



UNIVERSITY OF HELSINKI

SAFETY AND SECURITY GUIDE



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UNIVERSITY OF HELSINKI SAFETY AND SECURITY GUIDE

The University of Helsinki Safety and Security Guide contains important contact details, instructions for emergencies as well as general information on safety and security. Its purpose is to help prevent accidents and hazardous situations and to instruct the University community on how to respond appropriately in emergencies.

The section entitled Important telephone numbers includes the most important numbers that members of the University community can contact to receive help and further information.

The section Instructions provides concise advice for measures to be taken in emergencies.

The section General information briefly describes various safety and security-related support services and phenomena.

Every member of the University community must contribute to the establishment of a safe and healthy University environment. Safety is our common cause and cannot be outsourced.

Third edition (version 3.0) of the University of Helsinki Safety and Security Guide, Nov. 2018.

The content corresponds to that of the first and second editions. The most significant changes relate to telephone numbers and the information on facility services. The second edition can continue to be used together with an information sheet outlining the key changes made.

Editor: Mikko Savela

Cover photo of the Kumpula Campus Library: Linda Tammisto

IMPORTANT TELEPHONE NUMBERS

GENERAL EMERGENCY NUMBER 112

Dial 112 in urgent, genuine emergencies when someone's life, health, property or the environment is threatened or in danger. Emergency service is given also in English.

From the emergency number you will reach the rescue services, the police, ambulance services and emergency social services. If in doubt as to whether or not you are faced with an emergency, it is always better to call the emergency number than not to call.

HOW TO REPORT AN EMERGENCY

DIAL 112

EXPLAIN what has happened, give the exact street address and city or municipality.

ANSWER any questions asked.

FOLLOW the instructions given.

DO NOT HANG UP until told to do so.

DIRECT the assistance to the scene.

REDIAL 112 if the situation changes.

Medical care

Univeristy Hospital Telephone Health Service, (tel.)	(09) 87 10023
City of Helsinki Telephone Health Service, (tel.)	(09) 310 10023
Poison Information Centre, tel.	(09) 471 977 (direct) or (09) 4711 (exchange)

Urgent psychiatric care

Aurora Hospital Emergency Clinic, tel.	(09) 3106 5721
City of Helsinki Telephone Health Service, tel.	(09) 310 10023
Helsinki Police Department service number, tel.	0295 419800 (between 8.00 and 16.00)

Non-urgent medical care

In less urgent cases of illness, you may seek help from your local health centre, or if this is closed, from the Haartman Hospital Emergency Health Centres.

STAFF

Mehiläinen Occupational Health Care:	010 414 0777 Mon-Fri between 8.00 and 16.00
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UNDERGRADUATE STUDENTS (NOT POSTGRADUATE)

Finnish Student Health Service (FSHS):	046 710 1027 Mon-Thu between 8.00 and 15.00 Friday between 8.00 and 14.00
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The University departments have contact details for their faculty-specific nurse at the Finnish Student Health Service.

Faults and defects in the facilities and the facilities control room

University of Helsinki Property Services Ltd (also known as HY247) is responsible for the maintenance of properties, land, buildings and equipment in the possession and at the disposal of the University of Helsinki.

Faults and defects should primarily be reported to the building porter. In urgent situations outside opening hours, you can contact the University's out-of-hours customer service by calling **02941 44500**. The security company responsible for the University's out-of-hours customer service will answer your call. If the fault or defect requires urgent attention, the security company will connect the call to the maintenance staff on duty or, if necessary, send a security guard to the site.

PORTERS

The duties of porters include providing reception services, giving general information and guidance, maintaining tidy surroundings, ensuring that copy machines in common areas work properly and assisting with their use, supervising areas outside the buildings as well as receiving and forwarding reports on faults and defects.

You may ask the porters about all matters related to the use of buildings and property.

FACILITIES CONTROL ROOM 44100

Contact the facilities control room when you cannot reach the porters in situations involving faults and problems with building technology, or when the situation requires prompt action.

The telephone number for the facilities control room is **02941 44100**.

During the day, the call will be taken by the member of the maintenance staff on duty, and outside regular working hours the call will be transferred automatically to the security company used by the University. The security company has the necessary telephone numbers to alert the maintenance staff on duty.

TECHNICAL BUILDING MANAGERS

You may contact campus-specific technical building managers for issues involving building technology.

The updated contact details for technical building managers on all campuses as well as premises outside Helsinki can be found on the University of Helsinki intranet. When needed, the contact details can also be obtained from the porters or facilities control room.

