In an Emergency ring 46333 — Ambulance/Fire/Police/Security

Emergency Procedures

State Clearly

• nature of emergency
• location of emergency
• your name and contact information

In an Emergency ring

46333

Malaysia
Emergency Contacts

Sunway Campus

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency (Internal Phone)</td>
<td>46333</td>
</tr>
<tr>
<td>Emergency (Hotline)</td>
<td>+603 5514 6333</td>
</tr>
<tr>
<td>Campus General Line</td>
<td>+603 5514 6000</td>
</tr>
<tr>
<td>Security</td>
<td>46333</td>
</tr>
<tr>
<td>Occupational Health and Safety</td>
<td>45837 / 46040</td>
</tr>
</tbody>
</table>

Emergency Procedures

Objectives

To inform staff, students, visitors and contractors who are present at Monash University how to respond to emergency situations.

To assist Monash University staff and students to recognise and respond to emergencies in a systematic way.

Emergency Control Organisation (ECO)

The ECO consists of:

- OHSE Unit
- Security
- Additional people who have been assigned roles by the Building Warden (white cap) / Floor Wardens (yellow cap) in an emergency
- First Aiders

The ECO also includes agencies such as the Police and Fire Brigade (Emergency services).

The role of the ECO is to ensure the safety of the building’s occupants (including themselves) in any emergency.

During emergencies, instructions from ECO personnel overrule the normal management structure.

In an Emergency ring 46333 — Ambulance/Fire/Police/Security

Occupational Health and Safety (OH&S): monash.edu.my/oshe
Security and Parking: monash.edu.my/security
Emergency Evacuations

1 Stay calm.

2 Follow instructions of the Emergency Wardens.

3 Do not use lifts.

**Important:** The Building Warden and Floor Wardens have the authority to delegate duties and control the evacuation process.

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**Alert Tone / Evacuation Tone**

**Prepare to evacuate**

<table>
<thead>
<tr>
<th>General</th>
<th>Course Coordinator, Supervisor, Lecturer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Upon hearing the alarm, prepare to evacuate.</td>
<td>1 Secure equipment in use.</td>
</tr>
<tr>
<td>2 Stop all activities and listen to instructions.</td>
<td>2 Stand by evacuation, reassure students.</td>
</tr>
<tr>
<td>3 Gather personal belongings; eg. wallet, keys</td>
<td>3 Evacuate on alarm.</td>
</tr>
<tr>
<td>4 Proceed to the emergency exit and assembly point.</td>
<td>4 Request staff/students exit in orderly fashion.</td>
</tr>
<tr>
<td></td>
<td>5 Request all staff/students proceed to emergency exit and assembly point.</td>
</tr>
<tr>
<td></td>
<td>6 Ensure all students leave the room.</td>
</tr>
</tbody>
</table>

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**Evacuation Roles**

**Assisting people with disabilities**

e.g. wheelchair bound

Ask if help is required. Assist person to nearest fire safe area. Refer to assisting people with disabilities section in this booklet.

**Visitors, Delegates and Academics**

Must be evacuated by Monash University staff. Academics are responsible for evacuating lecture theatres.

**Building Warden**

Co-ordinate evacuation and delegate duties. (The Building Warden has authority over evacuation until the Fire Brigade arrives)

**Floor Warden**

Evacuate site and co-ordinate staff/students and visitors to secure areas.

**First Aider**

Obtain portable First Aid kit if available and provide first aid where appropriate.

---

**Do not re-enter until safe and authorised by Fire Brigade or Security/OHSE Unit.**

The de-activation of a warning tone is not an indication to re-enter a building.
Fire/Smoke

Stay calm, secure the area, inform people.

If safe to do so:

1. Close doors and isolate fire/smoke where possible.
2. Clear immediate area of personnel.

Trained staff are able to use fire extinguishers if the fire is small and contained.

If the fire can not be extinguished or is out of control.

3. EVACUATE!

Evacuate as instructed by the Building Warden

1. Walk quickly and calmly to the assembly area via the nearest exit.
2. Close doors as you exit – but do not lock doors.

Do not re-enter buildings.

Follow Emergency Evacuation Procedures as found in this booklet.

Remain at the assembly area until instructed to leave by the Security/OHSE Unit or Fire Brigade.
**Intruder**

If safe, note description and report to Security on 46333.

**If confronted:**

- Obey intruder(s) instructions.
- Never try to overpower an armed intruder.
- Look, listen and observe:
  - Articles touched by intruder
  - Physical details/attire
  - Mannerisms and weapons

**General**

1. SECURITY (46333) must be contacted. They will determine if Police are contacted.
2. Seek advice on how to proceed and next action to be taken, and record all incident information for Police.
3. Be prepared to evacuate and secure the building – await further instructions.

**Lecture Theatres / Laboratories**

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until released by Security or the Building Warden.

**Illegal Occupancy / Civil Disorder**

Report to Security on 46333.

