate quickly if necessary
- Protect machinery and sensitive electronics and do not uncover until the environment is totally ash free.

## During a volcanic eruption

### If inside

- Stay inside; advise others to do the same
- Protect yourself from inhaling volcanic dust and gas fallout
- Close doors and windows to limit the entry of volcanic ash
- Mask your face
- If possible, turn off any air conditioner that is going
- Report all injuries to Campus Security (Unisafe) or Emergency Services (111)
- Close all windows and doors
- Place damp towels at thresholds.

### If outside

- Seek shelter in a car or a building
- If caught in volcanic ash falls, wear a mask, or use a handkerchief or cloth over your nose and mouth
- If you must go outside use protective gear such as masks and goggles and keep as much of your skin covered as possible.

## Ash Fall

During an ash fall event, follow the procedure below

- Ensure that staff and students stay indoors. Have dust masks available
- Give medical attention to people with respiratory problems
- Close windows and doors
- In heavy ash falls, windows and doors may need additional sealing to avoid ash entering the buildings
- Turn off air-conditioning units and any other equipment that draws or blows air
- Protective clothing (especially if working in the ash fall) should be worn and goggles used to protect the eyes of anyone who has to work outside in an emergency
- Monitor the amount of ash on roofs. Roofs may collapse under the weight of ash causing injury to the occupants. Evacuate buildings that show signs of roof sagging
- If possible, have outdoor equipment, cars, etc, parked under-cover or cover them.

# Gas leak

---

## Liquid Petroleum Gas (LPG)

LPG is odourised to give it a distinctive smell that is detectable well below hazardous levels and this is usually how leaks of LPG are detected.

### Quick tips

- Do not operate any electrical switches, including lights or alarms
- Do not use cell phone in area where leak is occurring – even if outside of building
- Do not allow anyone to smoke in the vicinity

### General procedure

- If a gas leak is discovered DO NOT activate building alarms, or use mobile phones, hand-held radios, electronic equipment or light flammable material!
- If a gas leak is discovered, shout a warning to those nearby
- Remind everyone NOT TO activate the building alarms or anything that may cause an ignition. Pass the alarm by word of mouth
- If safe to do so, open windows and doors to the outside to allow the gas to dissipate into the open air
- Do not switch on or off, or activate any electrical circuits in the affected area. Sparks from the switching contacts are a potential source of ignition
- Ensure that naked flames are extinguished and check the nearest gas isolator switch is turned off
- Evacuate the building immediately; avoid the area of contamination as best as possible, close doors
- After you have evacuated the area and you are now in a safe position clear of any danger, call or use the emergency phones to contact Campus Security (Unisafe) state "Gas Leak" giving exact location and type of material involved. They will contact Emergency Services, so please ensure your information is accurate
- Follow internal procedures after activating the above.

### Detect a leak on entry into a room

(Especially if it has been unoccupied for a long period, eg, overnight)

- STOP and LEAVE the area immediately, closing doors behind you
- Alert others, evacuate building (follow Evacuation Procedure, pg 8)
- From a safe place, CALL 111 and inform the Fire Services there is a suspected GAS LEAK.
- Contact campus security and your Building Warden as soon as possible after Emergency Services have been alerted.



# Hazardous materials

---

All chemical spills must be treated as toxic and dangerous. They can be in liquid form, solids, powder or gas.

## Contact details

National Poison Centre: Urgent line 0800 764 766      Non-urgent 03 479 7284

Hamilton Campus Chemical Emergency: Phone extn 8888 or 07 838 8888

For all emergency chemical spills, please ring the chemical emergency number if you are located on the main Hamilton campus. This will connect you to the Chemistry staff member on duty who can give advice on coping with the emergency.

Note: There may be a noticeable delay between dialling and connection to duty staff.

## Gas/Hazardous materials alert

If it is a gas or a hazardous material alert, do not activate building alarms, electronic equipment or light flammable material.