Non-urgent reports about faults or defects may also be sent by email. Include at least the following in your report:

- Street address, floor and room number
- Detailed description of the fault or problem
- Your contact details

The email address for submitting reports on faults and defects is **tekninen-huolto@helsinki.fi**.

OUT-OF-HOURS TELEPHONE NUMBER 44500

Outside the opening hours of buildings, you can reach the University's out-of-hours maintenance staff and security services staff by calling **02941 44500**.

Security services and control room 44400

The University's security control room can be contacted in security-related matters on weekdays from 9.00 to 15.00 by telephone at **02941 44400** or by email at **turvallisuusvalvomo@helsinki.fi**. The security control room ensures that the access control, camera surveillance, burglar alarm and locking systems of the University operate properly. In addition to user guidance, the security control room is in charge of manufacturing and supplying mechanical keys, and of programming the access control system and electronic keys.

LOST OR DEFECTIVE KEYS

The loss of mechanical keys and access cards must be immediately reported to the security control room.

To contact the security control room, dial **44400**. Outside the security control room's office hours, you may report the loss of your keys by email to **turvallisuusvalvomo@helsinki.fi**.

By taking good care of your keys you will prevent them from getting lost or being stolen. Do not carry the keys with you

during your free time and keep them in a secure place. Making copies of the keys is not allowed. Avoid taking them with you when you travel.

The most common reason why keys will not function is because the period in which you are allowed to possess them has expired. The key might also be damaged. In such cases, contact the person in charge of keys in your unit or building.

Telephone exchange 24444

The telephone exchange is responsible for keeping the University's telephone directory up-to-date and for managing telephone-related matters, transmitting calls and providing customer guidance on weekdays between 8.00 and 16.00.

All reports on faults as well as orders and updates related to landline and mobile phones must be submitted to the telephone exchange office, tel. **02941 24444**, or email: **puhelinvaihde@helsinki.fi**.

DIALLING 0 IN FRONT OF NUMBERS USE AND ACQUISITION OF UNIVERSITY TELEPHONES

When calling a University of Helsinki telephone number from a University telephone, you only need to dial the extension, e.g., **44400**.

When calling a University of Helsinki telephone number from a non-University telephone, you must dial **02941** before the extension.

The IT Centre (**helpdesk@helsinki.fi**) coordinates the acquisition of telephones and provides technical support.

LOSS OF MOBILE PHONE

If you lose your mobile phone during the office hours of the telephone exchange, immediately call the exchange at **02941 24444**. The exchange can then deactivate the account and order a new SIM card.

If you lose your mobile outside office hours, call Elisa's technical support at **010 804 400** so that the account can be temporarily deactivated. The following working day, contact the University telephone exchange, which will permanently deactivate the account and obtain a new SIM card.

INSTRUCTIONS

MEDICAL EMERGENCIES AND ACCIDENTS

CPR IN BRIEF

ASSESS THE SITUATION

- If the person loses consciousness and does not respond when shaken, call out for help.

DIAL THE EMERGENCY NUMBER 112

- Indicate where you are calling from (address), the number of injured persons and the nature of their injuries. Provide directions to the scene. Follow the instructions given by the Emergency Response Centre operator.

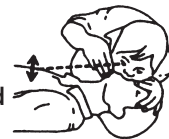
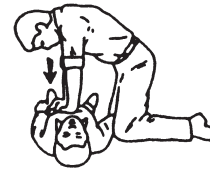
IS THE PERSON BREATHING OR NOT?

- Open the airways.
- Place the person on his or her back. Tilt the head backwards.
- Ensure that the airways remain open. Turn an unconscious, breathing person on his or her side.



IF PERSON IS NOT BREATHING

- Start chest compressions.
- Place the base of your palm in the middle of the chest and your other hand on top of it. Push firmly downwards 30 times with your arms straight. The recommended compression depth is 5–6 cm. The average rate of compressions should be 100–120 per minute. Count the compressions out loud.
- Continue with CPR (cardiopulmonary resuscitation).
- Open the airways again. Close the nostrils with your thumb and index finger. Place your lips firmly on the person's mouth and breathe twice into his or her mouth. At the same time, keep an eye on chest movements.
- Continue resuscitation at a rate of two breaths per 30 compressions until an ambulance arrives or you no longer have the strength to continue.



Heavy bleeding

- Stop or slow down the flow of blood from a bleeding limb by supporting the limb in an elevated position. Apply pressure to the wound with your fingers or palm.
- Place a heavily bleeding person immediately in a lying position.
- If bandaging is available, place a compress dressing just above the wound.
- Call 112 if you need emergency assistance.



Shock

Shock is a dysfunction of the circulatory system that may result from severe loss of blood, dehydration, a strong allergic reaction or emotional stress.

