



Central University of Science & Technology

CUST

Fire Safety & Fire Fighting

STANDARD OPERATING PROCEDURE (SOP) ON FIRE SAFETY & FIREFIGHTING



CENTRAL UNIVERSITY
OF SCIENCE & TECHNOLOGY
An Industry-Driven University in Bangladesh

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Central University of Science and Technology

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1. Objective

To ensure the highest level of life safety and property protection by establishing a comprehensive and enforceable fire safety framework that delineates preparedness, response roles, and coordination mechanisms in the event of a fire emergency at the Central University of Science and Technology, Dhaka.

2. Scope

This Standard Order applies to all stakeholders within the University premises—students, faculty, administrative personnel, maintenance staff, and visitors—during normal operations, drills, and actual emergencies.

3. Identified Fire Hazards

A thorough fire risk assessment has identified the following key hazards:

- a. Electrical short circuits, damaged or overloaded circuits
- b. Unsafe storage or handling of chemicals in science laboratories
- c. Gas leaks in cafeteria and kitchen areas
- d. Use of flammable decorative materials
- e. Smoking near boundary walls or unauthorized zones
- f. Obstruction of emergency exits and escape routes
- g. Unattended electrical appliances (e.g., irons, heaters and fans etc)
- h. Malfunctioning or poorly maintained air conditioning units

4. Definitions

To ensure a shared understanding of roles, terms, and procedures, the following definitions shall apply within this Standard Operating Procedure (SOP)

4.1 Fire Safety Committee (FSC)

A formally appointed group of University officials responsible for overseeing all fire safety planning, training, equipment maintenance, and emergency coordination. The FSC ensures compliance with laws, conducts hazard assessments, and organises drills.

4.2 Chief Fire Safety Leader (CFSL)

The highest-ranking authority (Vice Chancellor or designated senior officer) responsible for overall fire safety governance. The CFSL approves policies, allocates resources, and assumes command during emergencies. The CFSL has the ultimate decision-making power during any fire incident.

4.3 Fire Safety Coordinator (FSC)

The appointed officer who manages day-to-day fire safety implementation, training schedules, equipment inspections, and drills. Acts as the operational link between the CFSL, team leaders, and external emergency services.

4.4 Firefighting Team (FFT)

A trained group of staff and volunteers responsible for operating firefighting equipment, containing small fires, and assisting professional fire services. The FFT works to prevent fire spread until evacuation is complete and external responders arrive.

4.5 Firefighting Team Leader (FFTL)

A designated staff member with leadership, technical, and safety training who directs the actions of FFT members in their assigned zone. The FFTL assesses risks, allocates equipment, and maintains constant communication with the FSCr.

4.6 Floor Evacuation Team (FET)

A group of teachers, admin, and support staff assigned to ensure orderly and safe evacuation of all persons from a designated floor during a fire emergency. The FET checks all rooms, guides evacuees, and reports headcounts at the assembly area.

4.7 Floor Evacuation Team Leader (FETL)

The senior-most trained staff member on a floor, responsible for directing the FET during an evacuation. Ensures no person is left behind, manages congestion in escape routes, and reports status to the FSC

4.8 First Aid Team (FAT)

A dedicated group of medically trained staff responsible for providing immediate medical care during fire emergencies. They treat injuries, manage smoke inhalation cases, and coordinate with external medical responders.

4.9 First Aid Team Leader (FATL)

The University Nurse or a certified medical responder appointed to lead the FATL. The FATL establishes the First Aid Point at the assembly area and manages treatment, triage, and casualty reporting.

4.10 Facility Team (FT)

A technical team responsible for maintaining all fire safety systems (alarms, pumps, hydrants, extinguishers, emergency lighting) and ensuring the structural readiness of emergency exits. The FT also provides technical support during fire incidents.

4.11 Facility Team Leader (FTL)

The Maintenance Head or Facilities Manager responsible for coordinating FT members during both routine inspections and emergencies. Activates pumps, shuts down hazardous utilities, and provides building access to emergency services.

4.12 Assembly Area

A pre-designated safe outdoor location where all evacuees must gather after leaving the building. Roll calls and headcounts are conducted here to ensure all occupants are accounted for.

4.13 Fire Drill

A planned and supervised simulation of fire evacuation procedures, designed to familiarise all building occupants with escape routes, assembly areas, and emergency conduct.

4.14 Fire Hazard

Any condition, equipment fault, or unsafe act that increases the risk of a fire starting, spreading, or causing harm. Examples include overloaded circuits, blocked exits, flammable storage, and unattended heat sources.

4.15 Emergency Operations Protocol (EOP)

The pre-established sequence of actions and communication steps to be followed during a fire incident. The EOP ensures coordinated response between all teams, the CFSL, and external emergency services.

4.16 Personal Protective Equipment (PPE)

Safety gear provided to Fire Fighting Team members and Facility Team members to protect them from heat, smoke, and injury during emergency response (e.g., gloves, masks, helmets, protective clothing).

4.17 External Emergency Services (EES)

Official government or contracted agencies such as the Fire Service and Civil Defence, police, and ambulance services that provide professional firefighting, rescue, and medical assistance.

4.18 Headcount Verification

A formal roll call process conducted by Floor Evacuation Team Leaders at the assembly area to ensure all persons from a designated area are safely evacuated and accounted for.

4.19 Incident Report

A documented record of a fire-related event, including the cause, response actions, casualties, property damage, and recommendations for future prevention.

4.20 Recovery Phase

The period following a fire emergency during which the University restores normal operations. Includes repairs, equipment replacement, counselling services, and post-incident training updates.

5. Fire Safety Committee – Suggested Members for Central University of Science and Technology, Dhaka

Position	Typical Role in University	Suggested Person(s) / Role Type
Chief Fire Safety Leader	Overall fire safety leadership and policy oversight	Vice Chancellor / Pro Vice Chancellor / Head of Administration
Fire Safety Coordinator	Day-to-day fire safety implementation, drills	Senior Admin Officer or designated Safety Officer
Firefighting Team Leader	Assist in Firefighting	a. Senior Security Supervisor b. Admin Staff with firefighting and emergency training.
Firefighting Team Members	Assist in firefighting operations	Security Guards / Trained Staff / Volunteers
Floor Evacuation Team Leader	Coordinate evacuation on assigned floor	Floor In-charge / Department Head / Senior Staff
Floor Evacuation Team Members	Assist occupants during evacuation	Teachers / Admin Staff / Student Volunteers
First Aid Team Leader	Lead first aid response during emergency	Medical Officer / Trained First Aider
First Aid Team Members	Provide first aid assistance	Nurses / Trained Staff / Volunteers
Facility Team Leader (Fire Safety & Firefighting)	Oversee fire safety systems & maintenance	Facility Manager / Engineering Head
Facility Team Members (Fire Safety & Firefighting)	Maintain fire safety equipment & systems	Technicians / Electricians / Maintenance Staff

6. Criteria for Selection of Firefighting Team Leaders and Members Central University of Science and Technology, Dhaka

6.1. Chief Fire Safety Leader

Who Can Be Considered?

- a. **Vice Chancellor (Preferred)** — Highest authority, can enforce policies, allocate resources, and ensure University-wide compliance.
- b. **Pro Vice Chancellor / Head of Administration** — Delegated authority to oversee fire safety implementation and coordination.
- c. **Senior Administrative Officer** — Trusted senior admin with knowledge of safety protocols and organizational ability.
- d. **Facility/Maintenance Manager** (if experienced and empowered) — Technical expertise in facilities and fire safety systems.

Selection Criteria:

- a. Holds a senior leadership role with decision-making authority.
- b. Demonstrated commitment to safety compliance and risk management.
- c. Excellent leadership and communication skills to engage all University stakeholders.
- d. Ability to allocate resources effectively for fire safety programs.

6.2. Fire Safety Coordinator

Who Can Be Considered?

- a. Senior Admin Officer or designated Safety Officer with good organizational skills.
- b. Health & Safety Officer (if available).
- c. Facilities Officer / Assistant Facility Manager with hands-on knowledge.
- d. Senior Teacher or Staff Member trained in fire safety and emergency response.

Selection Criteria:

- a. Strong organizational and communication skills.
- b. Thorough understanding of fire safety regulations and University environment.
- c. Proactive in planning, coordinating fire drills, training, and inspections.
- d. Acts as an effective liaison between Fire Safety Committee, staff, and students.

6.3. Firefighting Team Leader

Who Can Be Considered?

- a. Senior Security Supervisor (ideal, familiar with building systems).
- b. Senior Admin Staff with firefighting and emergency training.
- c. Designated Teacher or Staff with leadership and firefighting training.

Selection Criteria:

- a. Demonstrated leadership and ability to make quick decisions under pressure.
- b. Practical knowledge of firefighting equipment and emergency response.
- c. Physically fit and able to coordinate team efforts safely.

- d. Effective communicator, coordinating with Fire Safety Coordinator and emergency responders.

6.4. Firefighting Team Members

Who Can Be Considered?

- a. Security Guards trained in firefighting equipment.
- b. Facility/Maintenance Staff with relevant training.
- c. Support Staff (cleaners, helpers) trained in fire safety.
- d. Volunteer Teachers or Admin Staff willing to be trained.
- e. Any physically capable staff trained in firefighting.

Selection Criteria:

- a. Completion of regular firefighting training and drills.
- b. Physically able to operate equipment and assist in emergencies.
- c. Willingness to respond promptly and work as part of a team.
- d. Availability during University hours and quick access to incident sites.

6.5. Floor Evacuation Team Leader

Who Can Be Considered?

- a. Senior Teacher assigned to the floor (preferred).
- b. Administrative Staff regularly working on the floor.
- c. Any staff trained in emergency evacuation and leadership.

Selection Criteria:

- a. Strong leadership and calmness under pressure.
- b. Familiar with floor layout, evacuation routes, and assembly points.
- c. Ability to perform roll calls and report evacuation status accurately.
- d. Trusted by students and colleagues, capable of managing groups effectively.

6.6. Floor Evacuation Team Members

Who Can Be Considered?

- a. Teachers / Admin Staff / Student Volunteers Support Staff familiar with the floor.
- b. Security or Facility Staff assigned to the floor.

Selection Criteria:

- a. Completion of evacuation training and drills.
- b. Ability to guide and assist students calmly and efficiently.
- c. Familiarity with evacuation procedures and routes.
- d. Commitment to assist those with mobility issues and ensure no one is left behind.

6.7. First Aid Team Leader

Who Can Be Considered?

- a. Medical Officer / Trained First Aider
- b. Senior Staff trained and certified in First Aid and CPR.
- c. Health & Safety Officer (if assigned).
- d. Senior Teacher or Admin Staff with recognized certification.

Selection Criteria:

- a. Certified and current First Aid and CPR training.

- b. Experience in coordinating first aid response during emergencies.
- c. Ability to manage first aid supplies and communicate with medical services.
- d. Calm, decisive, and compassionate under emergency conditions.

6.8. First Aid Team Members

Who Can Be Considered?

- a. Nurses / Trained Staff / Volunteers
- b. Administrative Staff trained in basic first aid.
- c. Support Staff or Helpers trained in basic first aid.
- d. Security Personnel optionally trained in first aid.

Selection Criteria:

- a. Up-to-date first aid and CPR certification.
- b. Willingness to assist and support the First Aid Team Leader.
- c. Availability during University hours for immediate response.
- d. Participation in regular drills and refresher training.

6.9. Facility Team Leader (Fire Safety & Firefighting)

Who Can Be Considered?

- a. Facility Manager / Engineering Head (ideal).
- b. Senior Maintenance Supervisor or Head of Facilities.
- c. Experienced Technical Staff trained in fire safety systems.

Selection Criteria:

- a. Technical expertise in fire safety equipment and building infrastructure.
- b. Proven ability to oversee equipment maintenance and compliance.
- c. Leadership skills for emergency operations and team coordination.
- d. Effective liaison with Fire Safety Committee and other teams.

6.10. Facility Team Members (Fire Safety & Firefighting)

Who Can Be Considered?

- a. Technicians / Electricians
- b. Maintenance Staff and Technicians maintaining safety equipment.
- c. Support Staff trained in firefighting equipment operation.
- d. Security Personnel familiar with emergency protocols.
- e. Any staff trained and capable of assisting in fire safety.

Selection Criteria:

- a. Regular training in fire safety equipment and procedures.
- b. Ability to conduct inspections and support firefighting and evacuation.
- c. Awareness of fire exits and equipment locations.
- d. Coordination and communication skills.