If the release of a hazardous chemical or gas is affecting people in your area, immediately:

- REMOVE anyone in immediate danger only if safe to do so
  - DO NOT allow other people into the area. If anyone is contaminated, set up an isolation area. If available and only if it is safe to do so, put on personal protective equipment, observe and support the person until Emergency Services arrive. DO NOT put yourself at risk
- ISOLATE the hazardous material by clearing the area, close the doors
  - If safe to do so, turn off isolator switches, ventilation and machinery
  - DO NOT touch suspect material
- ACTIVATE
  - If it is a "Gas" or "Hazardous Material Alert", shout a warning, pass the alarm by word of mouth
  - If able to ring from a safe area away from the incident, dial 111 from a landline and give exact location and type of material involved
  - Contact University security extn 4444 or 07 838 4444
- CONTAIN
  - Don't risk contact with material or allow spread
  - Do not smell, touch or taste
  - Close doors between you and the hazardous material.

## Major chemical spill/release

If there is an immediate threat to others in building (eg, risk of explosion/fire, release of flammable, toxic or otherwise hazardous gases or fumes):

- WARN others in the vicinity evacuate area and close the doors
- Activate nearest fire alarm and evacuate the building (see evacuation procedures, pg 6)
- If it is safe to do so, assist injured/disabled personnel to safe place and report location to the Building Warden
- From a safe place, CALL 111 to inform Emergency Services – if possible, provide details of substance(s) involved and exact location of incident within building
- Contact Campus Security and the Building Warden and advise what has happened as soon as possible after Emergency Services have been contacted
- Emergency Services should check any injured or potentially contaminated personnel before leaving – DO NOT transport anyone to the hospital.

## Minor chemical or radioactive material spill/release

No significant threat to others beyond the immediate vicinity of spill.

- Clean-up procedures should be in place where chemicals are in use
- Only attempt to clean-up spills if you have the appropriate training and equipment to do so
- For assistance or advice contact your Laboratory Supervisor or Laboratory Manager.

## Material Safety Data Sheets (MSDS)

Safety Data Sheets (also known as Material Safety Data Sheets) provide detailed safety and technical information about chemicals. They are designed to provide employers, workers and emergency personnel with the proper procedures for handling or working with substances. They usually include physical data (ingredients, melting, boiling and flash points), reactivity, toxicity, health effects, first-aid and information for safe handling and storage.

All of the MSDSs are located in EF link building near the entrance door; contact Campus Security (Unisafe) to access them.

Each laboratory must have available a copy of the MSDS for all hazardous substances used and stored in the labs' red safety folders. MSDS are also available in the chemical data base section of Health and Safety on the FSEN info.sci web page [info.sci.waikato.ac.nz](http://info.sci.waikato.ac.nz)

Safe methods of use for each HSNO class of hazardous substance can be found in the Health and Safety section of info.sci webpage.

MSDSs for the following areas are kept:

- University Pool – On the outside wall of the chemical storage shed on/near the fields' footpath
- UniRec
- Halls of Residence



# Motor vehicle accident

---

In the event of an accident involving a University fleet vehicle, the driver (if able to do so) must follow the below procedures:

## **STOP!**

- When involved in an accident, however slight, do not leave the scene until you have spoken with the other driver, the police, or both.

## **Stay calm**

- Remain as calm as possible, avoid any inclination to react in anger, particularly when encountering another driver behaving irrationally.

## **Keep safe first**

- When involved in a minor accident with no serious injuries, move the vehicles and occupants safely to the side of the road, out of the way of traffic. If a vehicle cannot be moved and no injuries have occurred, drivers and passengers should remain in the vehicle with seat belts fastened until help arrives. Turn on hazard lights.

## **Emergency Services**

- Notify Emergency Services (Police and Ambulance) if anyone is injured and requires assistance
- Remember to:
  - Obtain the name, vehicle registration, insurance details and make of any other vehicle involved
  - Record details of what occurred including a plan of the accident site
  - If possible, photograph damage to the vehicles involved (eg, mobile phone camera)
  - If required, arrange for the vehicle to be removed
  - Report the accident to the University Vehicle Fleet Manager as soon as possible
  - Report the accident using the University's Accident Report form as soon as possible
- In the case of an accident involving a rental vehicle, the driver (if able to do so) must follow the accident procedures set out in this document and notify the rental company as soon as possible.

