
	<b>UNIVERSITY OF CAPE TOWN</b>	
	Reference Number	UCT / PROC / 013
	Implementation Date	June 2025
	Rev / Amendment No	001
	Rev / Amendment Date	June 2025
<b>Emergency Evacuation Procedure</b>		




## EMERGENCY EVACUATION PROCEDURE

**SUMMARY:** THIS DOCUMENT ESTABLISHES THE EMERGENCY EVACUATION PROCEDURES AT UNIVERSITY OF CAPE TOWN (UCT).

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### APPROVAL PAGE

	NAME & TITLE	DATE	SIGNATURE
<b>Compiled by</b>	Mr Michael Langley	April 2025	
<b>Reviewed by</b>	OHSE Division, Properties and Services	May 2025	<b>Completed</b>
<b>Reviewed by</b>	COHSAC Committee	May 2025	<b>Completed</b>
<b>Approved by</b>	Ms. Kirshni Naidoo	July 2025	

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Doc Issue	Date	Amendments	Doc changes proposal No.	Configuration
PRO_013	June 2025	Previously was informally communicated	01	PN Nxumalo

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**1. INTRODUCTION**

**1.1 Objective**

To ensure that through providing emergency procedures and guidelines, personnel will be able to act swiftly and make decisions on the correct emergency response to be followed, when an emergency arises. Such procedures and guidelines, if followed will assist staff to handle, rectify and/or minimize the impacts of emergencies that will potentially affect activities and protect all employees, students, contractors, and assets.


This Procedure:

- Identifies potential emergency situations, incidents and hazards that might occur at the University of Cape Town (UCT).
- Ensures the immediate response to incidents and emergency situations, the preventions and mitigation of the adverse safety impacts that may be associated with them.
- Ensures that the appropriate resources and effective emergency response, crisis management and business continuity plans are in place to manage site emergencies.
- Assist in establishing communication with internal and external emergencies and other relevant services.

**1.2 Scope**

This procedure is compiled for handling possible emergency scenarios, incidents and disasters at UCT that have the potential to affect the health and safety of community members and assets.

This procedure is applicable to all the employees, students, contractors and visitors at the University of Cape Town.

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**1.3 Applicability**

This procedure is documented to ensure alignment with the legal requirements and management systems, namely Occupational Health and Safety and Environmental (OHSE) management systems.

*Central OHSE has a mandate to roll-out the OHSE governance framework across UCT, ensuring that there are effective monitoring, review, and control mechanisms in place. It is therefore a requirement that all UCT Faculties and Departments conform to the framework that Central OHSE has provided.*


**2. DOCUMENTS**

**2.1 Applicable Documents**

- Act 85 of 1993 : Occupational Health and Safety
- ISO 9001:2015 : (International Organization for Standardization) Quality Management Systems - Requirements
- ISO 14001: 2015 : Environmental Management Systems
- ISO 45001: 2018 : Occupational Health and Safety Management System

**2.2 Reference Documents (UCT Documents)**

UCT OHSE Policy Statement

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**3. DEFINITIONS / ABBREVIATIONS**

**3.1 Definitions / Terminology / Word Descriptions (adopted from ISO definitions)**

*Disaster:*

A sudden, urgent, and unexpected event of catastrophic impact, causing great loss of life, damage, or hardship.

It usually affects communities and is geographically widespread, with local resources being insufficient to manage the event.

A natural or human-caused event that exceeds the affected community’s or society’s capacity to cope with using only their own resources.


A disaster on campus may necessitate a large-scale evacuation to an off-site location.

There are three categories of disasters:

- *Natural disasters:* events caused by natural processes of the Earth e.g., earthquakes, severe lightning, storms, floods, etc.
- *Man-made disasters:* normally caused by the malfunctioning of equipment and or machinery, negligent behavior resulting in explosions, fire, chemical spills, etc.
  - Man-made disasters are caused by deliberate actions of an individual or group of individuals such as sabotage, labour unrest, strikes, riots, physical acts of violence and bomb blast or bomb threats.
- *Complex disasters-* where natural and man-made disasters overlap each other, where one event triggers another.

*Emergency:*

An urgent, unexpected, and typically dangerous situation that poses an immediate risk to health, life, property, or the environment and requires immediate action.

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*Emergency Response:*

Emergency response deals with the immediate aftermath of an event and is generally best managed by teams at the site or at the scene of the incident.

*Crisis:*

A critical event which, if not managed in an appropriate manner, will dramatically have an impact on the organization’s human resources, profitability, reputation, and operational ability. Some emergencies may also result in a crisis if serious enough and not attended to immediately. A crisis is not restricted to events like emergencies but can be caused by several dissimilar events (e.g loss of life or injury, kidnapping, civil disorder etc.).


