

# UFS EMERGENCY PROTOCOL BOOKLET 2025

*Inspiring excellence, transforming lives through quality, impact, and care.*

[www.ufs.ac.za/911](http://www.ufs.ac.za/911) | [news@ufs.ac.za](mailto:news@ufs.ac.za)

VISION **130**  
Renew and Reimagine  
for 2034

UNIVERSITY OF THE  
FREE STATE  
UNIVERSITEIT VAN DIE  
VRYSTAAT  
YUNIBESITHI YA  
FREISTATA



# Index

- 3 General information
- 4 Three important rules during any crisis
- 5 Four important rules during any crime
- 6 Emergency contact list
- 8 Communicable diseases
- 11 Medical emergency
- 13 Mental-health emergency
- 15 On-campus safety
- 19 Off-campus safety
- 22 Assault in areas besides your home
- 24 Voices of strength: victim, complainant, survivor, conqueror
- 29 Situational awareness: personal safety
- 33 Safety when travelling
- 37 Kidnapping, human trafficking, organ harvesting, and slavery
- 42 Active shooting, robbery and hostage situation
- 46 Protests and labour unrest
- 49 Safety in the workplace
- 51 Evacuation
- 53 Fire
- 56 Flooding
- 57 Infestation
- 58 Water cuts
- 59 Hazardous material and lab safety
- 61 Bomb threat
- 63 Explosion
- 65 Road traffic accident
- 66 Earthquake | Structural collapse
- 68 Cyber safety
- 70 Alternative contact numbers for Protection Services

## GENERAL INFORMATION

The safety, health, and well-being of staff and students remain the university's priority. Your safety and security are important to us, and we are working hard to create a safe work and study place. To help minimise risks on our three campuses, we have put together some tips and resources to protect you and others.

**We believe that awareness of emergency protocols can result in the following:**

- **better and informed decisions/actions** and use of available resources
- **prevention of fatalities** and injuries
- **contributing to both staff and student's preparedness** for any emergencies that might occur
- when staff and students are equipped to make informed choices, **recovery after an emergency could be accelerated**

The main reason for creating awareness of any crisis or emergency is to do as much as possible to **keep staff and students safe in case of a disaster**. The **confusion** during an emergency or a crisis can **make a bad situation worse** and put lives at risk. **If a crisis or emergency is mismanaged or neglected, it can lead to a disaster.**

The **NUMBER-ONE** RULE in any crisis is:

- B breathe:** the quickest way to calm yourself down is to take deep breaths.
- E evaluate:** what is the crisis? For example, a loud noise is not always an explosion.
- C call:** call the emergency number assigned to the crisis.
- A alarm/alert:** alert the people around you, if necessary.
- L listen:** listen to instructions from crisis managers and the relevant authorities.
- M move:** move to safety as per protocol.

**BE CALM**

## THREE IMPORTANT RULES

during any **CRISIS**:

#1

safety  
first

#2

safety in  
numbers

#3

your safety  
is **YOUR**  
responsibility

### What does this mean?

Do not follow rules blindly if it clearly puts you in danger. **Get yourself to safety first.** Emergency responders will see to the other victims. Heroic acts by unqualified people often result in more victims and casualties. Only offer help if you are very sure that you and the person you are assisting will be safe.

**People are always safer in numbers. Do not isolate yourself in a crisis.** Stay with the group

and gather at the nearest central assembly point outside your building. In doing so, you can comfort and assist one another, and it is easier to find people in groups. A single person is always harder to locate than a group.

## FOUR IMPORTANT RULES

during any type of **CRIME** situation:

#1

report any  
crime/  
incident  
**immediately**

#2

provide a  
**statement**

#3

**do not**  
tamper with  
the scene  
of a crime/  
incident

#4

**fully**  
cooperate  
with the  
investigation  
process

### What does this mean?

While Protection Services is the primary responsible entity to ensure a safe and secure environment on all UFS campuses, satellite sites, and other premises, **staff and students also have a responsibility and duty towards their own safety.**

Any crime or incident needs to be reported to the Protection Services 24/7 Duty Room.

The UFS will strive to continuously improve the quality of its investigation services and to follow a coordinated approach by establishing sustainable partnerships with relevant role players within the university, as well as in the wider community surrounding the UFS.

Incidents will also be reported to the relevant authorities as required by legislation.