The symptoms of shock include pale skin and cold sweat, a weak pulse and disorientation.

- Place the person on his or her back.
- Stop or slow down any bleeding.
- Call 112.
- Elevate the person's feet.
- Protect the person from the cold with a cover.
- Reassure the person.
- Do not give the person any fluids.



Electric shock

- Ensure that there is no current in the victim or the appliance he or she is touching.
- Unplug the appliance or cut off power from the mains switch.
- If the current cannot be cut off, separate the victim from the appliance with a non-conductive object such as a dry piece of wood.
- If the victim is breathing, place him or her on his or her side and call 112. Monitor the victim's breathing.
- If the victim is not breathing, first call 112 and then start CPR as instructed on the previous page. Continue resuscitation until help arrives or you no longer have the strength to continue.



First aid training offered by the University

The University of Helsinki University Services organises first aid courses on the campuses according to demand (see the Intranet site of HR Services).

It is recommended that workplaces with a low accident risk and less than ten employees have at least one person who has completed an emergency first aid course.

For every 25 employees, there should be one person who has completed an elementary first aid (EA1) course.

Workplaces with a high accident risk, such as laboratories, must have at least one person who has completed an elementary first aid (EA1) course for every 25 employees. Each employee working alone, in pairs

or in mobile groups must have completed at least an emergency first aid course.

It is recommended that a list of employees with first aid skills be posted on the door of the first aid cabinet at the workplace.

To have a first aid course arranged on your campus, contact your occupational safety officer, who, in connection with workplace inspections together with the occupational health staff, will assess the need for first aid training on the basis of detected risks and hazards and provide relevant recommendations.

POWER FAILURES

IN THE EVENT OF A POWER FAILURE

STAY CALM	Head away from dark spaces towards a porter's desk if possible and wait for instructions. Department offices and porters have flashlights.
DO NOT USE	the telephone unless in an emergency, as the lines may overload.
TURN OFF	electrical appliances that may get damaged when electricity is restored.
PRESS THE ALARM BUTTON	if you are stuck in a lift. Wait calmly for the porters and maintenance staff to check all lifts.
REPORT	any misfunctions in the cold rooms immediately to the porter of your building and to the facilities control room, tel. 44100. Report any misfunctions in the air conditioning of computer labs and rooms to 44400.

FURTHER INFORMATION ON POWER FAILURES AT THE UNIVERSITY

Power failures typically last only a short time. Most commonly, problems will occur with IT systems.

Remember to save your files frequently and make backup copies.

During a power failure, the access control system and electrically locked doors will function for two hours. Also, exit sign lights will work on batteries for several hours.

FIRE

IN THE EVENT OF FIRE

RESCUE	people in danger but without risking your own safety.
EXTINGUISH	the fire using the nearest extinguisher but without risking your own safety.
LIMIT	the fire from spreading by closing the doors and windows.
ALERT	the Rescue Department by pressing the fire alarm and dialling the emergency number 112.
DIRECT	the Rescue Department to the site by the shortest route.
GO	to the designated assembly area. Check that everyone has left the building. Do not leave the assembly area before being told to do so.

Using lifts during a fire is strictly forbidden!

AUTOMATIC FIRE ALARM

Most University buildings have an automatic fire alarm system that will alert the Rescue Department directly. The buildings also have manual fire alarms that can be used to report a fire. Ensure that the Rescue Department has received the alarm by calling 112.

IN THE EVENT OF A FIRE ALARM

GO	to the assembly area calmly but swiftly. Do not stay behind to collect your belongings. Tell others to leave the building as well. Do not use the lift.
CALL 112	if you are certain about the cause of the alarm.
REPORT	any detected smoke and people trapped inside to the rescue workers.
RETURN	to the building only when allowed to do so.

Fire extinguishers

ON-THE-WALL HYDRANTS

- Water is suitable for extinguishing burning solid and fibrous material (such as wood and paper).
- Water is not suitable for extinguishing electrical fires.
- Water is not suitable for extinguishing burning liquids and fats (as it will spread the fire instead of extinguishing it).



FIRE BLANKETS

- Suitable for smothering all small fires (e.g., waste baskets and bins, computer terminals, people whose clothing is on fire).



DRY POWDER EXTINGUISHERS

- Suitable for putting out all types of fires.
- Carbon dioxide extinguishers are preferred in kitchens and other premises with valuable electrical appliances, as dry powder extinguishers may damage appliances.



CARBON DIOXIDE (CO₂) EXTINGUISHERS

- Carbon dioxide reduces the amount of oxygen in the air and is very cold when it comes out of the extinguisher (-76 Celsius).