**If safe to do so:**

1. Restrict entry to buildings.
2. Confine presence to the ground floor.
3. Restrict contact between demonstrators and occupants.
4. Notify managers, supervisors and emergency personnel.
5. Be prepared to evacuate – await instructions from Security or OHSE Unit.

**Lecture Theatres / Laboratories**

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until released by the Building Warden.
Major Radiation Spill

1  Activate break-glass alarm and evacuate the immediate area.

2  Notify Security on 46333.

⚠️ **Isolate the hazard** — Restrict access to contaminated area with a barricade and signage.

If safe to do so:

<table>
<thead>
<tr>
<th>Treat serious injury</th>
<th>This over-rides the need to decontaminate (This is determined by the First Aider).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove Contaminated Clothing</td>
<td>Use shower if necessary to decontaminate yourself.</td>
</tr>
<tr>
<td></td>
<td>Place contaminated clothing in radiation bag and ensure area is isolated.</td>
</tr>
<tr>
<td>Clean Up</td>
<td>Cleanup MUST be done AFTER a meeting with the RPO or OHSE to determine best clean up strategy.</td>
</tr>
<tr>
<td>Notify</td>
<td>Your local Radiation Officer and Safety Officer must be notified immediately.</td>
</tr>
<tr>
<td></td>
<td>Notify Monash University Radiation Protection Officer.</td>
</tr>
<tr>
<td>Evacuate</td>
<td>Follow evacuation procedures if required.</td>
</tr>
</tbody>
</table>
Chemical Hazard/Spill/Gas Leak

If safe, ensure the immediate safety of everyone in the vicinity.

If safe to do so:

1. Evacuate the immediate area – Ventilate if safe.
2. Report the spill to an area supervisor or your OHSE representative – Notify Security on 46333.
3. Isolate the area.
4. Be prepared to evacuate – await instructions from Building Warden. Evacuation of the floor or building may be required.

Clean up after emergency response concluded

Avoid the creation of aerosols for liquid spills.

Decontaminating affected personnel
Move personnel affected to a safe decontamination area. The treatment of serious injury must take precedence over decontamination if safe to do so. Caution: Consult Safety Data Sheet

Restrict unnecessary movement
Avoid spreading contamination. Isolate spill by erecting a temporary barricade and placing suitable warning signs.

Important
If there is a gas leak, call the OHSE Unit on 45837/46040.

For a gas leak – Isolate valves on cylinders and ventilate the room.
For ruptured pipes and valves – ventilate and isolate the area. Immediately call the OHSE Unit or the Emergency Services on 46333.

Follow evacuation procedures if required
Monash University Malaysia (location map)

The campus is located in Bandar Sunway, approximately 20 km south-west of Kuala Lumpur city. It takes about an hour to reach the campus from the Kuala Lumpur International Airport (KLIA) by car. Depending on traffic, the trip by car to the Kuala Lumpur city centre via the New Pantai Expressway (NPE) is about 30 minutes; to Subang Jaya, USJ and other suburbs and townships of Petaling Jaya, Selangor, is between 10 to 20 minutes.

Building Index

Building 2 (B2)
School of Arts and Social Sciences
School of Information Technology
Admissions
Counselling Services
External Relations, Development and Alumni
Facilities Management
Finance
Future Students
General Studies
International Student Pass
International Student Support
Marketing
Monash Abroad
Mother’s Room
Security
Student Services

Building 3 (B3)
Jeffrey Cheah School of Medicine and Health Sciences
Brain Research Institute Monash Sunway (BRIMS)
Science Laboratories

Building 4 (B4)
School of Engineering
School of Science
Jeffrey Cheah School of Medicine and Health Sciences
Teaching and Research Labs
Plant House

Building 5 (B5)
School of Engineering
Engineering Laboratories

Building 6 (B6)
School of Business
School of Graduate and Professional Studies
Facilities Management (Mail Room)
ATM
Cafeteria
MUPA Lounge

Building 7 (B7)
Bookshop
Learning Skills
Library and Learning Commons
Monash University English Language Centre

Building 9 (B9)
Computer Laboratories
IT Services - Service Desk
MPC 1 & MPC 2
Multi-purpose Court
MSC
Monash Sports Centre
Monash University Student Association
AP
Emergency Assembly Point
SMR
Sunway Monash Residence

In an Emergency ring 46333 — Ambulance/Fire/Police/Security
Bomb Threat

1. Keep calm.
2. Treat all threats as genuine.
3. Record exact information for Police.

If threat is by telephone

Keep person talking and ask:
1. Location.
2. Indicated time bomb will explode.
3. Do not replace handset: This enables the call to be traced.

If threat is by letter or package

Do not use electronic devices: This may detonate a bomb.

