GUIDE TO EMERGENCY MANAGEMENT

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

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

PORTINERIA / RECEPTION

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

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
**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)

**SYMPTOMS OF COVID-19**

- Immediately alert the Reception
- Properly wear a face mask, if not done yet
- Self-isolate from others and wait for the intervention of emergency staff
- If you are unable to contact the Reception, please call the EMERGENCY SERVICES by dialling the **Single Emergency Number 112** as well as your **General Practitioner**

**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.

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**LEAK OF HAZARDOUS SUBSTANCES INSIDE THE BUILDING**

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.
- 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.

After the containment and absorption operations:

- 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.

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**LEAK OF HAZARDOUS SUBSTANCES OUTSIDE/TOXIC CLOUD**

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

- 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.

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

#### Written threats
- 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.
| ROBBERY OR AGGRESSION | Immediately alert the Reception  
If you are unable to contact the Reception, please call the EMERGENCY SERVICES by dialing the Single European Emergency Number 112 |
|---|---|
| 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. | Keep away from the attacker, especially if he/she wields offensive weapons like guns or knives, or even improvised ones (sharp objects, etc.)  
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.  
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.  
Try to calm the aggressor with accommodating words, without arguing with him and without contesting his statements.  
Try to get the aggressor to talk continuously, until the police arrive: usually, an aggressor that keeps talking does not commit irreparable acts.  
Do not try to intervene directly, to avoid possible dangerous reactions  
Do not hinder criminals as they walk away, to avoid retaliation. |