

SAFETY INSTRUCTIONS

Premises in Kauppakatu (Minerva), Tornio

Juha Perkkiö
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EMERGENCY CALL

HOW TO MAKE AN EMERGENCY CALL

If you notice a dangerous situation which threatens life, health, property or the environment, **call the Emergency Response Centre 112 first.**

Inform the personnel on the premises of what you have noticed immediately by, for example, calling the building's internal service and safety number, 040 7722 939.

WHEN CALLING THE EMERGENCY NUMBER:

- Give your name
- Tell the operator what has happened and where
- Give the exact address and municipality
- Answer the questions you are asked
- Follow the instructions given
- End the call only when given permission to do so
- Guide helpers to the site

Call again if the situation substantially changes

ADDRESS OF BUILDING:

Lapland University of Applied Sciences
Kauppakatu 58 (Minerva)
95400 Tornio

If the emergency number is busy, wait without hanging up!

IN THE EVENT OF A FIRE

SAVE those in immediate danger.

WARN other people in the building and tell them to leave

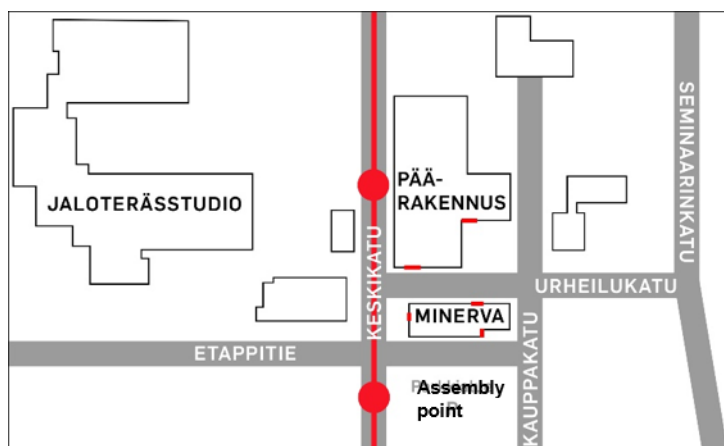
CALL 112. Call the building's internal service and safety number 040 7722 939 if possible.

EXTINGUISH the fire if you feel confident that this is possible. Do not put yourself in danger.

LIMIT the fire spreading by closing doors and windows.

GUIDE rescuers to the site.

Exit the building by the shortest possible route to the assembly point.
The assembly point is the large parking area.



Remember that no one may leave the assembly point until permission has been given.
Notice of a fire is given by means of a fire bell, an announcement or by shouting.

REMEMBER! The most dangerous factor in a fire are toxic smoke gases that develop.

In abnormal situations, it should be borne in mind that the situation may develop in an unexpected way. Any person may have to take the lead.
In abnormal situations appropriate action must be taken in a sensible manner.



