



Safety and Security at KTH

Shared Responsibility for a Safer Workplace

For employees and students at KTH

The aim of this Safety and Security Plan is to reassure students and employees around what action to take in the event of an accident or serious incident. It's a good idea to post the plan in your office, on notice boards or at some other central location, so that it's always close at hand.

You can find more information about safety at KTH on the university's website.

Also, you are always welcome to contact the Security and Safety Department by e-mail: sakerhet@kth.se



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Head of Security and Safety Department
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1 Accident or serious incident

If there is a genuine threat to life, health or property, call SOS Alarm emergency number, 112

- Call SOS Alarm 112 to reach the emergency services, ambulance services or police.
- Do not hang up until instructed to do so.
- Leave a phone number you can be reached on.
- If possible, stay by the phone so that the emergency services can call back.

In the event of a serious incident, call KTH's internal emergency number, 08-790 77 00. Serious incidents include:

- Risk of or actual serious personal injury, or harm to the environment or property.
- Risk of or actual impact on KTH's operations.
- Risk of or actual serious impact on a department's/ equivalent unit's, or KTH's operation.

Emergency security support

If emergency security support is needed in any difficult situation, call 08-790 77 00 and request security assistance. Be prepared to provide the following details:

- Your name
- KTH details (school, department/centre and address)
- "We need immediate security support because..."

Internal emergency number 08-790 77 00

KTH's internal emergency number, 08-790 77 00, is linked to an emergency call centre. At busy times you may be placed in a queue, but the operator will respond as soon as possible. 08-790 77 00 is a priority number at the emergency call centre.

2 Phone threats and bomb threats

Remember:

- Stay calm
- Be friendly
- Make a note of the caller number, call length and exact time.
- Think carefully about the caller's voice, any distinctive features etc.
- Do not interrupt
- Write down as many details as possible about the call.
- Keep the conversation going.
- Does the caller mention any names or locations?

Examples of questions to consider

- Who or what is the target of the threat?
- Is there a motive?
- What was the exact wording of the threat?
- Are any demands being made?
- Where is the bomb located?
- When will the bomb explode?
- Did the caller plant the bomb themselves?

Types of threat

Bomb. Fire. Violence. Other...?

The caller's language

Swedish dialect/accent. Other...?

The caller's identity

Man. Woman. Boy. Girl.

The caller's attitude

Calm. Agitated. Familiarity with premises/operations. Other...?

The caller's voice

Deep. High-pitched. Loud. Slurred. Quiet. Soft-spoken.

The caller's speech

Fast. Stuttering. Swear words. Technical/professional terms. Well-spoken. Distinctive. Other...?

Background noises

Silence. Voices. Children. Traffic. Aircraft. Music. Machines. Radio/TV. Other...?

What to do after the call

- Call SOS Alarm 112.
- If the threat is imminent, sound the fire/evacuation alarm immediately.
- Inform KTH's internal emergency number, 08-790 77 00.
- Always inform your immediate manager.

3 Suspected hazardous packages or gifts

Packages/gifts to your home or workplace may contain unpleasant surprises.

Pay attention to the following

- Oil/grease stains
- Uneven/bumpy in appearance, or a package that seems more rigid than normal.
- Incorrect weight: a package that's unusually light or heavy relative to its size.
- An excessive number of postage stamps.
- Sender details that suggest anonymity is preferred.
- A strange or unusual smell.
- The package has been opened and/or resealed.
- Visible metal strips, foil, wire etc.
- Sounds such as ticking, buzzing, sloshing etc.
- Text saying e.g. 'personal'.
- Packages suspected to contain powder.

What to do if you receive a suspicious package

- Do not touch the package more than necessary.
- Keep a safe distance away from the package.
- Inform KTH's internal emergency number, 08-790 77 00.
- If the danger is imminent, evacuate the premises immediately.
- For non-imminent danger, await instructions from the Head of Security.
- Always inform your immediate manager.

In the event of suspected or confirmed contamination

- Remove any clothes that have come into contact with the powder/substance. NB: Do not pull them over your head!
- As soon as possible, wash your hands, arms and face with soap and water.
- Avoid close contact with other people.

4 Threats/violence

How can I help a colleague/student who has been subjected to violence or threats of violence?

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Emergency measures:

- Take the victim aside to a safe, calm place.
- Give care by being kind and supportive.
- Physical care if needed, a hot drink, and perhaps a blanket or jacket.
- Keep the victim under constant supervision.

