



UCSI UNIVERSITY CAMPUS EMERGENCY GUIDE

Occupational Health & Safety Committee

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INTRODUCTION

This Campus Emergency Guide is designed to provide guidance to faculties, staff and students to handle various emergencies in the campus. Please keep this guide near you for reference at all times. In case of any emergency situation, you are required to call UCSI University Security at the contact numbers provided below.

Each emergency situation is unique. For that reason, no emergency guide can ever be comprehensive. However, in any emergency, it is recommended that you remain calm; observe the situation around you; and report emergencies to Campus Security as soon as it is reasonably possible.

Campus Security

In the event of a campus emergency (e.g. fires, need for medical attention or hazardous material spills), contact the Guard House (extension numbers as set out below) immediately. This extension serves as the hotline for **24-hour emergencies**. UCSI University Security personnel are accessible and adequately equipped to immediately respond to campus emergencies. They are also in direct communication with the local Fire Departments and Police authorities.

Important Telephone Numbers/Extensions

North Wing Campus, Kuala Lumpur	South Wing Campus, Kuala Lumpur
<input type="checkbox"/> <u>Security Department</u> <ul style="list-style-type: none">Guard House: 03 – 9101 8880 ext. 5401 (NW)	<input type="checkbox"/> <u>Security Department</u> <ul style="list-style-type: none">Guard House: 03 – 9101 8880 ext. 3189 (SW)
<input type="checkbox"/> Student Affairs & Alumni Office: 03 – 9101 8880 ext. 3451/ 3006/5052	<input type="checkbox"/> Student Affairs & Alumni Office: 03 – 9101 8880 ext. 3451/ 3006/5052
<input type="checkbox"/> Police Station Cheras: 03 – 9205 0222	<input type="checkbox"/> Police Station Cheras: 03 – 9205 0222
<input type="checkbox"/> General Police Hotline: 03 – 2266 3333	<input type="checkbox"/> General Police Hotline: 03 – 2266 3333
<input type="checkbox"/> Pondok Polis Taynton View (NW) : 03-9131 5022	<input type="checkbox"/> Pondok Polis Taman Connaught (SW) : 03-9101 3223
<input type="checkbox"/> Cheras Fire and Rescue Station (<i>Balai Bomba Dan Penyelamat Cheras</i>): 03 – 9132 9490 / 9491 / Toll Free: 1800 888 994	<input type="checkbox"/> Cheras Fire and Rescue Station (<i>Balai Bomba Dan Penyelamat Cheras</i>): 03 – 9132 9490 / 9491 / Toll Free: 1800 888 994
<input type="checkbox"/> Red Crescent Ambulance: Dial 999	<input type="checkbox"/> Red Crescent Ambulance: Dial 999
<input type="checkbox"/> HUKM (Hosp. University Kebangsaan Malaysia) 03 – 9145 5588/5555	<input type="checkbox"/> HUKM (Hosp. University Kebangsaan Malaysia) 03-9145 5588/5555
<input type="checkbox"/> UCSI Laurent Bleu Clinic: 03 – 9101 8880 ext. 5405/5005	<input type="checkbox"/> UCSI Laurent Bleu Clinic: 03 – 9101 8880 ext. 5405/5005