6.11 Additional Key Considerations for All Fire Safety Roles

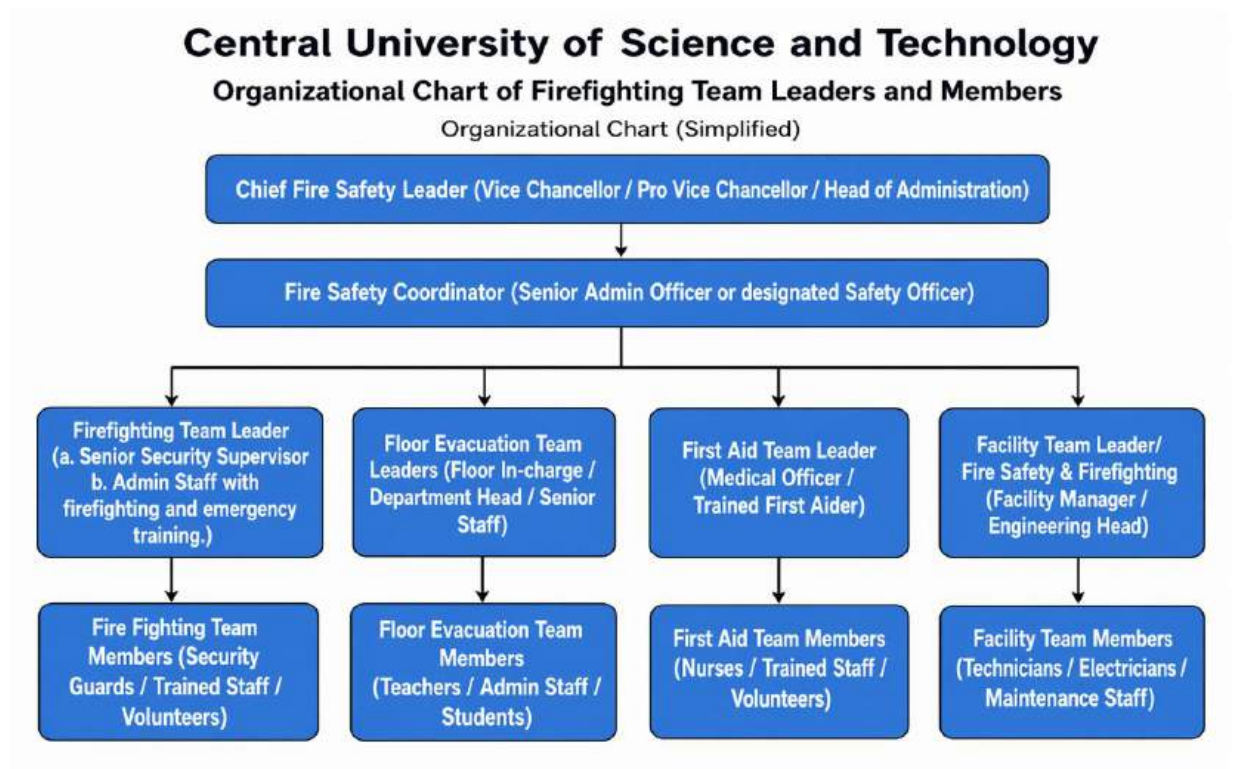
- a. **Training:** Mandatory completion of university-approved fire safety and emergency response training, refreshed regularly.

- b. **Physical Fitness:** Ability to perform duties safely, including handling equipment and assisting in emergencies.
- c. **Availability:** Presence on campus during university hours and readiness to respond instantly.
- d. **Communication:** Clear and effective communication skills to coordinate with all safety teams and University administration.
- e. **Responsibility & Proactivity:** Commitment to fire safety culture, risk awareness, and proactive participation in drills and safety improvements.

This structured, role-based **Selection Criteria** ensures the Central University of Science and Technology assembles highly capable, responsible, and well-prepared fire safety teams aligned with international best practices and tailored to the University's environment.

7. Organizational Chart of Firefighting Team Leaders and Members Central University of Science and Technology

Organizational Chart (Simplified)



8. Calculated Strength of Firefighting Team Leaders and Members Central University of Science and Technology

8.1. Chief Fire Safety Leader

Strength: 1

- Vice Chancellor / Pro Vice Chancellor / Head of Administration (single person overall leader)

8.2. Fire Safety Coordinator

Strength: 2

- a. 1 primary coordinator + 1 backup/assistant (e.g., Senior Admin Officer or designated Safety Officer)

8.3. Firefighting Team Leader

Strength: 3

- a. For 3 levels, organize 3 leaders covering zones, e.g.:
 - 1) Ground Floor (Leader 1)
 - 2) 1st Floor (Leader 2)
 - 3) 2nd Floor + Roof/others (Leader 3)
- b. This division balances leadership and response efficiency
Note: Leader 1 will be Over all Firefighting Team Leader

8.4. Firefighting Team Members

Strength: 9–12

- a. Assign 3–4 members per Firefighting Team Leader (3 leaders × 3–4 members = 9–12 members)
- b. Enough to cover shifts, assist multiple incidents, and rotate duties

8.5. Floor Evacuation Team Leader

Strength: 03

- a. 1 leader per level/floor = 03 leaders
- Note: Senior Most Teacher will be the Overall Floor Evacuation Team Leader

8.6. Floor Evacuation Team Members

Strength: 09–18

- a. 3–6 members per floor × 3 floors = 09–18 members
- b. Depends on student/staff density on each floor
- c. Suggest starting with 3 members per floor = 09 members minimum

8.7. First Aid Team Leader

Strength: 2

- a. 1 Medical Officer + 1 Trained First Aider (certified backup)
- Note: University Medical Officer will Be the team Leader

8.8. First Aid Team Members

Strength: 4–5

- a. Certified Nurses / Trained Staff / Volunteers trained in first aid to provide coverage and backup

8.9. Facility Team Leader (Fire Safety & Firefighting)

Strength: 1

- a. Facility Manager / Engineering Head

8.10. Facility Team Members (Fire Safety & Firefighting)

Strength: 4–6

- a. Technicians / Electricians / Maintenance Staff trained in fire safety equipment and procedures

8.11 Final Summary Table for Central University of Science and Technology (Ground floor -2nd floors)

Team	Strength	Notes
Chief Fire Safety Leader	1	Vice Chancellor / Pro Vice Chancellor / Head of Administration
Fire Safety Coordinator	2	Senior Admin Officer + designated Safety Officer
Firefighting Team Leader	3	3 zones covering all floors
Firefighting Team Members	9–12	3–4 per leader
Floor Evacuation Team Leader	3	1 per floor (including basement)
Floor Evacuation Team Members	9–18	3–6 per floor
First Aid Team Leader	2	1 Medical Officer + 1 Trained First Aider certified staff
First Aid Team Members	4–5	Certified Nurses / Trained Staff / Volunteers
Facility Team Leader	1	Facility Manager / Engineering Head
Facility Team Members	4–6	Technicians / Electricians / Maintenance Staff

8.12 Additional Recommendations:

- a. **Backup personnel:** Have a few alternates trained per team for leave or absence coverage.
- b. **Regular drills:** Ensure all members regularly participate in training and drills.
- c. **Physical fitness:** Particularly for firefighting and evacuation teams.
- d. **Clear communication:** Provide radios or mobile alerts for coordination during emergencies.

8.13 Operational Directives by Team

All detailed roles and responsibilities for each team before, during, and after fire emergencies have been thoroughly outlined in the accompanying annexes. Each role complies with international fire safety standards such as NFPA 101 (Life Safety Code), NFPA 72 (Fire Alarm Code), and local requirements per BNBC 2020.

9. Fire Safety Committee

Central University of Science and Technology

Roles and Responsibilities – Before and During Fire Emergency

Committee Structure

Position	Typical Role in University	Suggested Person(s) / Role Type
Chief Fire Safety Leader	Overall fire safety leadership and policy oversight	Vice Chancellor / Pro Vice Chancellor / Head of Administration
Fire Safety Coordinator	Day-to-day fire safety implementation, drills	Senior Admin Officer or designated Safety Officer
Firefighting Team Leader	Assist in Firefighting	a. Senior Security Supervisor b. Admin Staff with firefighting and emergency training.
Firefighting Team Members	Assist in firefighting operations	Security Guards / Trained Staff / Volunteers
Floor Evacuation Team Leader	Coordinate evacuation on assigned floor	Floor In-charge / Department Head / Senior Staff
Floor Evacuation Team Members	Assist occupants during evacuation	Teachers / Admin Staff / Student Volunteers
First Aid Team Leader	Lead first aid response during emergency	Medical Officer / Trained First Aider
First Aid Team Members	Provide first aid assistance	Nurses / Trained Staff / Volunteers
Facility Team Leader (Fire Safety & Firefighting)	Oversee fire safety systems & maintenance	Facility Manager / Engineering Head
Facility Team Members (Fire Safety & Firefighting)	Maintain fire safety equipment & systems	Technicians / Electricians / Maintenance Staff

Central University of Science and Technology

Fire Safety & Firefighting Team – Detailed Roles and Responsibilities

1. Chief Fire Safety Leader – Vice Chancellor / Pro Vice Chancellor / Head of Administration

Before Fire

- Policy & Plan Oversight:** Approve, endorse, and actively promote the University's Fire Safety Policy, Emergency Evacuation Plan, and Firefighting Procedures, ensuring they meet national fire codes and best practice standards.
- Resource Allocation:** Authorise and allocate sufficient budget, trained manpower, and essential resources for purchasing, installing, and maintaining firefighting and detection equipment.

- c. **Drill Leadership:** Initiate and personally oversee regular fire drills (at least twice per academic term), ensuring 100% participation from students, staff, and visitors, with results documented for review.
- d. **Documentation & Compliance:** Ensure all fire safety manuals, training records, building fire plans, and inspection reports are accurate, updated, and accessible to relevant authorities and team leaders.

During Fire

- a. **Command and Control:** Assume overall command of the emergency situation as the Incident Commander, making quick, informed decisions to safeguard life and property.
- b. **Emergency Protocol Activation:** Officially activate the Emergency Operations Protocol, directing all team leaders to execute their assigned roles.
- c. **Authorised Communication:** Approve and control all external communication with fire service, police, medical responders, parents, and media to prevent misinformation.
- d. **Evacuation Monitoring:** Continuously monitor evacuation progress via real time updates from the Fire Safety Coordinator and Floor Leaders.

After Fire

- a. **Incident Debrief:** Chair a formal debriefing session with all team leaders to review the incident timeline, challenges faced, and actions taken.
- b. **Corrective Action Approval:** Review and approve the final incident report, ensuring recommendations for improvements are implemented promptly.
- c. **Wellbeing Oversight:** Arrange counselling or psychological support for any students or staff affected by trauma.
- d. **Recovery Supervision:** Oversee all repairs, equipment replacement, and policy updates to restore and improve fire safety readiness.

2. Fire Safety Coordinator – Senior Admin Officer or designated Safety Officer

Before Fire

- a. **Fire Safety Records:** Maintain a comprehensive Fire Safety Logbook, documenting all training sessions, fire drills, inspection results, and equipment maintenance activities.
- b. **Training Coordination:** Plan and coordinate skill-based training for all teams, including firefighting techniques, evacuation guidance, and first aid.
- c. **Inspection Duties:** Conduct weekly visual and functional checks on extinguishers, alarms, hydrants, and emergency lights, ensuring they are functional and accessible.
- d. **Exit & Access Clearance:** Verify that all exits, staircases, corridors, and assembly areas remain unobstructed and safe for use at all times.

During Fire

- a. **Incident Support:** Assist the Chief Fire Safety Leader by coordinating communications between teams and relaying critical updates.

- b. **Fire Panel Monitoring:** Immediately assess the fire alarm control panel to identify the fire's exact location and affected zones.
- c. **Fire Service Liaison:** Provide arriving fire service personnel with building floor plans, hazard information (e.g., gas lines, chemical storage), and current situation updates.

After Fire

- a. **Report Compilation:** Collect individual team reports, verify accuracy, and prepare a consolidated incident report for the Vice Chancellor .
- b. **Post-Incident Training:** Identify skill or procedural gaps and organise targeted re-training or emergency drills.
- c. **System Restoration Oversight:** Supervise repairs and functional testing of all fire detection, suppression, and alarm systems before resuming normal operations.

3. Firefighting Team

- a. Leaders: Senior Security Supervisor /Admin Staff with firefighting and emergency training.
- b. **Members:** Security Guards / Trained Staff / Volunteers

Before Fire

- a. **Equipment Readiness:** Conduct daily checks of extinguishers, hose reels, hydrants, and fire blankets to ensure operational readiness.
- b. **Access Control:** Keep all access routes to firefighting equipment, hydrant points, and emergency staircases clear from obstruction.
- c. **Practical Training:** Participate in regular hands-on firefighting drills, focusing on extinguisher use, hydrant operation, and hose handling.
- d. **System Familiarisation:** Learn the fire alarm zoning map and hydrant system locations for fast response.

During Fire

- a. **Rapid Response:** Deploy immediately to the fire scene with appropriate firefighting tools and equipment.
- b. **Containment Efforts:** Attempt to control or extinguish small fires if safe to do so, preventing escalation until professional responders arrive.
- c. **Evacuation Assistance:** Support the evacuation process by ensuring escape routes remain open and assisting people with mobility challenges.
- d. **Situation Updates:** Relay fire conditions and containment progress to the Fire Safety Coordinator in real-time.

