1. **General**

During routine activity and after regular work hours, there may be irregular events and/or technical and other malfunctions that require urgent action to identify the event, and to call professionals who are on campus or outside of it in order to handle the incident immediately and as needed.

1. **Goal**

Specify the order of actions for immediate handling during emergency events on campus.

1. Below is a table that presents the order of actions required by the shift manager/on-duty manager or building manager during irregular events on campus in the following areas:
	1. Injury
	2. Fire
	3. Detection of suspicious object
	4. Terrorist activity (shooting and/or explosion)
	5. Rescue from elevator
	6. Power failure/emergency generator
	7. Air conditioning failure
	8. Cooler room failure
	9. Water leak – plumbing problems
	10. Electricity failure
2. In the event that there is an electricity, water or machine failure until 22:00, call one of the on-duty staff who is present, according to the duty roster that is in the on-duty manager’s office. If the failure occurs after the hour of 22:00 and/or if the on-duty staff cannot be located, immediately call professionals according to the list in the attached table.
3. The shift manager/on-duty manager must act during an emergency according to this directive and according to that which is specified in the on-duty manager’s file.
4. Responsibility
* Block/building managers – during regular work hours
* Shift manager/on-duty manager – during performance of their work

|  |  |  |
| --- | --- | --- |
| 1. **Injury / Medical Event**
 | 1. **Fire Event**
 | 1. **Suspicious Object**
 |
| * Immediately clarify details of the location of the injury, including the age of the injured person.
* Call a nurse to the location and if necessary use the security vehicle to transport the nurse.
* If the injury is serious and/or at the nurse’s request, immediately call for:
* **NATALY** ambulance, tel.: **177-022-4224** **or 1-800-800-666**, noting the details of the injury and TAU’s membership no.: **27859**
* When the clinic is closed, immediately call for an ambulance.
* Help treat the injured person as needed.
* Keep passersby away from the area.
* Instruct the gate guards to provide directions for the ambulance.

After evacuating the injured person, update the following officials:* Police – according to circumstances
* Manager of Security and Housekeeping Unit and Manager of Security Section – according to circumstances
* Safety Engineer – according to circumstances
* Manager of Engineering and Maintenance Division – according to circumstances
* According to the procedure in the on-duty manager’s file
 | * Act immediately to extinguish the fire using fire extinguishers and/or water hoses located in the area of the fire (per circumstances).
* If the custodial staff is still in the building, make sure they have begun fire extinguishing activities, and evacuated the building and removed sensitive equipment from the fire area.
* Assemble all security personnel in the fire area to assist with fire extinguishing activity.
* If the fire spreads, immediately call the municipal fire and rescue service at telephone – **102.**
* Instruct the gate guards to direct the fire truck to the area.
* Act immediately to evacuate employees and others from the building.
* Isolate the fire area with barricades and/or marking tape, and keep people away from the area.
* Call the on-duty electrician to disconnect the electricity system at the site.
* Call the **on-duty plumber** and/or the manager of the Water Section to help with fire extinguishing.
* Assist the fire fighters as needed.
* Immediately report to the following:
* Safety Engineer
* Manager of Security and Housekeeping Unit and Manager of Security Section
* Manager of Engineering and Maintenance Division
* Head of the faculty administration where the fire occurred
* Additional personnel according to the procedure in the on-duty manager’s file

In the event there are casualties, immediately report to:**NATALY** tel.: **03-5757788, 177-022-4224** **or 1-800-800-666**,**Police** – Tel. **100** | * Immediately call a security employee/security patrol to the site.
* Try to locate the owner of the suspicious object in the nearby vicinity.
* In the event that no owner of the object is located, quietly keep people away and isolate the suspicious object.
* Block access for pedestrians and vehicles in the entire area adjacent to the suspicious object.
* **Under no circumstances should you touch and/or move the suspicious object.**
* Immediately call for a police sapper at telephone 100.
* Immediately report to the relevant gate about the sapper’s arrival.
* Instruct the guard to direct the sapper to the suspicious object’s location.
* Assist the police sapper as needed.
 |