Terengganu Campus	Sarawak Campus
<input type="checkbox"/> <u>Security Department</u> <ul style="list-style-type: none"> • Guard House: 09 – 6281889/1880, ext. 6042 • UCSI Security Office : 09-6281880/1889, ext. 6899 <input type="checkbox"/> UCSI Warden Office : 09-6281889/1880 ext. 6040	<input type="checkbox"/> <u>Security Department</u> <ul style="list-style-type: none"> • UCSI Security & Logistic Department: 082- 596 965 ext. 4013/ 4018 / 016-894 2269
<input type="checkbox"/> <u>IT & Maintenance Service Unit</u> <ul style="list-style-type: none"> • ITMS Office : 09 – 6281889/1880 ext. 6035 	<input type="checkbox"/> <u>Student Affairs & Alumni Office:</u> <ul style="list-style-type: none"> • Ting Nyik Eing (International Office): 082-596 965 ext. 4052 / 012-880 0168 • Sherene Amelia Wee Ching Hsia (Students Affair & Alumni Office): 082-596 965 ext. 4025 / 016-866 6605 • Genevie Ruran Mikal (Students Affair & Alumni Office): 082-596 965 ext. 4016 / 011-1936 0623 • Lai Ko Xin (Counselor): 082-596 965 ext. 4026 / 016-647 4566
<input type="checkbox"/> Student Affairs & Alumni Office: 09 – 628 1889/1880 ext. 6263/6264/ 6220	<input type="checkbox"/> Emergency (General Hotline): 999
<input type="checkbox"/> Marang District Police Headquarters (<i>Ibu Pejabat Polis Daerah Marang</i>): 09-6182222	<input type="checkbox"/> Rescue Team (General Hotline): 991
<input type="checkbox"/> Fire and Rescue Station Marang (<i>Balai Bomba Dan Penyelamat Marang</i>): 09-6183444	<input type="checkbox"/> Police Hotline (Kuching): 082 – 244 444 (Hotline)
<input type="checkbox"/> Marang District Council (<i>Majlis Daerah Marang</i>): 09-6182366	<input type="checkbox"/> Sarawak, Police Headquarters: 082 – 245 522
<input type="checkbox"/> Ambulance: 09-6212121 ext. 2000	<input type="checkbox"/> Fire Station: 999 (Hotline) / 1 800 888 994 (Toll Free)
<input type="checkbox"/> Hospital Sultanah Nur Zahirah, Kuala Terengganu: 09-6212121	<input type="checkbox"/> Kuching General Hospital: 082 – 276 666
<input type="checkbox"/> Clinic Marang: 09-6182216	<input type="checkbox"/> Private Hospital: <ul style="list-style-type: none"> • 082-365 777 (Kuching Specialist Hospital – KPJ Hospital) • 082-570 333 (Borneo Medical Centre) • 082-440 055 (Normah Medical Centre) • 082-234 466 (Timberland Medical Centre)

PREPARING FOR EMERGENCIES

Emergencies, disasters, accidents, injuries and crimes often occur without warning. Being well prepared to handle unexpected emergencies is an individual as well as an organisational responsibility. These emergency procedures have been developed to minimise negative effects from such events.

Please read this entire guide thoroughly before an emergency occurs and maintain copies for immediate reference. We suggest you keep a copy near your telephone for easy access. Once you are familiar with the procedures, you will be better equipped to protect yourself and your co-workers/students.

First aid kits can be found in the residential halls at both wings (i.e. South Wing and North Wing) in the Kuala Lumpur campus, and at guardhouses in all campuses.

This document describes general procedures for seventeen (17) types of emergencies:

1. Bomb Threats

1.1 If you receive a bomb threat via telephone

- a. Remain calm.
- b. Listen carefully. Be polite and show interest. Try to keep the caller talking so that you can gather more information about the device, the validity of the threat, or the identity of the caller. Listen carefully for background noises.
- c. Note the phone number of the caller if your telephone has a display.
- d. Gather as much information as possible. If possible, use the Bomb Threat Checklist to question the caller in a polite and non-threatening manner.
- e. Upon completion of the call, immediately call the police and campus security. Then complete the checklist while the call is still fresh in your memory.
- f. Remain available to answer questions.
- g. If the threat was received by another individual and he/she is relaying information to you, use the Bomb Threat Checklist to gather as much information as possible.
- h. Dial 999 or ext. 3189/5401* immediately to notify Campus Security.

1.2 If you discover a suspicious object

A **suspicious object** is defined as any package, parcel, container or object that is suspected of being an explosive device because it is out of place or unusual to be located at that location and cannot be accounted for, or because a threat has been received.