*Evacuation:*

Is the urgent and organized removal of people from a dangerous or potentially dangerous area to a safer location in response to immediate threats. Evacuation deals with the evacuation of people from a building as well as mass evacuation from the campus to a place of safety.

**3.2 Abbreviations / Acronyms**

- COHSAC : Central Occupational Health, Safety Advisory Committee
- CPS : Campus Protection Services
- EC : Emergency Coordinator
- ED : Executive Director
- DSA : Department of Student Affairs
- GMRC : Governance Monitoring Risk Compliance
- HOD : Head of Department
- OHSE : Occupational, Health, Safety, and Environment
- PRO : Procedure
- PPE : Personal Protective Equipment
- JOC : Joint Operations Centre



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- SDS : Safety Data Sheet
- P&S : Properties and Services
- ROC : Risk Operations Centre
- SH : Student Housing
- SAPS : South Arican Police Services
- UCT : University of Cape Town


## 4. ROLES AND RESPONSIBILITIES

### 4.1 Evacuation Marshal

The role of an emergency evacuation marshal is essential in ensuring the safety and well-being of individuals during emergency situations. Their training, preparedness, and ability to remain calm under pressure contribute significantly to the successful execution of evacuation plans and the overall safety of those involved.

Responsibilities include:

- **Preparedness Planning:** They assist in developing and implementing emergency evacuation plans and procedures for the building or area they are responsible for. This involves identifying escape routes, assembly points, and determining the best course of action during different types of emergencies.
- **Alerting and Directing:** In the event of an emergency, the marshal initiates the evacuation process by activating alarms or alert systems, such as fire alarms or public address systems. They provide clear and concise instructions to occupants, guiding them towards safe evacuation routes and assembly areas.
- **Post-Evacuation Activities:** Once the evacuation is complete, marshals may assist in and coordinate necessary support, such as medical assistance or transportation, for those in need. They also play a

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role in post-evacuation debriefings and discussions to evaluate the effectiveness of the evacuation process and identify areas for improvement.

- **Emergency Equipment:** They ensure that torches and loudhailers are available as back-up resources in the event of poor visibility caused by power outages.

### 4.2 Campus Protection Services


Campus Protection Services (CPS) are crucial in assisting with crowd management during an evacuation, the CPS Officers must assist in maintaining order and preventing panic among evacuees once outside the buildings.

- They may direct people to designated assembly points, ensure that evacuation routes remain clear, and provide assistance to those with mobility issues or disabilities.
- They may also act as a point of contact with emergency services personnel, providing them with vital information about the situation and the number of people still inside the building. This coordination facilitates an effective and efficient response from emergency services.

### 4.3 First Aiders

During an emergency evacuation, a first aider plays a crucial role in providing immediate medical assistance and support to individuals who may have sustained injuries or require medical attention. Their primary focus is to ensure the well-being and safety of individuals during the evacuation process. Here are some key responsibilities of a first aider during an emergency evacuation:

- **Initial Assessment:** A first aider quickly assesses the situation and identifies any individuals who require immediate medical attention. They prioritize injuries based on severity and provide necessary

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assistance accordingly.

- **Basic First Aid:** They administer basic first aid techniques to individuals who are injured or are in need of medical assistance. This may include controlling bleeding, applying dressings, immobilizing fractures, or performing CPR (Cardiopulmonary Resuscitation) if necessary.
- **Support and Reassurance:** During the evacuation process, a first aider provides emotional support and reassurance to individuals who may be experiencing distress or anxiety. Their presence can help alleviate fear and create a sense of calm.
- **Evacuation Assistance:** If individuals with injuries or disabilities require assistance during evacuation, a first aider may help them navigate the evacuation route safely. They ensure that proper protocols are followed while moving individuals, taking care to avoid aggravating any injuries and ensure that they are taken to the emergency refuge areas.
- **Continual Assessment:** Throughout the evacuation process, a first aider continually assesses the condition of individuals who have received medical assistance. They monitor vital signs, provide ongoing care if needed, and update relevant personnel regarding any changes in the medical status of individuals.
- **Coordination with Emergency Services:** In more severe emergencies, a first aider may work closely with emergency services personnel, providing them with essential information about injuries and assisting in the coordination of medical resources and transportation of the injured.