# EMERGENCY CONTACT LIST

SERVICE	BLOEMFONTEIN CAMPUS/ SOUTH CAMPUS	QWAQWA CAMPUS/ PHUTHADITJHABA
<b>Protection Services 24/7 Duty Room</b>	<b>051 401 2911/051 401 2634</b> Bloemfontein Campus <b>051 505 1217</b>   South Campus	<b>058 718 5460</b> <b>051 718 5175</b>
<b>Occupational Health and Safety Officer</b>	Thato Block: <b>072 758 2070</b> Dipholo Modise: <b>078 347 7704</b>	Thato Block: <b>072 758 2070</b>
<b>Social Worker</b>	Elizabeth Msadu <b>051 401 9117</b>	Selloane Phoofolo <b>058 718 5091</b>
<b>Sexual Offences Response Team</b>	<b>051 401 3982</b> Bloemfontein Campus <b>051 401 7544</b>   South Campus	<b>058 718 5431</b>
<b>Student Counselling and Development</b>	Petro Herbst (Bloemfontein Campus) <b>051 401 2853</b> (office hours) <b>0800 00 63 63</b> (24/7 toll free)  Obakeng Makgale (South Campus) <b>051 505 1298</b> (office hours) <b>0800 00 63 63</b> (24/7 toll free)	Nonhlanhla Moleleki <b>058 718 5032</b> (office hours) <b>0800 00 63 63</b> (24/7 toll free)
<b>Kovsie Health</b>	<b>051 401 2603/051 401 3537</b> (Bloemfontein Campus) <b>051 505 1495</b> (South Campus)	<b>058 718 5228</b> <b>058 718 5090</b>
<b>Municipal emergency services</b>	Mangaung Metropolitan Municipality: <b>051 409 9107</b>	Maluti-a-Phofung Local Municipality: <b>058 718 3700</b>
<b>Power failures</b>	Centlec customer care <b>0860 076 937</b>  Centlec after hours: <b>051 409 2345</b>	
<b>Fire brigade</b>	Mangaung Fire Department <b>051 406 6666/051 409 9600</b>	Phuthaditjhaba Fire Stations and Services <b>058 713 1777/064 970 0931</b>

<b>Water and drainage</b>	Water and Sanitation: Mangaung Metropolitan Municipality <b>0800 111 300/051 412 4000</b>	Maluti-a-Phofung Water <b>058 718 1100</b> <b>058 623 0305</b>
<b>SADAG 24-hour Suicide Emergency Helpline</b>	<b>0800 567 567</b>	
<b>Adcock Ingram Depression and Anxiety Helpline</b>	<b>0800 70 80 90</b>	
<b>Befrienders Bloemfontein 24-hour Helpline</b>	<b>051 444 5000</b>	
<b>South African Police Service (SAPS)</b>	<b>10111 and 112</b>  Park Road SAPS: <b>051 507 6027/051 507 6000</b> Kagisanong SAPS: <b>051 409 5608</b> Phuthaditjhaba SAPS: <b>058 718 0895/058 718 0896</b>	
<b>ER24 Bloemfontein</b>	<b>084 124/0102053000</b>	
<b>ER24 Qwaqwa</b>	<b>084 124/0102053000</b>	
<b>Netcare 911</b>	<b>082 911</b>	
<b>Free State Emergency Medical Services</b>	<b>051 407 6000</b>	
<b>Eskom</b>	<b>0860 843 243</b>	
<b>Poison Information Centre</b>	<b>082 491 0160</b> <b>0861 555 777</b>	
<b>Aids Helpline</b>	<b>0800 012 322</b>	
<b>National Institute for Communicable Diseases</b>	<b>011 386 6400</b> (Switchboard)	



# COMMUNICABLE DISEASES

The World Health Organisation defines communicable diseases as follows:

Communicable, or infectious diseases, are caused by microorganisms such as bacteria, viruses, parasites and fungi that can be spread, directly or indirectly, from one person to another. Some are transmitted through insect bites, while others are caused by ingesting contaminated food or water. Some microorganisms are also airborne and can be infectious due to coughing, sneezing, and saliva or mucus on unwashed hands.

Examples of other communicable diseases that may be found on campus include (but is not limited to) chickenpox, measles, rubella (German measles), mumps, pertussis (whooping cough), tuberculosis, and meningitis.



## STAY SAFE

### BEFORE

- Practise good hygiene.
- Wash your hands regularly.
- Sanitise shared equipment periodically.
- Foreign students and visitors must get the necessary vaccinations and/or medication.
- Get vaccinated when you are travelling to certain countries that require specific vaccinations (e.g., yellow fever) or preventative medications (e.g., malaria).
- If possible, stay away from persons who have communicable diseases. Where indicated, get prophylactic treatment if you have been in contact with a person with a communicable disease.