# Dealing with a suspicious letter/package

---

When dealing with suspicious packages the utmost caution must be exercised and no attempts must be made to touch, move or examine the package.

## Suspicious package

A suspicious package can be described as any of the following:

- Is unexpected or from someone unfamiliar to you
- Exhibits powdery substance on the outside of the package
- Has no return address or one that cannot be verified as legitimate
- Is marked with restrictive endorsements such as "Personal" or "Confidential"
- Has excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words
- Contains protruding wires, strange odours or stains
- Shipped with an unusual amount of tape
- Has an unusual weight, given the size, or is lopsided or oddly shaped.

## General procedure

- Note the location of the package and a description of it (markings, etc)
- Isolate the item. Do not touch, shake or attempt to move the package
- Check with the addressee to see if they are expecting the package
- Call Campus Security (Unisafe) or Emergency Services (111 – Police) to advise them of the circumstances, the description and package location
- Note: If a suspected bomb – do not use a cell phone or other radio device anywhere near the package
- Consider evacuating the area.

## Receive or find a suspicious package

- DO NOT OPEN or cut strings! Stop what you are doing and put the item down
- Do not smell, touch, taste, shake or empty contents of article or substance
- Turn off any equipment that could disturb airflow (eg, fans or air conditioning)
- Handle with care, do not shake or bump
- Isolate the package or parcel immediately – remove other people from the area
- Immediately call Campus Security (Unisafe) giving exact location and details of events
- If anyone is contaminated, isolate the person and call for medical assistance
- Leave doors and windows open.

## Discover suspicious powder

- Put on gloves and place opened letter/package in a plastic bag
- If hands or any part of the body may have come into contact with the envelope or package then wash with soap and water.

## If contents spill or is spilt on clothing

- Do not clean up or wipe spilt contents
- Avoid breathing the powder or spores
- Clear and isolate the area and select a room for changing
- Switch off air conditioning
- Wash hands with soap and hot water
- Remove clothing and place in plastic bag
- Shower with soap and hot water
- Change into other clothes.

# Bomb threats

---

## Quick tips

- Keep calm
- Treat as genuine
- Do not hang up
- Do not use a mobile phone or set off the fire alarms – they may trigger an explosion
- Use the Bomb Threat Checklist (next page) to record all of the information

## Specific threat

- Specific information/location will be given about the device, or a suspicious item and/or location
- Use the Bomb Threat Checklist to assist, this will ensure all aspects are covered – see page 20
- A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police with further inquiries
- Let the caller talk, ask questions as the opportunity arises and avoid being confrontational

## Non-specific threat

- No information given other than "There is a bomb in the building"
- Use the Bomb Threat Checklist to assist, this will ensure all aspects are covered – see page 20
- Call Campus Security (Unisafe), state you have received a "non-specific bomb threat" and provide as many details as you can
- Evacuate the area, leave doors and windows open
- If a suspicious object is found in your area – LEAVE IT AS IT IS.

# Bomb threat checklist



Place this card under your telephone

## BOMB THREAT CHECK LIST QUESTIONS TO ASK:

1. When is the Bomb going to explode?  
\_\_\_\_\_
2. Where is the Bomb?  
\_\_\_\_\_
3. What does the Bomb look like?  
\_\_\_\_\_
4. What kind of Bomb is it?  
\_\_\_\_\_
5. What will make the Bomb explode?  
\_\_\_\_\_
6. What is the Explosive Type and Quantity?  
\_\_\_\_\_
7. Why did you place the Bomb?  
\_\_\_\_\_
8. What is your name?  
\_\_\_\_\_
9. Where are you?  
\_\_\_\_\_
10. What is your address:  
\_\_\_\_\_

## EXACT WORDING OF THREAT:

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

## ACTION

Report call immediately to: .....