- a. Do not touch the object.
- b. Keep yourself and others away from the object.
- c. Do not use cell phones or radio equipment within one hundred fifty (150) metres of the suspicious object.
- d. Dial 999 or the relevant extension numbers e.g. 3189/5401* immediately to notify Campus Security.
- e. Follow police instructions precisely.
- f. If instructed to evacuate, move at least 150 metres away from the building.
- g. Do not re-enter the building until instructed otherwise by either UCSI University's security personnel or Fire/Police personnel.

Do not attempt to evacuate the building without the authorisation or assistance of emergency personnel. Current emergency management guidelines caution against automatic evacuation. In most cases, people are likely to be more secure in their offices, laboratories, or classrooms than in hallways that have not been searched or outdoors where an actual threat may be even more likely to exist.

Note: If a search of the building is conducted, you and other staff may be asked to accompany Police officers since you are more likely to notice something out of the ordinary in your own area or facility.

*Note: *3189 / 5401 – South Wing (Guardhouse); 5401 - North Wing (Guardhouse), 09-628 1889 ext. 6042 for Terengganu Campus (Guard House) and 082- 596 965 ext. 4013/4018 Sarawak Campus (Security Counter).*

DO NOT TOUCH, MOVE, OR TAMPER WITH SUSPICIOUS OBJECTS

1.3 Bomb Threat Checklist

Use the Bomb Threat Checklist to document useful information that may help the UCSI University Security Department in investigating a bomb threat.

Give responding officers this completed sheet.

Bomb Threat Checklist
(Copy this sheet and place it near your phone)

Time of Call: -----
Length of Call: -----
Gender of Caller: -----
Race/Nationality of Caller: -----
Age of Caller: -----

A. Questions to ask

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. What is your address?
8. Why?
9. What is your name?

B. Other Observations

(i) **Caller's voice** (Please indicate Yes or No)

	Yes / No		Yes / No
Accent		Laughter	
Angry		Lisp	
Calm		Loud	
Clearing throat		Ragged	
Cracking voice		Raspy	
Crying		Normal	
Deep breathing		Soft	
Disguised		Slurred	
Distinct		Stutter	
Excited			

If the voice is familiar, who did it sound like?

(ii) Threat Language (Please indicate Yes or No)

	Yes / No		Yes / No
Educated			
Foul			
Incoherent			
Irrational			
Fluency			
Message read by caller			

(iii) Background Sounds (Please indicate Yes or No)

	Yes / No		Yes / No
Animal noises		Office machinery	
Factory machinery		PA system	
House noises		Phone booth	
Local		Static	
Long distance		Street noises	
Music		Voices	
None		Others (mention)	

C – Particulars of Reporting Person

Date: _____

Name: _____

Job Title: _____

Tel. Number: _____

Department: _____

Exact wordings of the threat:

Signature

Dial 999 (Police) or ext. 3189 / 5401* (UCSI University Guardhouse) immediately.

**Note: 3189 / 5401 – South Wing (Guardhouse); 5401 - North Wing (Guardhouse), 09-628 1889 ext. 6042 for Terengganu Campus (Guard House) and 082- 596 965 ext. 4013/4018 Sarawak Campus (Security Counter).*

2. CIVIL DISTURBANCES/DEMONSTRATIONS

All/any form of demonstration in Malaysia is unlawful with exceptions like public gatherings that have been approved and provided with permits issued by the Malaysian Police. Any demonstration on the University's property that interferes with the educational function of the institution or in which violence, property damage, or other unlawful behaviour occurs is unlawful.

In the event of a civil disturbance, you should immediately contact the Campus Security at extensions **3189/5401*** and be prepared to give information such as the name of the group, if known; the location and size of the group; and whether any weapons are involved.

Avoid provoking or obstructing demonstrators, and avoid the area of the disturbance. While you should continue to conduct normal business operations as much as possible, you should also be prepared to secure your work area by locking doors, safes, files, vital records, and expensive equipment, and by logging off your computers. If it becomes necessary, cease operations and evacuate. If the disturbance is outside, stay away from all doors or windows, and stay inside.