### DURING

- Students who fall ill with a communicable disease should inform Kvsie Health, the Executive Director: Students Affairs, and the Director: Student Life Communities and follow their instructions.
- Staff who fall ill with a communicable disease should inform the Senior Director: Human Resources and Kvsie Health and follow their instructions.
- During an outbreak, all affected parties will be notified of the plan of action via the official channels.





## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Kovsie Health	051 401 3537 051 401 2603	058 718 5228 058 718 5090	051 505 1495
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
ER24	084 124		
Student Counselling and Development	051 401 2853 (office hours) 0800 00 63 63 (24/7 toll free)	058 718 5032 (office hours) 0800 00 63 63 (24/7 toll free)	051 505 1298 (office hours) 0800 00 63 63 (24/7 toll free)
Life Health Solutions	Toll free: 0800 004 770 SMS: 31581 Email: <a href="mailto:carecentre@lifehealthcare.co.za">carecentre@lifehealthcare.co.za</a> Whatsapp: 066 488 2273		
Sexual Offences Response Team	051 401 3982	058 718 5431	051 401 7544
	Toll free: 0800 204 682		
	GBV Command Centre: 0800 428 428/*120*7867# from any network		
	Women Abuse Helpline: 0800 150 150		
	GBVF-related service complaints (SAPS): 0800 333 177/ <a href="mailto:complaintsnodalpoint@saps.gov.za">complaintsnodalpoint@saps.gov.za</a>		
Social Worker	051 401 9117	058 718 5091	051 401 9117
	24-hour emergency number 073 182 3048		
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217

# MEDICAL EMERGENCY

## What does this include?

Bodily injury that requires expert medical assistance, or a sudden and unexpected situation requiring immediate medical attention, usually a life- or limb-threatening situation.

## STAY SAFE

### BEFORE

- Familiarise yourself with the first aiders in your department.
- Keep your emergency numbers and medical-aid information available.
- Do not participate in activities that hold an obvious risk of injury.

### DURING

#### Patient:

- Stay calm.
- If able, provide rescuers with your medical information.

#### Rescuer:

- Stay calm.
- DO NOT move patients, unless their lives and your own are in real danger, e.g., a fire nearby.
- Report the incident immediately to Protection Services.
- Call an ambulance if needed.

### AFTER

#### Rescuer:

- Provide the relevant authorities with the information they need.
- Attend a debriefing session.





### Injury on duty procedure

If you are injured on duty, please report the incident to the OHS office on [ohs@ufs.ac.za](mailto:ohs@ufs.ac.za) and follow the steps as indicated in the Injury on Duty flow chart (available from the Occupational Health and Safety Office).

### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Kovsie Health	051 401 2603 051 401 3537	058 718 5228 058 718 5090	051 505 1495
ER24	084 124		

# MENTAL-HEALTH EMERGENCY

## What does this include?

A mental-health emergency is a life-threatening situation in which *an individual is threatening immediate harm to self or others*, is severely disoriented or out of touch with reality, or is otherwise out of control. The individual can appear aggressive or threatening, suicidal, expressing bizarre ideas and thoughts, or behaving in a bizarre or very agitated manner.

## STAY SAFE

### BEFORE

- When an individual is displaying signs of a mental-health emergency, please only act to the limit of your competency. The appropriate course of action depends on the urgency of the situation, your relationship with the individual, and your level of experience.
- Try not to act alone – your safety is important too. Seek help from others in the vicinity.

### DURING

- If the individual has harmed themselves, or displays a strong intention to do so, call for an ambulance.



- Stay calm, identify yourself, and clearly state the problem.
- Remain in contact with the emergency staff and follow their instructions clearly.
- Stay with the individual until the ambulance arrives.
- If the individual is very aggressive, seek help from Protection Services.
- If the incident occurs off-campus, contact the nearest local health service for assistance.



## AFTER

- Assist the authorities with all the information they might need.
- It is important to take care of yourself now – please check in with your support system and if needed, consult a professional.