Phone Number: .....

Trace 111 .....

Police Advised: .....

Date/Time: .....

Members name: .....

## CALLER'S VOICE

Accent (specify): .....

Any impediment (specify): .....

Voice (loud, soft, etc): .....

Speech (fast, slow, etc): .....

Diction (clear, muffled): .....

Manner (calm, emotional, etc): .....

Did you recognize the voice? .....

If so, who do you think it was? .....

Was the caller familiar with the area? .....

## THREAT LANGUAGE

Well spoken: .....

Incoherent: .....

Irrational: .....

Taped: .....

Message read by caller: .....

Abusive: .....

Other: .....

## BACKGROUND NOISES

Street noises: .....

House noises: .....

Aircraft: .....

Voices: ..... Standard Call: .....

Music: ..... 111/Cellular: .....

Machinery: ..... STD: .....

Vehicle (Cellular): .....

Other: .....

## OTHER

Sex of caller: .....

Estimated age: .....

## CALL TAKEN

Date: ..... / ..... / ..... Time: .....

Duration of call: .....

Number called: .....

## RECIPIENT

Name (print): .....

Telephone number: .....

Signature: .....

POL 940  
11/02

# Suspicious behaviour and security incidents

---

## Suspicious person(s)/unauthorised visitor

- Call and or use the emergency phones to advise Campus Security (Unisafe)
- Ensure your personal safety
- Provide description, location and direction of travel of suspicious person(s) to Campus Security (Unisafe) and/or Emergency Services (Police).

## Unwanted media attention

- If people from the media approach you, ask them to identify themselves and the organisation they work for
- You do not have to answer any questions or be interviewed or filmed if you do not wish to
- If you feel intimidated or threatened by a reporter and require assistance, please call Campus Security (Unisafe) to report the incident and receive support
- In general, all media enquiries should be direct to the Media and PR Manager in the Communications, Marketing and Engagement Division.

## Suspicious activity

- Call Campus Security (Unisafe) and state "suspicious activity", giving exact location and nature of problem
- Alert other staff
- Observe situation and report to Campus Security (Unisafe) when they arrive
- Campus Security (Unisafe) will alert Police if necessary.

## Security incidents

- Report all security incidents and suspicious activities to Campus Security (Unisafe) as quickly as possible (call or use emergency phones)
- Do not take risks and remain calm
- Observe offenders from a safe distance/location
- Continue (if possible) to observe these offenders until the Campus Security (Unisafe) staff arrive
- Do not enter the area where a burglary has occurred
  - Record details of what you observed happening
  - Time and location of incident
  - How many people were involved with this incident
  - Offender's description (sex, ethnicity, height, hair colour, clothing, physique, tattoos, scars or any other markings, jewellery)
  - Mode of transport, include vehicle make, model, colour and registration of vehicle(s)
  - Direction of travel
  - Any other information that may be useful to Police.

# Violent or aggressive incidents

---

## Threatening behaviour and aggression (physical/verbal)

- Obey instructions – keep calm
- Remove yourself and others from immediate danger if possible and it is safe to do so
- Do not argue or try to negotiate – do what is asked
- Ensure the safety of other staff, students and campus users
- DO NOT take risks – do not try to disarm or struggle with the person
- Observe the aggressor for:
  - Physical features or clothing worn
  - Distinguishing features, voice or tattoos
  - Any weapons
  - Anything touched or taken
  - Escape route, vehicle
- If you feel unsafe at any time, immediately contact Campus Security (Unisafe) and ask for the Police, giving exact location and details of events
- Take note of all you observed.

## Violent intruder or incident

If you are a victim of, or witness to violence or a crime in progress:

- Remove yourself to a place of safety where possible
- Call or use the emergency phones to advise Campus Security (Unisafe)
- NO HEROICS - your safety comes first
- If you are not directly involved stay well away from the scene
- If you are involved, keep calm, alert others, and get help if possible
- Prevent other people from entering the area if possible
- Without endangering yourself, attempt to get a description of the offenders, and/or vehicles.