After Fire

- a. **Action Reporting:** Provide a detailed account of firefighting actions taken, challenges encountered, and equipment used.
- b. **Post-Incident Clean-up:** Assist in clearing debris and securing affected areas to prevent re-ignition.
- c. **Equipment Servicing:** Refill, replace, or repair firefighting equipment used during the incident to restore readiness.

4. Floor Evacuation Team

Leaders: Floor In-charge / Department Head / Senior Staff

Members: Teachers / Admin Staff / Student Volunteers

Before Fire

- a. **Layout Knowledge:** Memorise floor plans, including all exits, escape routes, and designated assembly points.
- b. **Attendance Preparedness:** Keep updated class or office attendance lists ready for roll call during evacuation.
- c. **Evacuation Education:** Regularly remind students and staff about correct evacuation behaviour – no running, no pushing, no returning for belongings.
- d. **Obstacle Checks:** Ensure hallways, staircases, and doorways are free from clutter or obstructions.

During Fire

- a. **Orderly Guidance:** Lead all students, staff, and visitors to the nearest safe exit in a calm and organised manner.
- b. **Area Sweeps:** Quickly check classrooms, washrooms, and storage areas to ensure no one is left behind.
- c. **Fire Spread Prevention:** Close (but do not lock) doors behind you to slow the spread of smoke and flames.
- d. **Accountability Reporting:** At the assembly area, report headcount results to the Assembly Point Leader or Fire Safety Coordinator.

After Fire

- a. **Evacuation Feedback:** Share observations on evacuation delays or hazards during the debriefing session.
- b. **Emotional Support:** Provide reassurance and comfort to students until the “all-clear” is given.
- c. **Safe Re-entry Support:** Assist in returning students to classrooms only after official clearance.

5. First Aid Team

Leader: Medical Officer / Trained First Aider

Members: Nurses / Trained Staff / Volunteers

Before Fire

- a. **Medical Kit Readiness:** Check first aid kits and emergency medical supplies weekly, replacing expired or used items.
- b. **Medical Preparedness Training:** Provide periodic first aid, CPR, and smoke inhalation treatment training for staff members.
- c. **Health Record Access:** Maintain updated records of student and staff medical conditions, allergies, and emergency contacts.

During Fire

- a. **First Aid Station Setup:** Establish a safe treatment area at the assembly point away from hazards.
- b. **Immediate Care:** Provide quick medical attention to anyone injured, burned, or affected by smoke inhalation.

- c. **Emergency Medical Services Coordination :** Work closely with ambulance or hospital staff for serious injuries, ensuring accurate patient information is shared.

After Fire

- a. **Medical Documentation:** Record details of all injuries treated, noting the type of care given and by whom.
- b. **Recovery Monitoring:** Follow up on injured individuals until they are fully recovered.
- c. **Supply Replenishment:** Restock medical supplies and inspect kits to maintain readiness.

6. Facility Team

Leader: Facility Manager / Engineering Head

Members: Technicians / Electricians / Maintenance Staff

Before Fire

- a. **System Inspection:** Routinely test and maintain fire pumps, sprinkler systems, alarms, and emergency lighting.
- b. **Structural Safety Checks:** Ensure fire exits, staircases, and fire-rated doors are functional and not blocked.
- c. **Water Supply Readiness:** Check hydrant systems for adequate water pressure and ensure pump operation is flawless.
- d. **Alarm Testing:** Perform regular tests on the fire alarm system to verify audible and visual alerts.

During Fire

- a. **Technical Support:** Activate fire pumps and assist the firefighting team with system operation.
- b. **Hazard Isolation:** Shut down electrical circuits, gas valves, or other utilities if they pose a danger.
- c. **Fire Service Access:** Provide quick access to utility rooms, control panels, and mechanical areas.

After Fire

- a. **Damage Assessment:** Inspect and assess all fire safety systems and utility lines for damage.
- b. **Repair Coordination:** Arrange for immediate repair or replacement of faulty systems.
- c. **Maintenance Reporting:** Submit a post-incident maintenance report to the Fire Safety Coordinator.

Annex -A

Central University of Science and Technology Fire Safety & Firefighting Team – Detailed Roles and Responsibilities Step By Step

1. Role & Responsibilities of the Chief Fire Safety Leader – Vice Chancellor / Pro Vice Chancellor / Head of Administration Central University of Science and Technology *(Step by step, outstandingly detailed role & responsibilities)*

1.1 Before Fire (Preparedness & Prevention)

- a. **Policy & Plan Oversight**
 - i. Approve, endorse, and actively promote the University's **Fire Safety Policy, Emergency Evacuation Plan, and Firefighting Procedures.**
 - ii. Ensure all documents comply with **Bangladesh National Building Code (BNBC), Fire Service & Civil Defence guidelines**, and recognised **international best practices.**
- b. **Resource Allocation**
 - i. Authorise the budget for procurement, installation, and maintenance of firefighting equipment, fire detection systems, emergency lighting, and signage.
 - ii. Ensure **adequate trained manpower** is assigned to all fire safety teams.
- c. **Drill Leadership**
 - i. Personally initiate and oversee **regular fire drills** (minimum **two per academic term**) with **100% participation.**
 - ii. Review drill performance reports and mandate corrective measures for any weaknesses.
- d. **Documentation & Compliance**
 - i. Ensure fire safety manuals, evacuation maps, training records, inspection reports, and maintenance logs are **accurate, updated, and accessible.**
 - ii. Confirm that **floor plans with escape routes** are displayed at strategic points.

1.2 During Fire (Incident Command & Life Safety)

- a. **Command & Control**
 - i. Act as the **Incident Commander**, exercising full authority over all fire safety and emergency response operations.
 - ii. Make **rapid, informed decisions** to protect lives and minimise damage.
- b. **Emergency Protocol Activation**
 - i. Officially **activate the Emergency Operations Protocol**, instructing the Fire Safety Coordinator and all team leaders to execute their roles.
 - ii. Mobilise evacuation, firefighting, first aid, and facility support teams in a **coordinated manner.**

c. **Authorised Communication**

- i. Serve as the **sole authorised spokesperson** to fire service, police, medical teams, parents, and media.
- ii. Ensure **clear, accurate, and controlled messaging** to avoid panic and misinformation.

d. **Evacuation Monitoring**

- i. Receive **real-time evacuation progress updates** from Floor Leaders and the Fire Safety Coordinator.
- ii. Direct resources to areas where evacuation is delayed or assistance is required.

1.3 After Fire (Recovery & Improvement)

a. **Incident Debrief**

- i. Chair a **formal debriefing session** with all team leaders to review incident sequence, challenges, and operational performance.

b. **Corrective Action Approval**

- i. Review the **final incident report**, approve corrective measures, and ensure **implementation within a set timeline**.

c. **Wellbeing Oversight**

- i. Arrange **counselling and psychological support** for affected students, staff, or parents.
- ii. Ensure a **supportive environment** for recovery.

d. **Recovery Supervision**

- i. Oversee **repair works, equipment replacement, and policy revisions** based on lessons learned.
- ii. Ensure the University is restored to **full operational and safety readiness** before resuming classes.

2. Fire Safety Coordinator — Senior Admin Officer or designated Safety Officer Central University of Science and Technology

(Step by step, outstandingly detailed role & responsibilities)

2.1 Position summary (one-line)

The ED (Administration) acting as Fire Safety Coordinator is the University's operational lead for fire prevention, preparedness, response and recovery — responsible for planning, implementing, monitoring and continuously improving all fire safety systems, training and procedures, and for coordinating daily with the Vice Chancellor (Chief Fire Safety Leader), facility staff, teachers, emergency services and external contractors.

Authority & reporting

- a. **Reports to:** Vice Chancellor (Chief Fire Safety Leader).

- b. **Has delegated authority to:** order immediate evacuation, suspend University activities for safety reasons, stop hazardous works (hot work- welding, cutting, grinding, use of heat gun and open flame work etc), place equipment out of service until remedied, and direct the fire safety team during an incident. Escalates policy/major budget matters to Vice Chancellor.
- c. **Deputies:** names of one or two trained deputies who act in ED Admin’s absence (must be documented with contact numbers).

2.2 Core responsibility summary (headline)

1. Maintain a current, practical Fire Safety Management System (FSMS) for CUST Dhaka.
2. Lead risk assessment, inspection, maintenance and corrective action tracking.
3. Plan, deliver and record all fire safety training and drills.
4. Coordinate emergency response, act as on-site incident commander until relieved by Fire Service.
5. Keep records, report to Vice Chancellor and authorities, manage procurement and budget for fire safety.
6. Liaise with local Fire Service, ambulance, utilities, insurers, contractors and parents.

2.3 Step by step responsibilities — BEFORE, DURING & AFTER an incident

A. Strategic & administrative (ongoing)

1. **Maintain FSMS documents**
 - i. Create and own: Fire Safety Policy, Emergency Evacuation Plan, Standard Operating Procedures (SOPs), Firefighting Team Structure, Floor Evacuation Plans, Hot Works Permit, Permit-to-Work templates, and Emergency Contact List.
 - ii. Keep a single “live” index (version control) and store printed and electronic copies; ensure access in admin office, security room and with key team leads.
2. **Annual planning & budget**
 - i. Prepare an annual Fire Safety Plan and budget request (spare parts, training, annual service contracts) and present to Vice Chancellor by a fixed date each year.
 - ii. Track spend vs budget and request emergency funds when needed.
3. **Regulatory & compliance**
 - i. Ensure University meets applicable fire code guidance and local authority requirements; maintain registration/inspection certificates and submit reports as required (escalate legal/regulatory queries to Vice Chancellor /legal advisor).
4. **RACI & delegation**
 - i. Document who is Responsible, Accountable, Consulted and Informed for each fire safety task (RACI matrix).
RACI is a responsibility assignment matrix used to show who does what in a task, project, or emergency plan.

It means:

R – Responsible: the person who does the work

A – Accountable: the person who is finally answerable and approves the work

C – Consulted: the person whose advice is taken

I – Informed: the person who is kept updated

Example in simple words: For a fire drill at a university:

Responsible: Safety Officer arranges the drill

Accountable: University authority approves and ensures it happens

Consulted: Fire service or technical expert gives advice

Informed: Teachers, students, and staff are notified

So, RACI helps make roles clear and avoids confusion.

- ii. Publish and run a yearly test of succession (who takes over when ED not available).

B. Prevention & maintenance (daily → annual tasks)

1. Daily

- i. Check that alarm panel shows normal status at start of day.
- ii. Confirm exits are unobstructed; emergency lights on; fire doors closed.
- iii. Log any irregularities in the Fire Log Book.

2. Weekly

- i. Walk-round inspection with Maintenance Head: extinguishers visible, charged and accessible; exit signs lit; escape routes clear.
- ii. Verify fuel storage and generator areas secure.

3. Monthly

- i. Ensure monthly inspection records for extinguishers, hydrant/isolation valves, standpipes, and fire pumps. Test battery backups of alarm panels.
- ii. Update maintenance & corrective action tracker; assign and close action items.

4. Quarterly

- i. Full functional test of fire alarm zones, emergency lighting and PA system (non-disruptive scheduling with minimum classroom impact).
- ii. Review and update floor evacuation maps and staff contact lists.

5. Annually

- i. Commissioned test/inspection by certified contractor for sprinklers (if present), hydrant pressure test, alarm servicing, smoke control systems, diesel pumps and suppression systems.
- ii. Full Fire Risk Assessment and update all drawings and compartmentation records.

Deliverables for maintenance:

- i. Inspection checklists (daily/weekly/monthly).
- ii. Corrective Action Register with target close dates.
- iii. Service contracts & certificates filed and expiry tracked.

C. Preparedness — training, drills & documentation

1. Training plan

- i. Induction training for all new staff and students (fire procedures & assembly points) within 48 hours of joining.
- ii. Role-specific training for: Floor Wardens, Fire Fighting Team, First Aid Team, Pump Operators, Security, and Maintenance staff.

2. Drills

- i. Schedule: weekly classroom-level familiarisation for younger children; at minimum quarterly full evacuation drills for entire campus and at least one full evacuation per academic term. Conduct at least one simulated fire exercise annually with local Fire Service.
- ii. For each drill: pre-brief wardens, run drill using realistic start conditions, time evacuation, and complete an After Action Report (AAR) within 48 hours.

3. Competency & certification

- i. Keep a training matrix for every staff member (name, role, training type, date, expiry). Ensure at least: basic fire safety for all staff, warden training for wardens, hose/reel/portable extinguisher handling for firefighting team, certified pump operator training for pump staff.

4. Communications & awareness

- i. Create classroom posters, parent leaflets and staff pocket guides. Run termly awareness campaigns (e.g., fire prevention week), and publish monthly safety tips in university newsletter.

D. Response — step by step actions during a fire

(ED Admin is Incident Commander on site until Fire Service takes command; below is an ordered checklist to follow immediately)

1. Detect & verify

- i. If alarm/alert received, verify origin at panel and/or receive visual confirmation from floor warden/security. Do not delay alarm activation for verification.

