



**TUTTE LE SITUAZIONI DI EMERGENZA VANNO SEGNALATE DIRETTAMENTE  
ALLA PORTINERIA, CHE ATTIVERÀ LE PROCEDURE PREVISTE**

**ALL EMERGENCIES MUST BE IMMEDIATELY REPORTED TO THE RECEPTION, IN ORDER TO  
ACTIVATE THE EMERGENCY PROCEDURES**

## PORTINERIA / RECEPTION



INDIRIZZO / ADDRESS	TELEFONO / PHONE N.	ORARIO / OPENING HOURS	
		LUN – VEN / MON - FRI	SAB / SAT
SEDE CENTRALE / CITTADELLA	<b>011 090 7777</b> <b>335 7507354</b>	Tutti i giorni 24 ore / 24 24 / 7	
CASTELLO DEL VALENTINO	<b>011 090 6655</b> <b>366 620 3914</b>	7:30 a.m. - 9:00 p.m.	8:00 a.m. - 4:00 p.m.
ENERGY CENTER	<b>011 090 8500</b>	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 2:00 p.m.
VIA MORGARI	<b>011 090 7931</b>	8:00 a.m. - 8:00 p.m.	CLOSED
MIRAFIORI	<b>011 090 8866</b>	8:00 a.m. - 8:30 p.m.	CLOSED
LINGOTTO	<b>011 090 8888</b>	8:00 a.m. - 8:00 p.m.	CLOSED
ALESSANDRIA	<b>0131 229 300</b>	7:30 a.m. - 7:30 p.m.	CLOSED
VERRES	<b>0125 929 484</b> (interno) <b>103</b>	8:30 a.m. - 5:00 p.m. fri. 8:30 a.m. - 1:00 p.m.	CLOSED
MONDOVÌ	<b>0174 560 827</b>	8:30 - 18:00	CLOSED
BIELLA	<b>015 855 1111</b>	8:30 - 18:30	CLOSED



**In caso di estrema urgenza, o  
nell'impossibilità di contattare la  
Portineria, avvisare direttamente i  
soccorsi esterni:**

*In case of an extremely urgent situation,  
or when not possible to contact the  
Reception, please call the emergency  
services:*

**SINGLE EUROPEAN  
EMERGENCY  
NUMBER**

**112**

## COSA COMUNICARE

- Il proprio nominativo
- Il proprio recapito telefonico
- La natura dell'evento (incendio, infortunio, ...)
- Luogo in cui si è verificato l'evento
- Gravità dell'evento
- Eventuali persone e materiali coinvolti

## INFORMATION TO PROVIDE

- Your name and surname
- Your telephone number
- The type of the event (fire, accident, ...)
- Where the event occurred
- Severity of the event
- Person(s) injured and materials involved



# GUIDE TO EMERGENCY MANAGEMENT

## ACCIDENT

- **Immediately alert the Reception**
- **Assist the injured person(s) until help arrives**
- **If you are unable to contact the Reception, please call the EMERGENCY SERVICES by dialling the **Single European Emergency Number 112****

Inform the TA Personnel Office to draw up the accident report (Mon - Fri 8.00 a.m. – 4.00 p.m. Phone: 011 090 6053)

## FIRE

- **Immediately alert the Reception**
- **If you are unable to contact the Reception, please call the EMERGENCY SERVICES by dialling the **Single European Emergency Number 112****

If the fire is in the room where you are

- Leave the room immediately and close the door behind you.
- Follow safety signs to the nearest emergency exit
- Do **NOT use elevators**. Always use stairs.

If you get trapped inside the room

- Close the door
- Seal all the cracks with wet cloths, if possible.
- Open the window, if safe
- Signal for help
- If smoke makes breathing difficult, put a cloth over your mouth (better if wet) and lie down on the floor (smoke tends to rise to the top)

## EVACUATION

- **Keep calm**
- **Use the escape routes to reach the emergency exits**

When you hear the evacuation order:

- Make your work station safe (ie. disconnect machinery, computer);
- When leaving the room, close all windows and doors. This will stop the spread of fire;
- Feel the handle before opening the doors. If the handle is hot, do not open it.
- If you encounter smoke, drop down to the floor and stay low until you reach the exit
- When evacuating the building, always use the stairs, never use elevators
- Do **NOT use elevators**. Always use stairs.
- Do NOT carry bulky or heavy personal items.

The teaching staff should:

- Nominate two assistants for each Physically Impaired student in the classroom.
- Take responsibility for decisions related to the students' safety and health.
- Coordinate the escape operations, according to necessity.
- Check and make sure that nobody remains in the room.
- Be the last to leave the room and close the door behind.

