

**Abbreviated version for area evacuation officers and
evacuation assistants**
**Organisational concept for fire prevention and evacuations,
University of Vienna, Main Building, Universitätsring 1, 1010
Vienna**

(Concept version: 1.2 / 31 March 2016)

1 Evacuation personnel

Main control centre (Leitstelle):

The main control centre is a centre that is permanently (24 h) staffed with at least one person. It is the central communication hub in case of an incident and acts as the interface between external emergency services, evacuation officers in charge, persons in charge of assembly points and area evacuation officers.

Evacuation officers:

It should be organisationally assured that at least two evacuation officers are present at the University at any time who can control the evacuation procedure and exploration of the premises in case of an incident. They are trained as fire protection officers and responsible for coordinating the entire evacuation.

Area evacuation officers:

Area evacuation officers are persons who ensure that the evacuation takes place in a rapid and orderly manner in their area of responsibility and who are responsible for coordinating evacuation assistants in case of an incident. Area evacuation officers are trained as assistant fire protection officers and undergo an internal training for evacuation personnel.

Area evacuation officers have the following responsibilities:

- Coordinating evacuation assistants in their area of responsibility (assigned by the evacuation officer in charge in case of an incident)
- Directing evacuees to the appropriate evacuation routes (pointing to escape routes, emergency exit signs and assembly point signs)
- Helping with the evacuation of disabled persons
- Preventing people from entering the premises or area concerned (in case of an incident, they are tasked with this by the evacuation officer in charge)

Evacuation assistants:

To enable a rapid and safe evacuation, all staff members (academic and general staff) act as evacuation assistants who support the area evacuation officers. Evacuation assistants have at least been instructed about the necessary measures in case of fire or evacuation.



In case of an evacuation, it is the evacuation assistants' responsibility to instruct the occupants of the Main Building to leave the building (in addition to the automatic alarm systems).

If necessary, evacuation assistants may have to cover certain critical points (staircases, bottlenecks, etc.) to help with the rapid evacuation by giving instructions and directing evacuees. As soon as all people have left the premises or area, the evacuation assistants can leave the premises as well and head to the appropriate assembly point. They have to help injured or disabled people in case of an evacuation, provided that this is possible without putting themselves in danger.

They have to notify the evacuation personnel (evacuation officers, area evacuation officers) or external emergency services of potential hazards, missing persons or other relevant observations.

2 Evacuation equipment

The following equipment is available for an evacuation:

- High-visibility vests for evacuation personnel (stored at the main control centre for evacuation officers and area evacuation officers)
- Megaphones (two pieces, stored at the main control centre)
- Hand lamps (stored at the main control centre)
- Warning tape rolls (stored at the main control centre)
- Evacuation chairs (5 pieces: at the porter's lodge and in the basement at staircases 3, 4, 9, 10)
- Internal emergency number with priority for the main control centre – only known to evacuation personnel
- Emergency manual (check lists, models, plans)
- Post plan (general plan with numbered points that have to be cordoned off and control points to coordinate the evacuation)

An appropriate communication medium (hand-held radio devices or a similar communication medium) is necessary for the communication between the main control centre, the evacuation officer in charge, evacuation officers and area evacuation officers.

3 Decision on the evacuation

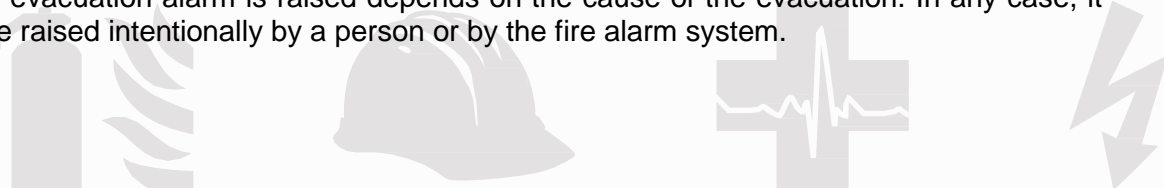
The following persons may decide on an evacuation:

- the official incident commander (fire brigade, police),
- the evacuation officer in charge or
- the head of the crisis unit.

In case of imminent danger (immediate danger to persons), the evacuation officer in charge may also initiate the evacuation before any external rescue forces have arrived.

4 Raising the alarm

How the evacuation alarm is raised depends on the cause of the evacuation. In any case, it has to be raised intentionally by a person or by the fire alarm system.