If you have a question on whether a demonstration is unlawful, call the UCSI University Campus Security at extensions 3189/5401*.

2.1 In case of a civil disturbance, you are to:

1. Call 999 or ext. 3189/5401* to contact the Campus Security.
2. Be prepared to give the following information:
 - a. The name of the group and its leader, if known.
 - b. The exact location of the group.
 - c. The size of the group.
 - d. If weapons are involved.
 - e. Avoid provoking or obstructing the demonstrators.
 - f. Avoid the area of the disturbance.
 - g. The purpose of the demonstration.

*Note: *3189 / 5401 – South Wing (Guardhouse); 5401 - North Wing (Guardhouse), 09-628 1889 ext. 6042 for Terengganu Campus (Guard House) and 082- 596 965 ext. 4013/ 4018 Sarawak Campus (Security Counter).*

2.2 If the disturbance is observed from a distance, you are to:

- a. Stay inside.
- b. Stay away from doors and windows.
- c. Continue with normal business operations, if possible.
- d. If necessary, cease operations and evacuate.
- e. Secure your work area (lock doors, safes, files, vital records, and expensive equipment).
- f. Log off computers.

3. ELEVATOR MALFUNCTION DURING AN EMERGENCY

Generally, elevators should not be used in emergencies because of the possibility of getting trapped in the event of a power outage or mechanical failure, or due to the possibility that the use of elevator equipment will spark a fire or cause an explosion, as with a chemical emergency.

However, exceptions include but are not limited to getting a person with a disability to safety, when evacuation is urgent and the use of an elevator is necessary; and when the elevator is operated by the Fire Department personnel.

3.1 If you are trapped in an elevator

- a. Remain calm.
- b. Call Campus Security through the elevator intercom.
- c. Push the 'emergency' or bell button.
- d. Do not try to pry the doors open.
- e. Do not exit the elevators if the doors are between floors.
- f. Police and physical plant personnel will assist you.

4. EMERGENCY CLOSING-DOWN OF UCSI UNIVERSITY

The university is normally open throughout the normal academic sessions, and thus faculties and staff must assume responsibilities for their own health and safety, as well as for their class and work-related responsibilities. While this frequently requires a delicate balance, each individual must be the ultimate arbiter of varying situations.

An emergency closing of the University will be implemented only under severe and extreme circumstances. All employees are expected to report to work unless they specifically hear otherwise, and every effort will be made to maintain classes. However, when weather conditions and/or a declared state of emergency warrant otherwise, there may be a delay in the opening of the University, cancellation of classes, or an emergency closing of the University.

If the need for a campus closure is identified during the day, the decision will be communicated throughout the campus and through the designated media. A campus closing notice will also be prominently displayed on the main webpage -- <http://www.ucsiuniversity.edu.my/index.aspx> -- if a decision is made to close the campus. All employees and non-resident students will be notified by University officials to leave the campus.

Note: In the event that an evacuation becomes necessary, all personnel are expected to assist in helping students and staff exit the campus.

See **Emergency Preparedness and Response** Procedures.

4.1 What you should do

- a. Leave campus when notified of campus closure.
- b. If evacuation is ordered, help students, faculties, and staff leave campus.

For information during an emergency or to find out if the University is closed, visit www.ucsiuniversity.edu.my/index.aspx

5. FIRE EMERGENCY

The main causes of fire are sources of heat such as:

- Electricity
- Static Electricity
- Sparks
- Friction
- Mechanical heat
- Chemical reaction
- Compressed gas
- Lighting
- Flames

Other causes of fire include fuel types such as:

- Combustible solids e.g. wood, tables, chairs and paper.
- Combustible liquids e.g. petrol, paraffin, diesel, methanol and ethanol.
- Combustible gases e.g. hydrogen, methane, butane and carbon monoxide.

- Combustible metals e.g. Kalium (potassium), Natrium (sodium), Calcium and Magnesium.

Prevention is better than cure.