### 4.4 OHSE Representatives

The role of a safety representative during an emergency evacuation is vital in ensuring the safety and well-being of individuals. Their knowledge of safety procedures, their ability to stay calm under pressure, and their proactive approach contribute to an efficient and effective evacuation process, ultimately protecting lives and minimizing injuries.

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*Responsibilities Include:*

- **Preparing for Emergencies:** An OHSE representative assists in developing emergency response plans and procedures for the specific location or workplace. They contribute to identifying potential hazards, establishing evacuation routes, and ensuring that proper safety measures are in place to minimise risks.
- **Communication:** An OHSE representative communicates with first aiders, evacuation marshals, emergency services personnel, and individuals involved during an evacuation. They relay information about injured individuals, their condition, and any specific medical need to ensure appropriate assistance is provided.
- **Providing Safety Information:** Before an emergency occurs, a safety representative helps educate individuals about emergency procedures, evacuation routes, and the proper use of safety equipment, such as fire extinguishers or emergency exits. They ensure that individuals are aware of the necessary actions to take during an evacuation.
- **Assisting with Evacuation:** An OHSE representative guides individuals towards designated evacuation routes and assembly areas. They may provide instructions, answer questions, and offer assistance to those who require it, such as individuals with disabilities or injuries. Their presence helps maintain order and ensures that everyone follows the established evacuation procedures.
- **Post-Evacuation Activities:** Once the evacuation is complete, an OHSE representative may assist in post-evacuation activities. This may include coordinating with emergency services, providing information about the evacuation process, and participating in debriefings or assessments to identify any areas for improvement in the emergency response plan.

**4.5 Media and Stakeholder Communication**

The UCT Media Liaison, within the Communications and Marketing Department

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(CMD) is responsible for all media and other external stakeholder communications.

No employee, student or contractor is permitted/authorized to deal or supply information, make statements, attend interviews or communicate with the media related to any information pertaining to an event, incident or emergency without the consent of the UCT CMD Executive Director.

## 5. BUILDING EVACUATION PROCEDURES


Every Faculty and Department shall have in place an emergency evacuation procedure which must consist of the following:

- Evacuation scenario risk assessment
- Evacuation protocols include making hazardous equipment safe before evacuating.
- Ensure evacuation route maps and signage are available.
- Names and contact details for evacuation marshals
- Provisions for evacuation drills including recording evaluation of the exercise.
- Provision for emergency assembly points.
- Provision for alerting persons of an emergency.
- Register of evacuation drills.

Once a building evacuation occurs, all people are to remain at the emergency assembly point until further instructions are given by the UCT evacuation marshal/s.

### 5.1 What happens during an Electrical Power Outage

- Access systems have battery back-up but can fail, depending on usage.
- The building may have emergency lighting but only to aid exit.
- All mag-locked doors (mostly exits) have green break glasses.
- Most access doors have thumb-turn overrides.

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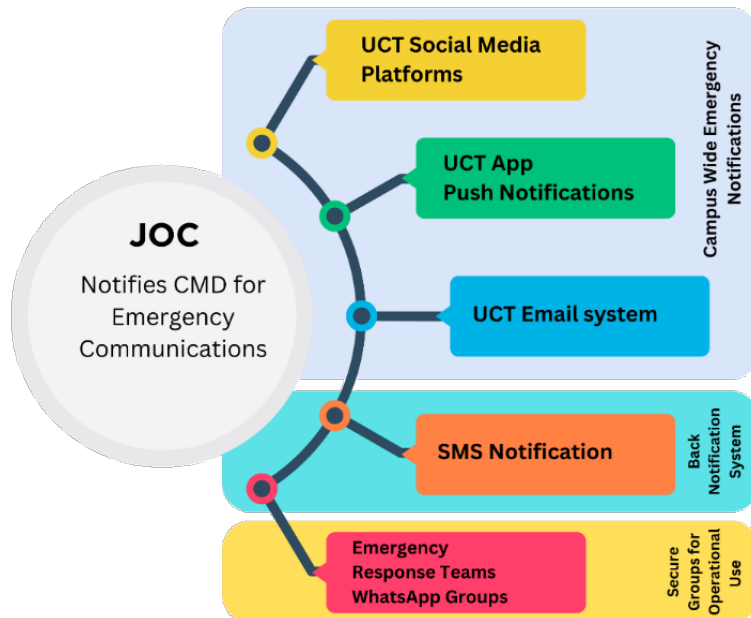
- All doors will have red fire break-glasses as last resort.