FLUID EXTINGUISHER

- Suitable for putting out all types of fires (voltage less than 1000 V).
- Cannot be stored in temperatures below 0 Celsius.

Fire compartments

A fire compartment is an area within a building from which fire will not spread within a certain amount of time. The spread of fire from a fire compartment is hindered by fire-resistant construction or other measures.

The doors leading from one fire compartment to another are fire doors, which must be kept shut at all times, especially in case of fire or a hazardous situation involving dangerous substances. Keeping the doors shut will prevent smoke and harmful gases from spreading, and people inside can exit the building safely.

Emergency exits

Emergency exits are marked with a green exit sign and green lights that will stay on even during power outages. Emergency exits may not be blocked.

In emergencies, buildings must be vacated using the designated exits. In case of fire, choose an exit with no smoke.



WATER DAMAGE

A leaking roof, broken water pipe, clogged sewer, faucet left running or an equivalent event may cause water damage.

IN THE EVENT OF WATER DAMAGE

- | | |
|-----------------|---|
| MINIMISE | the extent of the damage using all available means. If the leakage is massive and you cannot reach the porter, cut off the main water supply. |
| REPORT | the damage to the facilities control room, tel. 44100, and to the porter. |
| SAVE | any property vulnerable to moisture. |

In case of major water damage, alarm the Rescue Department by calling 112. The Rescue Department has water pumps and extractors as well as other drying systems that will help prevent as well as repair damage.

WATER CAN CAUSE SIGNIFICANT DAMAGE

Even minor water damage can have significant consequences; over time it can damage the building and thus create problems for the wellbeing of staff and students. Mould can grow on the surface of any material.

DANGEROUS CHEMICALS

IN THE EVENT OF A CHEMICAL ACCIDENT IN UNIVERSITY FACILITIES

ASSESS	the situation. If the situation is serious, escape and help others to do the same by exiting via a safe route.
DIAL 112	and report the substance involved and the location (building and floor) of the accident. Follow the instructions provided to you.
REPORT	the incident to the building porter.
DIRECT	the emergency services to the correct location.

Chemical hazard symbols

Chemical hazard labels indicate the specific risks associated with the chemicals and provide information on their safe use. An important part of the label is the hazard symbol.

The old orange and black symbols were replaced with new red, white and black symbols in or before 2017. Until then, the old and the new symbols were used concurrently, and the old symbols may still be found on some products.

New chemical hazard symbols

FLAMMABLE

Flammable liquids and their vapours, gases, aerosols and solid substances.



CHRONIC HEALTH RISK

Chemicals with long-term health effects such as cancer, genetic damage, impaired fertility or harm to an unborn child.



ACUTELY TOXIC

Chemicals that are acutely toxic orally or dermally and/or through inhalation. Chemicals marked with this symbol may have an acute lethal effect.



Also includes chemicals which, by inhalation, may cause an allergic reaction, toxic effects in specific target organs or an aspiration hazard.

OXIDISING

Chemicals (gases, liquids or solids) that cause fire or increase the risk of fire when in contact with another material.

**GASES UNDER PRESSURE**

Gases in a receptacle under sufficient pressure (at least 2 bar).

**EXPLOSIVE**

An explosive chemical or object.

**CORROSIVE**

Chemicals that cause skin burns, serious eye damage or metal corrosion.

**HARMFUL/IRRITANT**

A chemical causing skin and eye irritation, allergic skin reactions, respiratory irritation, acute toxicity, drowsiness and/or dizziness.

**DANGEROUS FOR THE ENVIRONMENT**

Chemicals dangerous for the environment are highly persistent, accumulate through food chains and thus expose predators and humans via their diet, or are otherwise harmful to the environment.

**Old hazard symbols no longer in use**

Poisonous



Irritant or harmful



Corrosive



Explosive



Flammable or extremely flammable



Oxidising chemical



Environmental hazard

PREPARE FOR CHEMICAL ACCIDENTS

In the event of an accident, chemicals may cause dangerous situations in both the workplace and surrounding areas. Examples of dangerous situations caused by chemicals:

- Gas hazard (e.g., chlorine, ammonia, sulphur dioxide and liquid nitrogen)
- Explosion hazard (flammable liquids such as ether, petrol, acetone, ethanol)
- Fire hazard (hydrogen, acetylene, liquefied petroleum gas)
- Radiation hazard (radioactive substances)

FIRST AID FOR POISONING

Dangerous chemicals may enter the body orally, dermally or by inhalation. Symptoms of acute poisoning include respiratory difficulties, convulsions and unconsciousness. The victim must be immediately hospitalised.

For first-aid instructions, please contact the Poison Information Centre, tel. **(09) 471 977**.