2. Raise alarm

- i. Activate the University public alarm/PA and sound evacuation order. Use standard pre-written PA script (kept in admin): “Attention please — Fire alarm. Evacuate immediately via the nearest exit and assemble at [Assembly Point A/B].”

3. Notify emergency services

- i. Call the Fire Service (record time), provide University name, address, location of fire (building/room), any hazardous materials, and number of persons at risk. Notify ambulance & police if required.

4. Execute evacuation

- i. Instruct Floor Wardens to start their evacuation checklist: sweep assigned areas, close doors where possible (do not lock), assist persons with reduced

mobility. Fire Fighting Team only fights if safe and does not compromise escape routes.

5. Accountability

- i. At assembly points, use the staff/student roll-call process. Triage any casualties; dispatch First Aid Team. ED Admin records time of alarm, arrival of Fire Service, evacuation start/finish times.

6. Utilities & plant

- i. If trained and safe, isolate gas/electrical supplies to affected zones or as per SOP. Ensure generator/pump operators follow safe shut-down procedures only if directed.

7. Handover

- i. When Fire Service arrives, brief the Incident Commander (IC) with a concise incident log: location, last known status, number of people evacuated/remaining, hazards, and any actions taken. Formally hand command to Fire Service IC.

8. Communication

- i. Notify Vice Chancellor (if not present), designate a staff member to manage parent communications (short factual message) and another to manage media if necessary (refer to Vice Chancellor for media). Keep messages factual, calm and brief.

9. Secure scene

- i. After the Fire Service has declared safe, secure scene for investigation; preserve evidence where requested.

10. Incident log

- i. Maintain an incident log (times, actions, names) and gather statements from witnesses as soon as practical.

E. After incident — recovery, investigation & improvement

1. Immediate recovery

- i. Ensure injured are cared for and transported if needed. Ensure students/staff are safely relocated or dismissed as per Vice Chancellor's direction.

2. Investigation

- i. Lead or coordinate a formal incident investigation (root cause analysis) within 72 hours — record timeline, equipment status, human factors, and what worked/failed. Produce an Investigation Report with recommended corrective actions.

3. Remediation

- i. Create a Remedial Action Plan with prioritized tasks, responsible owners, cost estimates and deadlines. Track completion in Corrective Action Register.

4. Insurance & authorities

- i. Assist Vice Chancellor in liaising with insurers; prepare documentation required by regulators and insurers (incident report, maintenance records, witness statements).

5. Communication & counselling

- i. Draft factual communications for parents and staff. Organize post-incident counselling/support if necessary.
- 6. Policy update & training**
 - i. Update SOPs and training based on lessons learned. Run targeted refresher training and at least one repeat drill within one month if changes implemented.
- 7. Reporting**
 - i. Present a formal Incident Review to the Vice Chancellor and Senior Leadership Team with: timeline, findings, actions, costs and timeline for completion.

2.4 Checklists & schedules (Practical lists you must run and keep)

Daily: alarm panel check; escape routes clear; fire doors close; log anomalies.

Weekly: campus walk-round, extinguisher visibility, generator area checks.

Monthly: battery tests, hydrant valve operation, training matrix update.

Quarterly: full alarm and PA tests; emergency lighting test; warden refresher meeting.

Annually: contract service (alarms, pumps), full risk assessment, fire brigade joint exercise.

2.5 Records & templates to maintain (Minimum)

- a. Fire Log Book (daily entries).
- b. Corrective Action Register (open/closed actions).
- c. Training Matrix and Certificates.
- d. Drill After-Action Reports.
- e. Incident Report and Investigation File.
- f. Equipment Register (extinguishers, extinguishing systems, pumps, panels) with service history.
- g. Emergency Contact List (internal & external, with 24/7 numbers).
- h. Floor plans and evacuation maps (current).

(Recommend retention: keep incident and service records for several years and confirm with local regulation — consult University legal/finance for exact retention policy.)

2.6 KPIs & performance reporting (Examples)

- a. Number of drills per year (target: ≥ 4 full University drills).
 - b. Average evacuation time (trend — establish baseline then reduce).
 - c. % of corrective actions closed within target timeframe (e.g., 30 days).
 - d. % of staff with up-to-date training.
 - e. Uptime of fire alarm system (target: 99% availability).
- Report monthly to Vice Chancellor with highlights, risks and open actions.

2.7 Practical templates / sample wording (Ready to use)

- a. **PA evacuation script:** “Attention please. This is an emergency evacuation. Proceed calmly to the nearest exit. Floor Wardens, start evacuation checks. Do not return to the building until instructed.”
- b. **Parent alert template (short):** “Dear parents, a fire alarm at CUST Dhaka was activated at [time]. Students were safely evacuated; University has been secured. We will update you shortly. — Vice Chancellor / ED Admin”

2.8 Authority matrix & escalation (Quick guide)

- a. **Immediate:** ED Admin may order evacuation, stop hot works, call Fire Service and order closure of affected area.
- b. **Escalate to Vice Chancellor:** if there is a serious casualty, major damage, or where media/parents must be communicated in detail, or if budget > pre-approved limit is required for remediation.
- c. **Escalate to external:** Fire Service, Police, Ambulance, Insurer, Utility companies as required.

2.9 Quick one-page action checklist for ED Admin (Printable)

- a. Receive alarm → verify source (do not delay alarm).
- b. Activate PA & order evacuation.
- c. Call Fire Service (record time).
- d. Direct Floor Wardens: sweep, close doors, assist vulnerable.
- e. Ensure Assembly Point accountability; record missing persons.
- f. Dispatch First Aid Team for casualties.
- g. On Fire Service arrival, brief and hand over command.
- h. Log all times, actions, names.
- i. Notify Vice Chancellor & designated communications lead.
- j. After safe, start investigation and remedial tracking.

3. Firefighting Team - Roles & Responsibilities (Central University of Science and Technology)

Leaders: Senior Security Supervisor / Admin Staff with firefighting and emergency training.

Members: Security Guards / Trained Staff / Volunteers

Purpose: Give a clear, step-by-step operational blueprint for the Fighting Team — what each person must do **before**, **during**, and **after** a fire-related incident so the University protects life, contains damage, and hands over to professional fire services safely.

3.1. Makeup & command structure (Quick view)

- a. **Incident Commander (IC): Security Supervisor** — Overall authority for the Fighting Team until higher authority (Vice Chancellor / Pro Vice Chancellor / Head of Administration / Fire Brigade) takes over.

- b. **Operations Lead(s): Admin Officer(s)** — Logistics, communications, documentation, liaison.
- c. **Sub-leads (as needed):** Floor/Block Team Leaders drawn from Security/Facility/Senior Teachers.
- d. **Members:** Security Officers, Facility Technicians (electrician, pump operator), Support Staff (kitchen, cleaners), Trained Volunteers (parents/staff with firefighting training).
- e. **Liaison teams:** Floor Evacuation Team, First Aid Team, Fire Safety Coordinator, Reception/Parent Liaison.

3.2. Selection & readiness (Who must do what before an incident)

Security Supervisor (Leader) — Pre-incident

- a. Maintain up-to-date Fighting Team roster and contact tree; ensure 24/7 reachable phone numbers.
- b. Establish Incident Command Post (ICP) location and radio / radio channel allocations.
- c. Coordinate regular risk assessments with Facility and Fire Safety Coordinator (identify high-risk areas: kitchen, server rooms, electrical rooms).
- d. Schedule and lead monthly tabletop reviews with Admin Officers and quarterly full drills.
- e. Ensure each Fighting Team member has mandatory training: basic extinguisher use, hose/standpipe operation, breathing apparatus awareness (if available), PPE use, and safe approach/withdrawal procedures. Document training records.
- f. Conduct weekly spot checks of team availability and competence; run quarterly simulated night drills.

Admin Officers — Pre-incident

- a. Maintain emergency contact lists (local fire brigade, ambulance, utility shutoff contacts) and a printed command folder with floor plans, hydrant locations, gas shutoffs.
- b. Prepare and check communication kits (battery radios, megaphone, spare mobile power banks).
- c. Keep updated student/staff muster lists and records of persons with mobility needs or medical conditions.
- d. Prepare parent notification templates and press/media contact guidance.
- e. Maintain incident logbook and forms (incident timeline, equipment use log, witness statements).

Members (Security / Facility / Support / Volunteers) — Pre-incident

- a. Conduct daily/weekly inspections of firefighting equipment (extinguishers, hose reels, hydrant valves, pumps) and record results.
- b. Check emergency exits, lighting, fire doors, and clear egress paths. Report faults immediately.
- c. Facility team confirms function of building utilities and knows manual shutoffs for gas and mains electricity that are safe to operate.

- d. Volunteers maintain currency of their training and have a list of assigned roles per drill.

3.3. Immediate action: First 0–2 minutes (step by step)

Security Supervisor (or first responder if Supervisor absent)

- a. **Confirm alarm/notify:** Verify source (visual confirmation if safe).
- b. If confirmed, **activate Incident Command** and shout “Fire — [location]” while initiating public address/evacuation tone.
- c. Dispatch two security officers to verify and contain (one to approach with extinguisher if fire small and safe, second to be backup/observer). Do **not** enter smoke-filled rooms without breathing apparatus.
- d. **Notify Admin Officers:** Location, suspected cause, immediate assistance required, call 999/017... (local Fire Service) if fire cannot be safely controlled within 30 seconds.
- e. Announce evacuation to Floor Evacuation Teams; confirm assembly points.

Admin Officer(s)

- a. Immediately call emergency services (give exact location, building name, nearest gate, any trapped persons).
- b. Retrieve printed muster lists, medical info, and contact list.
- c. Activate parent notification if incident escalates beyond controlled extinguishment.
- d. Log times and actions in incident log.

Security / Facility / Support Staff

- a. Security: manage crowd control and guide evacuation routes, prevent re-entry, open assembly point gates.
- b. Facility: if trained and safe, isolate building services — switch off gas (kitchen) and electricity for affected zone following agreed procedure. Do **not** touch high-voltage equipment unless trained.
- c. Support staff: supervise students, account for pupils using class lists, help those with mobility issues.

3.4. Operations: 2–10 minutes (Containment & coordination)

Security Supervisor (IC)

- 1. Decide: attempt immediate extinguishment (only if small, clear escape routes, trained responders present, and no heavy smoke) OR withdraw and secure perimeter.
- 2. If extinguishing, assign teams: Suppression Team (with extinguishers/hose), Safety Observer, Evacuation Liaison, and External Liaison (meets incoming Fire Brigade).
- 3. Maintain radio discipline and log events every minute — who did what, where, tools used.

Suppression Team (Security + Trained Volunteers + Facility)

1. Use appropriate extinguisher: CO₂ for electrical, water for ordinary combustibles — only trained staff.
2. Work from safe positions; have an exit path at all times. If smoke is present, **withdraw immediately**.
3. Facility team ensures hydrants/pumps ready if required; connect hoses per training.
4. If fire grows beyond portable control, stop suppression and confirm evacuation.

Admin Officers

1. Continue communications with fire brigade — provide access instructions and utility shutdown status.
2. Prepare sympathy/assistance for First Aid Team (space, casualty list, emergency medication).
3. Keep parents informed with basic, accurate facts; avoid speculation.

3.5. After the fire is controlled (10 minutes-handover & post-incident)

Security Supervisor

1. When Fire Brigade arrives, provide full handover: timeline, number accounted for, known hazards (stored chemicals, gas cylinders), layout plans, and any persons unaccounted for.
2. Ensure no one re-enters the building until Fire Brigade or IC of Fire Brigade authorizes.
3. Preserve scene for investigation (avoid moving items) unless life safety requires otherwise.

Admin Officers

1. Complete incident log with times, names, extinguishers/hose used, damage summary. Collect witness statements.
2. Notify senior management, insurer contact, and parent liaison to coordinate reunification or transport if necessary.
3. Begin preliminary damage control planning (temporary relocation of classes, sanitation).

Members

1. Support staff assist First Aid Team with casualty care; prepare casualty list for ambulance.
2. Facility conducts initial safety check (gas smell, structural stability) only when authorized.
3. Volunteers assist with assembly point staffing and comfort (blankets, water) and help record which students were released to parents.

3.6. Post-incident recovery & review (within 24–72 hours)

Security Supervisor & Admin Officers

1. Convene an immediate debrief (hot debrief within 24 hours) — collect what went well, what failed, any near misses. Document corrective actions.
2. Arrange formal after-action review with Fire Safety Coordinator, Facility Manager, and legal/insurance teams. Produce an Improvement Plan with deadlines and assigned owners.
3. Oversee return to university decision in coordination with Fire Brigade and structural engineers.
4. Ensure affected staff/students have access to psychological support/counselling.

Facility

1. Replace/repair damaged firefighting equipment, restock expendables (fire extinguisher seals, foam, hose couplings). Record replenishment.
2. Repair or make safe utilities; update schematic and incident notes for future drills.