5.1 How and why fires happen

- a. Natural factor: Fire caused by a disaster or a natural factor.
- b. Accidental factor: Fire caused by negligence, carelessness or plain human error.
- c. Incendiary factor: Fire caused by deliberate or malicious human act/criminal intention and action.

5.2 Ten basic control strategies

- a. Ensure that the fire-fighting equipment is **adequately maintained**.
- b. Ensure that all fire-fighting equipment are properly **handled** and in good working condition.
- c. Occupants should be **trained** to use fire-fighting equipment.
- d. Fire-fighting equipment should be located at the **fire-fighting access areas** and clearly **displayed**.
- e. **Emergency telephone numbers** are to be displayed at strategic places.
- f. **Evacuation and assembly points** need to be identified and clearly marked.
- g. A **first aid** kit should be made ready and available at all times.
- h. All occupants must be **instructed** to notify internal security and the Fire & Rescue Department, if a fire breaks out.
- i. **Tests and Inspections** of the fire-fighting equipment should be done regularly.
- j. Ensure that all fire doors at the fire-fighting access areas are **shut** at all times.

5.3 If a fire alarm is activated

- a. Evacuate the building immediately; close doors behind you.
- b. **Do not** try to save belongings, files or equipment.
- c. **Do not** go to the basement.

- d. **Do not** use elevators.
- e. Help people with disabilities (non-wheelchair-bound) leave the building if possible.
- f. If disabled persons cannot be evacuated, lead them to the nearest enclosed stairwell and close doors leading to the stairwell.
- g. Tell Fire personnel the location of disabled persons remaining in the building.
- h. Proceed to the designated meeting point at least 100 metres away from the building. Follow the signs indicating the path to the point of assembly.
- i. Stay clear of fire-fighting equipment and personnel.

5.4 If a fire is discovered

- a. **Evacuate** the building immediately.
- b. **Do not** use elevators.
- c. **Activate** the closest **fire alarm** as you exit, if possible.
- d. **Tell Fire personnel** the location of **disabled persons** remaining in the building.
- e. **Use fire extinguishers** only if trained in its proper use.

5.5 If your clothes catch fire

- a. **Stop** whatever you are doing; do not run.
- b. **Drop** to the ground.
- c. **Roll** to smother flames.

5.6 Render first aid as necessary

- a. Do not attempt to move a person with extreme injuries.
- b. Get help from Fire or Police personnel.

6. FLOODING AND WATER DAMAGE

Major flooding and water damage on campus could be the result of catastrophic weather conditions, broken water pipes, clogged drains, or construction damage. The best preparation is to be familiar with the University's campus evacuation plan beforehand.

In any flooding situation, if there are electrical appliances or outlets near the water, use extreme caution. If there is any possible danger, evacuate the area.

If you know the source of the water and are confident of your ability to stop it (i.e. unclog the drain, turn off the water), do so. Be prepared to assist as directed in protecting and securing vital equipment, records, or chemicals that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage, such as moving items to higher, safer ground, or covering objects with plastic sheeting. Do not return to your building unless you have been instructed to do so.

6.1 In cases of major flooding

- a. Remain calm.
- b. Avoid electrical appliances or outlets near water.
- c. If electrical hazard is a possibility, evacuate the area.
- d. Evacuate the building or campus if instructed to do so.
- e. Do not return to the building unless instructed to do so.

6.2 In cases of minor flooding

- a. Remain calm.
- b. Avoid electrical appliances or objects near water.
- c. If electrical hazard is possible, evacuate the area.
- d. If you are confident you can stop the leak (i.e. unclog the drain, turn off the water), do so.
- e. Help protect or secure vital equipment, records, or chemicals that are in jeopardy, if directed to do so.
- f. Take only essential action to avert immediate water damage (i.e. move items to a higher ground, or cover objects with plastic).
- g. Do not return to your building unless instructed to do so.

7. HAZARDOUS/INFECTIOUS MATERIAL SPILL

A hazardous material spill occurs when a significant amount of hazardous material is released and/or when containment is not possible.