FIRST AID

ASSESS THE SITUATION

- Determine need for additional help
- Prevent additional accidents

CALL EMERGENCY NUMBER, 112

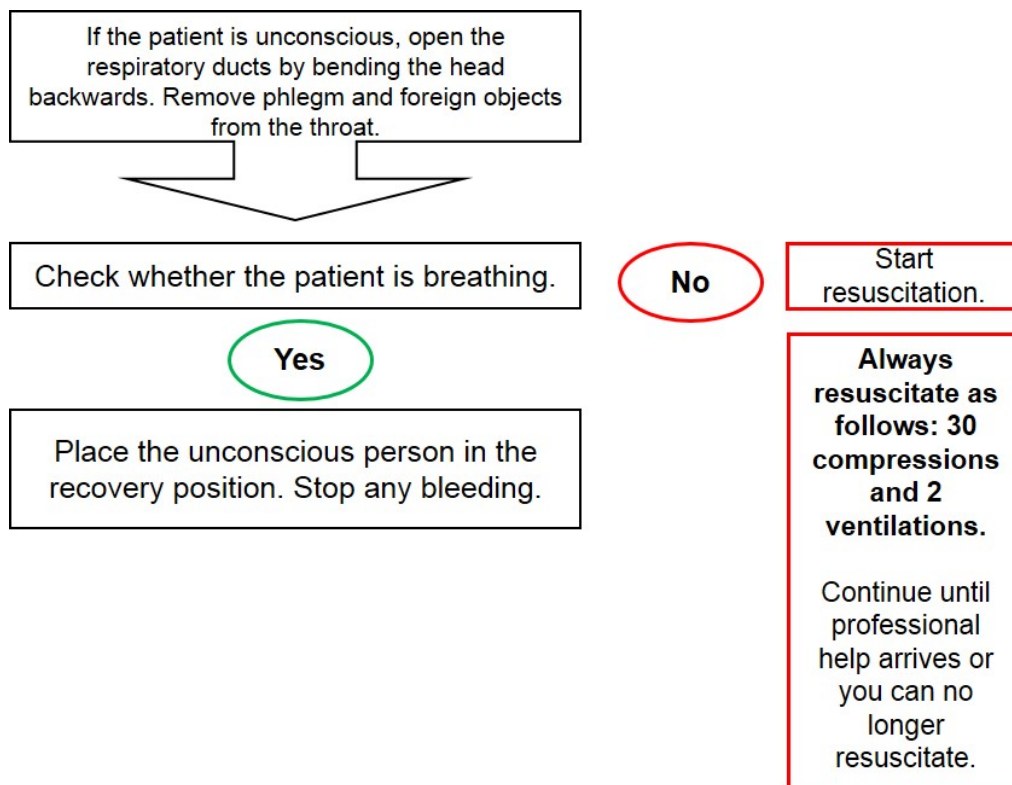
- Tell the operator what has happened and from where you are calling (see making an emergency call)

GIVE FIRST AID

- Try to stop any bleeding
- Place anyone unconscious on their side Start CPR (cardiopulmonary resuscitation) if necessary.
- Reassure injured persons who are conscious Tell them that help is on the way

UNCONSCIOUS PATIENT

- Find out whether the patient can be aroused by speaking to them or shaking them.
- Is the patient's chest moving?
- Can you feel their breath (try by placing your palm under the patient's nose or near their mouth)?



WATER DAMAGE

IF YOU IDENTIFY OR SUSPECT WATER DAMAGE:

- Try to locate the location of the leak
- Notify the building's facility service manager of the matter immediately.

ALWAYS REPORT ANY WATER DAMAGE YOU NOTICE

- Notify the facility service manager or other personnel employed in the building of the matter.

IF NECESSARY CALL THE EMERGENCY RESPONSE CENTRE, 112

- Report the matter to the building's internal service and safety number, 040 7722 939.

CONTACT INFORMATION:

In-house services:

- Attendant Pauli Hekkala 040 029 7463

Property maintenance

- Kiinteistöhuolto Rautio Oy 040 809 9980

Water supply plant Tornion Vesi Oy, fault reports

- During office hours 0400 691 658
- Outside office hours 040 745 1643

POWER, WATER OR HEAT SUPPLY FAILURE

POWER SUPPLY FAILURE

- First, contact the building's facility service manager, who will, if necessary, contact the maintenance and electricity company, who will assess the reason for, extent and duration of the supply failure.
 - It is preferable that only one person file a fault report.
- When a power cut begins, check that no one is trapped in a lift. The operation of other electrically controlled systems must also be ensured (for example, air conditioning, locking).

WATER SUPPLY FAILURE

- First, contact the building's facility service manager, who will, if necessary, contact the maintenance and water supply plant, who will assess the reason for, extent and duration of the supply failure.
- If the failure lasts long, the water supplier will usually provide a water supply point in the vicinity from where essential domestic water can be collected.

HEAT SUPPLY FAILURE

- First, contact the building's facility service manager, who will, if necessary, contact the maintenance and heating company, who will assess the reason for, extent and duration of the supply failure.
- When a failure in heating supply begins, the property maintenance service will ensure that air conditioning is shut down and the windows, ventilators and door are closed.
- In winter, the hot water central heating and domestic water system is emptied, if necessary, and other vulnerable areas are protected.
- In an emergency, everyone can stay in the same room, in which case their body temperature helps keep the room warm.

