

**Abbreviated version for area evacuation officers and evacuation assistants Organisational concept for fire prevention and evacuations, University of Vienna, UZA I and II, Althanstrasse 14, 1090 Vienna**

(Concept version: 1.0 / 28 February 2017)

## **1 1 Evacuation personnel**

### Main control centre:

Monday to Friday from 7:00 to 18:00, the operational management centre of the company PKE acts as the main control centre (central communication hub in case of an incident; interface between external emergency services, evacuation officers in charge, persons in charge of assembly points and area evacuation officers). Outside these times, room 2Z307 is used as the control centre in case of an incident.

### Evacuation officers:

During the regular hours of operations management (Monday to Friday, 7:00 to 18:00) at least one evacuation officer is present at the premises. In case of an incident, s/he takes control of the evacuation procedure. Outside these hours, the 24-hour porter performs this function until the responsible person of operations management on-call arrives.

### 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 a fire or evacuation.

In case of an evacuation, it is the evacuation assistants' responsibility too to instruct the building occupants to leave the premises. In case of an incident, lecturers have to interrupt their classes, seminars, etc. and instruct all people present to leave the premises.

They have to notify the evacuation officers or area evacuation officers about potential hazards, missing persons or other relevant observations.

## **2 Evacuation equipment**

The following equipment is available for an evacuation:

- High-visibility vests (handed out in case of an incident)
- Megaphones (two pieces, stored at the porter's lodges)
- Hand lamps (handed out in case of an incident)
- Warning tape rolls (stored at the main control centre)
- Evacuation chairs:
  - UZA I: 6 pieces (wing 1 and 3: level 3, wing 2 and 4: level 1, wing 2 and 4: level 2 - central zone)
  - UZA II: 3 pieces (staircase A, C, E: level 2 - central zone)
- 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**

Depending on the cause of the evacuation, the alarm has to be raised intentionally by a person (evacuation officer in charge) or, in case of fire, 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" takes the form of a personal message sent by the control centre to the responsible evacuation officers and area evacuation officers.

## **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. Alarm is raised because the fire alarm system detected a fire or another hazard.
2. Decision on the evacuation depending on the scenario.
3. The control centre alerts the evacuation officers via radio or mobile phone. These persons immediately head to the assembly points of the area concerned.
4. The evacuation officer in charge immediately heads to the control centre and is briefed about the situation (reason for the alarm). S/he assumes internal responsibility for the evacuation.
5. The person in charge at the control centre alerts everybody to the scenario who has to be alerted according to the internal alarm plan.
6. The 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).
7. The persons in charge of assembly points notify the control centre as soon as all assembly points are covered.
8. The evacuation officer in charge appoints at least one person responsible for supporting the control centre (radio communication, documentation, etc.) and at least one person as a guide for external emergency services (fire brigade, ambulance).
9. The siren (sectoral: on every tract and floor) and/or automatic loudspeaker announcements (in the area of the central zone, on certain tracts) alert the building occupants and evacuation personnel.
10. Evacuation officers, area evacuation officers and evacuation assistants in the area concerned instruct people to leave the building via the escape routes and to head to the nearest assembly point (see image 1). The relevant room (lecture hall, seminar room, office, etc.) has to be evacuated. The fire protection officers have to make sure that nobody is left behind.
11. 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.
12. 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 to the nearest assembly point.
13. Area evacuation officers cordon off the main entrances to prevent other people from entering the premises.
14. The evacuation officer in charge dispatches fire protection officers 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.
15. Evacuation officers and area evacuation officers should try to reach their pre-assigned posts through areas that are not affected by the incident or alarm, as the staircases in the areas concerned will be occupied by evacuees.
16. Evacuation officers and area evacuation officers give feedback to the 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 fire protection officers give feedback about which compartment area (number) they reached and whether it has already been cleared, or if they require help because of a congestion.

17. 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 control centre.
18. The evacuation officer in charge maintains contact with the University of Vienna's contact person and external emergency services and coordinates further measures.
19. 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.
20. After the evacuation has ended, the fire protection officers meet at the control centre for a debriefing.

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

**UZA I:**

- An evacuation officer, evacuation assistant or 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, s/he has to help this person move to the next fire compartment or secure escape route as quickly as possible (see image 3).
- The area evacuation officers sent out evacuate the injured or disabled person using the evacuation chairs, depending on the situation on site and according to the instructions from the evacuation officer in charge.

**UZA II:**

- An evacuation officer, evacuation assistant or area evacuation officer assigned to the relevant fire compartment notices that a disabled or injured person requires assistance.
- S/he accompanies the person to the next secure area next to one of the elevators at staircases B, D or G (see image 2). S/he uses the emergency phone to notify the control centre and request help.
- If the person concerned is in immediate danger, s/he has to help this person move to the next fire compartment or secure escape route as quickly as possible.
- The evacuation officers sent out evacuate the injured or disabled person using the elevator, depending on the situation on site and according to the instructions from the evacuation officer in charge.
- The following procedure applies if an evacuation using the elevator is not possible (e.g. if the elevator is located too far away):
  - The evacuation officer, evacuation assistant or area evacuation officer notifies the control centre via radio, telephone or in person and requests help from rescue workers.

