



Emergency phone numbers and checklists in the event of a crisis

This document is an excerpt from the school's emergency plan. Only the authorised staff at the school have access to the full emergency plan.

School of Electrical Engineering and Computer Science (EECS)
2020-11-01

Emergency phone number (see also page 4-5)

- National emergency phone number 112 – in case of imminent danger to life, property or environment.
- National information number 113 13 – provide/receive information on serious accidents or crises
- Police (non-emergency number) 114 14 – for cases that do not relate to ongoing or recent crimes and incidents
- KTH Emergency phone number 08-790 77 00 – to report serious incidents
- KTH Security phone number 08-790 99 00 – to report theft, burglary, lack of security, and requests to be accompanied by security guards within the campus area, contact with security guards
- EECS Emergency phone number 08-790 99 99 – the EECS contact person who answers contacts the local crisis management team to initiate the crisis management procedure
- Electrum Laboratory on-call service 070-648 60 32
- Swedish Poisons Information Centre 010-456 67 00
- Healthcare Guide (Vårdguiden) 1177 – consultation with a nurse
- S:t Görän Psychiatric emergency department 08-123 492 00

Table of Content

1	ABC in case of emergency.....	3
	Major fire, accident or disaster.....	5
	Checklist in the case of a fatality.....	6
	Checklist in cases of illness.....	9
	Checklist in cases of threatening or violent situations.....	10
	Checklist in cases of telephone threats.....	11
	Checklist in cases of threats made via email and social media.....	12
	Checklist in cases of mental illness.....	14
	Checklist in cases of mental illness (non-emergency).....	14
	Checklist in cases of suspected drug use.....	15
2	The school's assembly points.....	16
3	The school's defibrillators.....	19

1 ABC in case of emergency

Get a quick overview

- What has happened?
- How many people are affected?
- Is anyone injured?
- Is anyone left at the scene of the accident?
- Is there any risk of more people being affected? Notify/warn them to the best of your ability.
- Protect anyone affected from further stress and do not leave them alone. Provide compassionate support

Emergency phone numbers

- **National emergency phone number - 112**
In case of imminent danger to life, property and the environment.
 - o Answer the operator's questions, such as:
 - What has happened?
 - Where did it happen?
 - What phone number are you calling from?
 - o Until help is on its way, take preventive action if possible, to mitigate injuries, without placing yourself or others at risk.
 - o Meet the emergency services and the police and guide them to the scene of the accident.

More information via www.sosalarm.se/important-phone_numbers/112/

- **National information number - 113 13**
Provide/receive information on serious accidents or crises.
More information via www.sosalarm.se/important-phone_numbers/11313/
- **Police (non-emergency number) - 114 14**
For cases that do not relate to ongoing or recent crimes and incidents.
- More information via www.sosalarm.se/important-phone_numbers/11414/

- **KTH Royal Institute of Technology, emergency phone number - 08-790 77 00**

In the event of a serious incident.

- Answer the operator's questions:
 - Address, where it happened
 - Campus, building, room or hall
 - What has happened?
 - Whether the caller has dialled 112
 - Name, phone number and reachable mobile number

More information via [KTH-emergency-number-08-790-7700-for-special-incidents-and-crises-1.944437](https://www.kth.se/en/eeecs/emergency-1.944437)

- **KTH Royal Institute of Technology, Security phone number - 08-790 99 00**

To report theft, burglary, lack of security, and requests to be accompanied by security guards within the campus area. Contact with security guards.

More information via [intra.kth.se/campus/security_surveillance/guard_support/guard_support-1.910104](https://www.intra.kth.se/campus/security_surveillance/guard_support/guard_support-1.910104)

- **School of Electrical Engineering and Computer Science (EECS), Emergency phone number - 08-790 99 99**

The EECS contact person who answers makes contact with the appropriate personnel in the local crisis management team and initiates the crisis management procedure.

- Answer the questions you are asked:
 - What has happened?
 - Where did it happen?
 - What phone number can you be reached on?
 - Have you called 112 and 08-790 77 00?
- **Electrum Laboratory on-call service - 070-648 60 32**
- **Swedish Poison Information Centre - 010-456 67 00**
- **Healthcare Guide (Vårdguiden) – 1177**
Consultation with a nurse.

More information via www.sosalarm.se/important-phone_numbers/1177/

- **S:t Görän Psychiatric emergency department - 08-123 492 00**

Checklists

Major fire, accident or disaster

What to do first:

Step	What	Done (mark with x)
1	Dial 112.	
2	State that you are calling from KTH Campus or Electrum in Kista and give the address and the reason for the emergency.	
3	Call the EECS crisis management team on 08-790 99 99.	
4	Give the address you are calling from and the reason for the emergency.	
5	In the event of an emergency at Electrum Kista that may affect the Electrum Laboratory, call the Electrum Laboratory's on-call service on 070-648 60 32.	
6	Call 7700, KTH's emergency number	
7	Give the address, the reason for the emergency, and a phone number you can be reached on so that the KTH head of security can return your call.	
8	Check who has been appointed crisis manager at EECS, see point 3.	
9	If necessary, evacuate the work site.	
10	In the event of a chemical spillage: cordon off the affected area/corridor/lab	
11	In Kista, the fire alarm is directly connected to the SOS Alarm emergency number. When the fire brigade arrives at the school, they contact the fire protection officers, Mikael Prytz or Aleksandar Radojcic. Their names can be found in the fire alarm boxes, which are the first point of contact for the fire brigade.	
12	In the event of an accident at work, this must be reported without delay (within 48 hours) to www.anmalarbetskada.se or on 010-730 90 00.	