The alarm can take the form of a “silent alarm” or an acoustic emergency signal. The decision has to be made by the people eligible to decide on an evacuation. The “silent alarm” is a coded loudspeaker announcement that is sent out by the security personnel on duty at the main control centre to the evacuation personnel.

5 Evacuation procedure

The following procedure applies after an evacuation alarm has been raised. Certain measures will run simultaneously or have to be implemented simultaneously. Therefore, the order of the list can be regarded as a systematic course of action:

1. An alarm is raised because the fire alarm system detected a fire or because of another reason.
2. Decision on the evacuation depending on the scenario.
3. The control centre alerts the area evacuation officers (security services) via radio or mobile phone. These persons immediately head to the assembly points of the area concerned.
4. Automatic loudspeaker announcements in the form of pre-defined texts (stating the areas concerned or the place of the incident) alert the building occupants and evacuation personnel.
5. Evacuation assistants in the area concerned instruct the building occupants to leave the premises via the escape routes. The relevant room (lecture hall, seminar room, office, etc.) is evacuated. The evacuation assistant makes sure that nobody is left behind.
6. Evacuation assistants help with the orderly evacuation at certain critical points (staircases, bottlenecks, etc.) by calming down evacuees and instructing them to leave the premises calmly and in order and go to the assembly points. They give instructions about the course of the escape routes.
7. If no more people are leaving the area, if there is no danger from smoke or other hazards, or if the evacuation officers or area evacuation officers arrive to relieve the evacuation assistants, they leave the premises as well via the marked escape routes.
8. The person in charge at the control centre alerts everybody to the scenario who has to be alerted according to the internal alarm plan
9. The main control centre prepares all necessary documents for an incident and for the external emergency services (fire prevention plans, escape route plans and additional plans for orientation).
10. The area evacuation officers notify the control centre as soon as all assembly points are covered.
11. The evacuation officer in charge arrives at the main control centre, is briefed about the situation (reason for the alarm) and assumes internal leadership for the evacuation.
12. Evacuation officers and area evacuation officers assemble at the main control centre.
13. Next, the evacuation equipment as well as radio devices and check lists are handed out.

14. Area evacuation officers cordon off the main entrances (Universitätsring, Reichsratsstrasse) to prevent other people from entering the premises.
15. The evacuation officer in charge appoints at least one person responsible for supporting the main control centre (radio communication, documentation, etc.) and at least one person as a guide for external emergency services (fire brigade, ambulance).
16. The evacuation officer in charge dispatches forces with radio devices to the scene of the incident. They are responsible for inspecting the affected fire compartment, the areas above it and the corresponding staircases.
17. The evacuation officers and area evacuation officers should try to reach their pre-assigned posts (floor plans from the 2nd floor to the basement, or for individual areas) through areas that are not affected by the incident or alarm, as the staircases in the areas concerned will be occupied by evacuees.
18. Evacuation officers and area evacuation officers give feedback to the main control centre and each other via radio or phone (about a change of situation, missing or injured persons, trapped persons or persons who have to be rescued, further hazards, end of the evacuation, etc.). The dispatched area evacuation officers give feedback about which area (number) they reached and whether it has already been cleared, or if they require help because of a congestion.
19. If instructed by the evacuation officer in charge or by the fire brigade, or if an area becomes too dangerous because of smoke or other hazards, the cordoned-off area has to be evacuated and the person covering the post heads back to the main control centre.
20. The evacuation officer in charge maintains contact with the Rectorate and external emergency services and coordinates further measures.
21. After clearance by the fire brigade or the evacuation officer in charge, all forces are notified via radio, mobile phone or loudspeaker announcement (end of alarm). All forces may leave their posts and the assembly points may be cleared.
22. All evacuation officers and area evacuation officers meet at the main control centre and give feedback on the evacuation procedure. The evacuation officer in charge prepares a report about the evacuation (What worked well? What did not work well? Were all signals audible?, etc.) including suggestions for improvements. The Head of Facility and Resources Management submits this report to the Rectorate.

The following procedure applies to the evacuation of disabled or injured persons:

- An evacuation assistant or an area evacuation officer assigned to the relevant fire compartment notices that a disabled or injured person requires assistance.
- S/he notifies the control centre via radio, telephone or in person and requests help from rescue workers.
- If the person concerned is in immediate danger, the evacuation assistant or area evacuation officer has to help this person move to the next fire area or secure escape route as quickly as possible.



- The area evacuation officers sent out evacuate the injured or disabled person, depending on the situation on site and according to the instructions of the evacuation officer in charge.
- They have to use the available evacuation chairs or other rescue equipment.