**5.2 What to Do During Power Outages**

- Locate the evacuation passages – they will be signposted.
- Find the access or exit doors – they will also be signposted.
- If the door is locked, locate the thumb turn (waist or shoulder high) or activate the green break-glass.
- Exit and follow the signs until you leave the building.
- The evacuation signs are luminescent but rely on available light to be activated, therefore evacuation should essentially be conducted within an hour, especially if there is no emergency lighting.
- As a final resort, the red fire break-glass can also be used to release access and exit doors.


**5.3 Campus-Wide Evacuation Notification**

a) All staff and students shall be alerted through the following channels.



b) The CPS staff in the ROC will make arrangements for alerting campus staff and students in the event of a mass evacuation requirement.



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### 5.4 Campus- Wide Evacuation procedure

In the event where any of the scenarios outlined in this document require a campus wide evacuation, the following procedure should be followed by all staff and students.


1. Once the alert has been received to evacuate campus, proceed to the designated emergency assembly point in a controlled manner.
2. On arrival at the emergency assembly point, follow the instructions given to you by the evacuation marshals in place.
3. Should the designated assembly point be deemed unsafe, the evacuation marshals will direct people to the next appropriate assembly point.

### 5.5 Emergency Assembly Points

Upper Campus – Assembly Point A

Rugby Field situated parallel to the M3 highway



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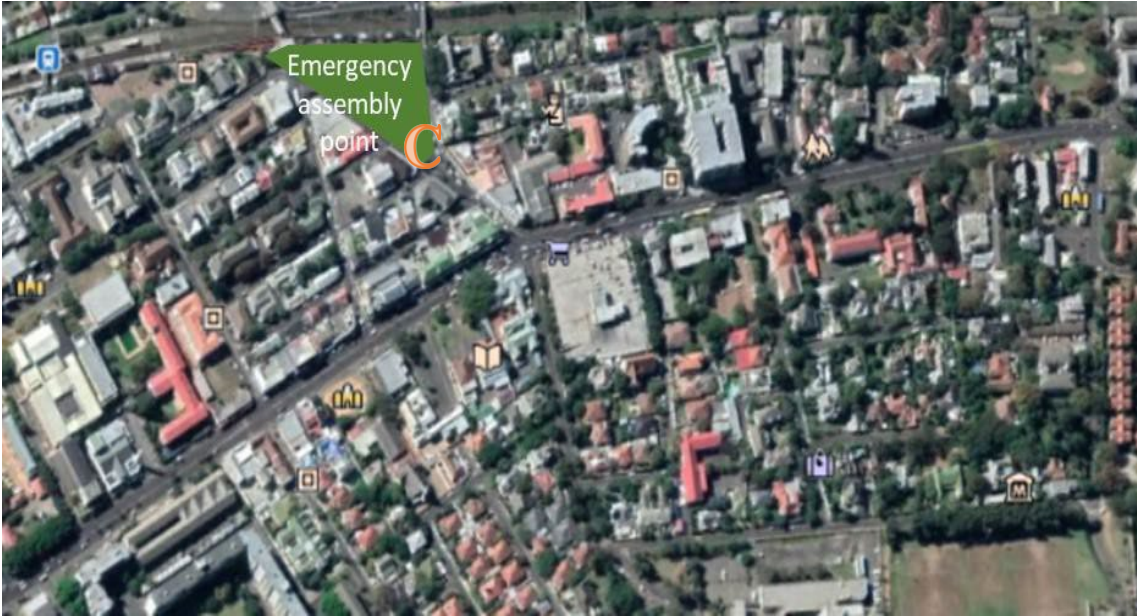
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Middle Campus – Assembly Point B Cricket Fields on Woolsack




Lower Campus – Assembly Point C

Bus terminal below Mowbray Police Station





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**6. CRITICAL CONTACTS**

- In the event of identifying an emergency, the primary contact is the Campus Protection Services (CPS) **Contact No: 080 650 2222**
- Emergency Evacuations Checklist: Refer to the Annexure “Monitoring & Evaluation Checklist”, below and relevant checklists to avoid some of the common pitfalls when dealing with an Emergency Evacuation.

**7. EMERGENCY PREPAREDNESS AND EVACUATION PROTOCOLS (IN THE EVENT THE FIRE DETECTION AND SIGNALLING IS COMPROMISED)**


The purpose of this protocol is to inform building occupants of the current risk regarding emergency evacuation or preparedness due to intermittent issues with the fire alarm signal reaching the Risk Operating Centre (ROC). If this is the case in a specific building, it means that only the fire panel will be activated locally and that Campus Protection Services (CPS) will not be aware of this fire signal in the ROC, which jeopardises the response time to a fire. This issue is being investigated by a working group, i.e Properties and Services (Technology Services, Maintenance and Operations), and ICTS. A short, medium and long-term solution driven project is underway. CPS will, as far as is possible, conduct additional patrols around high-risk buildings, in particular at night. The OHSE Division is therefore advising the OHSE Community members of the following while the problem is being dealt with.