Examples of hazardous materials in quantities that would be considered a spill are: More than one litre of bleach or more than 100 ml of sulphuric acid. Examples of infectious materials include blood and other bodily fluids.

7.1 Response to hazardous material spill

- a. Call the ambulance immediately.
- b. If the hazardous material comes in contact with your skin, immediately flush the affected area with copious amounts of water for at least fifteen (15) minutes and seek medical attention.
- c. Stop the source of the hazardous material if possible.
- d. Evacuate the immediate area; close doors behind you.
- e. Unless trained, **do not** attempt to clean up the spill yourself.

7.2 Response to infectious material spill

- a. If infectious material comes in contact with your skin, immediately wash up with soap and water.
- b. Unless trained, **DO NOT** attempt to clean up the spill.
- c. Contact Campus Security at ext 3189/5401* *immediately*.

8. HOSTAGE SITUATION

If you are involved in a hostage situation, take steps not to aggravate the situation. Remain calm and encourage others around you to remain calm. If possible, contact the Campus Security or the Police. **DO NOT** argue or attempt to negotiate.

8.1 If you are involved in a hostage situation

Contact the campus security or the police, if possible, and supply as many details as possible including:

- a. Number of people involved.
- b. Description of hostage takers.
- c. Weapons displayed.

*Note: *3189 / 5401 – South Wing (Guardhouse); 5401 - North Wing (Guardhouse), 09-628 1889 ext. 6042 for Terengganu Campus (Guard House) and 082- 596 965 ext. 4013/4018 Sarawak Campus (Security Counter).*

- d. Threats made.
- e. Any other information.
- f. Do not attempt to negotiate or argue with the hostage taker.
- g. Try to get others to remain calm. Tell them to do what they are told.

9. MEDICAL EMERGENCIES

Medical emergencies may include any life-threatening situation, such as broken bones, cessation of breathing, chest pain, excessive bleeding, unconsciousness and etc.

If you or someone in your office sees a medical emergency, contact the Campus Security or call the ambulance immediately.

Unless you are properly trained, do not try to render any first aid or use Cardiopulmonary Resuscitation (CPR) before trained assistance arrive. If you are trained in CPR and the victim has no pulse and is not breathing, use CPR on the victim. If trained in first aid, use pressure to stop bleeding. Do not move a victim unless safety dictates otherwise.

9.1 If you experience or witness a medical emergency

- a. Contact UCSI University Security or call the ambulance immediately.
- b. Remain calm.
- c. Be prepared to provide information about the emergency.
- d. Unless trained, **do not** render first aid—wait for emergency personnel.
- e. **If trained**, use pressure to stop bleeding.
- f. Do not move a victim unless safety dictates.

10. MENACING PERSON

If you encounter a potentially dangerous person, take steps not to aggravate the situation or the person. While with or near the person, remain calm and cooperate. Be sure to make no sudden movements. When it is safe to do so, contact UCSI University or call the police and give as much information as possible under the circumstances, especially your name and location (department, building and office number). If safe to do so, alert other employees/students that an emergency/dangerous situation is present or imminent and that everyone should quietly leave the area.

10.1 If you encounter a potentially dangerous person

- a. Remain calm.
- b. Cooperate with the person.
- c. Make no sudden movements.
- d. Contact UCSI University or call the police as soon as possible.
- e. Prepare to provide as much information as possible.
- f. If safe to do so, alert others of the emergency/danger.
- g. Advise others to quietly leave the area.

11. POWER OUTAGE/DOWNED POWERLINES

If a power outage occurs in your office or building, remain calm, and contact UCSI University to report the loss of power.

To prepare before an emergency, be familiar with your building's evacuation plan, and keep a flashlight available in a location you can find easily in the dark. You can also prepare yourself for such an emergency by being familiar with procedures for being caught in an elevator if the power goes out.