Contacts for emergency and serious incidents

- Call SOS Alarm 112 as soon as necessary and possible without risk.
- Inform KTH's internal emergency number, 08-790 77 00.

Remember:

- Do not let the victim drive.
- Arrange for the victim to be accompanied home.
- If the victim lives alone, arrange company if possible.

Actions the employer/student can take

- Inform the victim's family/relatives.
- Contact the HR Department for crisis support.
- Crisis support for students through study counselors or student health services.
- Appoint a supporter for the next few days.

Personal threats

- If possible, keep a distance from the one(s) making the threat.
- Stay calm.
- Be friendly, do not provoke, do not interrupt.
- Avoid physical contact.
- If you know the perpetrator's name, use it.
- Try to alert colleagues or others of the threat.

If the threat is acted upon

- Take shelter and ask colleagues or others for help.
- Try to distance yourself from the location.
- Emergency protection – use the violence you need to protect yourself or save lives.

Threats by e-mail/text message/chat/online

All forms of digital communication leave invisible traces. Therefore, do the following:

- Save the message.
- Contact the Head of Security.

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Threats by mail

If you receive a letter that contains a threat or some other illegal message, it's important to think about the following:

- Do not touch the letter unnecessarily.
- Place the letter in a plastic folder or some other protective cover (to preserve evidence).
- Note the date of arrival.
- Contact the Head of Security to arrange collection.
- If you recognise the type of package as a "threat or harassment", do not open it but hand it directly to the Head of Security.

Online harassment

If you experience offensive and/or harassing treatment online, such as film sequences or manipulated images:

- Save the material as a screenshot, or save the link, on your computer.
- Contact the Head of Security for advice.

5 Unauthorised persons in the workplace

Pay attention to anyone who may not be authorised to be on our premises. They could be preparing for a crime, such as theft, violence or threats.

Help to prevent risks associated with unauthorised persons by:

- Never letting anyone you don't know onto KTH's premises as you pass through locked doors.
- Registering visitors in the system in advance where this option exists.
- Making sure your visitors wear visitor badges to show that they are authorised to be on KTH's premises, where this option exists.
- Taking responsibility for your visit throughout its duration, meeting your visitors at the entrance and accompanying them back there afterwards.
- Never allowing anyone else to use your personal codes.

Unauthorised persons in the workplace

What to do if you suspect there is an unauthorised person on KTH's premises:

- Tell a colleague/student about your suspicions.
- Ask the suspected intruder, kindly: "Can I help you with anything?"
- Ask the person to show their visitor card or access pass.
- If the person has no genuine business on the premises, ask them to leave.
- If they refuse to leave, notify emergency security support on 08-790 77 00.

Break-in, theft and vandalism

- If you discover there has been a break-in or vandalism, call KTH's internal emergency number, 08-790 77 00.
- If property is stolen or lost, call the police on 114 14 to report the incident.

Preventing theft

- Report lost keys to 9200@kth.se or call 9200.
- Report loss of an access pass to kortexp@kth.se.
- Spare keys must be locked inside an approved locker.
- If possible, lock the door to your office, and lock away any valuable items when you leave the office.
- Ensure your computer is password protected when you leave it.
- Do not keep your login details or login card together with your computer.

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6 In the event of fire

The order of the following measures depends on the situation and your ability.

Rescue: people who are in danger.

Warn: others who are in danger.

- Sound the fire/evacuation alarm.

Call SOS Alarm 112.

- Tell them who you are and where you're calling from.
- Report what has happened and where.

Extinguish: extinguish the fire! If you cannot extinguish it safely, limit the fire and the spread of smoke by closing doors and windows. Do not put yourself at unnecessary risk.

Evacuate: take the nearest evacuation route and walk to the assembly point.

Important information to know in case of fire.

- What is the nearest evacuation route?
- Where is your nearest fire extinguisher and other safety equipment?
- Do the premises have a fire alarm/evacuation alarm?
- What should you do if the fire/evacuation alarm sounds?
- Where is the assembly point?
- Have you checked the evacuation plan?

When the situation allows, call **KTH's internal emergency number: 08-790 77 00.**

7 Personal injury or rapid decline

Find out where the First Aid equipment is!

General

- What has happened? Try to get an overall idea of the situation.
- Rescue any people who are in danger.
- If required – administer First Aid.
- Time – every second counts. Don't hesitate – always call 112.
- Notify security on 08-790 77 00 – they have medical equipment and defibrillators in their vehicles.