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Student Counselling and Development	051 401 2853 (office hours)	058 718 5032 (office hours)	051 505 1298 (office hours)
Student toll-free line (24/7) for all campuses	0800 00 63 63		
Life Health Solutions	Toll free: <b>0800 004 770</b> SMS: <b>31581</b> Email: <a href="mailto:carecentre@lifehealthcare.co.za">carecentre@lifehealthcare.co.za</a> Whatsapp: <b>066 488 2273</b>		
Kovsie Health	051 401 3537 051 401 2603	058 718 5228	051 505 1495
Ambulance	084 124/0102053000		

# ON-CAMPUS SAFETY

## What does this include?

**Safety is everyone's business. Do your part to get to zero incidents by constantly being alert of your surroundings and practising a safety culture wherever you are on campus.**

## STAY SAFE

### BEFORE

- Save all emergency numbers on your phone.

### DURING

#### *Safety at your residence:*

- Never leave your luggage or other valuables unattended, unless it is locked away in your room.
- Do not leave valuables such as laptops, cellular phones, etc., near open windows or unattended.  
Store valuables in a lockable cupboard.
- If someone knocks, check who it is before opening the door.  
Contact a fellow student if you have any reason for concern.
- Make sure your room is locked when you are not in the room.
- Do not trust others with your property.
- Make sure that doors and security gates are locked at all times.
- Do not advertise your hi-fi by playing loud music; you will become a target for thieves.





## On your way:

- Never walk around alone and don't talk to strangers. Be on the lookout for strange cars or people.
- Don't make it easy for attackers to sneak up on you; don't be an easy target! Awareness equals NO EARPHONES. Pay attention to your surroundings. You cannot be aware of what is going on around you with earphones in your ears. Keep your head up and watch where you are going. Make it a habit to know what's going on around you.
- At night, stay away from dark, isolated areas.
- It is always better to explore in groups and to stick to well-lit, busy streets.
- Plan your route and, as far as possible, do not ask directions from strangers.
- A police officer or traffic officer will be happy to direct you if you get lost.
- Always let someone know where you are going and how long you will be gone. But think twice before advertising your impending absence on social media. Criminals also have access to Facebook and Twitter.
- Trust your instinct.
- Avoid sitting in your car, distracted with your phone. Again, don't make it easy for attackers to sneak up on you; don't be an easy target!
- If someone is following you while you are driving, drive to the nearest police station or to a public area.

## Lock up your valuables:



- Avoid displaying valuables where criminals can see them. Avoid an ostentatious display of expensive jewellery, cameras, cellphones, and other valuables.
- Keep your bag/handbag with you; keep it closed or zipped, and do not leave it unattended.
- Keep your cellphone with you and do not leave it unattended. Your property is also not a placeholder in the library or at study venues. Do not leave it unattended. Not only do you stand a chance of losing your cash and credit cards, but also important documentation with sensitive information such as your residential address. This makes you an easy target for perpetrators.
- Do not carry large sums of money with you.
- Carry your wallet in an inside pocket – never in the rear pocket of your trousers.
- Lock it up. Your car, your room, your office, your house. Open doors provide persons with ill intentions access to your property.
- When locking your car, check the door handle before you walk away.

## Safety at the ATM:



- Be alert at all times at the ATM.
- Never accept assistance from a stranger at an ATM.
- Do not give your PIN number to anyone.
- Report immediately if your ATM card is lost or stolen and stop the card at the bank.

## AFTER



- Report any suspicious activities to the Protection Services Control Room on your campus.
- If a crime is in progress or there is danger to life, you should report it to Protection Services immediately. Reporting cases makes it easier to link certain suspects to crimes that were committed.

## CONTACT DETAILS

	CAMPUS	CAMPUS	CAMPUS
Protection Services	051 401 2911	058 718 5460	051 505 1217
24/7 Duty Room	051 401 2634	058 718 5175	

# OFF-CAMPUS SAFETY



It is important that students and staff report all incidents of crime, both off and on campus. On-campus incidents must immediately be reported to Protection Services. All off-campus incidents can be reported to the South African Police Service (SAPS).

Continue to supply information on suspicious activities to Protection Services and the contracted armed response companies, as well as the SAPS, to ensure a safe environment for all.

## House robberies

## STAY SAFE

### BEFORE

- Lock your doors and windows, even when you are at home.
- Do not leave any valuables on display. Don't leave power cables or charger units for laptops and tablets plugged in and in clear view from the outside.
- Use your house alarm. Switch it on when you leave the house or when you go to bed.
- Do away with hedges at the front of your home. It should not provide cover for a burglar.
- Robbers typically launch their attacks from the back door (normally kitchen doors) because these are usually not well fortified. Ensure that you
  - in addition to the back door, also install a security door at the back entrance of your home; and
  - never leave your keys in the lock. Put them in a safe place, not visible to anybody looking in through the windows.
- Where possible, use a padlock in addition to the lock on your door.



