5.6 Emergency Procedures: Help Point

**Purpose**

*All Security personnel shall respond immediately to possible emergency situations.*

**Guideline**

Information has been given to staff and students that in the case of an emergency on Campus they are to dial 9850 9999 or 9999 from any house phone.

The Control Centre Operator will take the call and advise Security Officers of the situation and deploy the appropriate number of personnel to the incident.

Security Officers will attend in a prompt & safe manner.

Responding Security Officers will:

1. Attend the site of the alarm immediately and ascertain
2. full details of the situation.
3. Rectify or resolve the situation. Call for assistance if required.
4. If Emergency Services are required, advise the Control Centre Operator.
5. If false alarm, inform the Control Centre and reset

**Contact Officer**

*Campus Security Manager*

**Date Approved**

1 July 2012

**Approval Authority**

*Director, Property*

**Related Policies, Procedures, Guidelines, Forms or Templates**

*Security Services Section – Standard Operating Procedures*

**Next Date of Review**

1 July 2013