3.7. Communication & documentation (Always)

1. **Incident Log** must capture: notification time, discovery, initial responder names, actions taken (who used which extinguisher), time fire brigade called/arrived, casualties, damaged areas, and photos (if safe).
2. **Media/Parent Statements:** only Admin Officers or Vice Chancellor release official statements. Fighting Team provides facts, not opinions.
3. **Records retention:** keep training records, equipment checklists, incident logs, and photos for minimum University policy period (recommendation: 7 years).

3.8. Safety rules — non-negotiable

1. Life over property — never risk human life to save assets.
2. No entry into smoke-filled or structurally compromised areas without breathing apparatus and permission.
3. Single point of command — follow orders from IC.
4. All team members must wear PPE when approaching the hazard (helmets, gloves, boots, eye protection).
5. If in doubt, withdraw and wait for Fire Brigade.

3.9. Sample Quick-Action Checklists (Printable for leader & member cards)

Leader (Security Supervisor) — Immediate Card

1. Confirm alarm → establish ICP → assign radio channel.
2. Dispatch verification + suppression teams (if safe).
3. Call Fire Brigade (time log).
4. Coordinate Evacuation & First Aid.
5. Meet Fire Brigade on arrival — handover.

Member (Security / Facility / Volunteer) — Immediate Card

1. Don PPE.
2. Secure primary egress and guide occupants to assembly.
3. If trained & safe: attempt extinguish; otherwise support evacuation.

4. Report status every 2 minutes to IC.
5. After handover, assist with muster and documentation.

3.10. KPIs & training cadence (To keep the team outstanding)

- a. Response time from alarm to ICP established: target ≤ 60 seconds.
- b. Percentage of firefighting equipment passed on daily/weekly checks: target 100%.
- c. Drill performance (evacuation time vs. baseline): aim for year-on-year improvement.
- d. Annual refresher: full team tabletop + live drill twice per year; monthly brief refreshers/inspections.

4. Evacuation Team — Roles & Responsibilities

Central University of Science and Technology

Leaders: Floor In-charge / Department Head / Senior Staff

Members: Teachers / Admin Staff / Student Volunteers

Below is an outstandingly detailed, step by step operational blueprint for the Evacuation Team — what every leader and member must do **before**, **during**, and **after** any evacuation (fire, gas leak, bomb threat, structural alarm, etc.). Use this as policy text, training material, or to make laminated pocket cards.

4.1. Purpose & principles (One-sentence)

Protect life first, move people fast and in an orderly way, account for everyone, and hand the scene safely to Incident Command (Security Supervisor / Fire Brigade).

4.2. Command & reporting structure (Quick)

- a. **Evacuation Team Leader (ETL): Senior Teacher** — leads evacuation operations, accountable for muster and reunification for assigned zone.
- b. **Deputy ETL(s): Senior Teachers or nominated Teachers** — cover specific floors/zones.
- c. **Zone Wardens:** Teachers assigned per classroom block.
- d. **Support Roles:** Admin Liaison (attendance/reunification), First Aid Liaison, Search & Sweep teams (Support + Security), External Gate Controllers (Security), Crowd/Parent Liaison (Admin).
- e. **Reporting:** ETL reports to Incident Commander (IC) — usually Security Supervisor / Fire Safety Coordinator / Vice Chancellor.

4.3. Selection & readiness (who must do what before an incident)

Senior Teachers (Leaders)

- a. Hold written ETL role description, roster and contact list.
- b. Maintain printed and digital muster lists for each class and for after-University groups.

- c. Know primary/secondary assembly points, routes, and nearest accessible assembly for persons with disabilities.
- d. Carry ETL kit: high-vis vest, whistle, torch, pocket roll sheets, pen, laminated emergency procedures, two-way radio or designated phone.
- e. Run monthly evacuation briefings with all teachers; review special needs lists and high-risk areas (labs, kitchens).

Teachers (Zone Wardens)

- a. Keep up-to-date class lists and medical info (in sealed folder).
- b. Know two evacuation routes from classroom and an alternative route.
- c. Ensure students practice “line up — single file — hands visible” procedures.
- d. Train students on stop/turn/line formation, stair use, no running/racing, and what to take (only identity card if safe).

Admin / Support / Security

- a. Admin: maintain reunification forms, parent contact templates, and a reunification station plan.
- b. Support: prepare wheelchairs/ evacuation aids, blankets, and emergency water at assembly points.
- c. Security: ensure gates/vehicle access and safe route for emergency vehicles to assembly area.

4.4. Immediate action — 0 to 2 minutes (Clear, repeatable steps)

Any staff who discover an incident:

- a. Shout “Evacuate — [location]” and activate nearest alarm if safe.
- b. If safe and trained, close the classroom/door behind you (do NOT lock), switch lights off, and take the class register folder.
- c. Teacher immediately leads students to the nearest pre-planned exit using the primary route. Do not use lifts.

Evacuation Team Leader (Senior Teacher)

- a. Confirm alarm source with IC via radio/phone.
- b. Announce evacuation order to all Zone Wardens and confirm primary assembly point; if unsafe, direct to secondary assembly.
- c. Deploy Search & Sweep teams (two-person rule) to quickly check toilets, storerooms, and corridors only if not entering smoke/unsafe zones. Mark rooms cleared with green tape/sticker.

4.5. Evacuation flow & accountability — 2 to 10 minutes

Teachers / Zone Wardens

- a. On arrival at assembly, teacher calls roll aloud and records present/absent on printed roll sheet. Mark any student released to a parent.
- b. Report class status to Admin Liaison (via radio, runner, or pre-arranged app): “Class X — all present / 1 missing — last seen [location].”

- c. Keep students calm, seated or STANDARD in formation, and maintain shade/water if hot.

Search & Sweep Teams (Support + Security)

- a. Follow zone list, check assigned rooms, announce loudly when entering/clearing a room, and place a “CLEARED” sign after checking. Do NOT re-enter hazardous rooms. If anyone is found injured, notify First Aid Liaison immediately.

Admin Liaison

- a. Compile building tally by class, reconcile with staff check-ins and morning attendance. Provide ETL and IC an immediate headcount and list of missing persons with descriptions.

4.6. If a person is missing, injured, or trapped

- a. **Missing:** ETL notifies IC immediately; IC decides search escalation or relay to Fire Brigade. Do NOT re-enter building without authorization.
- b. **Injured:** First Aid team treats at a triage area; Admin calls ambulance if necessary and records treatment given.
- c. **Trapped:** Relay last known location, description, and known access routes to IC and Fire Brigade.

4.7. Controlled reunification & release of pupils

- a. Only Admin Liaison coordinates releases — parents must present ID and sign the release form.
- b. Teachers remain with students until formal handover. Never release a student directly from the assembly point without authorized sign-out.
- c. Maintain a duplicate digital and printed release log; hand one copy to the IC and keep one for University records.

4.8. After incident — immediate debrief & handover

- a. ETL briefs IC and Fire Brigade on accountability, missing persons, and special medical needs.
- b. Do not re-enter the building until IC/Fire Brigade declares safe.
- c. Conduct a hot debrief (within 24 hours) with all staff: timeline, successes, failures, near-misses. Record corrective actions.

4.9. Post-incident recovery & review (24–72 hours)

- a. Update attendance records and incident log; gather witness statements.
- b. Arrange counselling for affected students/staff.

- c. Revise evacuation plans if routes or assembly points were compromised; schedule a follow-up drill to test fixes.

4.10. Safety rules — non-negotiable

- a. Life over property.
- b. No lifts during evacuation.
- c. Never re-enter an unsafe building.
- d. Two-person rule for searches.
- e. Only authorized staff release students.

4.11. Practical tools / supplies (what each ETL kit contains)

- a. High visibility vest, whistle, torch, laminated class lists, pens, spare paper, two-way radio or emergency phone, first aid basics, colored room clearance stickers, spare parent release forms, mask (smoke exposure), gloves.

4.12. KPIs & training cadence (measure & practice)

- a. Evacuation time target to primary assembly: baseline per building — aim to reduce by 10% yearly.
- b. Full-accountability target: ≤ 5 minutes after arrival at assembly.
- c. Drill frequency: classroom evacuation drill monthly; full-site evacuation drill twice in a year; one unannounced drill in a year.
- d. Annual role-based refresher training for ETLs and wardens; half-yearly tabletop exercises with Security/Facility.

4.13. Quick-action printable cards (Two short templates you can laminate) ETL (Senior Teacher) — Immediate Card

- a. Confirm alarm → put on vest → establish at assembly → deploy Search & Sweep → get class tallies from teachers → report headcount to IC → coordinate reunification.

Teacher (Zone Warden) — Immediate Card

- a. Take register folder → line students quietly → lead them to exit (no lifts) → take roll at assembly → report to Admin Liaison → stay with students until relieved.

5. First Aid Team — Roles & Responsibilities

Central University of Science and Technology

Leader: Medical Officer / Trained First Aider

Members: Nurses / Trained Staff / Volunteers (trained first-aiders)

Below is an **outstanding detailed, step by step** blueprint for the First Aid Team — what the University Nurse (leader) and team members must do **before**, **during**, and **after** any medical incident at University. It's written so you can copy/paste straight into policy, training slides, pocket cards, or the University SOP.

Short rationale: First aid is a core University-health function and should be embedded into University health services, clinical leadership, training and record systems.

5.1 Command, scope & accountability (quick view)

- a. **Clinical Lead** (Medical Officer / Trained First Aider) — overall clinical responsibility for first-aid response, triage decisions, medication administration (per policy & parental consent), clinical recordkeeping, training, and liaison with parents/EMS.
- b. **Team Members (Trained first-aiders)** — provide immediate care within their scope and training, assist nurse, maintain scene safety, assist with records and parent liaison.
- c. **Reporting** — University Medical Officer / Trained First Aider reports to the Vice Chancellor / Health & Safety Committee for resourcing, incident trends, and statutory notifications (if required).

5.2 Pre-incident preparedness — Duties (step by step)

A. Medical Officer / Trained First Aider — Ongoing duties (daily / weekly / termly)

- i. Maintain and review the First Aid Roster and contact cascade; ensure at least one trained first-aider is on site every University Day and during activities.
- ii. Maintain Individual Health Care Plans (IHCPs) / Emergency Action Plans for students with asthma, diabetes, epilepsy, anaphylaxis, severe allergies, cardiac conditions and other chronic conditions; ensure signed parental consent for medications and emergency procedures.
- iii. Hold and manage the medical room/clinic: tidy, private, stocked, thermometer, resuscitation mask, pulse oximeter (optional), gloves, antiseptics, dressings and a secure medicine cabinet for authorised meds.
- iv. Maintain medication administration logs and signed consent forms; only administer medications according to written policy and parental/physician consent.
- v. Schedule and track staff first-aid qualifications (HLTAID012 / equivalent for education settings) and CPR refreshers; maintain certificate register.
- vi. Maintain AED location map and ensure battery/pad checks and readiness checks are done monthly (and after each use). Record checks in a log.
- vii. Run termly clinical drills (anaphylaxis, seizure, serious bleeding, unconsciousness) with the First Aid Team and coordinate at least one full-site medical emergency scenario per year.
- viii. Keep an incident logbook (time-stamped) and confidential medical records, stored per data-protection and University policy.

B. Team members (teachers, admin, support)

- i. Keep updated class lists and medical alert lists in the classroom (sealed, confidential).

- ii. Know the nearest first-aid point, the nurse's contact (radio / phone), **Automated External Defibrillator** (AED) location and the primary evacuation route for bringing someone to the clinic or assembly.
- iii. Keep their own first-aid competency current: refresh **Cardiopulmonary Resuscitation** (CPR) annually and full first-aid per University policy (commonly every 12 months for **Cardiopulmonary Resuscitation** (CPR); 3 years for full first-aid certificates).
- iv. Ensure scene safety at an incident (remove obvious hazards, keep bystanders away) and hand over clinical responsibility to the nurse when she arrives.

5.3 Immediate response — step by step (0–2 minutes)

All responders: Ensure scene safety first. If scene unsafe (fire, moving traffic, active violence), call IC/Security — do not expose staff/students. Use emergency number for life-threatening cases.

A. If you are the first on scene (teacher or staff)

- i. Shout for help and send a runner or call the nurse/office immediately.
- ii. Quickly assess using the standard primary survey—**DRSABCD** (Danger, Response, Send for help, Airway, Breathing, **Cardiopulmonary Resuscitation** (CPR), Defibrillation) and begin life-saving actions as required. This is the universal first-aid sequence taught in Australian University settings.
- iii. If patient is unresponsive and not breathing normally → start **Cardiopulmonary Resuscitation** (CPR) and attach **Automated External Defibrillator** (AED) (if available) as soon as possible; send someone to call ambulance + bring the **Automated External Defibrillator** (AED).
- iv. Stop life-threatening external bleeding with firm direct pressure and a second responder to support the victim's airway/breathing if needed.

B. University Nurse (On arrival)

- i. Take charge of clinical scene and confirm who is in charge (announce: "University Nurse takes clinical lead").
- ii. Rapidly re-apply DRSABCD, review actions already taken, and direct the team ("CPR here; pressure there; prepare oxygen/airway adjunct if available and authorised").
- iii. If an AED is required follow ANZCOR/ARC guidance and AED prompts — continue CPR until EMS take over.
- iv. Assign roles: airway/CPR; bleeding control; casualty records/clock; parent/teacher liaison; runner to main gate for ambulance access.

