



Stockholms  
universitet

# Safety and security at Stockholm University

Shared responsibility for a safer workplace



## For staff and students at SU

In the event of an accident or serious incident, it is important to quickly know what to do.

This brochure aims to provide you with basic knowledge and practical advice that can help protect both yourself and others.

The material can be used in its entirety or in parts, such as checklists to post in the workplace or study environment.

For more information on safety and security procedures and preparedness at Stockholm University, visit our website or contact security at: [sakerhet@su.se](mailto:sakerhet@su.se)

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Stockholm University

# Table of contents

1. In the event of an accident or serious incident .....	4
2. Threatening calls and bomb threats .....	5
3. Suspicious postal items and gifts .....	7
4. Measures in case of threats and violence .....	8
5. Unauthorised persons in the workplace .....	10
6. Instructions in case of fire .....	11
7. Personal injury or sudden illness .....	12
8. Advice in the event of an attack .....	15
9. Report Near Misses, Deviations, Incidents and Whistleblowing .....	16
10. Important phone numbers and links .....	17

# 1. In the event of an accident or serious incident

## In the event of immediate danger to life, health and property, contact SOS Alarm 112

### Call SOS Alarm 112 to contact:

- the fire and rescue service
- the ambulance service
- the police

### Do the following

- Do not hang up the phone until you are instructed to do so.
- Provide a telephone number where you can be reached.
- If possible, stay by the phone so that SOS Alarm or the emergency operations centre can call you.

## In the event of a serious incident, call SU's emergency number 08-16 42 00 in case of:

- Risk of or confirmed serious personal injury, environmental damage or property damage.
- Risk of or confirmed impact on SU.
- Risk of or confirmed serious impact on department/equivalent or SU.

## Security

If you need immediate support from security due to a difficult situation:

Call 08-16 42 00 and request assistance from security.

Be prepared to provide the following information:

- Your name
- Department/centre and address
- “We urgently need security due to...”

### Emergency number 08-16 42 00

SU's emergency number **08-16 42 00** goes to an emergency operations centre. If the call handlers are busy, you may be placed in a queue but the call handlers will respond as soon as possible.

**08-16 42 00** is a priority number at the emergency operations centre.

## 2. Threatening calls and bomb threats

### Keep in mind

- If possible, get someone else to listen in on the conversation.
- Stay calm.
- Act amiably.
- Note the incoming number, call length and time.
- Pay attention to the voice, characteristics.
- Do not interrupt.
- Keep the conversation going and note as many details as possible.
- Is any name or place mentioned?

### Examples of questions to ask

- Who/what is targeted by the threat?
- Is there a motive?
- How exactly was the threat worded?
- Are any demands being made?
- Where is the bomb planted?
- When will the bomb explode?
- Did the person you are talking to plant the bomb?

### Type of threat

Bomb. Fire. Violence. Other?

### The caller's language

Swedish dialect/foreign accent. Other?

### Caller's identity

Male. Female. Boy. Girl.

### Caller's attitude

Calm. Agitated. Familiar with premises/activities. Other?

### Caller's voice

Deep. High-pitched. Loud. Slurred. Quiet. Soft/pleasant.

### Caller's speech

Fast. Stuttering. Swearing. Technical terms. Well spoken. Distinctive. Other?

### Background noise

Quiet. Voices. Children. Traffic. Aircraft. Music. Machinery. Radio/TV. Other?

## 2. Threatening calls and bomb threats

**cont.**

### Measures following the call

- Call SOS Alarm **112**.
- In case of immediate danger, start evacuating immediately, activate emergency/fire alarm.
- Call SU's emergency number **08-16 42 00**.
- Inform your immediate manager (always).
- All threats concerning Stockholm University's activities are to be reported in the IA incident reporting system on the staff website.

A printable checklist for threatening calls and bomb threats to post by landlines can be found on the staff website

## 3. Suspicious postal items and gifts

**Postal items and gifts sent to your home or workplace may contain unpleasant surprises.**

### Unusual postal items

- Uneven or dented appearance.
- Unusual weight, that is, surprisingly light or heavy in relation to size.
- Grease stains on the envelope or packaging as explosives can contain grease.
- Strange or unusual odour.
- Address label or unfamiliar handwriting.
- Unusual handwriting or pre-printed text with restrictive labels, such as personal, private or urgent.
- Sender and address that indicate an attempt at anonymity.
- Too much postage.
- Signs that the envelope or packaging has been opened and then resealed.
- Unexplainable metal tape, wires, foil or similar.
- Sound emitted from the postal item, such as buzzing, ticking or sloshing.
- Arrived unexpectedly and inexplicably, such as special delivery by courier or to workplace reception.