## DURING

- Cash and valuables can be replaced; people cannot be replaced. The first 120 seconds after the attack are critical to ensure a safe outcome for all.
- Put your phone on silent, not vibrate.
- Remember that robbers are desperate. They might be experienced or inexperienced, professionals or amateurs.
- Switch on the outside lights when robbers enter your property. Do not switch on any lights in the house – you will see them, but they will not see you.
- Stay calm when robbers try to enter your house. Comply with their every request.
- Do not make sudden movements.
- Do not push back the door when you hear someone breaking in (they may shoot at you through the door).
- Do not put heavy items such as freezers or furniture behind the door. The robbers might get angry. When they are finally able to enter, they are likely to be violent.
- Get dressed as soon as you hear someone in your home – especially if you are sleeping without clothes/minimal clothing.
- Call for help but keep the phone far from you. You do not want it to be known that you have done so. Leave the call connected for the person on the other side to hear what is happening.
- Plunge your house into darkness by switching off the power at the main power switch. It will disorientate the robbers and may cause them to run away.
- Give them what they want; do not try to negotiate. Once they have entered, do not hide anything and do not try to be a hero.



- Memorise whatever features you can to help with identification. Make a mental note from head to toe. But do not look at them directly or let them see you doing so. Do not show any signs of recognition if you know any of them and do not call them by name.

■ If you cannot see a weapon, assume that there is one.

- If the robber has a firearm, assume it is real and loaded and that he/she will use it. Do not look directly at the weapon but make a mental note of the colour and size and whether it is a pistol or revolver.
- If the robber has a knife, assume that he/she will use it.
  - Do not chase after them once they leave the house. Do not be a hero – the lives of others and your own depend on it.
  - Be your neighbour's keeper and if you hear a break in at their house, call the police for assistance.
  - If the intruder/s try to kidnap you, resist. Inform them that help is on the way.
  - No matter how threatening the situation is, stay calm and cooperate fully. Statistically, you have a better chance of being unharmed.
  - Expect to suffer debilitating physical symptoms of fear. Practise deep breathing. To panic or lose control is dangerous.

## AFTER

- Leave the home as it is, do not touch anything.
- Call the SAPS and the armed response company in your area.
- Assist the injured.

# ASSAULT IN AREAS BESIDES YOUR HOME

## STAY SAFE

### BEFORE

- Be sure to know all the emergency numbers or have them on speed dial.
- Let someone know where you are going and how long you will be gone.
- Before leaving your place of accommodation, make sure your phone is charged.
- Do not advertise your itinerary on social media. Criminals also have access to Facebook and Twitter.

### DURING

- Never walk around alone and do not talk to strangers. Be on the lookout for strange cars or people. Make a mental note of the colour, make, rims, shape, and registration number of suspicious vehicles.
- Walk in well-lit, busy streets in a group, if possible.
- When walking, make sure your phone or earphones are not visible. It will attract robbers.
- Pay attention to your surroundings. You cannot be aware of what is going on around you while wearing earphones.
- If someone is following you while you are driving, drive to the nearest police station or to a public area.
- Your first line of defence is to run. Get some distance between you and your attacker.
- When someone grabs you, yell as loud as you possibly can to get the attention of others nearby. If you have a safety whistle, use it. Make sure you are heard.
- Avoid displaying valuables where criminals can see it.
- Do not leave a party or social event with someone you have just met. Always pre-book a licensed taxi for your journey home or take enough money with you to get home.

- Be alert at all times when you are at an ATM. Never accept assistance from strangers when at an ATM. Do not give your pin number to anyone at an ATM.

### AFTER

- Call the SAPS and the armed response company in your area.
- If your ATM card is lost or stolen, report it immediately and stop the card at the bank.

### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS (Brandwag, Universitas, and Park West suburbs)	QWAQWA CAMPUS (area surrounding the campus)	SOUTH CAMPUS (area surrounding the campus)
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
Sexual Offences Response Team	051 401 3982	058 718 5431	051 401 7544
SAPS	Park Road SAPS 051 507 6027 051 507 6000	Phuthaditjhaba SAPS 058 718 0895 058 718 0896	Kagisanong SAPS 051 409 5608

# VOICES OF STRENGTH: VICTIM, COMPLAINANT, SURVIVOR, CONQUEROR

## What does this include?

Incidents involving harmful acts of violence are increasing at an alarming rate in and around South African institutions of higher education. The rising prevalence of such incidents is concerning, particularly as evidence suggests that cases of violence, abuse, rape, and related issues are significantly underreported.