If it becomes significantly harder to work because of a power, water or heat supply failure, students and staff are advised to go home.

CONTACT INFORMATION:

In-house services:

- Attendant Pauli Hekkala 040 029 7463

Property maintenance

- Kiinteistöhuolto Rautio Oy 040 809 9980

Water supply plant Tornion Vesi Oy, fault reports

- During office hours 0400 691 658
- Outside office hours 040 745 1643

Electricity and heating company Tornion Energia Oy

- Fault reports 020 366 020
- District heating fault reports 040 069 489

BOMB THREAT

WHAT TO DO IN THE EVENT OF A BOMB THREAT MADE BY TELEPHONE:

- Be calm and friendly.
- Do not interrupt the caller.
- Try to prolong the call and remember details.
- Make a note of details about the call:
 - What will happen, where and to whom.
 - Why it is happening.
 - Information about the caller: man/woman, nervous/calm; dialect/accent, expressions, etc.

The person receiving a threat must make a note of the details of the call and inform the building's personnel or, if necessary, call the Emergency Response Centre 112 themselves.

The personnel must immediately call the Emergency Response Centre 112. The authorities will decide on whether to evacuate the premises.

If the authorities decide to evacuate, the aim will be to empty the building as quickly and safely as possible. The operation is led by the building's safety group. When the police arrive, they will take over responsibility.

WHAT TO DO IN THE EVENT OF A BOMB THREAT MADE BY LETTER:

- Stay calm.
- Report the matter to the Emergency Response Centre 112. Comply with instructions given.
- Inform the personnel on the premises about the matter immediately by, for example, calling the building's internal safety number, 040 7722 939.
- Touch the letter as little as possible (to avoid contaminating possible evidence).
- **Guide authorities to the site.**

SUSPICIOUS OBJECTS MUST NOT UNDER ANY CIRCUMSTANCES BE TOUCHED OR MOVED

It is also important to prevent other people from touching a suspicious object. Responsibility for rendering a potential bomb harmless always lies with an official expert.

VANDALISM OR CRIME

RESPOND TO CRIMES YOU HAVE NOTICED

- Call the Emergency Response Centre 112
- Report the incident to the building's internal service and safety number, 040 7722 939.
- Make a note of the perpetrator and the events.

INTERVENE IN THE SITUATION ONLY IF IT IS ESSENTIAL

- The perpetrator may stop what they are doing when they notice that they have been seen
- Never protect property at the risk of personal injury

APPREHEND THE PERPETRATOR ONLY IF IT IS SAFE TO DO SO

- Under the law, you have the right to apprehend a person caught in the act of committing a criminal offence.
- Do not play the hero.
- An apprehended perpetrator must always and immediately be handed over to the police.

PROTECT THE CRIME SCENE FROM OUTSIDERS

- Close the crime scene off if possible.
- Protect any traces left by the perpetrator.

MAKE A NOTE OF DISTINGUISHING FEATURES IMMEDIATELY

THREATENING INDIVIDUALS

IF YOU ENCOUNTER A THREATENING INDIVIDUAL

STAY CALM, DO NOT PANIC

KEEP A DISTANCE BETWEEN YOURSELF AND THE THREATENING INDIVIDUAL

- Do not turn your back on the them, ensure an escape route

STAY CALM AND TRY TO GAIN TIME SO THAT OTHER PEOPLE CAN GET TO THE LOCATION

CALL FOR HELP IF NECESSARY

- Try to make an emergency call in time without the threatening individual noticing.

SPEAK CLEARLY AND BRIEFLY, AVOID STARING BE FLEXIBLE AND MATTER-OF-FACT

- Do not attempt to correct the delusions of a person in a confused state.

DO NOT UNDERESTIMATE THE THREATENING INDIVIDUAL OR THE SITUATION

AVOID SUDDEN MOVEMENTS

DO NOT PROVOKE, DO NOT BE PROVOKED

If the situation turns violent, call the Emergency Response Centre 112, rescue persons in danger if possible, warn others and protect yourself. Do not play the hero.

