

# Pelsu



Futura IV - KOy Vaasan  
Yrittäjänkatu 17  
Fastighets Ab

Action guide



Futura IV - KOy Vaasan Yrittäjänkatu 17 Fastighets Ab action instructions

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These action guidelines were made using the Pelsu Rescue Plan service.

This action plan has 13 pages.

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# 1 Action guidelines

The following pages contain a guide on accident prevention and on how to act in accident and danger situations. **Read the action guide carefully!**

The correct actions, solutions, and choices prevent and limit accidents. This way accidents can be minimised or they can be prevented altogether.

**Safety and security are our shared concern!**

## 1.1 Safety organisation

### Safety personnel for the property

**Security manager**

Petteri Väkelä  
Vaasa Parks Oy Ab  
phone 0401293437  
petteri.vakela@vaasaparks.fi

**Security liaison officer**

Mikko Harju  
VP Facilities Oy Ab  
phone 0400362552  
mikko.harju@vaasaparks.fi

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**Operators' safety personnel**

Company	Person	Contact information
Arkipelaga Ltd.		
Merinova	Kirsi Virtanen	Merinova tel. 0404144028 kirsi.virtanen@merinova.fi
NamNam Restaurant		
Wapice Oy	Anna-Kaisa Saari	Wapice Oy anna-kaisa.saari@wapice.com
Wärtsilä Finland Oy		
Wärtsilä Finland Oy		

## 1.2 Alerting help

In all urgent emergency situations, whether it be a police, fire department, paramedic, or a social worker case involving an urgent need for help CALL THE EMERGENCY NUMBER: **112**

**Call the emergency number yourself if you can**

It is important to make the emergency call yourself, if the matter concerns you. The victim has more knowledge on the situation, based on which the dispatcher can send help accordingly. Using middle-men to make the call can delay getting the right kind of help on site.

**Tell what happened**

The emergency centre dispatcher will ask the caller about what happened so that they can send the appropriate assistance.

**Give the exact address and municipality**

The emergency centre might have several same addresses in different municipalities/cities in its service area. Therefore it is also important to know the name of the town/city/municipality where the accident has taken place.

**Answer the questions that are asked of you**

The questions asked by the dispatcher are important. They do not delay alarming for help. In urgent cases the dispatcher already alerts the authorities and other partners during the call, and gives them more information on what has happened.

**Act according to the information given to you**

The dispatcher is trained to give instructions in various types of situations. It is important to follow

the given instructions. Correct initial actions often play an important role in the end result.

**End the call only after you're given permission to do so.**

Ending the call too soon may delay the help from arriving. After you are given the permission to end the call, end it. Keep the phone line open. The dispatcher or the help on its way may need additional information on what has happened.

In an emergency, the rescue department shall be guided as follows:

When the fire alarm system goes off, direct to the fire alarm (in the 1st floor telecommunications area in the A part), otherwise direct to the nearest entrance

### **1.3 Sudden illness or accident**

**Clarify and check**

- What has happened?
- Check the person's condition (do they wake up, are they breathing?)

**Give first aid if needed.**

- Turn an unconscious but breathing patient into the recovery position on their side.
- If the person is not breathing, start with first aid.

**Make an emergency call.**

- Call the number **112**.
- Tell where you are calling from. **Yrittäjänkatu 12, VAASA**
- Tell what happened
- Act according to directions.
- Inform the emergency centre of any changes that take place in the condition of the patient.

## 1.4 Fire

### Save and warn

- Rescue those in immediate danger and warn others.
- Direct people to the gathering area.

### Extinguish and contain

- Try initial extinguishing and avoid smoke. Do not put yourself in danger.
- Contain the spreading of the fire and smoke by closing the windows and doors that lead into the fire area.

### Alert

- Use the fire alarm button to alert the fire department and to warn others with fire bells.
- After getting to a safe location, call the number **112** (also after using the fire alarm button).
- Say where you are calling from, where the fire is (address and floor) and if there are people in danger.
- Do not hang up the phone until you are given permission to do so.