## Armed hold-up/robbery

- Remain calm; avoid eye contact
- Do not risk your safety or that of others nearby
- Obey instructions; do exactly what is asked - NO HEROICS
- Observe the following and write all information down when safe to do so:
  - Clothing and jewellery worn
  - Ethnicity and gender
  - Physical features, eg height, hair colour and length, build (thin, athletic, solid, large, etc)
  - Other features: Scars, tattoos, voice if it was distinctive, did they walk with a limp, etc
  - Any weapons used or seen
  - Anything touched or taken
  - Escape method and direction
  - Escape vehicle details (make, model, colour, registration number if known)
- When it is safe to do so, call Police 111 and Campus Security (Unisafe), state "armed hold-up"
- Ask all witnesses to remain until Police arrive and interview them
- Restrict access to the area until the arrival of Police or Campus Security (Unisafe)
- Do not touch anything at all within the scene.



## Hostage situation

- Ensure personal safety; do not become a hostage yourself
- If possible, immediately call Police 111 and state "Hostage", giving exact location and details of events
- Secure immediate area, close doors
- Observe:
  - Number of persons taken
  - Number and description of captors
  - Any weapons
- Document any threats or demands if possible
- Ask all witnesses to remain until police arrive and speak to them
- Restrict entry to area until Campus Security (Unisafe) arrive
- Do not speak to media.

## Becoming a hostage

- Follow the captor's instructions
- Speak only when spoken to
- Be as calm as possible, as the captor may use your emotions to his/her advantage
- Sit down if possible, to avoid appearing aggressive
- Do not make any suggestions to the hostage-taker.

## Sexual assault

### As a victim

- Get to a safe place and call out for help
- Contact Campus Security (Unisafe) or ask someone to ring for you and state "Sexual Assault" giving exact location and details; do not delay reporting an incident
- Campus Security (Unisafe) staff will respond immediately 24 hours a day and will arrange any emergency and medical help needed.

### As a witness

- Everyone is asked to assist to make the campus a safe place by being alert to suspicious situations and promptly reporting them
- Immediately contact Campus Security (Unisafe) to report the incident. State the following:
  - Nature of the incident
  - Location of the incident
  - Description of person(s) involved
  - Description of property involved
- Follow the instructions of Campus Security (Unisafe)
- Stay with victim, providing comfort and support until Campus Security (Unisafe) arrive.

# Active shooter on campus

---

In response to the sound of gunfire, the report of a shooting or witnessing a shooting event, the following procedures should be followed.

## Quick tips

- You may hear the emergency siren alarm sound when an active shooter is on campus
- Do not emerge until the "all clear" signal is received
- Keep yourself and others around you safe

## Shooter is inside your building and you can escape

- Do so by the nearest exit or window. Notify anyone you encounter to exit the building immediately
- Evacuate to a safe area away from the danger, and take protective cover. If you get out of the building and do not see a Police Officer, phone 111 immediately.

## Unable to escape the building

- Move out of hallways and into an office or classroom and lock the door if possible
- If the door will not lock, barricade it with whatever is available.
- Turn off the lights
- Stay away from doors and windows
- If possible phone Police 111 and Campus Security (Unisafe)
- Silence cell phones
- Wait for the police to come and find you
- Do not answer the door or respond to commands until you are certain they are being issued by a Police Officer or Campus Security (Unisafe).

## Shooter enters your office or building

- If possible, phone Police 111
- If you cannot speak, leave the line open so the police can hear what is going on
- If you are hiding and escape is impossible, attempts to negotiate with the offender may be successful
- Playing dead is also a consideration
- Attempting to overcome the offender with force is a last resort, but could be used in extreme circumstances.