5.4 Triage & ongoing care (2–30 minutes)

- a) Triage priorities: (A) Immediate life threats (unresponsive, not breathing, severe bleeding, airway obstruction, anaphylaxis), (B) Serious but stable (fractures, large wounds, persistent pain), (C) Minor (small cuts, mild illness). Use simple clinical judgement — prioritise airway/breathing/circulation.

- b) For suspected anaphylaxis: give adrenaline autoinjector immediately per Individual healthcare plan (IHCP) and training; call ambulance. Only trained staff per policy should administer.
- c) For seizures: protect from injury, do NOT restrain, keep airway clear; oxygen/advanced care only under paramedic direction. Record seizure timing and characteristics.
- d) For head/neck/spinal injury: immobilise head/neck in line if movement risks spinal damage; minimise movement until EMS arrive.
- e) For asthma: assist with reliever inhaler and spacer per Individual healthcare plan (IHCP) and observe; call ambulance if poor response or exhaustion.
- f) Maintain a running clinical record: time of injury/illness, actions taken, medications given (dose/time), responses, staff present, ambulance call/time and handover details.
- g) Handover to Emergency Medical Service (EMS): Use a short, structured handover (e.g., S-BAR or MIST): *Mechanism/Medical complaint; Injuries/Observations; Signs & treatments given; Time & Trends.*

5.5 Medication, consent & clinical governance (Policy essentials)

- a. **Medication administration:** The University Nurse administers or delegates only under written parental consent and according to policy. Keep a medication log (name, dose, time, initials).
- b. **Storage:** Medications locked in a secure cabinet; emergency medications (adrenaline auto-injector, inhalers, glucagon) must be readily accessible in clinic/teacher-designated location.
- c. **Training & supervision:** Staff permitted to administer certain emergency meds
- d. **Confidentiality:** Protect medical records; circulate IHCPs only to staff who need to know.

5.6 Aftercare, documentation & notifications (Post-incident)

- a. Complete the incident record within 24 hours (time stamped): who, what, when, where, care given, outcome, witness names, photos if relevant and safe to take. Keep one copy in confidential medical file and one for the Health & Safety log.
- b. Notify parents/guardians immediately for any injury requiring more than minimal first aid; send follow-up note and copy of incident form.
- c. If required by law or insurer, notify local authorities/insurer and keep documents for the retention period specified by University policy.
- d. Hot debrief (within 24 hours) with first-aid team: what worked, resource gaps, training or equipment needs. Produce corrective action list and assign owners.
- e. Offer counselling or psychological support to injured student/staff and witnesses when appropriate.

5.7 Major-incident & mass casualty considerations (brief)

- a. Have a simple escalation plan: “Single casualty” → clinic; “Multiple casualties” → declare **medical incident**, request extra staff, move minor casualties to a separate safe holding area, prioritise life-threatening cases and request multiple ambulances.
- b. Use visible casualty triage tags (Immediate / Urgent / Delayed / Minor) for clarity and to help EMS. Only clinically trained staff should tag and triage.
- c. Coordinate with Incident Commander (security/Vice Chancellor) on site safety, reunification and media management.

5.8 Equipment & stock — minimum checklist (maintain logs)

- a. Primary: WHO/standard first aid kit(s) sized to University population (bandages, sterile dressings, triangular slings).
- b. Resuscitation: Pocket mask with one-way valve, face shield(s).
- c. Bleeding control: Large sterile dressings, pressure dressings, haemostatic dressings if authorised and trained.
- d. Anaphylaxis: Adrenaline auto-injectors (University supply + student-prescribed), sharps/medicine disposal box.
- e. Respiratory: Spacer with mask (child + adult sizes), salbutamol inhalers (per consent).
- f. AED: One or more located in high-traffic zones; monthly function checks and after-use service. Keep spare pads appropriate for child/adult if possible.
- g. Triage/recording: Casualty tags, incident logbook, pens, cameras (for scene record where appropriate).

5.9 Training, competency & audit (Practical cadence)

- a. **Minimum training:** The University Doctor and designated first-aid staff should hold an education-setting first-aid qualification or local equivalent).
- b. **Refreshers:** CPR updated annually; full first-aid refresh every 2–3 years as per national guidance and local regulator/University policy. Keep a certificate register and expiry reminders.
- c. **Checks & audits:** Monthly AED checks; weekly/termly first-aid kit stock checks; quarterly training drills; annual external audit of first-aid systems.
- d. **Competency checks:** Internal skills checks after training and before staff are authorised to administer emergency meds.

5.10 KPIs & measurable targets (Sample)

- a. Time from incident to nurse arrival: target ≤ 3 minutes on campus.
- b. Percentage of staff with current CPR: target 100%.
- c. AED monthly check compliance: 100% logged.
- d. Incident report completion within 24 hours: target 100%.
- e. Drill performance and corrective actions closed within 30 days: target 90% closed.

5.11 Quick-action pocket cards (Two printable scripts)

University Nurse — Immediate 10-point card

- a. Scene safe? → if no, call Security/IC.
- b. Primary survey DRSABCD.
- c. Call ambulance if unresponsive, not breathing, severe bleeding, anaphylaxis. Note time.
- d. Start/continue CPR; attach AED and follow prompts.
- e. Assign: airway/CPR; bleeding control; records/clock; parent liaison; runner to gate.
- f. Administer emergency meds per IHCP/consent (document dose/time).
- g. Handover to EMS, give IHCP copies if relevant.
- h. Secure student/staff personal items and ensure privacy.
- i. Complete incident record; photograph injuries/scene where appropriate and authorised.
- j. Hot debrief + restock/repair equipment.

Teacher / First-aider — Immediate 6-point card

- a. Make scene safe; call for nurse.
- b. Perform DRSABCD until nurse/EMS arrive.
- c. Control severe bleeding; get AED if ordered.
- d. Keep bystanders away; care for students' emotional safety.
- e. Bring class list and note who witnessed event.
- f. Report to nurse/IC on arrival; remain available for witness statement.
- g. **Firefighting Facility Team Roles and Responsibilities**

6. Central University of Science and Technology

6.1 Leader (Maintenance Head) Facility Manager / Engineering Head

Overall, Role: Lead, supervise, and coordinate all firefighting facility operations to ensure the University's firefighting infrastructure is fully operational and effective during emergencies.

Step by step responsibilities:

1. Before Fire Incident (Preparation & Maintenance)

- a. Conduct regular inspections and maintenance of all firefighting equipment related to facility operations (fire pumps, hydrants, sprinkler systems, valves, electrical controls).
- b. Ensure all firefighting systems comply with safety standards and are tested as per schedule.
- c. Maintain a log of inspection and maintenance activities for audit and review.
- d. Prepare and update emergency shutdown procedures for utilities (electricity, gas, water).
- e. Plan and conduct regular training and drills with Facility Team members to ensure preparedness.
- f. Coordinate with the Fire Safety Coordinator for timely repairs and upgrades.
- g. Ensure all firefighting equipment and tools are readily accessible and in good condition.

- h. Oversee availability and functionality of backup power supplies and emergency lighting.

2. During Fire Incident (Response & Operations)

- a. Immediately assess the firefighting systems' status and coordinate activation of fire pumps and water supply.
- b. Direct the Pump Operator to start and monitor fire pumps ensuring adequate water pressure.
- c. Order shutdown of electrical and gas utilities in affected zones to prevent hazards.
- d. Communicate regularly with the Fire Safety Coordinator and Incident Commander to provide updates on system performance.
- e. Provide technical support and guidance to the firefighting teams on facility infrastructure.
- f. Manage any technical issues or failures in firefighting equipment promptly to avoid interruption.

3. After Fire Incident (Recovery & Review)

- a. Supervise safe shutdown and resetting of fire pumps and related equipment.
- b. Conduct a thorough inspection of all firefighting infrastructure for damage or malfunction.
- c. Prepare detailed reports on system performance, issues faced, and recommendations for improvement.
- d. Coordinate repair and replacement of damaged equipment and restock used firefighting materials.
- e. Organize debriefings and lessons learned sessions with the Facility Team and Fire Safety Committee.
- f. Update maintenance schedules and procedures based on incident feedback.

6.2 Facility Team Members (Technicians / Electricians / Maintenance Staff Pump Operator) Overall, Role: Support the Leader by maintaining, operating, and assisting with firefighting equipment and utilities to ensure effective firefighting readiness and response.

Step by step responsibilities:

1. Before Fire Incident

- a. Perform daily and weekly inspections of firefighting equipment under the Leader's supervision.
- b. Keep pump rooms, hydrants, sprinkler valves, and related areas clean and free of obstructions.
- c. Report any faults or damages immediately to the Leader.
- d. Ensure emergency tools and spare parts are organized and ready for use.
- e. Participate actively in training and drills organized by the Leader.
- f. Support preventive maintenance activities like lubrication, cleaning, and minor repairs.

2. During Fire Incident

a. Pump Operator:

- i. Start and maintain fire pump operation continuously.
- ii. Monitor gauges and alarms; report abnormalities.
- iii. Switch to backup pumps if required.

b. Electrician:

- i. Safely disconnect power supply to affected zones as directed.
- ii. Restore emergency lighting to assist evacuation and firefighting efforts.

c. Maintenance & Support Staff:

- i. Assist with opening hydrants and deploying hoses as needed.
- ii. Remove any obstacles to ensure firefighting access.
- iii. Relay messages or instructions from the Leader promptly.

3. After Fire Incident

- a. Assist in cleaning, inspecting, and restoring firefighting equipment and pump rooms.
- b. Help replenish used materials such as hoses, extinguishers, and fittings.
- c. Support the Leader in equipment testing to confirm full operational readiness.
- d. Participate in debrief meetings to share feedback and improve future responses.
- e. Keep accurate records of repairs, replacements, and inventory changes.

Central University of Science and Technology
Fire Response - Step by Step by Team Leader and Members

Fire Response

Central University of Science and Technology

Roles and Responsibilities – Before and During Fire Emergency

1. Chief Fire Safety Leader – Vice Chancellor / Pro Vice Chancellor / Head of Administration

Step by step fire response:

- a. **Immediate Situation Assessment:** Quickly gather initial information from the Fire Safety Coordinator and team leaders about the fire location and severity.
- b. **Command & Control:** Assume overall command of the fire response and coordinate all teams' activities.
- c. **Decision Making:** Decide on University-wide emergency actions such as full evacuation or partial lockdown.
- d. **Communication:** Inform the emergency services (fire brigade, ambulance) if not already done.
- e. **Ensure Safety:** Confirm that all teams are performing their roles efficiently; intervene if there are safety breaches.
- f. **Liaison:** Communicate with University administration, parents, and local authorities if needed.
- g. **Documentation:** Ensure incident logging for later investigation and reporting.
- h. **Post-Incident Review:** Organize debrief with all teams after fire is controlled.

2. Fire Safety Coordinator (Senior Admin Officer or designated Safety Officer)

Step by step fire response:

- a. **Fire Alarm Confirmation:** Confirm fire alarm activation and verify information from the fire detection system.
- b. **Alerting Teams:** Immediately notify all fire safety teams and initiate emergency protocols.
- c. **Resource Mobilization:** Coordinate deployment of firefighting and evacuation teams to the fire site and evacuation points.
- d. **Communication Hub:** Serve as the central communication point between teams and the Vice Chancellor .
- e. **Monitor Progress:** Track fire status updates from Fire Fighting Team and evacuation progress from Floor Evacuation Team.
- f. **Ensure Procedures:** Verify that safety procedures and checklists are followed.
- g. **Support Emergency Services:** Provide building plans, fire system info, and access to firefighters upon arrival.
- h. **Report:** Provide real-time updates to the Vice Chancellor and document all activities.

3. Firefighting Team

a. Leaders (a. Senior Security Supervisor

b. Admin Staff with firefighting and emergency training.)

- i. **Assess Fire:** Quickly assess fire size, location, and potential hazards.
- ii. **Assign Roles:** Direct team members to assigned firefighting duties and safety perimeter setup.
- iii. **Operate Equipment:** Supervise use of fire extinguishers, hoses, or other firefighting tools.
- iv. **Safety First:** Ensure team members wear appropriate protective gear and avoid unnecessary risks.
- v. **Coordinate with Facility Team:** Communicate to control utilities (electricity, gas) to reduce fire hazards.
- vi. **Monitor Fire Spread:** Constantly evaluate fire behavior and retreat if fire escalates.
- vii. **Report Status:** Provide situation reports to Fire Safety Coordinator.

b. Firefighting Team Members (Security Guards / Trained Staff / Volunteers)

- i. **Fire Suppression:** Use appropriate firefighting equipment to contain and extinguish fire where safe.
- ii. **Safety Perimeter:** Assist in establishing a safe perimeter to keep students and staff away from danger zones.
- iii. **Support Evacuation:** Help direct people away from fire areas and towards evacuation routes.
- iv. **Utility Control:** Support shutting down utilities under Facility Team guidance.
- v. **Maintain Communication:** Keep leaders updated on fire status and any challenges faced.