**7.1 Preparedness in the event of Compromised Fire Detection and Signalling**

The following preparedness must be followed in the event your building's early warning fire detection and signalling is compromised.

*Training and Awareness Videos:*

Ongoing statutory training for OHSE representatives, first aiders and evacuation marshals should take place as usual. Training with faculty and departmental

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emergency evacuation marshals is currently being supplemented by the OHSE Division for the provision and incorporation of the building's early warning fire detection and signalling being compromised. The following videos, part of the supplementary training, were compiled by the service provider of the electronic software systems linked to fire panels and the ROC. They are to be followed by emergency evacuation marshals or volunteers involved in the emergency drills.

ZP2 Panel Training <https://youtu.be/GSNMJsn3Rgk>

ZP3 Panel Training <https://youtu.be/Hw2qxc8Fge4>

In addition, drills should continue to take place at least once every six months incorporating new methods of preparedness and communications.

## 7.2 Equipment Maintenance


- Regular inspections by the OHSE representatives and emergency evacuation marshals should continue.
- All escape routes are to be kept clear and signage within buildings and along escape routes are to be visible.
- Establish whether additional handheld loudhailers may be required and ensure that batteries are always charged or that spares are stored in a safe place.
- Calls should be logged onto [Archibus](#) if there is defective, or out of service equipment or if signage is missing.

## 7.3 Response of Emergency Evacuation Marshal (in the event of Compromised Fire Detection and Signalling)

### a) Notification

Monitoring personnel (Evacuation Marshall) must immediately notify the control room when the fire panel is activated (080 650 2222). Provide details on the location, severity of the fire, occupants in danger, and any visible hazards.

### b) Fire Response

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Deploy fire extinguishers if safe to do so, otherwise evacuate occupants to the designated assembly area. Alert CPS on **080 650 2222** of extent of emergency and further details.

### c) Evacuation


Initiate evacuation of the building using manual alarm intervention and hand-held public address (PA) systems if the automated PA and alarm systems are not activated. Follow established evacuation routes and assemble at the designated assembly point. Additional methods of communication are also advisable such as whatsapp groups. Keep CPS in constant communication on **080 650 2222**.

### 7.4 Post-Incident Actions Incident Reporting

Document the event, including detection method, response actions, and outcomes. Submit [reports](#) to the UCT OHS Manager, your respective line management , COHSAC representative and OHSE Committees.

### 8. REVIEW AND UPDATE

The effectiveness of this procedure should take place at least annually and whenever an emergency of significant impact occurs. Protocols and training based on lessons learned should be regularly reviewed taking into consideration new and adaptive methods of evacuation.

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### Annexure: Monitoring & Evaluation Checklist

<b>Drill Date</b>		<b>Evaluator</b>	
<b>Building/Area</b>			
<b>Time Start</b>		<b>Time End</b>	
<b>No. if Evacuees</b>		<b>Time taken to Evacuate</b>	

1. *Evacuation staff response*

<b>Evacuation Staff Response</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Building evacuation staff reported to proper locations on floor.			
Aides for disabled occupants were available and assisted occupants to a safe location to await evacuation.			
All areas of the floor were searched.			
Floor monitors waited for all occupants in area to evacuate before evacuating themselves.			
Other:			

**1.1 Comments on evacuation staff response:**

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2. *Occupant response*

<b>Occupant Response</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
Occupants reacted to the alarm immediately.			
Fume hood sashes were closed.			
Hazardous equipment turned off.			
Knew or were directed to the location of alternate means of egress from the area.			
Attempted to use elevators for evacuation.			
Evacuated in an orderly manner.			
Responded to directions from evacuation staff.			
Visitors in area were directed to evacuate.			
Interior doors were closed on evacuation.			
Occupants were prevented from re-entering the building once they were outside.			
Staff reported at the assembly points and checked in.			

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**2.1** *Comments on Occupant Response:*

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**3.** *Emergency protection*

Emergency Protection	Yes	No	NA
The alarm was audible on floor.			
Visual alarm indicators (if applicable) operated.			
Voice notification (if applicable) was audible and understandable.			
Doors, corridors, and stairways were unobstructed.			
Automatic door closers (if applicable) operated.			
Automatic equipment shutdown was activated as required.			

**3.1** *Comments on Emergency Protection:*

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**4.** *Evaluator Comments*

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**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_