Checklist in the case of a fatality

What to do first:

Step	What	Done (mark with x)
1	If necessary, dial 112.	
2	Contact the immediate manager and head of school or head of administration.	

Immediate manager:

Step	What	Done (mark with x)
1	Takes care of the contact with relatives. Note: only police or medical personnel may report the death of a relative!	
2	Make sure that the relatives are informed before providing other information.	
3	Informs those most closely affected (student group and staff) about what has happened and what is being done.	
4	Convene an information meeting as soon as possible in order to prevent the spread of any rumours. (The principle is to first inform those most closely affected, then within the organisation, and then people outside).	
5	Makes sure that the appropriate information is published on the intranet. Contact the communication unit.	
6	Show a photograph of the person – in a frame. Contact Service Center.	
7	Book of condolences (the KTH white book). Must be kept in a separate room at the department (or equivalent) and at the memorial service. Make sure that the environment is dignified. Flowers, candles, dark/white cloth and a framed portrait of the deceased are examples of suitable decorations. Contact Service Center	
8	Send sympathy flowers to relatives and let them know you will be holding a memorial ceremony to which relatives are welcome if they wish to attend. Contact Service Center	
9	Send a wreath to the funeral. Contact Service Center. If it meets with the family's approval, take the opportunity to participate as a representative of the employer.	
10	After the memorial ceremony, send the book of condolences to the relatives.	
11	Contact the IT department to arrange an automated email reply for the deceased's email account.	
12	Informs other professional contacts.	
13	Follows up on the ongoing tasks and projects.	
14	If necessary, redistribute the ongoing work of the employee to other staff.	

HR:

Step	What	Done (mark with x)
1	Supports the manager and co-workers affected.	
2	Notifies Service Center.	
3	Notifies the central personnel division and terminates the employment.	
4	Contacts Kammarkollegiet about insurance.	
5	Notifies the caretaker that the pigeonhole needs to be removed.	

Service Center:

Step	What	Done (mark with x)
1	Service Center contacts the head of division with information about the book of condolences, cloth, frame, photo paper, candles and flowers for the memorial table in the division. Asks whether flowers should be sent to the relative(s), and provides support during the planning of a memorial service. Advises that the funeral wreath can be ordered through SC when the time comes for the funeral.	
2	Organises other practical measures (emptying the workroom, notifying the IT unit/Service Center about terminating the telephone subscription, KTHaccount, etc.).	

Checklist in cases of illness

What to do first:

Step	What	Done (mark with x)
1	Dial 112	
2	Then start any help, such as cardiopulmonary resuscitation (CPR)	
3	Call KTH's emergency phone number 08-790 77 00 to report the incident	
4	Inform the head of school and the head of administration about what has happened.	

Checklist in cases of threatening or violent situations

What to do first:

Step	What	Done (mark with x)
1	In the event of a mugging attempt: hand over whatever the mugger is demanding	
2	Allow the mugger/violent person a clear escape route	
3	In the event of an immediate threat, dial 112 from another location	
4	In the event of worrying situations: contact the HR unit	
5	In the event of telephone threats, follow the checklist below and this checklist Checklist in cases of telephone threats	
6	Call KTH's emergency phone number 08-790 77 00 in order to report the incident	

Checklist in cases of telephone threats

Step	What	Done (mark with x)
1	Attract the attention of the nearest fellow-worker to indicate that you are dealing with a telephone threat.	
2	Open the following checklist for telephone threats and take notes: Checklist in cases of telephone threats	
3	If possible, allow a fellow-worker to listen in to the conversation so that they can also take notes and/or raise the alarm.	
4	Notify your immediate manager as soon as possible that you have received a telephone threat.	
5	Raise the alarm to KTH 08 790 7700.	
6	Await further instructions from your immediate manager.	
7	Counteract rumour-mongering, do not pass on information about the threat to anyone other than your immediate manager.	
8	The checklist is forwarded to the KTH head of security and your immediate manager.	
9	Risk analysis and management The KTH head of security cooperates with the crisis management group and the parties necessary for dealing with the threat and those affected by it. The crisis group decides on the action to be taken, as well as what information should be communicated within KTH and when.	