## If outside

- If within a few metres of a safe place or cover, duck and run to it
- Move or crawl away from gunfire, trying to utilise any obstructions between you and the gunfire
- When you reach a place of relative safety, stay down and do not move
- If possible, phone Police 111, wait and listen for directions from police.

# Campus lockdown

---

A lockdown is initiated when there is a violent or dangerous situation that poses an immediate deadly threat to individuals on campus. There are two types of lockdowns, external threat lockdown and an internal threat lockdown. An internal threat lockdown is one where there is a dangerous intruder or situation that is already happening on campus. An external threat lockdown is where there is a situation in the surrounding community that could be a threat to the campus.

## Campus lockdown alerts and notifications

What are the different ways to receive emergency notifications during a campus lockdown? In the event of a campus lockdown, some of the following communication tools are used to deliver notifications during the incident.

- **SMS/text:** During a lockdown, students and staff will receive alerts via text message to their mobile phones, provided they have supplied their numbers
- **Website:** During a lockdown, updates will be posted on the University website
- **Emergency sirens:** Emergency siren alarms and alerts will sound when there is a campus lockdown
- **Voice message:** a Talk-a-Phone voice message will be broadcast outdoors to alert staff, students and visitors on campus of a lockdown situation
- **Campus computer messages:** Campus-wide computer ticker-tape messages will appear for staff and students who are using a University campus PC.

## Internal threat lockdown

- Outside electronically controlled doors will automatically lock
- Lock, if able, and barricade doors in your immediate area
- Evacuate to a safe area outside if possible
- Turn off lights
- Place signs in exterior windows to identify the location of injured persons
- Block interior windows; close interior blinds if any
- Turn off radios and computer monitors
- Keep occupants calm, quiet and out of sight
- Keep yourself out of sight and take adequate cover/protection (ie, concrete walls, desks, filing cabinets)
- Silence cell phones (do not turn off)
- If able, take out the intruder, which could mean just disrupting or distracting the intruder's actions to give first responders time to arrive
- Do not endanger or jeopardise your life or the lives of others at anytime.

### What to report:

- Your specific location: building name and office/room number
- Number of people at your specific location
- Injuries: number injured, types of injuries
- Assailant(s): location, number of suspects, race/gender, clothing description, physical features, types of weapons, backpack, separate explosions from gunfire, etc
- Individual(s) identity if known.

### Un-securing an area:

- Consider risks before un-securing rooms; the individual may be trying to enter the room
- The individual may or will not stop until he/she is engaged by an outside force
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area
- Consider the safety of those secured in the room vs those outside the room
- If doubt exists for the safety of the individuals inside the room, the area should remain secured.

## External threat lockdown

An external threat lockdown is where there is a situation in the area surrounding the University campus or local community that could be a threat to staff, students or other campus users.

Once an external lockdown is initiated, follow the procedures below:

- A timely warning will be immediately distributed campus wide
- All outside/entrance doors will be locked
- Monitors will be placed at some doors to allow authorised access
- Classes and all other campus functions may continue as normal
- No one will be allowed to leave until an all clear is given

It will be the responsibility of Campus Security (Unisafe) or Emergency Services to secure all doors and assign available personnel to assist in securing the facility from an external threat and/or to call in help to assist if needed.

# Suicide attempts, threats or behaviour

---

If a staff member, student or other campus user has made a suicide attempt/threat, the first thing to do is to ensure their physical safety.

### Quick tips

- Get help quickly. In many circumstances, this will mean calling Campus Security (Unisafe) or Emergency Services (111 - Ambulance)
- All suicide threats and behaviours must be taken seriously until medical and/or psychological help is obtained to make an assessment as to the person's safety

## General procedure

The guidelines below should be followed in the event of suicide attempts, threats or behaviour:

- Immediately contact Campus Security (Unisafe) or Emergency Services (111)
- Have someone stay with the person at all times until professional help is available/on site
- Make the environment as safe and provocation-free as possible
- Once mental health professionals and/or ambulance arrive, they will make an assessment as to the person's level of risk and required level of intervention.