Burn/scald injuries

- Cool the area with plenty of running cold water for about 20–30 minutes.
- Do not leave the patient alone.
- Do not remove any of the patient's clothes.

Eye injuries (splashes of corrosive substance)

- Rinse the eyes immediately with plenty of water.
- Keep the eyelid open while rinsing.
- Continue rinsing for about 20 minutes.

Corrosion injuries

- Immediately rinse the injured area with plenty of running water.
- Remove any clothes that have the corrosive substance on them.
- Continue rinsing the area for 20–30 minutes.

Electrical accidents

- Cut the power immediately.
- Do not touch the patient until the power has been cut.

Epilepsy

- Prevent the patient from hurting themselves, e.g. by cushioning their head.
- Do not put anything in the patient's mouth – this can do more harm than good.
- Stay with the patient until the seizure has passed.
- If you witness a suspected epileptic seizure, check if the patient is wearing or carrying an epilepsy symbol before calling the emergency services. Most seizures pass within a few minutes.

Asthma

- Help the patient access and take their medicine, and loosen any tight-fitting clothes.
- If the seizure does not pass – call an ambulance.

Diabetes

- If the patient is conscious, give them something to eat or drink containing sugar.
- Wait 10–15 minutes to gauge their reaction. If the food or drink doesn't help, the patient is in insulin shock.
- Never give an unconscious person anything to eat or drink.



First Aid

- Establish whether you can communicate with the person.
- Call for help.
- Make sure the patient is breathing. If not, clear their airways and administer artificial respiration.
- If the patient is breathing, put them in the recovery position.
- If their heart is not beating, administer cardiac massage.

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Stroke/cerebral infarction/brain haemorrhage (symptoms)

- Sudden weakness or sudden numbness in the face, arms or legs, often – but not always – in one half of the body only.
- Sudden difficulty speaking or understanding, which can sometimes manifest as confusion.
- Sudden double vision or vision disorder in one or both eyes.
- Sudden difficulty walking, sudden dizziness, vertigo, or reduced balance and coordination.
- Sudden severe headache for no apparent reason.

The FAST test for stroke

If a person is unable to do the following, they may be having a stroke.

F: Facial weakness – Can the person smile? Has their mouth or eye drooped?

A: Arm weakness – Can the person raise both arms and keep them raised for 10 seconds?

S: Speech problems – Can the person speak clearly and understand what you say?

T: Time to call 112 if you see any of these signs.

Cardiac arrest/heart attack (symptoms)

- Severe, pressing or cramping pain in the chest that does not go away.
- A diffuse but unpleasant sensation in the chest that lasts more than 15 minutes.
- Chest pains combined with shortness of breath, cold sweats or arrhythmia (irregular heartbeat).

8 Terrorist attacks – advice

A terrorist attack may target the general public, but also symbolic targets or individuals. Here are some general recommendations in the event of a terrorist attack.

Flee

Get yourself to safety. Leave the site as soon and as safely as possible, and avoid crowds.

Seek protection

If you're unable to leave the area, find a place that you deem to be safe and provides you with protection. Pay attention to what you see and hear, and try to stay calm.

Put your mobile phone on silent and deactivate vibration. Do not call anyone who may be in the risk zone – an incoming ringtone could disclose their location.

Call the police

Call the police on 112. The police will need to know; the location, what has happened, how many perpetrators you have seen, what weapons they are using, what they look like, and where you last saw them.

Warn anyone else who is in danger and help them if needed.

Also remember

Do not call using your mobile phone unless you have to. If the network is over-burdened, critical calls might not get through.

Always follow instruction from the police, emergency services and other authorities.

Do not share unconfirmed information online or in any other way.

When the police arrive, it may be hard for them to immediately distinguish between perpetrators and victims – be sure not to be holding anything in your hands.

Be prepared for further attacks.

Make it a habit to take note of emergency exits.

9 Important phone numbers

SOS Alarm	112
KTH's internal emergency number (24 hours)	08-790 77 00

Other important phone numbers

Medical advice	1177
SOS Alarm (information line)	113 13
Police (non-emergencies)	114 14
Swedish Work Environment Authority (occupational injuries)	010-730 90 00
Swedish Work Environment Authority 24-hour line (occupational injuries) ..	08-737 15 55
SOS International	+45 70-10 50 50

My numbers