It is important to build a culture that prioritises respecting boundaries – both personal and social. Remember, whether you identify as a victim, complainant, survivor, or conqueror, your voice matters. If you see something, say something, and stand up against violence and abuse.

## ABUSE

*Domestic abuse can result in long-term health effects, including*

- PTSD-like symptoms, such as flashbacks, dissociative states, and violent outbursts against the abuser;

- health issues caused by stress, such as high blood pressure and associated cardiac problems;
- health issues from the physical abuse, such as damaged joints or arthritis;
- chronic back pain or headaches; and
- increased risk of developing diabetes, asthma, depression, and immune dysfunction due to long-term stress.

## *Signs of abuse that can be observed immediately, include*

- bruises, black eyes, scars, broken teeth, deep cuts or gashes, fractures or broken bones, sprains or dislocations;
- depression, loss of interest, isolation, trouble thinking, difficulty sleeping, and poor appetite;
- feelings of worthlessness;
  - damaged relationships with friends and family;
  - severe anxiety, panic attacks, avoiding social situations, and irritability;
  - feeling like they have no control;
  - work or academic tasks suffer; and
  - crying more.

Source: Healthline; Student Counselling and Development

## SEXUAL MISCONDUCT

Sexual misconduct refers to any non-consensual, unwelcome, or unwanted conduct of a sexual nature – including sexual harassment, assault, or violation, whether physical, verbal, or non-verbal, by a person of the same or opposite sex – committed without consent or by force, intimidation, threat, coercion, or manipulation.

Please note that there is a legal requirement for any person to report all sexual offences against vulnerable persons to the SAPS. In terms of the law, registered female students under the age of 25 years are viewed as vulnerable persons. Failing to report to the SAPS can lead to criminal prosecution.



## Reporting a rape

1. Victims can report gender-based violence to any of the Sexual Offence Response Team (SORT) role players, including the Gender Equality and Anti-Discrimination Office, Protection Services, Kowsie Health, and Student Counselling and Development, or any other UFS staff member, who must report it to the SAPS via the SORT process.
2. Victims can also file a criminal charge directly with their nearest SAPS. If you do not have transport, request Protection Services (PS) to take you to the SAPS where you can open a case and get a case number.
3. Only authorised officers as per the guidelines of the SAPS and the Department of Justice can take statements for criminal proceedings. Statements for internal disciplinary matters will be obtained from the SAPS, or a statement will be taken by a trained member of Protection Services.
4. Coordinator arranges for the victim to meet with the relevant offices in the process:
  - Within the first 48 hours, report the matter to the Executive Director: Student Affairs.
  - Coordinator sees that the victim receives counselling.

## In the event of a rape

- The victim goes to the Tshepong Thuthuzela Care Centre at the National District Hospital or the nearest facility for a medical examination, prophylactic medication, the completion of a rape kit (that is kept for three months), and to register a case. This takes place within the first 72 hours and will hold evidence value in a court of law. Should a victim be required to continue with an internal disciplinary matter at the UFS, they must obtain a copy of their statement from the SAPS, which must be provided to Protection Services for the investigation – this is due to the POPIA requirements.
  - This is followed by facilitating the necessary processes of the South African Police Service.
  - The Tshepong Thuthuzela Care Centre can be visited without reporting the matter to the SAPS. The centre will reserve the forensic crime kit for three months if the victim wants to file a criminal case at a later stage.
5. Coordinator arranges alternative accommodation in the event that the student feels the need to change or relocate.
  6. Coordinator also arranges with faculty that student rewrites or resubmits assignments that might be due.
  7. All the relevant offices submit their reports to the DSDM.
  8. Final report is submitted to Rectorate.

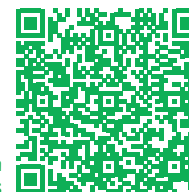
Scan the QR code and also read:  
*Getting help and reporting sexual offences.*