# Medical emergency, serious injury or death

All staff, students and other campus users need to be prepared and know how to manage a traumatic incident involving a medical emergency, death or serious injury.

## Quick tips

- Stay calm, stop and think before your act
- Assess the scene and ensure your own safety
- Remember the ABCs of first aid. Airways - Breathing - Circulation
- If the medical emergency involves any kind of poison/hazardous substance contact the National Poisons Centre on 0800 764 766 and see the Chemical Spill section of this guide
- Medical Centre staff number is 07 839 4999 for the main Hamilton campus – put this in your mobile phone for quick access
- Keep the Healthline phone number (0800 611 116) in a handy place in case you need it

## Medical emergency

- Assess the scene to ensure it is safe for you to help
- Check area for your own safety before entering area
- Move the patient only if they are in immediate danger
- Check for patient response to speech and touch
- If you are trained or confident in first aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert
- Shout or send for help
  - Call or ask someone to call Campus Security (Unisafe)
  - Use the emergency phones to call Campus Security (Unisafe)
  - Campus Security (Unisafe) will assist if an ambulance is needed
- If an ambulance is needed urgently, call 111, and then inform Campus Security (Unisafe)
- Send someone to show the ambulance staff into building/area if they have been called
- Provide as much detail of the event as you can to Campus Security (Unisafe) and Emergency Services staff, ie, exact location of the victim, possible cardiac or respiratory arrest, accident, mental health episode, seizure, etc.

## First aid

- Apply first aid if you are confident and it is safe to do so. Call out for the assistance of a first aider if you are not confident or trained
- Remember the ABCDs of first aid:
  - A** Clear and open the AIRWAY of any foreign matter obstructions  
Tilt head back supporting the lower jaw
  - B** Is the patient BREATHING? If not, perform Cardio Pulmonary Resuscitation (CPR), if trained to do so or call for a first aider's assistance  
Call for Campus Security (Unisafe) and an ambulance as soon as possible  
DO NOT leave the patient unattended to do so
  - C** Check CIRCULATION and check for bleeding – apply pressure if necessary  
When the patient is stable, place them in the recovery position
  - D** Does the patient have a pulse? If not, begin compressions  
If one is available, use a DEFIBRILLATOR or AED to re-start the patient's heart  
See page 29 for AED locations on campus

## Serious injury or death on campus

- Ensure your own safety
- Assess immediate area for danger (eg, live wires, poisonous substances, etc)
- Do not assume death has occurred; give immediate first aid if confident, call Campus Security (Unisafe) or Emergency Services (Ambulance)
- Isolate and contain the area of incident
- After medical/emergency personnel have taken over, provide as much information as possible to Campus Security (Unisafe) and Emergency Services staff
- Complete any incident reporting with all known details at a suitable time
- If the death or serious injury occurs outside of campus, follow the appropriate steps noted above

## Pandemic and infectious disease outbreak

The threat of a pandemic or infectious disease outbreak is a significant threat to staff, student and other campus users' welfare, as well as the potential impact on University services.

General procedure

Here are some basic principles and guidelines in the event of a pandemic or infectious disease outbreak:

- Hand hygiene – wash hands well with soap and warm water for 15 to 20 seconds then dry them thoroughly
- Soap – always use soap when washing your hands
- Drying facilities – proper drying of hands is important, as transmission of micro-organisms is less effective in dry environments than wet environments
- Cough and sneeze etiquette – when coughing and sneezing minimise close contact with other people, dispose of tissues and avoid spitting in public spaces
- Adequate ventilation - influenza can spread in inadequately ventilated internal spaces
- Do not share items with other people, such as food, drinks or cigarettes
- Wipe down surfaces likely to be used by other people (such as computer keyboards, telephones and door handles) with a disinfecting solution
- Symptomatic staff, students or other campus users should be sent home or told to stay at home until they are well enough to return to work

## Automated External Defibrillators (AEDs)

An AED (Automated External Defibrillator) is a portable electronic device that automatically diagnoses the life-threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient and is able to treat them through defibrillation, the application of electrical therapy, which stops the arrhythmia, allowing the heart to re-establish an effective rhythm.