## DISCOVERY OF CONTAMINATED MATERIAL

- **Do NOT touch or move the suspect object or package.**
- **Immediately alert the Reception**
- **If you are unable to contact the Reception, please call the emergency services by dialling the Emergency Phone Number 112**



## LEAK OF HAZARDOUS SUBSTANCES INSIDE THE BUILDING

- Immediately alert the Reception
- If you are unable to contact the Reception, please call the **EMERGENCY SERVICES** by dialling the **Single European Emergency Number 112**
- Check for the cause(s) of the leakage (such as open taps, visibly damaged pipes, perforated containers, etc.).
- If possible and safe, try to eliminate the cause(s) of the leakage.
- Leave the place of the event, checking that nobody is blocked inside the room, follow the escape routes and go outdoors.
- Supervise the entrance, in order to prevent access to anyone except the trained emergency staff.

If unable to eliminate or remove the cause(s) of the event:

- Call the **EMERGENCY SERVICES** by dialling the **Single European Emergency Number 112**
- If safe to do so, contain and absorb the loss using the techniques, materials and personal protective equipment (i.e. masks, gloves, etc.) listed in safety data sheets of the substance.

After the containment and absorption operations:

- Ventilate the room until the smell of substance is no longer perceivable.
- Verify that the floor is clean and not slippery.
- If necessary, delimitate the area until the safety condition are restored.

## LEAK OF HAZARDOUS SUBSTANCES OUTSIDE/ TOXIC CLOUD

If you are inside the building, and the leak of hazardous substances has occurred on the outside:

- Alert the Reception Desk / Logistics.
- Keep calm.
- Close all the windows.
- Close the air conditioners and all the ventilation systems connected with the outside environment.
- Seal the windows with tape and wet cloths.
- Take shelter in the most interior rooms.
- Put a wet cloth over your mouth and breathe slowly.

## EARTHQUAKE

After the earthquake:

- Keep calm.
  - During an earthquake stay in the building. Do not evacuate.
  - Drop and take shelter under tables, desks, in doorways or similar places, or next to the weight-bearing walls.
  - Move away from windows, glass doors, bookcases and furniture that might fall during the shock.
  - If you are in the stairwell, distance yourself from the railing.
- Check around you for dangerous conditions, such as fires, downed power lines and structure damage.
  - Make safe the machinery, equipment, materials you were using.
  - Disconnect power lines, turn off gas tanks and lines
  - Leave the building by the nearest available emergency exit.
  - DO NOT use elevators, use stairways.
  - Going through the stairs, check the resistance of each step.
  - Beware of falling debris or electrical wires as you exit.



## WATER LEAK

- Cease using all electrical equipment.
- If necessary, evacuate the building
- Do NOT attempt to walk in flooded rooms, unless you perfectly know the place, the depth of the water, and the existence of holes.
- Do NOT go inside rooms where electrical devices and equipment are present.

## FLOOD

- Move towards the upper floors, going as high as possible.
- Do NOT use elevators. Always use stairs.
- Do NOT leave the building when the surrounding area is completely flooded, in order to avoid being pulled by the current.
- Wait for the rescue staff, and try to indicate your position.

## BOMB THREATS

- Immediately alert the Reception
- If you are unable to contact the Reception, please call the EMERGENCY SERVICES by dialling the **Single European Emergency Number 112**

### Phone threats

- Keep calm and try to get as much information as possible from the caller.

### Written threats

- Keep the material (including the envelope, case, etc.) to allow examination by the Police. Do NOT handle it if not strictly necessary.

### If you see a suspicious object or package:

- Do NOT touch or move it.
- Look for other suspicious objects or packages.
- Do **NOT use mobile phones** in the proximity of the object.
- Open the windows in the area immediately next to the object.
- Evacuate the area immediately.

### Evacuation

- When you hear the evacuation order, take your personal things and leave the building through the escape routes.
- Do NOT touch packages or bags that are not your own
- Immediately report any suspicious bags or packages you might notice.
- Do NOT re-enter the building if not authorized.



<b>ROBBERY OR AGGRESSION</b>	<b>➤ Immediately alert the Reception</b> <b>➤ If you are unable to contact the Reception, please call the EMERGENCY SERVICES by dialling the Single European Emergency Number 112</b>
<p>If suddenly a firearm or a knife is pointed at you, try to keep calm. Remember that criminals are subjected to a very strong tension and it is necessary to avoid any violent reactions.</p>	<ul style="list-style-type: none"><li>▪ Keep away from the attacker, especially if he/she wields offensive weapons like guns or knives, or even improvised ones (sharp objects, etc.)</li><li>▪ If the attacker threatens you, but the weapon is not visible, always assume that he/she has a weapon: this is the most reasonable and prudent behaviour.</li><li>▪ Follow their instructions to the letter, neither too quickly, nor too slowly: do everything the criminal asks, and nothing more. A docile, but not overly cooperative, attitude is the most appropriate and that is exactly what he/she expects of you.</li><li>▪ Try to calm the aggressor with accommodating words, without arguing with him and without contesting his statements.</li><li>▪ Try to get the aggressor to talk continuously, until the police arrive: usually, an aggressor that keeps talking does not commit irreparable acts.</li><li>▪ Do not try to intervene directly, to avoid possible dangerous reactions</li><li>▪ Do not hinder criminals as they walk away, to avoid retaliation.</li></ul>