Bloemfontein and South Campus



Qwaqwa Campus





## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Social Worker	051 401 9117	058 718 5091	051 401 9117
Kovsie Health	051 401 2603 051 401 3537	058 718 5228 058 718 5090	051 505 1495
Gender Equality and Anti-Discrimination Office	Monday-Friday 07:30-16:30: 051 401 7777 Dedicated toll-free line (after hours): 0800 204 682		
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
Student Counselling and Development	051 401 2853 (office hours) 0800 00 63 63 (24/7 toll free)	058 718 5032 (office hours) 0800 00 63 63 (24/7 toll free)	051 505 1298 (office hours) 0800 00 63 63 (24/7 toll free)
National Gender-based Violence Command Centre	0800 428 428 (0800 GBV)		
	*120*7876# (USSD 'please call me' facility)		
	Skype line 'Helpme GBV' (for members of the deaf community)		
Life Health Solutions	Toll free: 0800 004 770 SMS: 31581 Email: <a href="mailto:carecentre@lifehealthcare.co.za">carecentre@lifehealthcare.co.za</a> Whatsapp: 066 488 2273		
Sexual Offences Response Team	051 401 3982	058 718 5431	051 401 7544
	Toll free: 0800 204 682 (0800 GOTA)		

# SITUATIONAL AWARENESS: PERSONAL SAFETY

## What does this include?

Situational awareness is typically defined as having an accurate perception of one's surroundings, with the capacity to understand and appropriately respond to threats to one's personal safety. Being cautious of potentially dangerous situations in the parking lot or during disruptive protests are some examples of situational awareness.



### *The three stages of situational awareness:*

- **information gathering** – to know the typical sources of information available.
- **understanding information** – to be able to interpret the information gathered.
- **anticipation** – being able to anticipate how an incident will develop and change.

## STAY SAFE

### BEFORE AND DURING

- Adopt and maintain a mindset of always being aware of what is happening around you in terms of where you are, or where you are supposed to be; and whether **anyone** or **anything** around you is a **threat** to your health and safety.



## PROTECTION SERVICES 24/7 DUTY ROOM



### AFTER

**Should you observe a possible incident when maintaining situational awareness, it is important to**

- assess the situation and to determine the severity of the incident and whether it requires immediate attention;
- report the incident to Protection Services at the 24/7 Duty Room;
- take immediate action and evacuate the area if the situation warrants it;
- gather information about the incident, if possible, such as time, location, and nature of the incident. This will be helpful during an investigation;
- maintain situational awareness by continuing to monitor the situation and being alert for any further developments or incidents that may occur; and
- stay calm and focused.

## Reporting an incident

- The reporting of incidents is necessary to generate an accurate picture of the occurrence of crime and to develop a precise record of events and allocate resources correctly.
- If an incident is not reported and not reflected, for all practical purposes, it did not occur.
- All incidents of crime on any UFS campus, as well as off-campus incidents specifically related to students and UFS property, must be reported.
- Reporting is also necessary to ensure that matters are investigated to uncover the truth and to ensure that corrective action is taken.
- There is a tendency not to report specific issues, as victims/complainants are of the opinion that nothing will come of an investigation. Nevertheless, there is still a need to report incidents to enhance proactive crime prevention activities.
- The same applies to UFS property that goes missing, gets stolen, or is damaged off campus. These incidents also need to be reported to SAPS and Protection Services to allow the UFS to ensure that proper investigations are conducted and to enable the UFS to assist SAPS with the investigation.

**When reporting an incident, it is key to include information on the who, what, when, where, why, and how.**

### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217

# SAFETY WHEN TRAVELLING

## What does this include?

**Being in the academic environment, university staff and students get the opportunity to travel across the borders of South Africa from time to time. Although travelling comes with excitement, fun, and the chance to meet new people and visit foreign places, it is still important to stay safe.**

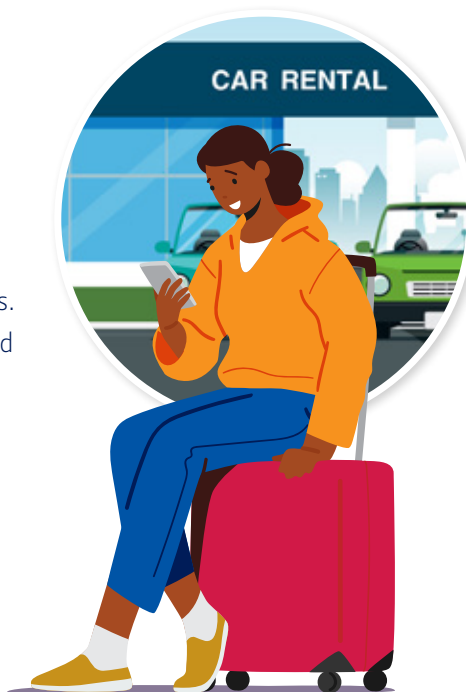
### BEFORE

- Do your research; get to know your destination in depth before you arrive. Read blogs, vlogs, and ask friends and family about your destination.
- Do not book accommodation in sketchy neighbourhoods.
- Make copies of important documents, both physical and digital. Leave one set with a trusted friend, keep one set in a safe and accessible place, and save one set in an email folder.
- Know the local emergency contact details and processes.