4. Floor Evacuation Team

a. Leaders (Floor In-charge / Department Head / Senior Staff)

- i. **Lead Evacuation:** Direct evacuation of assigned floors or zones calmly and efficiently.
- ii. **Verify Attendance:** Ensure all students and staff accounted for in their zones before evacuation.
- iii. **Monitor Routes:** Check evacuation routes are clear and safe; report blockages immediately.
- iv. **Guide Students:** Lead students along designated routes to safe assembly points.
- v. **Coordinate with Fire Fighting Team:** Avoid conflicting actions and inform about hazards on evacuation routes.
- vi. **Report to Fire Safety Coordinator:** Confirm completion of evacuation or report missing persons.

b. Floor Evacuation Team Members (Teachers / Admin Staff / Student Volunteers)

- i. **Assist Evacuation:** Help students and staff evacuate quickly, especially those needing assistance.
- ii. **Control Crowd:** Maintain calm and orderly movement to prevent panic or stampede.

- iii. **Check Rooms:** Perform quick sweeps of classrooms, washrooms, and offices to ensure no one is left behind.
- iv. **Assist Vulnerable Persons:** Help children, disabled, or injured to evacuate safely.
- v. **Communicate Issues:** Immediately report obstacles or trapped persons to leaders.

5. First Aid Team

a. Leader (Medical Officer / Trained First Aider)

- i. **Set Up First Aid Post:** Establish a designated area away from danger for treatment of injuries.
- ii. **Triage:** Assess severity of injuries and prioritize treatment accordingly.
- iii. **Oversee Team:** Assign tasks to First Aid Team members to ensure swift and effective care.
- iv. **Coordinate with Fire Safety Coordinator:** Report casualty status and request external medical assistance if needed.
- v. **Document Injuries:** Keep records of injured persons and treatment given.
- vi. **Prepare for Ambulance:** Arrange for smooth handover to emergency medical services upon arrival.

b. First Aid Team Members (Nurses / Trained Staff / Volunteers)

- i. **Provide Immediate Care:** Administer first aid for burns, smoke inhalation, cuts, and other injuries.
- ii. **Assist Evacuees:** Help individuals suffering from shock or distress.
- iii. **Support Triage:** Assist University Nurse with sorting patients based on injury severity.
- iv. **Maintain Supplies:** Ensure first aid kits are ready and replenished during the incident.
- v. **Communicate:** Report any critical injuries or issues to the leader promptly.

6. Facility Team

a. Leader (Facility Manager / Engineering Head)

- i. **Utility Shutdown:** Lead safe and timely shutdown of electricity, gas, and water supplies to prevent fire spread.
- ii. **Fire System Control:** Ensure activation of sprinklers, alarms, and other fire suppression systems.
- iii. **Support Fire Fighting Team:** Provide access to fire control rooms, valves, and equipment.
- iv. **Building Safety Checks:** Monitor structural integrity for hazards such as falling debris or unsafe areas.
- v. **Coordinate Repairs:** Arrange emergency repairs if possible to maintain safe evacuation routes.
- vi. **Report to Fire Safety Coordinator:** Update on building status and utility control.

b. Facility Team Members (Technicians / Electricians / Maintenance Staff)

- i. **Execute Utility Shutdown:** Follow leader's instructions to isolate power and gas safely.
- ii. **Operate Pumps:** Manage water pumps and fire suppression equipment as required.
- iii. **Assist Fire Fighting:** Help in maintaining equipment and provide logistical support.
- iv. **Maintain Access:** Keep fire exits, stairwells, and corridors clear and safe.
- v. **Communicate Hazards:** Immediately report unsafe conditions or equipment failures.

Central University of Science and Technology
Evacuation Procedure - Step by Step by Team Leader and Members

1. Chief Fire Safety Leader – Vice Chancellor / Pro Vice Chancellor / Head of Administration

- a. **Receive Incident Report:** Get initial information about the fire from the Fire Safety Coordinator.
- b. **Make Decision:** Authorize immediate evacuation of the University premises.
- c. **Communicate:** Inform all staff, students, and emergency responders as necessary.
- d. **Oversee Evacuation:** Monitor evacuation progress and provide support as needed.
- e. **Coordinate with Authorities:** Liaise with fire department and emergency services upon arrival.
- f. **Lead Post-Evacuation Actions:** Organize headcount, safety checks, and debrief.

2. Fire Safety Coordinator (Senior Admin Officer or designated Safety Officer)

- a. **Activate Alarm:** Trigger fire alarm to alert all occupants immediately.
- b. **Notify Teams:** Inform all emergency response teams about the fire and evacuation.
- c. **Coordinate Teams:** Manage communication and coordination between firefighting, evacuation, first aid, and facility teams.
- d. **Monitor Evacuation:** Track evacuation status, receive reports from Floor Evacuation Leaders.
- e. **Provide Updates:** Keep Vice Chancellor and emergency services informed on the situation.
- f. **Ensure Documentation:** Record all activities and any incidents during evacuation.

3. Firefighting Team

- a. Leaders (a. Senior Security Supervisor
b. Admin Staff with firefighting and emergency training.)
 - i. **Assess Situation:** Confirm fire location and extent.
 - ii. **Prepare to Contain:** Ready firefighting equipment for initial fire suppression, if safe.
 - iii. **Establish Safety Perimeter:** Prevent unauthorized access near the fire zone.
 - iv. **Communicate:** Update Fire Safety Coordinator on firefighting status and risks.
- b. **Firefighting Team Members** (Security Guards / Trained Staff / Volunteers)
 - i. **Operate Equipment:** Use extinguishers or hoses to control small fires if safe.
 - ii. **Support Evacuation:** Assist evacuees and keep evacuation routes clear.
 - iii. **Report:** Inform leaders of fire spread or hazards encountered.

4. Floor Evacuation Team

a. Leaders (Floor In-charge / Department Head / Senior Staff)

- i. **Initiate Evacuation:** Direct all persons on their floor to evacuate calmly and quickly using designated routes.
- ii. **Accountability:** Check that all students and staff are evacuated using attendance sheets or roll calls.
- iii. **Report Missing Persons:** Immediately report any unaccounted individuals to Fire Safety Coordinator.
- iv. **Ensure Route Safety:** Confirm evacuation routes are clear and safe.
- v. **Lead to Assembly Points:** Guide evacuees to pre-determined safe assembly areas.

b. Floor Evacuation Team Members (Teachers / Admin Staff / Student Volunteers)

- i. **Assist Evacuation:** Help children, disabled, or injured persons evacuate safely.
- ii. **Sweep Areas:** Conduct final checks of rooms, washrooms, and offices to ensure no one remains.
- iii. **Maintain Order:** Prevent crowding or panic during evacuation.
- iv. **Communicate Issues:** Alert Floor Leader to any problems during evacuation.

5. First Aid Team

a. Leader (Medical Officer / Trained First Aider)

- i. **Set Up Aid Station:** Establish a safe first aid post near the assembly area.
- ii. **Prepare to Treat:** Ready first aid supplies for possible injuries or smoke inhalation.
- iii. **Coordinate Team:** Delegate first aid tasks and triage injured persons.
- iv. **Communicate:** Report injury status and medical needs to Fire Safety Coordinator.

b. First Aid Team Members (Nurses / Trained Staff / Volunteers)

- a. **Provide Care:** Attend to injured or distressed persons promptly.
- b. **Support Triage:** Assist in prioritizing treatment based on severity.
- c. **Keep Records:** Document injuries and treatment given.

6. Facility Team

a. Leader (Facility Manager / Engineering Head)

- i. **Shut Down Utilities:** Safely switch off gas, electricity, and water to prevent hazards.
- ii. **Activate Fire Systems:** Ensure sprinklers, alarms, and emergency lights function correctly.
- iii. **Maintain Safe Routes:** Keep stairwells and exits free from obstacles.
- iv. **Report Building Status:** Inform Fire Safety Coordinator about building safety and infrastructure issues.

b. Facility Team Members (Technicians / Electricians / Maintenance Staff)

- i. **Assist Utility Shutdown:** Follow leader's instructions to safely disable utilities.

- ii. **Maintain Equipment:** Check and operate fire safety equipment as needed.
- iii. **Clear Exits:** Remove obstructions and ensure accessibility of evacuation paths.
- iv. **Report Hazards:** Alert Facility Leader to any structural or safety concerns.

Summary:

- a. Immediate response to fire alarm by all teams.
- b. Calm, orderly evacuation led by Floor Evacuation Teams.
- c. Firefighting Team attempts safe fire suppression if possible.
- d. First Aid Team prepares for injury treatment.
- e. Facility Team controls utilities and ensures safe building conditions.
- f. All teams communicate closely with Fire Safety Coordinator and Chief Fire Safety Leader.
- g. Complete headcount and ensure all personnel are accounted for at assembly points.

Central University of Science and Technology
False Fire Alarm Response Procedure -Step by Step by Team Leader and Members

False Fire Alarm Response Procedure (Due to Dust or Mis-Press) – Step by Step
By Team Leader and Members
Central University of Science and Technology

1. Chief Fire Safety Leader – Vice Chancellor / Pro Vice Chancellor / Head of Administration

- a. **Receive Initial Report:** Get information from Fire Safety Coordinator about the suspected false alarm.
- b. **Assess Situation:** Confirm whether fire has been ruled out through team reports and system checks.
- c. **Authorize Actions:** Decide if evacuation should continue or be cancelled based on confirmation.
- d. **Communicate Clearly:** Inform all teams and staff whether the alarm is false and instruct on next steps.
- e. **Ensure Safety:** Remain alert to any unexpected developments.
- f. **Debrief:** Schedule a review to prevent future false alarms.

2. Fire Safety Coordinator (Senior Admin Officer or designated Safety Officer)

- a. **Verify Alarm Cause:** Quickly investigate the alarm source, checking fire detection system and physical site.
- b. **Communicate with Teams:** Inform all emergency teams that alarm may be false but to maintain readiness until confirmation.
- c. **Inform Vice Chancellor :** Provide accurate updates on findings promptly.
- d. **Cancel or Continue Evacuation:** Based on verification, order evacuation continuation or safe stand-down.
- e. **Record Incident:** Document cause of false alarm and team responses for future reference.

3. Firefighting Team

- a. Leaders (Senior Security Supervisor/Admin Staff with firefighting and emergency training.)
 - i. **Investigate Alarm Source:** Inspect areas indicated by the fire detection system to rule out real fire.
 - ii. **Confirm No Fire:** Verify presence of dust or accidental button press causing false alarm.
 - iii. **Stand Down if Confirmed False:** Cease firefighting preparations once confirmed no fire exists.
 - iv. **Report Findings:** Update Fire Safety Coordinator immediately.
- b. Firefighting Team Members (Security Guards / Trained Staff / Volunteers)

- i. **Assist Inspection:** Help leaders check alarm points or devices.
- ii. **Maintain Readiness:** Stay prepared to respond if situation changes.
- iii. **Avoid Panic:** Reassure staff and students to stay calm.

4. Floor Evacuation Team

a. Leaders (Floor In-charge / Department Head / Senior Staff)

- i. **Manage Evacuation:** Continue to guide students calmly until confirmation of false alarm.
- ii. **Hold Position if Needed:** If alarm is suspected false but unconfirmed, keep evacuees at assembly points temporarily.
- iii. **Communicate Updates:** Relay information from Fire Safety Coordinator to evacuees to prevent panic.
- iv. **Organize Return:** When safe, direct orderly return to classrooms or normal activities.
- v. **Document:** Note any difficulties during evacuation for feedback.

b. Floor Evacuation Team Members (Teachers / Admin Staff / Student Volunteers)

- i. **Support Calmness:** Help maintain calm and order during uncertainty.
- ii. **Assist Students:** Provide reassurance to nervous or anxious students.
- iii. **Communicate Clearly:** Follow leader instructions closely.

5. First Aid Team

a. Leader (Medical Officer / Trained First Aider)

- i. **Standby:** Prepare to assist anyone experiencing stress or anxiety during the false alarm.
- ii. **Monitor Health:** Be alert for symptoms of panic attacks or breathing issues.
- iii. **Report Needs:** Inform Fire Safety Coordinator of any medical incidents.

b. First Aid Team Members (Nurses / Trained Staff / Volunteers)

- i. **Provide Comfort:** Assist distressed individuals calmly.
- ii. **Document:** Record any medical assistance provided during the incident.

6. Facility Team

a. Leader (Facility Manager / Engineering Head)

- i. **Inspect Alarm Devices:** Check fire alarm panels and sensors for dust contamination or malfunction.
- ii. **Clear Sensors:** Clean and maintain alarm detectors to prevent dust-triggered alarms.
- iii. **Reset System:** After confirmation of false alarm, reset fire alarm system promptly.
- iv. **Report Maintenance Needs:** Arrange for repairs or adjustments to prevent recurrence.

b. Facility Team Members (Technicians / Electricians / Maintenance Staff)

- i. **Assist Cleaning:** Help clean detectors and reset alarms under supervision.