Checklist in cases of threats made via email and social media

Step	What	Done (mark with x)
1	Counteract rumour-mongering	
2	Do not pass on information to anyone other than your immediate manager. False rumours can create fear and a sense of insecurity, which in itself is often the objective.	
3	If possible, reduce the risk of rumour-mongering by hiding the message.	
4	It is not just the person who published the threat who is committing a crime. The person passing it on is also at risk of doing so.	
5	Secure evidence and traceability	
6	Via social media Take a screenshot or make a copy of the message/page and save it digitally for further investigation.	
7	Via email Make a copy of the email header and save it digitally for further investigation. Instruction: intra.kth.se/it/email-calendar/email/spam-phishing	
8	Reporting to the police Threats aimed at employees: the employee decides whether the threat should be reported to the police as he/she will take on the role of plaintiff and will be the subject of the case in the dealings with the police. Threats aimed at the school and KTH must always be reported to the police and be coordinated with the KTH head of security.	

	<p>Specific management, risk assessment and evaluation</p> <p>Employee at work Threats affecting an employee at work and that are linked with KTH must be coordinated with the immediate manager, with both jointly evaluating the content and risk inherent in the threat. All threats are reported to KTH as incidents, if they are of a serious nature, they must be reported to both the Swedish Work Environment Authority and to the police.</p> <p>School Threats aimed at the school are passed on to the immediate manager. The threat is coordinated within the school; the school management assesses the content and determines the risk inherent in the threat. The school management decides whether the threat should be escalated and coordinated with KTH Common Operational Support (GVS) and the KTH head of security. The head of security further assesses whether the threat should be escalated to the crisis management group.</p>	
	<p>Crisis management team KTH</p> <p>The head of security cooperates with the crisis management team and the parties necessary for dealing with the threat and those affected by it. The crisis management team decides on the action to be taken, as well as what information should be communicated within KTH and when.</p>	

Checklist in cases of mental illness

What to do first:

Step	What	Done (mark with x)
1	Accompany the person to a quiet place and behave calmly, talk calmly and take your time, never be alone with the person.	
2	Make an initial assessment and ask whether you should contact a relative/friend.	
3	If necessary, call the emergency psychiatric service at S:t Görans Hospital for advice and assessment: 08-123 492 00.	

Checklist in cases of mental illness (non-emergency)

What to do first:

Step	What	Done (mark with x)
1	Accompany the person to a quiet place and behave calmly, talk calmly and take your time, never be alone with the person.	
2	Be clear about what the school can do and set boundaries. The more upset the person is, or the more he/she shows strong emotions, the more important it is to stay calm/show calm when relating to him/her.	
3	For employees: Refer to the Healthcare Guide 1177 or to the Occupational Health Service, 08-120 125 00 stockholmcity@avonova.se	
4	For students: Refer to the Student Health Services: 08-674 77 00	

Checklist in cases of suspected drug use

Step	What	Done (mark with x)
1	If an employee is involved, notify the immediate manager of the person in question. immediate manager.	
2	Express your concern about what you see and perceive about the employee/student, as well as any suspicions. Ask him/her whether he/she self-medicates.	
3	If you consider the situation to be urgent, call the emergency psychiatric service at S:t Görans Hospital for advice: 08-123 492 00.	
4	In a non-emergency situation, contact/refer students to Student Health Care Centre, 08-674 77 00, or the Livsstilsmottagningen (Lifestyle Clinic), Riddargatan 1, 08-123 474 82 or via SMS 070-634 68 44	
5	Refer the employee to the Occupational Health Service, 08-120 125 00 stockholmcity@avonova.se	

2 The school's assembly points

Assembly points for evacuating premises

- Teknikringen 29-35: Outside Teknikringen 10 A/B
- Malvinas Road 6 and 10: Outside Restaurant Q
- Lindstedtsvägen 3: The location outside the fountain at Vallhallavägen 79
- Lindstedtsvägen 24: The location outside the fountain at Vallhallavägen 79
- Teknikringen 14: The location outside the fountain at Vallhallavägen 79
- Electrum Kista: Boules Court, Isafjordsgatan 26

Assembly points:

- Teknikringen 29-35: Outside Teknikringen 10 A/B



- Malvinas Road 6 and 10: Outside Restaurant Q



- Lindstedtsvägen 3: The location outside the fountain at Vallhallavägen 79



- Lindstedtsvägen 24: The location outside the fountain at Vallhallavägen 79



- Teknikringen 14: The location outside the fountain at Vallhallavägen 79



- Electrum Kista: Boules Court, Isafjordsgatan 26



3 The school's defibrillators

Defibrillators are available at the following locations within the school:

Teknikringen 29-35:

- Level 3, Big Kitchen Teknikringen 31/33
- Level 2, Electrical engineering lab
- Level 4, in the corridor directly inside the entrance, stairwell 29
- Level 4, in the corridor next to the lift, stairwell 31

Malvinas Road 10:

- The break room, level 3
- Level 6, at the post/printer room B:613

Electrum:

- Level 2, Student Centre
- Level 3, Big Kitchen, Lift C
- Level 3, Service Center

Teknikringen 14:

- Level 4, in the corridor outside the break room
- Level 6, in the corridor outside the break room

Lindstedtsvägen 24:

- Level 4, in the corridor directly to the right of the entrance door

Lindstedtsvägen 3:

- Level 3, in the stairwell next to the toilets
- Level 4, in the corridor next to room 1421
- Level 5, in the corridor next to room 1521
- Level 6, in the corridor next to room 1616