ROBBERY

IN THE EVENT OF A ROBBERY

Stay calm, do not oppose the robber. Do not play the hero. Remember the robber's distinguishing features. Note the manner and direction of escape and any accomplices. Call for help immediately you can safely do so.

LOOK and remember the robber's distinguishing features:

- appearance
- facial features, scars
- hair colour, skin colour
- age
- way of speaking/dialect/foreign accent
- clothing, etc.
- what the robber touched (fingerprints)

OBSERVE the direction in which the robber left, with whom and in what means of transport.

CALL the Emergency Response Centre 112 and report the matter to the building's internal service and safety number, 040 7722 939.

MAKE A NOTE of distinguishing features immediately.

PROTECT any footprints/mud/snow for the police.

REQUEST eyewitnesses to remain until the police have arrived.

ADVISE eyewitnesses to avoid discussing the incident (until they have told the police about what has occurred).

DO NOT clean up after the robbery until the police have given permission to do so.

REPORT what has occurred to your supervisor.

NEVER PROTECT PROPERTY AT THE RISK OF PERSONAL INJURY

SEEKING PROTECTION INDOORS

It may be necessary to seek protection indoors, for example, on account of a radiation or gas hazard or threat of violence.

IF IT IS NOT POSSIBLE TO LEAVE THE BUILDING:

- Call the Emergency Response Centre 112 and give your name and location, and report what has happened.
- Move into a protected space.
- Close the doors and windows.
- In the event of a fire or gas hazard, seal door cracks and gaps, with clothing for example, to prevent smoke from entering.

IF YOU HAVE TO SEEK PROTECTION INDOORS BECAUSE OF THREAT OF VIOLENCE:

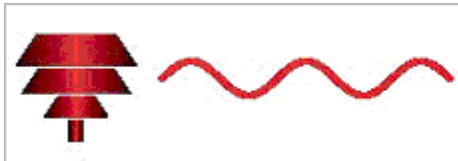
- Move into a protected space and call the Emergency Response Centre 112.
- Lock the door to the space if possible.
- Switch off the lights and draw the curtains.
- Make sure that people in the space turn off their mobile phones.
- The mobile phone of a teacher or other person in charge of the situation should remain switched on.
- Ensure that barriers, if available, are piled in front of the door.
- Stay down low on the floor and remain quiet.
- Wait for instructions and help.
- If necessary, convey information out and pay heed to incoming information.

Notification of the need to seek protection indoors will be given on computer screens, by text message to staff mobile phones or possibly by broadcasting an announcement.

PUBLIC WARNING SIGNAL

The public warning signal can be either a minute-long undulating sound signal or a warning given by an authority.

Public warning signal:



The public warning signal signifies an immediate threat to the general public. In urban areas, the warning is given through a fixed alarm system and in locations outside built-up areas through warning sirens attached to vehicles.

ACTION TO BE TAKEN WHEN YOU HEAR THE PUBLIC WARNING SIGNAL:

- Move indoors and stay there for the time being.
 - Protection in a civil defence shelter or temporary shelter is sought **ONLY** when advised to do so by an authority.
- Close all windows and vents and shut down all ventilation equipment.
- Turn on radios / TV and wait calmly for further instructions.
- Avoid using the telephone so as to keep the lines free.
- Open the website of Yleisradio (www.yle.fi) on a laptop. Use the laptop on battery power.
- To avoid further danger, do not leave the area unless permitted to do so by the authorities.

THE ALL-CLEAR signal is an even one-minute sound signal. It signifies that the threat or danger has passed.

The public warning signal is tested using an even signal for 7 seconds – do not confuse it with the actual warning signal.

GAS AND RADIATION HAZARD

ACTION IN THE EVENT OF A GAS HAZARD

MOVE INSIDE AND STAY THERE FOR THE TIME BEING

- Stay away from the basement floor or civil defence shelter. If protection by going indoors is insufficient, the authorities may advise you to move away from the danger area. If you must go outside, protect your eyes and airways and use close grained clothing.