### Guide

- Direct the rescue personnel to the location.
- In an emergency, the rescue department shall be guided as follows: When the fire alarm system goes off, direct to the fire alarm (in the 1st floor telecommunications area in the A part), otherwise direct to the nearest entrance

### Using the lift in the event of a fire is strictly forbidden!

In evacuation situations the gathering area is: Marked assembly point in the Futura IV parking area

Back-up gathering area: Futura I indoor areas

## 1.5 Fire action guide, when safe exits are blocked

Sometimes a fire in another location prevents safe exit from the building. In these cases it is smartest to stay in a smokeless space and keep all doors and other openings closed.

### Stay in the fire compartment that you are in.

- It is safe to stay behind the fire door. Fire doors withstand fire for at least half an hour.
- Jumping from a height has fatal consequences, remaining in a smoke-free area does not.

**Go to a window and attract attention. If you do not manage to do this, let people know your location by calling 112.**

**Follow directions from the authorities.**

## 1.6 Action in a fire alarm situation

The building has an automatic fire alarm system, which sends an alert to the rescue department. Everyone must vacate the building immediately when they hear the fire alarm.

- Bring outdoor clothes with you if they are nearby.
- Close doors and windows
- Use the nearest escape route to exit the building.
- Direct customers and guests.
- Call the number **112** from a safe location and provide further information about the situation. At the same time, you will make sure that the emergency center has been notified about the fire.
- Move to the gathering area; do not stay in front of the entrances.
- No-one may leave the gathering area without permission.

**Gathering area:** Marked assembly point in the Futura IV parking area

The danger is only over when the rescue department gives permission to return to the building. The safety personnel of the property passes on the announcement concerning moving back inside to the personnel.

## 1.7 Action in the gathering area

**Gathering area:** Marked assembly point in the Futura IV parking area





*Gathering area*

When people have left the building and proceeded to the gathering area, the representative of the personnel begins to direct activities. Based on the situation at hand, it is necessary to consider whether it is safe to remain in the designated gathering area or if people should be directed elsewhere, for example into a pre-arranged interior area or to a property in the vicinity.

No-one may leave the gathering area without the permission of the person responsible for the gathering area. Activity in the gathering area is directed by the building's safety personnel. The safety personnel give information on the progress of the situation and notify when it is permitted to return into the property.

Factors to bear in mind in the gathering area:

- Taking care of anyone who may be injured; the safety personnel are to be informed
- looking after people with reduced mobility or otherwise poor physical condition
- if one is aware of someone having remained inside, this is to be reported

### **Back-up gathering area**

**Back-up gathering area:** Futura I indoor areas

If the gathering area is not safe, then people are to move on to a safe back-up gathering area defined separately by the protection managers. Authorities will also provide instructions about shelter locations for long-term shelter.

## 1.8 Assisting people with reduced mobility in emergency situations

In an emergency situation, the movement of people with reduced mobility out of the building may be difficult and slow. Try to help them as much as you are able to.

### Things to consider when helping people with reduced mobility

- Help a person with reduced mobility to exit, within the limits of your own capabilities.
- Take care of the person you helped also after getting out.

## 1.9 Water damage

### Action guide

- Disconnect power from where the leak is and from its proximity.
- Stop the water from flowing, from i.e. the water mains, if possible.
- Notify of the situation immediately:
  - to the maintenance personnel: Are Oy, phone 0505630330, service 0403005300
- Contact the emergency number if needed **112**.
- Main water shutoff: In the heat distribution room (in the courtyard next to the A building entrance, entry from the outside)
- Heat distribution room: In the courtyard by the entrance door to the right, entry from the outside
- Electricity switchboard: In the courtyard by the entrance door to the right, entry from the outside

### Should there be threat of water outside the building

- Inform property maintenance and, if needed, the emergency centre on **112**.

## 1.10 Under threat of violence

### In case of an unarmed threat, take action in the following ways.

- Remain calm and attempt to calm the individual down through your own behaviour.
- Ensure that you do not turn your back or go into a corner, so that you always have an escape route away from the threatening individual.
- Ask for help if possible.
- Flee and help others to escape.