If you are trapped in an elevator during a power outage, help others in your immediate area who may be unfamiliar with your office space. If you are in an unlighted area, proceed cautiously to an area that has emergency lights. If you are instructed to evacuate the building, proceed cautiously to the nearest clear exit.

Any downed or fallen wires should be treated as live and dangerous, and you should stay away from them. Fallen power lines are dangerous because they carry electric currents that can cause serious or fatal injuries. If you encounter a fallen wire, keep yourself and others away, and call UCSI University, or the Guardhouse at ext. 3189/5401*.

11.1 If a power outage occurs in your office or building

- a. Remain calm.
- b. Contact UCSI University to report the power loss. Call the University's receptionists at ext. 3000/3001 or the Guardhouse at 3189/5401*.
- c. Help those in your area who may be unfamiliar with your space.

*Note: *3189 / 5401 – South Wing (Guardhouse); 5401 - North Wing (Guardhouse), 09-628 1889 ext. 6042 for Terengganu Campus (Guard House) and 082- 596 965 ext. 4013/4018 Sarawak Campus (Security Counter).*

- d. If in an unlighted area, cautiously move towards an area with emergency lights.
- e. If in an elevator, stay calm. Use the emergency button or intercom to contact UCSI University security personnel.
- f. Evacuate the building if instructed to do so

12. ROBBERY/SHOPLIFTING/THEFT SITUATION

If you are involved in a robbery/shoplifting/theft situation, take steps not to aggravate the situation. Remain calm and cooperate. When it is safe to do so, contact UCSI University or call the police and be prepared to provide as much information as possible. Do not attempt to negotiate or argue with the person(s) involved.

12.1 In a robbery/shoplifting/theft situation

- a. Do what you are told without argument during a robbery.
- b. Tell others around you to do what they are told.
- c. As soon as it is safe, contact UCSI University or call the police and supply as many details as possible including the number of people involved, description of person(s) involved, weapons displayed, threats made, and etc.
- d. Do not attempt to negotiate or argue with the person(s) involved.
- e. If there is more than one person present, have someone maintain visual contact to provide direction of travel from a safe distance. If a weapon was displayed, **do not attempt to follow.**

13. ADVERSE WEATHER

“Adverse weather” refers to storms, flooding and heavy rainfall conditions that may endanger campus citizens and equipment.

13.1 Adverse weather - "Warning"

- a. All outdoor and open area activities should be closely monitored and suspended, if possible, until the threat has passed.
- b. Be on alert when adverse weather conditions are confirmed in the vicinity.
- c. Be prepared, and stay close to a permanent building where you can take shelter at short notice.

13.2 Steps to take during adverse weather conditions

- a. People outdoors should move indoors to a permanent facility, preferably into an interior room.
- b. Ensure that you are in a permanent building and not a temporary structure such as a trailer, automobile, truck or pole building.
- c. Move to an interior room away from the windows.
- d. If you hear thunder, you may be in close proximity to lightning and may have a higher chance of suffering a lightning strike. Go indoors quickly.

14. STUDENTS/PEOPLE IN CRISIS

The following information provides basic guidelines for assisting people with emotional or chemical dependency, or psychological issues.

14.1 In case of mental illness:

- a. Be respectful.
- b. Maintain poise and self-control.
- c. Keep your voice low and calm.
- d. Use short and simple statements.
- e. Reduce contact if the individual is violently ill.
- f. Do not give sharp commands or use threats.
- g. Do not challenge – verbally or physically.
- h. Do not make promises you can't keep.
- i. Do not take anger personally.

14.2 For alcohol & chemical dependency

Students suspected of alcohol and chemical dependencies can be discreetly referred to the [Student Development & Counselling Department \(SDCD\)](#) at ext. [3190/3758/3161](#).

14.3 Traumatic incident

Students facing psychological trauma and those who display behavioural problems can be discreetly referred to the [Student Development & Counselling Department \(SDCD\)](#) at ext. [3190/3758/3161](#).