CLOSE ALL WINDOWS AND VENTS AND SHUT DOWN ALL VENTILATION EQUIPMENT

- Seal doors and window frames with tape or plastic film, if necessary. Breathe through an airy, moist cloth if you can smell the gas.

PAY HEED TO COMMUNICATIONS BY THE AUTHORITIES

- Turn on radios / TV and wait calmly for further instructions.
- Avoid using the telephone so as to keep the lines free.
- Open the website of Yleisradio (www.yle.fi) on a laptop. Use the laptop on battery power.

If you are outside and cannot get indoors, move away from under the gas cloud as soon as possible. Seek higher ground, for example, the top of a hill.

ACTION IN THE EVENT OF A RADIATION HAZARD

MOVE INSIDE AND STAY THERE FOR THE TIME BEING

- Protection in a civil defence shelter or temporary shelter is sought ONLY when advised to do so by the authorities.
- If you must go outside, wear impermeable, skin-covering clothing, e.g. rainwear. When going indoors, remove the clothing in the entrance hall and wash thoroughly. Use a respiratory protective device, towel or kitchen paper to prevent radioactive particles from getting into your lungs.

CLOSE ALL WINDOWS AND VENTS AND SHUT DOWN ALL VENTILATION EQUIPMENT

PAY HEED TO COMMUNICATIONS BY THE AUTHORITIES

- Turn on radios / TV and wait calmly for further instructions.
- Avoid using the telephone so as to keep the lines free.
- Open the website of Yleisradio (www.yle.fi) on a laptop. Use the laptop on battery power.

IODINE TABLETS SHOULD ONLY BE INGESTED IF ADVISED BY THE AUTHORITIES.

STOCK FOOD AND DRINK

- Place uncovered foodstuffs in plastic bags or tight-lidded containers. Refrigerators, freezers and tight packaging protect food from radioactive radiation.

INFORMATION SECURITY

Lapland University of Applied Sciences complies with the information security guidelines of Lapland University of Applied Sciences. Users must take care of issues relating to common information security in accordance with these guidelines.

- Familiarise yourself with the information guidelines of Lapland University of Applied Sciences at <https://intra.lapinamk.fi/fi/yhteiset-palvelut/tietohallintopalvelut/Sivut/tietoturvaohjeistus.aspx>
- The username and password are personal and must not be disclosed to others. The owner of the ID is responsible for ensuring that it is used in accordance with the rules and instructions given.
- The user must ensure that their password is secure.
 - If you forget your password or username, it must be changed in accordance with the instructions given. A password which may have been disclosed to another person must be changed as soon as possible. Passwords must in any case be changed sufficiently often.
- **Report any shortcomings and breaches observed directly to the Service Desk.**
- The information security instructions of Lapland University of Applied Sciences must be complied with.
- Everyone must attend to issues relating to information security.
- When using a system that requires logging in, users must remember to log out when leaving the system.
- Software may not be installed in the information system or transferred from one machine to another without the permission of IT Services. This also applies to installing software from data networks such as the internet.
- Faults and shortcomings in computer equipment must be immediately reported to the IT Service Desk.
- Never open suspicious e-mails or respond to spam.
- USB flash drives and other external storage devices are used at the user's own risk.
- Store confidential documents appropriately and make sure that they do not end up in the hands of outsiders.
- Do not discuss confidential matters with outsiders or in a public place. Note that online communities, too, are "public spaces."

IT Service Desk

- tel: 020 798 5800
- email: servicedesk@luc.fi

IMPROVE EVERYDAY SAFETY

General guidelines to maintain security and safety

- Familiarise yourself carefully with the instructions and guidelines for accidents and hazards. Comply with them.
- Familiarise yourself in advance with escape routes and note the location of first aid extinguishing equipment.
- Always keep your vicinity tidy and orderly. Keep your working environment tidy.
- Report problems relating to safety, near-miss situations and hazardous situations immediately to the attendants in in-house services.
- Report suspicious activities and persons to the attendants in in-house services.
- Do not wedge fire doors open. Fire doors slow the spread of fire and prevent combustion gases from spreading.
- Smoke only in specially designated locations and stub out cigarettes in ashtrays.
- Access cards and keys are personal and must not be transferred to anyone.
 - If you lose your access card or key, inform the attendants in in-house services immediately.
- Take care of your personal belongings. Keep valuable belongings out of sight.
- Do not discuss confidential matters in public.
- The university cooperates with the authorities, so even the smallest anomalies will receive attention.