Suspected explosive or unopened suspicious package

1. Do not touch package.
2. Notify Security on 46333 – use alternate phone if necessary.
3. Provide the following:
   • Name
   • Location
   • Number of people involved
   • Description of package
   • Action Required
   • Smell
4. Leave package and move out of surrounding area unless otherwise advised.
5. Wash and decontaminate your hands.
6. Seek medical advice as appropriate. If in doubt, contact the OHSE unit.
Suspicious Mail or Packages

If suspicious mail has been opened:
1  Do not unnecessarily handle.
2
3  Provide the following:
   • Name
   • Location
   • Number of people involved
   • Description of package
   • Action Required
4  Leave package and move out of surrounding area unless advised.
5  Wash and decontaminate your hands.
6  Follow OHSE or Security instructions and evacuate only when advised or directed to do so.
7  Seek medical advice as appropriate. If in doubt, contact the OHSE Unit.

Suspected explosive or unopened suspicious package
1  Do not touch package.
2  Notify Security on 46333.
3  Provide the following:
   • Name
   • Location
   • Number of people involved
   • Description of package
   • Action Required
4  Leave package and move out of surrounding area unless advised.
5  Wash and decontaminate your hands.
6  Wait for help to arrive.

Do not use electronic devices as these may detonate a bomb.
Helping People with a Disability

**Emergency Response**

**Person with disability**

1. Remain calm, people will assist you.
2. If you don’t understand, ask people to explain the situation.
3. Ask for assistance with your mobility device if required.
4. If required, seek help to exit via a fire stairwell or out of the building. Do not use lifts.
5. If you cannot exit, remain in a stairwell until the Fire Brigade arrives. Ask someone to stay with you during the emergency.

**Emergency Response**

**Person providing assistance**

1. Do not put your own life at risk.
2. Ask if people with a disability require assistance.
3. Ask what type of help is required.
4. Ensure you notify someone where you are, and the Floor Warden is informed.
5. If you are unable to provide assistance, ask a Floor Warden to help.
6. Do not attempt to carry anyone down stairs. If the person is able to move assist them down the stairwell.
7. Remain with disabled person in stairwell if they are unable to use the stairs. If it is unsafe to do so, seek immediate help.

**Disabilities may include people who:**

- have a visual or hearing impairment
- have difficulty with mobility or standing
- use walking aids or a wheelchair
- are pregnant
- have heart conditions
- suffer from asthma
- experience panic attacks
- are claustrophobic

Please notify the OHSE Unit if you should require any specific assistance, either on a long-term basis, or for a specific period.
Mental Health Incidents

Your safety is the first priority.

If you are disturbed by an event seek assistance from the counselling service, or the OHSE Unit.

Mental health incidents can include:
- Panic attacks
- Psychosis
- Drug or alcohol overuse
- A person who has experienced a traumatic event
- Self harm or threat of self harm

Threatening Behaviours

If you don't feel safe

1. Ask the person to leave, do not invade their personal space.
2. Avoid eye contact, remain calm, keep your hands in view.
4. Record incident details including person description.
5. Inform your supervisor.

If you feel safe

1. Engage in conversation.
2. Be aware the situation may escalate very quickly.
3. Calm the person if possible.
4. Understand their concerns and direct them to the counselling service.
5. Maintain clear personal boundaries.
6. Summon help if required.

Written, phone or observed threatening, or other concerning behaviours

1. Notify Security on 46333.

General Assistance

1. Do not leave the person alone.
2. Assess danger to themselves or others – keep them away from potential danger.
3. Reassure the person by talking calmly to them. Tell them that you will stay with them until assistance arrives.
4. Get the person to control their breathing. Breathe in and out in unison to the count of three. Use your hands in an up and down motion to signal the tempo. Maintain eye contact.
5. Engage the person by talking – ask straightforward questions. Listen non-judgmentally.
6. Ask if there is someone you could call to come and be with them.
Personal Injury

Major Injury

1 Care for patient and call for help.

2 Send someone to ring Ambulance Service: 46333

3 Provide the following:
   • Their Name
   • Nature of Emergency
   • Their age/gender
   • Location (Campus, Building, Level, Room)

   • State of consciousness
   • Number and names of persons involved
   • Any other relevant information e.g. breathing, bleeding, chest pains, etc.

4 Notify Security on 46333 to escort ambulance.

5 Ensure area is clear for medical personnel.

6 Inform Manager/Supervisor if the injured person is a student or visitor.

7 Inform your OHSE Representative or the OHSE Unit.

Important
Complete Online Hazard and Incident Report via monash.edu.my/ohse

Minor Injury

1 Contact First Aid Officer within building for treatment.

First Aider lists are generally posted on OHSE notice boards, at the end of corridors or on First Aid kits.

2 Seek assistance from a local First Aider.

3 Inform Manager/Supervisor.

4 Send injured person to a local medical center or hospital emergency ward if required.

5 Inform your OHSE representative or the OHSE Unit.

Important
Complete Online Hazard and Incident Report via monash.edu.my/ohse
Safety & Security

Emergency Help points
All Monash phones may be used to contact security.

Security Escorts
Please dial: 46333 for an escort
This may be required if you:
• Feel threatened or unsafe
• Are alone at night
monash.edu.my/security

Security Patrols
Security patrol the campus and can be located at your local security office