|  |  |  |
| --- | --- | --- |
| 1. **Terrorist attack (shooting attack and/or explosion)**
 | 1. **Rescue from elevator**
 | 1. **Power failure / emergency generator**
 |
| Immediately go to the area and identify the location of the incident.Do everything you can to thwart and/or isolate the event.Call security personnel to the scene and direct them to the traffic route and meeting place.Also call the police and direct them how to arrive to the site of the event.Position a security officer at the gate to direct the police to the site of the event.Block access to passersby and vehicles in the adjacent area and/or area that leads to the site of the event.Observe procedures for opening fire subject to the Israel Police’s instructions.Provide assistance to the police as needed. Immediately report to entities according to the procedure in the shift manager’s file. | * Immediate call the Housekeeping Unit manager and/or one of his employees.
* Try to calm the people inside the elevator until a technician arrives.
* If the elevator malfunction occurs after work hours, call the on-duty officer for the machine room and a technician from the elevator company according to the list in the procedure in the shift manager’s file.
* If an elevator technician cannot be located, call the block /building manager to deal with the elevator.
* If it is not possible to call the block /building manager, call the Machine Section manager or the Maintenance Unit manager.
* When the elevator technician and block /building manager arrive, help extract the people trapped inside as needed.
* It is prohibited for a security employee and/or building guard to independently take any technical action to extract people trapped inside the elevator.
* Extracting people trapped inside an elevator may be performed solely by an employee certified for this.
 | * Immediately check with the **machine room on-duty officer at** tel. **8500** that the emergency generator has started working as backup for the power failure.
* Call the **on-duty electrician** to repair the failure. If it is not possible to call him, call one of the electricians from the Electricity Section according to the list in the position holders’ file.
* **Immediately report to the following:**
* Electrical engineer
* Electricity Section manager
* Maintenance Unit manager
* Deal with the PA system that was activated with the power failure.
* Make sure that the gate barriers are open for vehicles, and if necessary raise them manually.
* Check if people are trapped inside an elevator; if so, follow the procedure.
* In the event that the emergency generator does not work and does not provide backup for the electric company, **urgently** call the following:
* Electrical engineer
* Machine room manager
* High voltage electrician
* “Synchro” company (service company for the generator)
* “Synchro” company
* “Synchro” company
* Maintenance Unit manager
* Engineering and Maintenance Division manager
 |

|  |  |  |
| --- | --- | --- |
| 1. **Flooding/water leakage/sewage**
 | 1. **Air conditioning failure**
 | 1. **Refrigeration/cooling room failure**
 |
| * Clarify details about the location of the leak/flooding.
* Try to check if it is possible to repair the problem (close a valve, etc.).
* Call the on-duty plumber (up to 22:00).
* If the on-duty plumber cannot be located, call someone from the Plumbing Section staff according to the list in the office holders’ file.
* If you cannot locate a plumber, call the Water Section manager.
* If he is not at home, call the Maintenance Unit manager.
* If there is a flood caused by a failure in the irrigation system, call the Landscaping Section manager and/or the on-duty plumber according to the above list.
 | * Clarify details about the location of the air conditioning failure
* Urgently call the machine room on-duty officer at tel. **8500** to come to the location of the failure.
* If the failure cannot be repaired, call one of the Air Conditioning Section employees and/or manager of the Air Conditioning Section.
* If they are not at home, report the failure to the Maintenance Unit manager.
* If the failure has occurred in the campus central air conditioning system, call the air conditioning engineer.
 | * Clarify details about the location of the failure in the cooling room and/or refrigerator – building, floor, room number and nature of failure.
* Urgently call the machine room on-duty officer at tel. 8500.
* If the machine room on-duty officer is unable to repair the problem, call one of the Machine Section employees according to the list in the office holders’ file.
* If you are unable to locate one of the above employees, call the block/building manager.
* If they are not home, call the Machine Section manager and/or the Maintenance Unit manager.
* If the refrigerator/cooling room cannot be repaired, urgently call an employee whose details are posted on the refrigerator and/or the block/building manager, who will handle the problem by finding a replacement refrigerator or other suitable solution.
 |
| 1. **Electricity failures**
 |  |  |
| * Clarify details about the nature and location of the failure.
* Call the **on-duty electrician** (until 19:00) or the **on-duty custodian (until 22:00)**
* If he cannot be located, call one of the Electricity Section employees according to the list in the office holders’ file.
* If you cannot locate one of the electricians, call the Electricity Section manager.
* If he is not home, call the electrical engineer and/or Maintenance Unit manager.
 |  |  |