Inhaling toxic chemicals

Quickly move the victim to a place where fresh air is available and remove all restrictive clothing. Place a conscious victim in a semi-seated position, and an unconscious victim in a lateral position. If necessary, begin resuscitation. Dial **112**.

Swallowing corrosive chemicals

Remove the chemical from the mouth and rinse the mouth. Do not make the person vomit. If necessary, contact the Poison Information Centre (see “Important telephone numbers”) for further information and take the person to hospital or dial **112**.



Eyewash station



Safety shower

Eye or skin exposure to chemicals

Rinse immediately with plenty of water for 15–30 minutes. Wash the skin with soap and plenty of water. Immediately remove any contaminated clothing. Use a safety shower if a large amount of the substance was involved or if the substance is a strong acid. The patient must be immediately hospitalised.

Safety showers are located in the laboratory hallways and are marked with green signs. Eyewash stations can be found at or near many safety showers.

HOW TO REPORT AN EMERGENCY

DIAL 112

EXPLAIN what has happened, give the exact street address and city or municipality.

ANSWER any questions asked.

FOLLOW the instructions given.

DO NOT HANG UP until told to do so.

DIRECT the assistance to the scene.

FLAMMABLE GAS OR FLUID LEAK

IN THE EVENT OF GAS OR FLUID ESCAPING INDOORS

ALERT	others and, if necessary, begin evacuating the building.
DO NOT	switch electrical devices on or off in the leakage area.
REPORT	the leak to the emergency number 112 and the porter.
MOISTEN	a piece of cloth and breathe through it.
CUT OFF	the main gas supply if possible.
EXIT	the building and stop people from going towards the leakage area. If you cannot exit, go to another fire compartment.
PROHIBIT	people from smoking or handling fire in the surrounding area.
DIRECT	emergency services to the scene.



IN THE EVENT OF GAS OR FLUID ESCAPING OUTDOORS

GO	immediately inside. If you cannot go inside, evacuate in a crosswind direction higher up from the scene.
HOLD	a wet cloth or a clump of turf or moss over your mouth and breathe through it.
STAY	indoors and ask others to join you.
REPORT	the leak to the emergency number 112 and the porter.
CLOSE	all windows, doors and ventilation systems.



VIOLENCE

Firearms threat

Threats involving firearms or similar threats must be reported immediately to the police, tel. **112**. Follow the instructions provided by the emergency services.

IN THE EVENT OF A THREAT IN UNIVERSITY FACILITIES OR NEARBY

- ENSURE** that all doors are locked.
- TURN OFF** the lights and close the curtains.
- ASK** all persons in the facility to switch off their mobile phones.
The teacher or other supervisor should, however, keep his or her mobile phone on.
- PLACE** objects in front of the door of the room you are in.
- ENSURE** that everyone in the room is lying on the floor.

(Source: Korkeakoulun turvallisuuksäkirja, Vakavien henkilöriskien hallinta, p. 68, Laurea C14 2010)

TAKING SHELTER INDOORS IN THE EVENT OF A SERIOUS ACT OR THREAT OF VIOLENCE

No broad instructions covering all situations can be issued. Solutions should always be based on the location of the incident and the nature of the threat.

When considering options for evacuation and shelter in violent situations, the solution may depend on the structure of the facility, the type of walls, the amount of glass and the possibility to lock doors. The location of the facility and its exits also play a major role.

The instructions may be difficult to follow in some University facilities, in which case you may have to determine the appropriate course of action according to the circumstances.

Threatening person

IF YOU ARE ENCOUNTERED BY A PERSON BEHAVING IN A THREATENING MANNER

LISTEN	calmly. Do not interrupt, moralise or provoke.
DO NOT SHOUT,	but keep your voice calm and try to defuse the situation by talking with the person.
KEEP	your hands in view and maintain an appropriate physical distance from the person. Do not stare or make sudden movements.
ASK	the person to sit down. This makes it more difficult for him or her to directly attack.
DO NOT TURN	your back to the person at any stage.
ESCAPE	to the nearest safe facility using any excuse available if the person does not calm down.
DIAL 112	when it is safe to do so. Also report the incident to the porter.

Robbery

IN THE EVENT OF A ROBBERY

STAY	calm.
COOPERATE	with the robber's demands and wait for his or her orders; do not take the initiative.
OBSERVE	the person without attracting his or her attention.
DO NOT	try to stop or catch the person.
DIAL 112	as soon as it is safe to do so and report the incident to the porter.

Assault

AFTER AN ASSAULT

SEEK	medical treatment.
REPORT	the assault to the police by calling 112.
SAVE	any evidence.
MARK DOWN	the assailant's identifying characteristics.
ASK	a doctor for a certificate of your injuries.
MARK DOWN	any witnesses' personal details.