- ii. **Maintain System:** Ensure fire detection and alarm systems are fully operational post-incident.
- iii. **Report:** Inform Facility Leader of any issues or faults found.

General Guidelines for All Staff and Students:

- i. Treat every alarm seriously until confirmed false.
- ii. Follow evacuation instructions promptly but remain calm.
- iii. Avoid creating panic by spreading rumors.
- iv. Cooperate with team members during investigation and response.
- v. Return to classrooms or activities only when officially cleared by Fire Safety Coordinator or Vice Chancellor.

Central University of Science and Technology
Evacuation Drill Procedure - Step by Step by Team Leader and Members

1. Chief Fire Safety Leader – Vice Chancellor / Pro Vice Chancellor / Head of Administration

- a. **Initiate Drill:** Announce the start of the evacuation drill to all staff and students via public address or communication channels.
- b. **Oversee Drill:** Monitor overall progress, ensuring smooth coordination between teams.
- c. **Evaluate Preparedness:** Observe timing, behavior, and response effectiveness.
- d. **Feedback:** Schedule a debrief session post-drill to review performance and improvements.

2. Fire Safety Coordinator (Senior Admin Officer or designated Safety Officer)

- a. **Activate Alarm:** Trigger the fire alarm system to start the drill.
- b. **Communicate:** Notify all team leaders of drill commencement and any specific scenarios to simulate.
- c. **Coordinate Teams:** Ensure all teams activate their respective evacuation roles promptly.
- d. **Monitor Drill:** Track progress and receive status updates from all teams.
- e. **Record Observations:** Note strengths and weaknesses during the drill for reporting.

3. Firefighting Team

a. Leaders (Senior Security Supervisor? Admin Staff with firefighting and emergency training.)

- i. **Mobilize Team:** Gather firefighting members and assign specific zones for fire simulation.
- ii. **Simulate Fire Response:** Demonstrate proper use of fire extinguishers and equipment as part of the drill.
- iii. **Maintain Safety:** Ensure firefighting simulation does not obstruct evacuation routes.
- iv. **Report Status:** Inform Fire Safety Coordinator about drill progress.

b. Fire Fighting Team Members (Security Guards / Trained Staff / Volunteers)

- i. **Perform Drill Tasks:** Practice quick deployment of firefighting equipment.
- ii. **Support Evacuation:** Assist Floor Evacuation Team by managing crowd control and keeping evacuation paths clear.

4. Floor Evacuation Team

a. Leaders (Floor In-charge / Department Head / Senior Staff)

- i. **Lead Evacuation:** Guide students and staff to leave classrooms and offices calmly and efficiently.
 - ii. **Ensure Accountability:** Use class lists or attendance sheets to verify all students and staff evacuated.
 - iii. **Identify Issues:** Note any blocked exits or slow evacuations.
 - iv. **Report to Coordinator:** Confirm all persons evacuated safely or report missing individuals.
- b. Floor Evacuation Team Members (Teachers / Admin Staff / Student Volunteers)**
- i. **Assist Movement:** Help students, especially those needing assistance, to evacuate.
 - ii. **Clear Paths:** Ensure evacuation routes are free from obstructions.
 - iii. **Calm Environment:** Keep evacuees calm and orderly during movement.
 - iv. **Sweep Areas:** Check all rooms, washrooms, and common areas to ensure no one is left behind.

5. First Aid Team

- a. Leader (Medical Officer / Trained First Aider)**
- i. **Set Up Drill Station:** Prepare designated first aid area as if treating casualties.
 - ii. **Coordinate Team:** Assign members to simulate triage and treatment procedures.
 - iii. **Monitor Drill:** Observe response times and communication within the team.
- b. First Aid Team Members (Nurses / Trained Staff / Volunteers)**
- i. **Simulate Aid:** Practice basic first aid skills and patient handling during the drill.
 - ii. **Maintain Readiness:** Check first aid supplies and equipment readiness.
 - iii. **Report:** Provide feedback on any resource or process issues.

6. Facility Team

- a. Leader (Facility Manager / Engineering Head)**
- i. **Utility Simulation:** Practice safe shutdown of utilities (electricity, gas, water) as part of drill.
 - ii. **Fire System Check:** Ensure fire alarm, sprinkler, and emergency lighting systems activate correctly.
 - iii. **Access Control:** Verify that emergency exits and routes remain accessible during the drill.
- b. Facility Team Members (Technicians / Electricians / Maintenance Staff)**
- i. **Support Shutdown:** Execute utility shutdown procedures under supervision.
 - ii. **Maintain Safety:** Keep stairwells, corridors, and exits clear.
 - iii. **Report Issues:** Identify and report any facility problems or hazards encountered.

Summary of Key Actions for All Teams During Drill:

- i. Respond immediately to the fire alarm.
- ii. Perform assigned evacuation or fire response duties professionally and calmly.
- iii. Communicate clearly and promptly within and between teams.
- iv. Assist vulnerable persons with evacuation.

- v. Ensure all evacuees reach designated assembly points safely.
- vi. Conduct headcounts and report status accurately.
- vii. Identify and report any obstacles, delays, or safety concerns.

Central University of Science and Technology
Fire Drill Procedure -Step by Step by Team Leader and Members

Fire Drill Procedure – Step by Step
During Drill Practice
By Team Leaders and Members
Central University of Science and Technology

1. Chief Fire Safety Leader – Vice Chancellor / Pro Vice Chancellor / Head of Administration

- a. **Announce Drill:** Officially declare the start of the fire drill to all staff and students.
- b. **Oversee Drill:** Monitor all teams to ensure drill is conducted efficiently and safely.
- c. **Observe and Evaluate:** Note response times, team coordination, and areas for improvement.
- d. **Provide Feedback:** Conduct a debrief session after the drill with all team leaders.
- e. **Ensure Documentation:** Confirm drill records are accurately maintained.

2. Fire Safety Coordinator (Senior Admin Officer or designated Safety Officer)

- a. **Initiate Alarm:** Activate the fire alarm system to start the drill.
- b. **Notify Teams:** Inform all emergency teams about the drill commencement and specific scenarios if any.
- c. **Coordinate Teams:** Ensure each team initiates their drill procedures promptly.
- d. **Monitor Communication:** Track progress and receive reports from team leaders during the drill.
- e. **Document Observations:** Keep detailed notes on timing, response, and challenges for reporting.

3. Firefighting Team

a. Leaders (Senior Security Supervisor/ Admin Staff with firefighting and emergency training.)

- i. **Mobilize Team:** Assemble firefighting members immediately after alarm activation.
- ii. **Assign Roles:** Allocate specific duties and zones for the drill exercise.
- iii. **Simulate Fire Response:** Demonstrate proper use of firefighting equipment such as extinguishers and hoses.
- iv. **Maintain Safety:** Ensure no obstruction to evacuation routes during the drill.
- v. **Report Status:** Communicate drill progress and issues to the Fire Safety Coordinator.

b. Fire Fighting Team Members (Security Guards / Trained Staff / Volunteers)

- i. **Participate Actively:** Practice correct firefighting techniques and team coordination.
- ii. **Assist Evacuation:** Help maintain clear evacuation paths and manage crowd control.
- iii. **Stay Alert:** Respond promptly to leader's instructions and report any simulated hazards.

4. Floor Evacuation Team

a. Leaders (Floor In-charge / Department Head / Senior Staff)

- i. **Lead Evacuation:** Direct students and staff to evacuate the floor calmly and promptly.
- ii. **Verify Accountability:** Use attendance lists to ensure all persons evacuate.
- iii. **Ensure Clear Routes:** Confirm evacuation pathways are unobstructed.
- iv. **Report Completion:** Inform Fire Safety Coordinator when evacuation is complete or if any issues arise.

b. Floor Evacuation Team Members (Teachers / Admin Staff / Student Volunteers)

- i. **Assist Evacuation:** Support students needing help during evacuation.
- ii. **Sweep Areas:** Check all rooms, restrooms, and offices to ensure no one is left behind.
- iii. **Maintain Order:** Keep evacuees calm and orderly.
- iv. **Report Problems:** Notify leaders of any evacuation issues immediately.

5. First Aid Team

a. Leader (Medical Officer / Trained First Aider)

- i. **Set Up Drill Aid Station:** Prepare the first aid post as if treating casualties.
- ii. **Assign Tasks:** Delegate roles for triage and care simulation.
- iii. **Monitor Team:** Ensure first aid procedures are followed and documented.
- iv. **Report:** Provide feedback on response time and team effectiveness.

b. First Aid Team Members (Nurses / Trained Staff / Volunteers)

- i. **Simulate Treatment:** Practice administering first aid and triage processes.
- ii. **Assist Calmness:** Help reduce stress among "injured" during drill.
- iii. **Keep Records:** Note any simulated injuries and care provided.

6. Facility Team

a. Leader (Facility Manager / Engineering Head)

- i. **Conduct Utility Checks:** Practice safe shutdown of utilities like gas, electricity, and water as part of drill.
- ii. **Test Fire Systems:** Ensure sprinklers, alarms, and emergency lighting activate correctly.
- iii. **Check Routes:** Monitor evacuation route accessibility during drill.
- iv. **Report Issues:** Communicate any problems with building safety or equipment.

b. Facility Team Members (Technicians / Electricians / Maintenance Staff)

- i. **Assist in Shutdown:** Follow leader's instructions for simulated utility control.

- ii. **Maintain Safety:** Keep emergency exits, stairways, and corridors clear.
- iii. **Report Hazards:** Alert Facility Leader of any unsafe conditions during drill.

Drill Completion:

- i. **Headcount:** Confirm all persons are accounted for at assembly points.
- ii. **Debrief:** Hold a team meeting to discuss what went well and what needs improvement.
- iii. **Update Records:** Log drill details and recommendations for future drills.

Central University of Science and Technology
Fire Extinguisher Using Procedure – Step by Step

Remember the PASS technique:

1. P – Pull the pin: Pull out the safety pin at the top of the extinguisher to unlock the operating lever.
2. A – Aim the nozzle: Aim the nozzle or hose at the base of the fire, not at the flames. Targeting the fuel source is essential to put out the fire effectively.
3. S – Squeeze the handle: Squeeze the handle or lever slowly and evenly to release the extinguishing agent.
4. S – Sweep side to side: Sweep the nozzle from side to side, covering the area of the fire until it is fully extinguished. Move carefully forward as the fire diminishes.

Important Safety Tips:

- a. Always keep a safe distance from the fire (usually 1.5 to 3 meters).
- b. Make sure you have a clear escape route behind you.
- c. If the fire does not reduce quickly, evacuate immediately and call the fire department.
- d. Use the correct type of extinguisher for the fire (e.g., water, foam, CO2, dry powder).
- e. After use, report the extinguisher use and ensure it is refilled or replaced.

Central University of Science and Technology
What to Do If You Are Trapped in Smoke. – Step by Step

What to Do If You Are Trapped in Smoke

1. **Stay Low to the Ground:** Smoke rises, so crouch or crawl close to the floor where the air is clearer and cooler.
2. **Cover Your Nose and Mouth:** Use a cloth (preferably wet if possible) to cover your nose and mouth to help filter out smoke and toxic gases.
3. **Find a Safe Location**
 - a. If you cannot exit, find a room with a window or door to signal for help. Close the door to slow smoke entering.
 - b. Seal cracks around the door with wet cloth or tape to reduce smoke infiltration.
4. **Signal for Help**
 - a. Use a flashlight, wave a cloth, or shout near a window to attract rescuers' attention.
 - b. Avoid breaking windows unless absolutely necessary, as it can let in more smoke.
5. **Do Not Panic**
 - a. Stay calm and breathe slowly to conserve oxygen. Panicking increases breathing rate and smoke inhalation risk.
6. **Call Emergency Services**
 - a. If you have a phone, call emergency services (fire brigade) and inform them of your exact location.

**Central University of Science and Technology
Important Emergency Contact Numbers**

Important Emergency Contact Numbers

1. National Emergency Services

- a. **National Emergency Number (Police, Ambulance, Fire Service): 999**
- b. **Fire Service Control Room: 102**
- c. **Ambulance Service (Bangladesh Red Crescent): +880-1913-036936**
- d. **Police Headquarters: +880-2-9514500**

2. Health & Medical

- a. **Health Information Hotline: 16263**
- b. **Shastho Batayon (Medical Advice): 16263**
- c. **Poison Information Centre: +880-2-9661600-19 Ext: 2145**

3. Utility Services

- a. **Electricity Fault Reporting (PDB): 16120**
- b. **Gas Emergency: 16496**
- c. **Water Supply Complaint (WASA): 16162**

4. Women & Child Support

- a. **Women & Child Abuse Helpline: 109**
- b. **Child Helpline: 1098**

5. Other

- a. **Road & Highway Emergency: 164**
- b. **Railway Enquiry: 131**