Take care of your own safety. Try to direct the threatening individual to a place in which they cannot hurt anyone. After the incident, inform the police of what happened, if necessary.

### If the threatening individual has a weapon, take action in the following ways.

- Do not put up a fight.
- Only do what the threatening individual tells you to.
- If possible, attempt to warn others.
- After the situation has ended, call 112. Listen to their instructions and act accordingly.

Every threat or perceived threatening situation should be taken seriously. The police should be informed of these situations immediately.

### 1.11 Bomb threat

Bomb threats are often groundless and the work of a disturbed individual, but they should still always be taken seriously. Police should be notified of any threat made. It is important to remain calm and level-headed in the situation.

- When the threat comes in by phone.
- Stay calm. Keep the person on the phone.
- Make notes. Write down the threat word for word so you remember.
- Ask questions.
- Where is the bomb?
- What does the bomb look like?
- When will the bomb explode?
- Why?
- Pay attention to the style of speaking of the caller as well as their tone of voice.
- Can you detect any dialect or anything special about their speech?
- Are they agitated?
- Are they reading the message?

After the phone, report the incident by calling **112**. Follow the instructions given to you by the authorities.

### 1.12 Public warning signal

**The public warning signal** is a one-minute-long ascending and descending tone or a warning announcement by the authorities. The length of the ascending tone is 7 seconds. The public warning signal means an immediate danger threatening the public.

**The All Clear signal** is a one-minute-long monotonous signal. It is an announcement of the threat or danger having passed.

**Act in the following way after you've heard the public warning signal**

- Proceed indoors. Close doors, windows, ventilation holes, and air conditioning devices.
- Turn on the radio and wait for instructions.
- Avoid using the phone to prevent telephone lines from getting jammed.
- Do not leave the area unless urged to do so by the authorities.

**Gas hazard**

**Public warning signal in danger situations concerning gas**

**Do the following**

- If you are indoors and can smell gas:
  - stay inside, get to the top floors and listen for further information on the radio
  - place a wet cloth over your mouth and breathe through it
- If you are outside when you smell gas but are not able to get indoors:
  - hurry into side wind from underneath the gas cloud
  - try to get as high as possible, for example to the top of a hill

**Additional information on taking cover from gas**

- Switch off air conditioning devices and close doors and windows tightly.
- You can also close or tape inside doors and stay in upwind areas.
- If you smell gas you can breathe through a moist and spongy cloth.
- The authorities will announce on radio or with vehicles with loudspeakers when the gas cloud has dispersed. Ventilate indoors well after the event.

**Radiation hazard**

**A public warning signal is given upon the threat of radiation.**

**Go inside.**

- Close doors, windows, ventilation holes, and air conditioning devices.
- **The centre and basement of the building are the best places to take shelter. Take iodine tablets only when advised to do so by the authorities (there should be two iodine tablets per person).**

**Avoid moving outside**

**Additional instructions**

You will get additional information from your city's rescue authorities, from broadcast media, and from Yle's (the Finnish Broadcasting Company's) Teletext page 867. You can also find information from the Finnish Radiation and Nuclear Safety Authority's website [www.stuk.fi](http://www.stuk.fi) and the website of the rescue authorities [www.pelastustoimi.fi](http://www.pelastustoimi.fi).

### 1.13 Blackouts

In the event of a power cut, the safety lights will remain on.

Using lifts during a power cut is not possible.

Action during a power cut

Electricity is down in the operating premises, but the lights of public areas are still working

- If possible, check the fuses in the operating premises' own electrical switchboard.
- If the problem was not solved, contact property maintenance (tel. 0505630330).

Electricity is down in both the operating premises and the public areas

- Use a flashlight
- Direct others, if so needed.

In the event of a power cut, lifts will stop working. Should you be stuck on a lift due to a power cut or other failure, act as follows:

Contact the lift maintenance emergency line:

- by mobile phone - (KONE Hissit Oy, 080015063) or
- the emergency button inside the lift. (This will connect directly to the lift maintenance emergency line.)

When necessary, you can call the general emergency number 112.