ASSAULT IS A SERIOUS OFFENCE

Common and aggravated assault are criminal offences subject to public prosecution. Less serious assaults must also be reported to the police. You should also report the assault to your superior. Every assault must be treated seriously.

BOMB THREAT

IN THE EVENT OF A TELEPHONED BOMB THREAT

BE	calm and courteous.
DO NOT	hang up, but ask the caller to repeat his or her threat.
DO NOT	interrupt the caller, but try to engage him or her in a conversation.
TRY	to keep the caller talking for as long as possible.
SWITCH ON	any recording equipment that you may have.
ALERT	someone else by note if possible.
REPORT	the call immediately to emergency services at 112 and the security control room at 44400.
REPORT	the threat to the porter.
TAKE	necessary action according to the instructions provided to you.
MOVE	to the designated assembly area according to the instructions for bomb threats.
FOLLOW	the instructions provided to you in the assembly area.

DURING THE CALL, MARK DOWN THE FOLLOWING:

- When the bomb is supposed to go off
- Where it is (floor, room, number)
- What it looks like (parcel, bag)
- What kind of bomb it is and how powerful
- Why the bomb was planted
- Those behind the threat (e.g., an organisation or an individual)
- The caller's estimated age, sex, voice characteristics and accent as well as any background noises

PROPERTY DAMAGE

AFTER A THEFT OR ROBBERY

- REPORT** the incident to the porter and, if necessary, the police.
- MARK DOWN** any identifying characteristics of the thief, direction of escape and means of transport.
- DO NOT** disturb any evidence at the scene of the crime.

IN THE EVENT OF A BURGLARY

- REPORT** the burglary to the porter, the security control room or the security company.
- INFORM** the police or ensure that the porter or the security company contacts the police.
- MARK DOWN** any identifying characteristics of the burglar, direction of escape and means of transport.
- BLOCK OFF** the scene of the crime so that no one disturbs evidence.

REPORTING DAMAGE

Damage to buildings or property should primarily be reported to the porter. If the building has no porter, you can contact the University's security control room (tel. 44400). If necessary, the police can be asked to come to the scene by dialling 112.

If you discover an intruder, mark down his or her identifying characteristics, direction of escape and means of transport.

BEWARE OF THIEVES

Thieves often conduct "reconnaissance" before attempting to break in. If you come across strange or suspicious persons in University facilities, ask them if you can help them or if they are looking for someone. If necessary, escort them out of the building and report the incident to the porters.

Do not trust someone just because they are wearing a pair of overalls with a company badge. Keep your keys, money and valuables safe and out of sight. Always lock doors.

NATIONAL GENERAL ALARM SIGNAL IN FINLAND

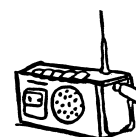
The general alarm signal is a regular ascending (seven seconds) and descending (seven seconds) sound, one minute in length, or an official announcement.



The general alarm signal is intended to warn people of an immediate danger, such as the emission of dangerous substances, a nuclear accident or a wartime attack.

IN THE EVENT OF A GENERAL ALARM SIGNAL

- | | |
|----------------|--|
| GO | inside. Stay inside. |
| CLOSE | doors, windows, vents and air conditioners. |
| TURN ON | the radio or television and wait calmly for instructions. |
| AVOID | using the phone to keep lines open. |
| DO NOT | leave the area without official permission so as not to endanger yourself. |



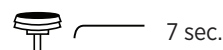
Always follow department-specific instructions for protection.

ALL-CLEAR SIGNAL



The all-clear signal is a continuous steady sound indicating that the threat or danger has passed and the state of emergency is over.

TEST SIGNAL



The alarm systems are tested on the first working Monday of each month at noon by sounding a steady seven-second test signal.

RISK OF RADIATION

Radiation levels are monitored continuously in Finland through a nationwide automatic control network. The smallest changes are immediately reported. If radiation poses an immediate danger, the general alarm signal is sounded, or information is provided using cars fitted with a public address system or through the University's own protection organisation

FURTHER INSTRUCTIONS THROUGH EMERGENCY BULLETINS

A general alarm signal is always accompanied by an emergency bulletin read out on all radio stations, broadcast on Teletext page 112 on YLE, MTV3 and Nelonen and shown as running text at the top of the screen during television programmes. Emergency bulletins provide information about the reason for the alarm and instructions for protection.

GENERAL INFORMATION

Occupational health

University of Helsinki HR-Services is responsible for the provision of occupational health services (see the intranet site).