- If the person concerned is in immediate danger, s/he has to help this person move to the next fire compartment or secure escape route as quickly as possible.
- The area evacuation officers dispatched evacuate the injured or disabled person using the evacuation chairs, depending on the situation on site and according to the instructions from the evacuation officer in charge.

**The following procedure applies to the evacuation of laboratories during activities, exercises or experiments that cannot be interrupted for financial or other reasons (e.g. chemical reactions, work with hazardous substances):**

- When the alarm sounds, the laboratory has to be evacuated by everyone except **previously defined** persons (the number of people eligible to stay behind must be kept as low as possible).
- In case of an alarm, the head of the laboratory immediately checks with the control centre whether it is a false alarm or an actual fire alarm.
- In case of an actual fire alarm, the laboratory has to be evacuated without any exceptions. The control centre has to be immediately notified about the nature of the experiment or activity carried out in the laboratory.
- In case of a false alarm, the laboratory does not have to be evacuated entirely.
- If the head of the laboratory cannot reach the control centre, porter or fire protection officer, the laboratory has to be evacuated without any exceptions.

**This procedure may only be used if:**

- the competent Dean's Office has categorised the **activity, exercise or experiment as 'not interruptible' in advance** and **notified** the responsible **fire protection officer** (company PKE) and **fire protection coordinator** at Facility and Resources Management in advance of the planned activity, specifying the date, room and time (stating reasons – not every exercise, experiment or activity in the laboratory is non-interruptible).
- The head of the laboratory or the person responsible for the laboratory has to document in writing who is present at the laboratory area concerned.