15. SUSPICIOUS PACKAGES/OBJECTS

If you receive a written threat or a suspicious parcel, or if you find a suspicious object anywhere, contact UCSI University, the Guardhouse at ext. 3189/5401* or call the police immediately.

Never touch, move or tamper with suspicious objects under any circumstance. Prevent others from handling the object or going near it. Do not use cell phones or radio equipment within thirty (30) metres of the suspicious object as they might detonate explosives.

Write down everything you can remember about receiving the letter or parcel or finding the object. The police will need this information.

15.1 Recognising suspicious packages or objects

Be cautious of the following types of objects that you receive:

- a. Foreign mail, air mail and special deliveries
- b. Restrictive markings such as “confidential” or “personal”
- c. Excessive postage
- d. Handwritten or poorly-typed address
- e. Incorrect titles
- f. Misspelling of common words
- g. Oily stains or discolouration on package
- h. Excessive weight
- i. Rigid, lopsided, or uneven envelopes
- j. Protruding wires or tinfoil
- k. Excessive tape or strings.

*Note: *3189 / 5401 – South Wing (Guardhouse); 5401 - North Wing (Guardhouse), 09-628 1889 ext. 6042 for Terengganu Campus (Guard House) and 082- 596 965 ext. 4013/4018 Sarawak Campus (Security Counter).*

15.2 If you receive or find a suspicious parcel or object

- a. Contact UCSI University, the Guardhouse at ext. 3189/5401* or call the police.
- b. Keep others away from object.
- c. Do not use cell phones or radio equipment within thirty (30) metres of the object.
- d. Write down everything you can remember about receiving the letter or parcel or finding the object and be prepared to relay this information to law enforcement.
- e. If instructed to evacuate, move at least one hundred (100) metres away from the building.
- f. Do not re-enter the building until instructed to do so.

16. WITNESS TO A CRIME

If you witness a crime, contact UCSI University, the Guardhouse at ext. 3189/5401* or call the police immediately.

Remain calm and encourage others around you to remain calm. If you can, write down details and descriptions while they are still fresh in your mind. Be prepared to give details to the Police Department.

16.1 If you witness a crime

- a. Contact UCSI University, the Guardhouse at ext. 3189/5401* or call the police immediately.
- b. Do not attempt to physically intervene.
- c. Be attentive to all details, descriptions, mannerisms, actions, license plates, and etc.

17. WORKPLACE VIOLENCE

Workplace violence often begins with inappropriate behaviour or signs that, when detected and reported, may help prevent its occurrence. The following information is a mini-guide for workplace violence education and a safer, healthier workplace for everyone.

*Note: *3189 / 5401 – South Wing (Guardhouse); 5401 - North Wing (Guardhouse), 09-628 1889 ext. 6042 for Terengganu Campus (Guard House) and 082- 596 965 ext. 4013/4018 Sarawak Campus (Security Counter).*

17.1 Risk factors that contribute to workplace violence

- a. Termination of employment.
- b. Disciplinary actions.
- c. Ongoing conflicts between employees.
- d. Domestic or family violence.
- e. Financial problems.

17.2 Preventing workplace violence

- a. Be aware of what is going on around you at all times. Awareness is a proven method for increased personal safety.
- b. Tell your supervisor when you notice unusual or suspicious behaviour.
- c. Attend a violence prevention seminar that includes training in conflict resolution and positive ways of dealing with hostile individuals.

17.3 Examples of workplace violence

- a. Threats, either direct or implied.
- b. Physical conduct that results in harm to people or property.
- c. Conduct that creates an intimidating, offensive or hostile environment.

17.4 Potential warning signs

- a. Verbal, nonverbal, or written threats.
- b. Fascination with weapons or violence.
- c. New or increased stress at home or work.
- d. Expressions of hopelessness or anxiety.
- e. Insubordinate behaviour.
- f. Dramatic change in work performance.
- g. Destruction of property.

- h. Drug or alcohol abuse.
- i. Externalisation of blame.

17.5 Reporting workplace violence

Report ALL incidents of workplace violence to UCSI Campus Security.