The University provides its employees (working at least 14 hours per week under one or more employment contracts) with preventive occupational health services and general medical care. The latter includes related laboratory and X-ray examinations carried out by the University's designated service provider.

The occupational health centre to be used depends on the location of the employee's unit, not the location of his or her home.

The University's occupational health services follow good practice in the field. The services are based on the general principles of health care as well as knowledge of the relationship between health and work. Occupational health staff aim to determine and control health risks and hazards by conducting regular workplace inspections.

SUPPORT SERVICES

Workplaces and employees are supported in handling problems and changes so as to prevent excessive psychological stress. Occupational health staff may also provide workplaces and employees with tools and means to promote wellbeing and coping skills and to prevent conflicts.

based on the risk assessment conducted in the workplace inspection. Such health checks are undertaken if the work poses a health risk or demands special health requirements.

All employees can be screened if the health effects of new substances or methods must be determined. Health checks are also conducted on staff with atypical working hours (e.g., night shifts).

HEALTH CHECKS A

Different work duties and tools pose different demands on the assessment of health. For example, teaching and research may cause stress due to tight schedules, whereas laboratory work may prove hazardous by exposing employees to radiation as well as toxic or irritating chemicals or biological substances. Exposure is also possible in the case of those working in an agricultural environment, cattle management, laboratory animal testing and veterinary medicine.

Occupational health staff assess the need for regular, statutory health checks

Epidemics and pandemics

During the 2009 flu pandemic, the rector of the University of Helsinki appointed a pandemic planning committee, that will continue to operate indefinitely. The chair can convene the committee when necessary.

If another epidemic or pandemic breaks out, the University of Helsinki will follow the instructions of the authorities.

Employees can access the latest information about outbreaks on the University's intranet site.



Inappropriate behaviour and harassment

Emotional abuse involves persistent, repetitive bullying, emotional invalidation or other negative behaviour which results in feelings of helplessness in victims. Bullying may take place between colleagues or peers, between superiors and subordinates or teachers and students. Any of the above individuals may be the victim or the perpetrator.

Inappropriate behaviour must not be tolerated. If faced with such behaviour, immediately tell the perpetrator that you do not accept the behaviour and ask him or her to stop. The abuser may not always realise that his or her behaviour is offensive.

However, if the behaviour continues, contact your superior, or if your superior is the perpetrator, contact his or her superior. The superior must use all available means to stop inappropriate behaviour or harassment. Students can contact the head of their department.

Record all incidents. Bullies and harassers cannot be held accountable unless

their behaviour can be proved. Any emails or other messages should also be saved.

If the problem cannot be solved in the workplace, employees can contact the designated contact persons in the Unit for Occupational Wellbeing at Human Resources and Legal Affairs, the occupational health and safety manager, occupational health and safety officers, union representatives or occupational health staff. In harassment cases, employees can contact the University's equality adviser.

Students can contact the Student Union's harassment contact persons, the equality adviser, the Finnish Student Health Service or the Nyyti student support centre.

For further information about the prevention of inappropriate behaviour and harassment, please visit the University of Helsinki intranet.

Occupational health and safety

The goal of occupational health and safety activities is to improve the workplace atmosphere and working conditions in order to ensure and maintain the optimal working capacity of staff as well as prevent workplace accidents, occupational diseases and other physical and emotional health hazards associated with work and the workplace.

The Act on Occupational Safety and Health Enforcement and Cooperation on Occupational Safety and Health at Workplaces provides for related cooperation between employers and employees. In accordance with the Act, the University of Helsinki has appointed an occupational health and safety manager, the staff have appointed occupational health and safety officers, and both the University and the staff have selected representatives for the occupational health and safety committees operating on the campuses. For up-to-date contact information, please visit the University of Helsinki intranet.

The University's occupational health and safety system encompasses all staff and those working in University facilities, including employees, grant recipients, students completing practical training or equivalent duties as well as all others entitled to work in University facilities regardless of the source of their salary.

If an employee encounters an occupational health or safety issue or other problem in the workplace (e.g., poor indoor air quality, a chemical or physical risk, occupational discomfort or other problems), he or she must contact the supervisor, who must clarify the matter, if necessary, with the facility managers of the Facilities and Properties sector.

Employees may also contact the occupational health and safety officers on their campus or the occupational nurse of their faculty.

The University of Helsinki has established a separate indoor air quality committee to clarify and resolve problems related to indoor air quality.



Accidents at work

In the event of an accident in the workplace, the injured person should immediately contact the department's designated contact person. The contact person will sign an insurance certificate which the injured person should present when seeking medical assistance. In urgent cases, the insurance certificate can be sent later to the medical centre or clinic.