*Personlig säkerhet (Personal Safety), 2021, fourth edition. ISBN: 9789186661212*

### Measures in case of suspicious postal items

- Do not touch the postal item unnecessarily.
- Keep a safe distance from the postal item.
- Call SU's emergency number **08-16 42 00**.
- In case of immediate danger, evacuate the premises immediately.
- If there is no immediate danger, await instructions from the Security Manager.
- Always inform your immediate manager.

### In case of suspected or confirmed contamination

- Remove any clothing that has come into contact with the powder/substance.  
NB: Do not remove garments by pulling them over your head.
- Cut off the garments if possible.
- Wash your hands, arms and face with soap and water as soon as possible.
- Keep a distance from other people.

## 4. Measures in case of threats and violence

### How can I help a colleague/student subjected to threats or violence?

#### Immediate measures

- Take the victim aside to a quiet and safe place.
- Show support and empathy.
- Offer a hot drink and a blanket or jacket if appropriate.
- Keep an eye on the victim.

#### In case of an emergency or serious incident

- Call SOS Alarm **112** as soon as the need arises and you can do so without risk.
- Call SU's emergency number **08-16 42 00**.

#### Keep in mind

- Do not allow the victim to drive.
- Arrange for someone to accompany them home.
- If the victim is home alone, try to arrange for someone to keep them company.

#### Threatening behaviour

- If possible, keep a safe distance from the person.
- Keep calm.
- Act amiably, do not provoke, do not interrupt.
- Avoid physical contact.
- If you know the person's name, use it.
- Try to alert colleagues or others of the situation.

#### If the threat becomes real

- Seek cover and call for help from colleagues or.
- Try to get away from the place.
- Use self-defence – use the force required to protect yourself or save lives.

### Emergency number 08-16 42 00

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## 4. Measures in case of threats and violence

### Threats by email/text/chat/internet

All forms of electronic communication leave invisible traces, so do as follows:

- Save the message.
- Contact the Security Manager.

### Threats by letter

If you receive a letter containing a threat or other criminal communication, it is important to keep the following in mind:

- Do not touch the letter unnecessarily.
- Put the letter in a plastic pocket or other protective cover (secure traces).
- Note the arrival date.
- Contact the Security Manager to hand over the letter.
- In cases where you recognise the nature of the letter as threatening or harassing, do not open it – hand it straight over to the Security Manager instead.

### Online harassment

If you are subjected to online abuse and harassment, such as video footage or manipulated images:

- Save as a screenshot or page on your device.
- Contact security for advice.

### Contacting security

If you need immediate support from security due to a difficult situation - call **08-16 42 00** and request assistance from security.

Be prepared to provide the following:

- Your name.
- Department/centre and address.
- “We urgently need security due to...”.

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## 5. Unauthorised persons in the workplace

**Be aware of unauthorised persons on our premises. They could be preparing to commit a crime, such as theft, violence or threats.**

**To help prevent the risks associated with unauthorised persons**

- Never allow unknown individuals onto SU's premises through locked doors.
- Pre-register your visitors in the visitor booking system, if available.
- Provide each visitor with a visitor's badge indicating their right to be here.
- Meet and escort visitors to and from the entrance.
- Never share your personal key cards, keys or codes.

### Unauthorised persons in the workplace

If you suspect an unauthorised person on SU premises:

- Alert a colleague/student.
- Politely ask the person: "Can I help you?".
- Request to see their visitor badge or key card.
- If the person has no legitimate reason to be there, ask them to leave the premises.
- If they refuses to leave immediately call security on **08-16 42 00**.

### In case of break-in, theft or vandalism

If you find signs of a break-in or vandalism:

- Call SU's emergency number **08-16 42 00**.
- For theft or lost property, call the police on **114 14** and file a report.