Through their own actions, everyone contributes to the safety and security of their immediate environment as well as to that of others.

SAFETY GROUPS AND THEIR FUNCTION

DESCRIPTION OF SAFETY GROUP ACTIVITIES

The safety groups convene on a regular basis and always whenever necessary.

The safety group invites, where necessary, experts from student health care, personnel occupational health care, the fire and rescue service, the police and Church personnel, for example.

The task of the safety group is to ensure that safety issues in the building are properly arranged and to maintain and develop security and safety. In addition, the safety group coordinates operations in situations involving an accident, hazard, damage or crisis.

SAFETY GROUP FOR RANTAVITIKKA PREMISES

NAME / POSITION	MOBILE PHONE	E-MAIL
Leena Alalääkkölä, Director, Business and Culture	0400 559 065	leena.alalaakkola@lapinamk.fi
Juha Meriläinen, Lecturer	050 310 9234	juha.merilainen@lapinamk.fi
Jaana Koivuranta, Student Councillor	040 536 4431	jaana.koivuranta@lapinamk.fi
Katja Hietala, Planner	040 310 9227	katja.hietala@lapinamk.fi

SAFETY GROUP FOR LAPLAND UNIVERSITY OF APPLIED SCIENCES

The University of Applied Sciences has a safety group for security threats concerning the entire University.

SAFETY GROUP FOR LAPLAND UNIVERSITY OF APPLIED SCIENCES

NAME / POSITION	MOBILE PHONE	E-MAIL
Martti Lampela, Rector	040 525 0597	martti.lampela@lapinamk.fi
Reijo Tolppi, Vice Rector	040 537 5815	reijo.tolppi@lapinamk.fi
Veli Juola, Director of Education Development	040 026 4910	veli.juola@lapinamk.fi
Juha Perkkiö, Property Manager	040 708 0812	juha.perkkio@lapinamk.fi
Ulla Okkonen, Communications Manager	050 314 6470	ulla.okkonen@lapinamk.fi

THE SECURITY GROUP IS CONVENED IN URGENT CASES

In abnormal situations, the safety group is convened by telephone, text message or in person. Outside of working hours, the personal telephone numbers and addresses of the members of the safety groups are held by the security directors / persons in charge of security.

The function of the safety group is to organise operations in the event of a crisis, call outside assistance, if necessary, and take care of follow-up management of the crisis.

The safety group must convene as soon as possible. In a crisis situation, the group must be able to convene at least 2–3 members to make initial decisions.

Lapland University of Applied Sciences is prepared for crisis situations through a Safety and Crisis Instruction.

CONTACT INFORMATION

OPERATOR	TELEPHONE	E-MAIL
Internal service and safety number for the building	040 7722 939	
Property maintenance, Kiinteistöhuolto Rautio Oy, Pauli Hekkala	040 029 7463 Fault reports 040 809 9980	
Electricity company Tornion Energia Oy	Fault reports 020 366 020	
Water company Tornion Vesi Oy	Fault reports in office hours 0400 691 658 Fault reports outside office hours 040 745 1643	
Heating company Tornion Energia Oy	Fault reports 0400 694 895	
Security: Suomen turvamiehet -yhtiöt	045 128 3900	
Kone Oy	0800 150 63 (on-call service) 0800 144 774 (alternate number)	
IT Servide Desk	020 798 5800	servicedesk@luc.fi
Key management, Katja Hietala	040 310 9227	katja.hietala@lapinamk.fi

EMERGENCY NUMBERS

EMERGENCY RESPONSE CENTRE	112
POLICE	112
INTERNAL SERVICE AND SAFETY NUMBER FOR BUILDING	040 7722 939