The department's accident contact person and the injured individual must together complete an internal report form for accidents/occupational diseases using

the insurance company's online service. The electronic form is then transmitted to the campus accident officer, who supplements the form and submits it to the insurance company.

If the injured person has paid expenses incurred due to the accident, receipts should be submitted to the campus officer responsible for work-related accidents. The insurance company may later request additional statements directly from the injured person.

Trauma counselling and debriefing

Sudden, unexpected incidents (e.g., assaults, medical emergencies, fatalities) may cause post-traumatic stress in persons who have witnessed them.

A counselling or debriefing session should ideally be offered 24 to 72 hours after the incident. The purpose is to support those who have undergone a traumatic situation in handling difficult experiences and emotions and to prevent post-traumatic reactions. The affected individuals should also be referred to the appropriate professionals.

STAFF

Please contact occupational health staff, who will contact the Mehiläinen crisis services if necessary.

- Mehiläinen, tel. **010 414 0112** (exchange)

STUDENTS

- Finnish Student Health Service, tel. **046 710 1466** (exchange)
- University chaplain, tel. **050 301 9613**



Insurance

The University purchases insurance for its staff, property and assets, and for this purpose regularly calls for tenders.

These policies include occupational pension insurance, property insurance, traffic insurance, liability insurance, in-patient insurance, statutory group life insurance (including group life insurance and unemployment insurance), group accident insurance for universities as well as travel insurance.

Financial Services at University Services purchases all insurance policies applying to the University as a whole. In exceptional cases, the head or director of a financially accountable unit can purchase an insurance policy for a specific purpose not covered by the University's insurance policies. Such insurance contracts must be prepared together with University Services.

Lost property

By law, all property found in government agencies, offices, educational institutions, sports facilities and the like must be handed to the staff of the facility in question or to its lost and found office.

Please hand in any property that you find, primarily to the building's porters. If you have lost something, please contact the porters or the lost property office.

Items unclaimed by the owner within two weeks will be handed to the police. This applies to items worth more than 20 euros. Items unclaimed from the police within three months will become the property of the government or the lost property office.



Technical systems

ACCESS CONTROL AND BUILDING SECURITY

Access control devices have been installed at the entrances and exits of University buildings that are used in the evening or at night.

Main entrances and exits are automatically opened and closed on working days and can be used after working hours only with an access card.

Porters are responsible for access control during the opening hours of buildings, after which a security company is in charge. All staff and students must present their staff or student card as well as their access card to security guards when requested.

When passing through a locked door, please ensure that the door locks behind you; otherwise the door alarm will be activated and a guard dispatched to investigate the situation. Please endeavour to ensure that you do not let trespassers into the building when opening a door. All windows and doors must be locked before leaving the building.

Porter services are unavailable in the evening and at night, but you can contact the security company's out-of-hours customer service, tel. **02941 44500**, if you have any security concerns. In an emergency, however, always call **112**.

SURVEILLANCE CAMERAS

Surveillance cameras have been installed in University buildings to increase the safety of individuals, protect property, prevent criminal activity and help the police in their criminal investigations.

Camera surveillance is used in almost all University buildings, typically entrance areas and doorways. Signs by building doors and gates clearly indicate that recording cameras have been installed.

Permission to view recordings must be obtained from the University's head of security or his or her deputy. Recordings can be handed over to the authorities for criminal investigation.

Information security

Information is the University's most important asset. In practice, the University's entire operations depend on information and information technology. Information security, or the confidentiality, integrity and availability of information, must be ensured for information in all forms and all stages of processing throughout its lifecycle.

USERNAMES

- Maintain the confidentiality of your username.
- Do not disclose it to others.
- Change your password often. Do not write down your password.

PROTECT AGAINST MALICIOUS SOFTWARE

- Protect your computer from malicious software.
- Ask that software which can protect your computer be installed on your workstation.
- Before using software or accessing documents from strange sources, make sure that they contain no malicious software.

PROTECT YOUR WORK ENVIRONMENT

- When leaving your room, turn off your workstation or lock your screen. Lock the door.
- Do not leave memory sticks or other information devices on display in your room.

PROTECT AND BACK UP IMPORTANT DOCUMENTS

- Back up important files at regular intervals.
- You can save copies on CDs or DVDs, your external hard drive or a memory stick, or use online file storage.
- Protect information devices (hard drives, memory sticks) by encrypting them if you commute or travel with them and your documents contain confidential information.

WORKSTATION USER

- If your workstation is decommissioned or taken over by a new user, delete all confidential and personal material, such as emails and document files.

INTERNET

- Do not email confidential material unless it is encrypted.
- For general questions about information security, please email **atk-turva@helsinki.fi**.

Notes

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