### Theft prevention advice

- Report the loss of keys and key cards to [servicecenter@su.se](mailto:servicecenter@su.se) or **08-16 24 00**.
- Spare keys are to be locked in an approved storage cabinet.
- Lock your office door and lock away valuable property when leaving the office.
- Activate a screen lock on your computer when unattended.
- Do not store login details or access cards together with your computer.

### Emergency number 08-16 42 00

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## 6. Instructions in case of fire

### Before a fire breaks out

Study the nearest evacuation plan for the building to locate:

- Address of the premises
- Escape routes
- Fire-extinguishing equipment
- Fire alarm buttons
- Defibrillators (if available)
- Assembly point

### Instructions in case of fire

The prevailing conditions determine the order in which these measures are taken, but basic rules when a fire occurs is to:

- **RESCUE** those in immediate danger.
- **WARN** others by shouting or activating an alarm button.
- **ALERT** the emergency services by calling **112**.
- **EXTINGUISH** the fire, if possible, but without putting yourself at risk.
- **EVACUATE** to the assembly point.

### If the evacuation alarm sounds

All students, visitors and staff who are not actively helping with the evacuation are to:

- Leave the buildings as soon as possible.
- Make their way to the assembly point.
- Lecturers are responsible for evacuating the people in their auditorium in the event of an emergency.

### Keep in mind

- Do not use the lifts
- Do not put yourself in danger
- Close the door to the area of the fire, if possible, as this can help limit the spread of the fire.

# 7. Personal injury or sudden illness

## Find out where first aid kits are kept!

### General

- What has happened? Try to get a sense of the situation.
- Save anyone in immediate danger.
- If necessary – administer first aid.
- Time – every second counts. Never hesitate – always call **112**.
- Call security on **08-16 42 00** – they have medical equipment and defibrillators in their vehicles.

### Burns and scalds

- Cool with plenty of cold running water for about 20–30 minutes.
- Do not leave the casualty alone.
- Do not remove any of their clothing.

### Eye injuries (splashes of corrosive substances)

- Rinse their eyes immediately with plenty of water.
- Hold their eyelids open while doing so.
- Continue rinsing for about 20 minutes.

### Corrosive injuries

- Immediately rinse the injured area with plenty of running water
- Remove any clothing contaminated with the substance
- Continue rinsing the area for 20–30 minutes.

### Electrical accidents

- Cut the power.
- Do not touch the casualty until the power has been cut.

### Epilepsy

- Prevent the person from getting injured by, for example, putting something soft under their head.
- Do not put anything in their mouth – this can do more harm than good.
- Stay with the person until the seizure ends.
- Anyone who witnesses a suspected epileptic seizure should check whether the person has an epilepsy bracelet/ID before calling the police or ambulance service. A seizure will often end after a few minutes.

## 7. Personal injury or sudden illness

**cont.**

### First aid

- Check whether the casualty is responsive.
- Call for help.
- Make sure the casualty is breathing. If not, clear their airways and start mouth-to-mouth resuscitation.
- If the person is breathing, put them in the recovery position.
- If their heart is not beating, start CPR.

### Stop the Bleed

1. Keep pressure on the wound with your hands.
2. Apply a dressing and apply pressure.
3. Alternatively: apply a tourniquet.

**Note:** Bleed control kits are kept in security vehicles and at staffed receptions at the Frescati and Albano campuses.

### Stroke/Ischemic Stroke/Brain Haemorrhage (Symptoms)

- Sudden weakness or sudden numbness in the face, arms or legs, usually – but not always – affecting only one side of the body.
- Sudden difficulty speaking or understanding, which can sometimes appear as confusion.
- Sudden double vision or visual disturbance in one or both eyes.
- Sudden difficulty walking, sudden dizziness, vertigo or loss of balance and coordination.
- Sudden severe headache without obvious cause.

## 7. Personal injury or sudden illness

### Stroke FACT test

If a person cannot do the following, this may indicate a stroke:

#### F: Face

- Can the person smile and show their teeth?
- Is one side of their mouth drooping?

#### A: Arms

- Can the person raise their arms and keep them raised for 10 seconds?

#### S: Speech

- Can the person repeat a simple sentence, such as: “*It’s nice weather today*”?
- Is the person slurring or having difficulty finding the right words?