Image 1: Assembly points at UZA I and UZA II

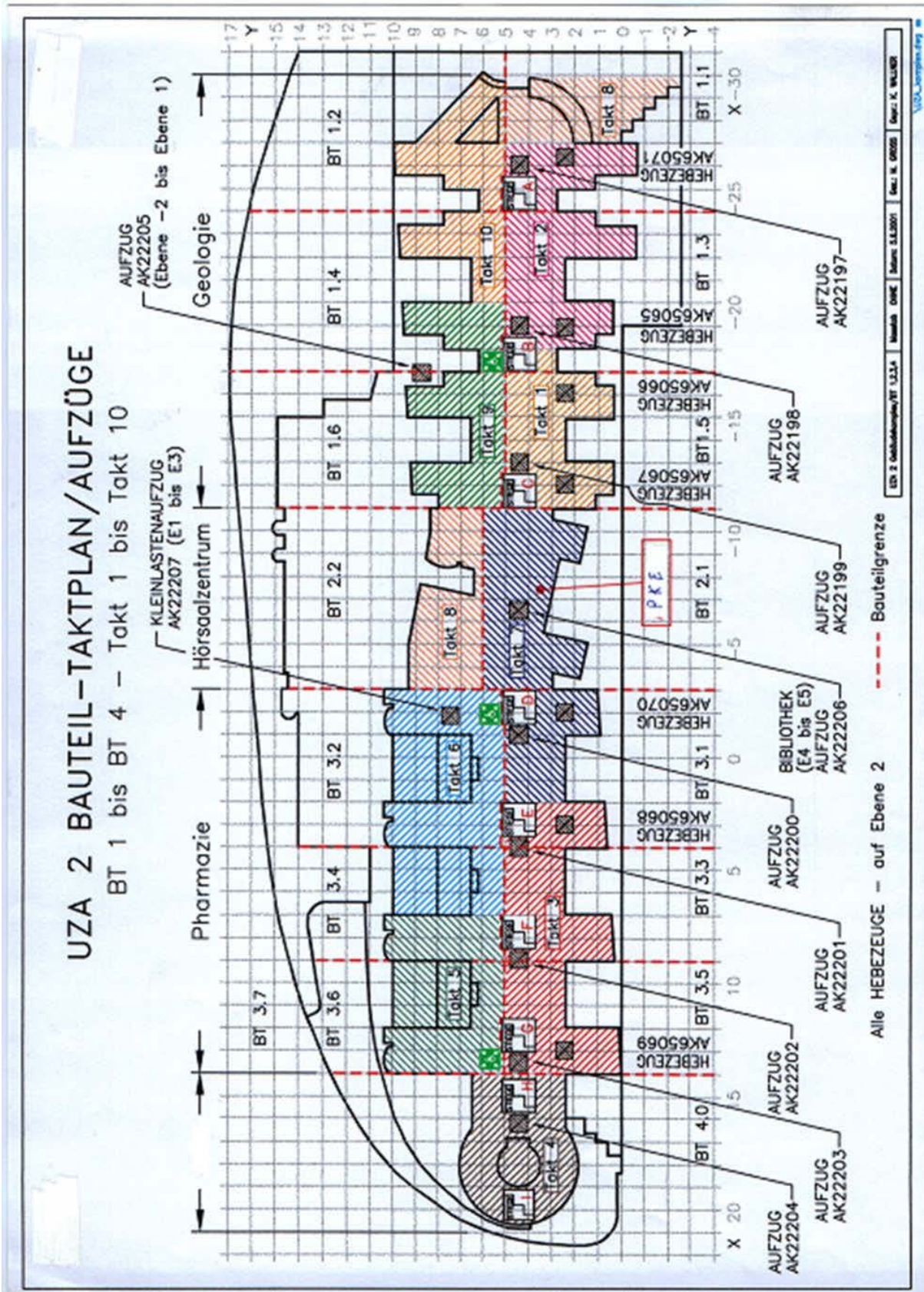


Image 2: secure areas UZA II



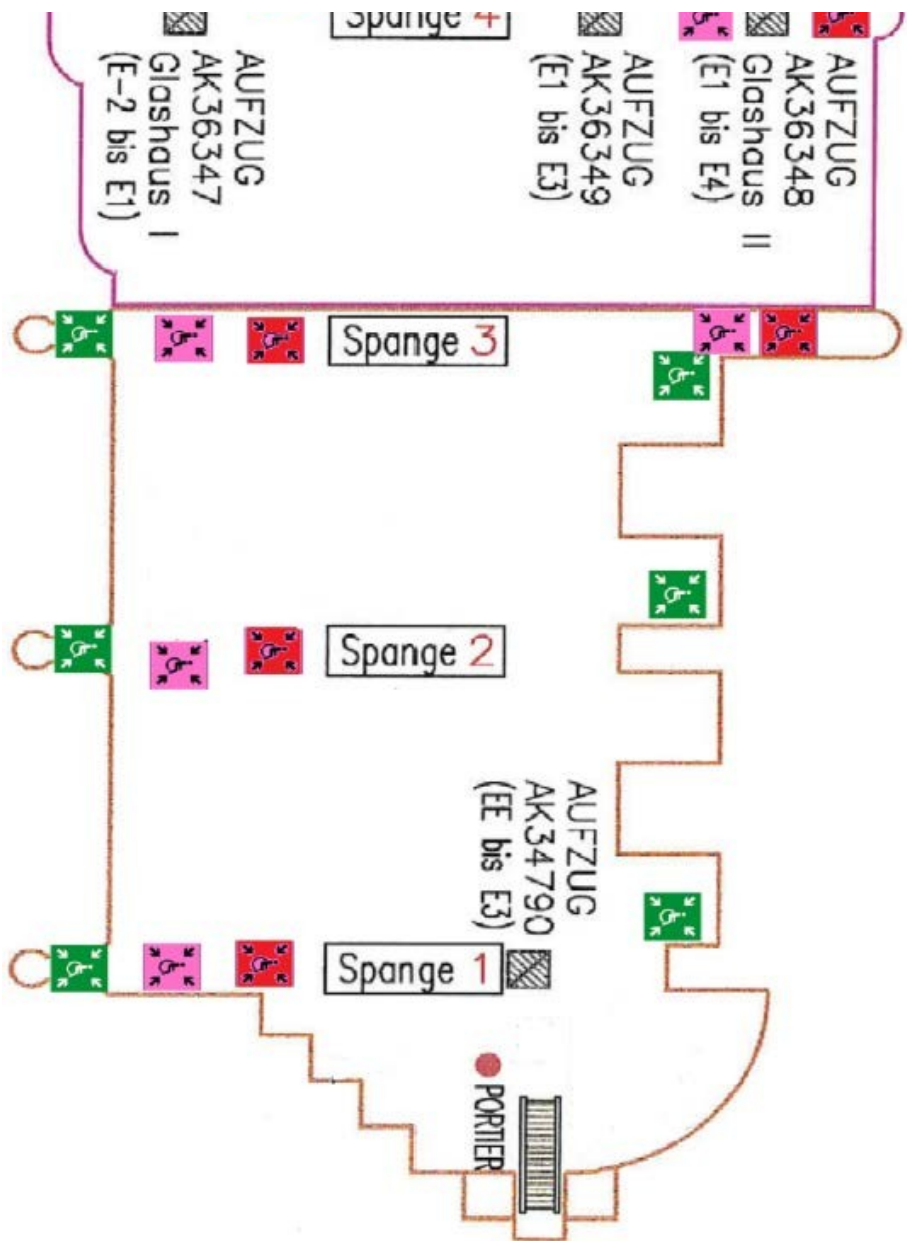


Image 3: secure areas UZA I (green: level 1; pink: level 2; red: level 3)



**Important telephone numbers**

<b>Who</b>	<b>Telephone no.</b>
Officer in charge (fire protection officer; PKE)	+43-664-804701582
Officer on duty (PKE)	+43-664-804701571
Porter / Security service UZA I	+43-1-4277-14967
Porter / Security service UZA II	+43-1-4277-14966
Security team UNI	+43-664-6027712700
Fire brigade	122
Police	133
Ambulance	144
EU emergency number	112
Doctors emergency number	141
Vergiftungszentrale (poison control centre)	+43-1-4064343

The emergency call:

- Who are you?
- Where did it happen / where is the fire?
- What happened / what is on fire?
- How many people are injured?