Information about AED locations on or nearby all the University campuses and offices is included on the next page.



# Defibrillator locations and information

Source: AED locations. Available at [aedlocations.co.nz](http://aedlocations.co.nz) (Accessed: February 2018).

## Hamilton campus

### AED Map



### AED location listing

AEDs located on the main Hamilton campus are listed below

Area, building and room number	Address/location
UniSafe office – BLDG BX – available 24/7	Gate 5, Hillcrest Road
Student Centre/Library reception, level 2 – BLDG M.2.30	Gate 5, Hillcrest Road
Faculty of Education reception – BLDG TC.2.47	Gate 5, Hillcrest Road
Waikato Management School reception – BLDG MSB.2.27	Gate 7, Hillcrest Road
Faculty of Science reception – BLDG FG.G.07	Gate 8, Hillcrest Road
Student Health Service reception	Inside Gate 1, Knighton Road
UniRec (Recreation Centre) reception desk	Inside Gate 1, Knighton Road
Gallagher Academy of Performing Arts, Calder & Lawson Gallery	Inside Gate 1, Knighton Road
ASB Bank, University Shops, Village Green	Inside Gate 1, Knighton Road
Waikato Pathways College reception desk – BLDG LAIN.G.17	Inside Gate 1 (IJK Hill), Knighton Road
*Don Llewellyn Sports Pavilion	Gate 3b, Silverdale Road
*Facilities Management, front reception – BLDG FM.G.02	Gate 3a, Silverdale Road
NIWA building, reception, access via Gate 10 car park	Gate 10, Silverdale Road

\*Not shown on map

# Utilities failure

---

The failure of infrastructure on campus or other University locations could be the loss of power, lighting, water, lifts, communication and the computer network.

## Quick tips

- Assess the extent and impact of the failure
- Contact the relevant Campus Security (Unisafe) or Facilities Management Division for support and advice
- For computer-related issues, contact the ITS Service Desk
- Telephone communications may not operate during a power outage, use a mobile phone if necessary

## General process

- Remain calm; provide assistance to others if necessary
- Report the outage, call Facilities Management Division or, if after hours, contact your Campus Security (Unisafe)
- If evacuation is necessary, follow the instructions included in this guide
- Ensure someone remains with any disabled persons who become stranded because of the outage. If emergency assistance is required, call Campus Security (Unisafe)
- Passengers stranded in lifts will be able to communicate with Campus Security (Unisafe) or the lift company direct from the lift car during an outage
- In labs, specific protocol and procedures will operate during a utilities outage. Ensure you are aware of these requirements
- Keep all refrigerators and freezers closed during an outage
- Treat all electrical equipment as live, as power may be restored at any time without notice
- Outage times are difficult to predict depending on the cause – this may take some time to identify
- Facilities Management Helpdesk or Campus Security (Unisafe) after hours will be given as much information as possible, as soon as possible following an outage.

## Lift/elevator failure

If you are in a lift during a power cut or experience a lift failure:

- Stay calm
- Push the emergency phone button in the lift/elevator – this will signal the failure directly to the lift alarm monitoring company. Follow the instructions on the control panel of the phone
- Call your location's Campus Security (Unisafe) or Facilities Management Division if possible to do so
- Do not try to open the lift doors or climb out
- Wait for the arrival of the lift company staff or Facilities Management Division.







THE UNIVERSITY OF  
**WAIKATO**  
*Te Whare Wānanga o Waikato*

**WHERE THE WORLD IS GOING**  
**TE AHUNGA O TE AO**

The University of Waikato  
Private Bag 3105  
Hamilton 3240  
New Zealand

Toll Free: 0800 WAIKATO  
0800 924 528  
Email: [info@waikato.ac.nz](mailto:info@waikato.ac.nz)  
Website: [waikato.ac.nz](http://waikato.ac.nz)