#### T: Time

- Every second counts. Never hesitate - call **112** immediately

### Myocardial Infarction/Heart Attack (Symptoms)

- Severe, pressing or cramping pain in the chest that does not go away.
- Diffuse but unpleasant feeling in the chest that lasts for more than **15 minutes**.
- Chest pain combined with shortness of breath, cold sweats or irregular heartbeat.

The locations of publicly accessible defibrillators can be found at the Swedish defibrillator registry:

<https://www.hjartstartarregistret.se/>

## 8. Advice in the event of an attack

**Terrorist attacks can target not only the public, but also symbolic locations or persons. Here is some advice in the event of an attack.**

### Flee

- Get yourself to a safe place.
- Leave the scene as quickly and safely as possible and avoid crowds.

### Seek shelter

- If you cannot leave the area, find a place you consider safe and that offers shelter.
- Pay attention to what you see and hear and try to keep calm.
- Put your phone in silent mode and turn off vibration.
- Do not call anyone who might be in the danger zone - the ring signal could reveal a person who is hiding.

### Alert

Alert the police by calling **112**. Provide the following information:

- The location
- What has happened
- How many perpetrators you have seen
- The weapons they have
- What they look like
- Where you last saw them.

**Warn anyone in danger and help anyone in need.**

### Also keep in mind

- Do not make any calls with your mobile phone unless you have to. If the network is overloaded, it can be difficult for vital calls to be connected.
- Follow instructions issued by the police, the fire and rescue service and any other agencies.
- Do not share unconfirmed information online or in any other way.
- When the police arrive at the scene, it can be difficult for them to immediately determine who is a perpetrator and who is a victim – so do not hold anything in your hands.
- Be prepared for further attacks to occur.
- Get into the habit of noting emergency exits and alternative ways out of rooms and buildings.

## 9. Report Near Misses, Deviations, Incidents and Whistleblowing

**To ensure a safe and secure work environment, it is important to report events that may negatively affect university operations.**

### What should be reported?

- **Near misses** - Events that *almost* lead to an accident but cause no harm.
- **Incidents** - Events that cause or risk causing harm, conflict or disruption. May also include behavior that violates laws or guidelines.
- **Personal Data Breaches** - Loss, alteration or exposure of personal data.
- **IT Incidents** - Examples include viruses, unauthorised access, theft of equipment, system failures.

### How to report?

- **Service Portal:** Go to [su.se/serviceportalen](https://su.se/serviceportalen), log in, and report your observation.
- **IA System:** Used to report work environment-related near misses, accidents and police reports.
- **Personal Data Breaches:** Inform the Data Protection Officer at [dso@su.se](mailto:dso@su.se).

### Whistleblower Function

If you suspect serious misconduct within the university, you can report it via SU's whistleblower function. You have three options:

- Via electronic web form (SU's Visselblåsarfunktion)
- Via voicemail service: 077-140 16 36
- By requesting a physical meeting through the whistleblower function or voicemail.

**You may choose to remain anonymous. The service is secure and encrypted.**

## 9. Important phone numbers and links

SOS Alarm	112
SU's emergency number (24/7)	08-16 42 00
Security at Frescati Campus	08-16 22 16
Security at Albano Campus	08-16 22 17

### Other important phone numbers etc.

SOS Alarm (information number)	113 13
Police (less urgent matters)	114 14
Medical advice line	11 77
Poison information centre (less acute)	010-456 67 00
Student Health Service	08-647 77 00
Hjälplinjen (mental health helpline)	0771-22 00 66
Självordslinjen (suicide prevention)	90 101
Work environment Authority (occupational injury reports)	010-740 90 00
Work environment Authority (OOH) (occupational injury reports)	08-737 15 55
Whistleblowing (not for SU students)	0771-40 16 36
SOS International	+45 70-10 50 50
Akademiska hus emergency service	010-557 24 00


Swedish defibrillator registry	<a href="https://www.hjartstartarregistret.se/">https://www.hjartstartarregistret.se/</a>
112 app	<a href="https://www.sosalarm.se/">https://www.sosalarm.se/</a>
Emergency information	<a href="https://www.krisinformation.se/">https://www.krisinformation.se/</a>

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