- Know the going rate of things so you do not get overcharged.
- Download a map app and the local transport map offline.
- Never plan to take illegal drugs into a foreign country.
- Become informed and avoid common travel scams.
- Before you leave, provide a family member/trusted friend with a copy of your itinerary.

## DURING

- Never hand your passport to anyone (except an authorised border control official or hotel receptionist). You will need it to get back home.



- Keep your friends and family updated (send a live location to someone you trust).
- Do not attract attention to yourself. The less noticeable you are, the safer you are.
- Be cautious about sharing your location on social media. Make sure your privacy settings are set properly (only visible to Facebook friends). Delay posting for a few hours to protect your safety and privacy.
- Be aware when going through the scanner at airports – remove all important documents, wallet, passport, etc., from your jacket before taking it off for searches. Remove any metal objects (including belt with a buckle) beforehand that could trigger the scanner; place it in an appropriate box for scanning – this limits your time to be distracted by the scanning process.
- Use safe and trusted transport.



- Be wary of public wi-fi. Use a virtual private network (VPN) to create a secure and private connection to the internet. This makes it difficult for others to intercept or view your internet activity.
- While checking in/or your hands are busy, put your foot in your bag's slings if you put it on the floor.
- Safeguard your hotel room by always locking your door. When booking your room, ask for a room on a higher floor that is less accessible to intruders. Never open the door to strangers. Keep your valuables out of sight.
- Be aware of your surroundings – avoid unsafe areas.
- Lock up your property. Do not flash your valuables – jewellery/electronics/cameras.



- Hide emergency cash.
- Carry a decoy wallet.
- Stop using your back pocket – get a money belt.
- Know your limits. If you know your limits, you can have an enjoyable and safe trip without overextending yourself physically, emotionally, or financially.
- Avoid travelling alone at night.
- Do not share too much with strangers.
- Wear your daypack on your front in crowded places.
- Trust your instincts – the biggest and best bit of advice for travelling safely is also the simplest – trust your instincts. If something feels off, unsafe, or wrong, trust your gut and find an alternative.

## AFTER

- Depending on where you have travelled, quarantine if necessary.
- Practise good hygiene: Wash your hands frequently with soap and water, avoid touching your face, and cover your mouth and nose with a tissue or your elbow when you cough or sneeze. This will help to ensure the safety of those around you after returning from a trip overseas.

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Protection Services	051 401 2911	058 718 5460	051 505 1217
	051 401 2634	058 718 5175	

Remember to familiarise yourself with the contact details of the police and security services at your destination.

# KIDNAPPING, HUMAN TRAFFICKING, ORGAN HARVESTING, AND SLAVERY

## What does this include?

Kidnapping can serve various purposes, for instance, financial gain, committing assault, or it could be linked to robbery, human trafficking, organ harvesting, slavery, or murder. Kidnapping should **ALWAYS** be taken seriously. There is **NO** waiting period to report a missing person. The sooner the authorities can start searching, the better the chance of finding the kidnapped/missing person alive and well.

Often, persons are kidnapped to be trafficked for the purpose of forced labour or prostitution. Young people are most likely to be trafficked and forced to become sex slaves, prostitutes, workers, or even street beggars.

## STAY SAFE

### BEFORE

- Make sure that your details are correctly recorded on the UFS systems, especially in terms of contact numbers and seasonal addresses.
- Stay away from isolated areas.
- Make sure you are aware of your surroundings so that you will notice when something is off.
- Always inform people where you are and when they can expect you.
- Activate a 'friend-finder', tracking app, or live location on your smartphone and connect with trustworthy people.



- Be alert when driving; always keep your doors locked and your windows closed.
- Always leave space for an escape manoeuvre between you and the car in front of you at traffic lights. If you spot a vehicle or person following you – immediately alert a trusted family member or friend that you might be in danger.
- NEVER offer a lift to strangers.
- NEVER accept a lift from a stranger.
- When getting into a taxi, share your live location with a friend or family member. Alternatively, download an app such as Life360 or Glympse real-time geo-location tracking (share GPS).
- Carry pepper spray on your keyring or where it is easily accessible. Make your social media posts visible only to your friends.
- Avoid forming social media connections with strangers; it could be the start of a grooming process.
- Be cautious when accepting job offers from unfamiliar sources, and refrain from sharing personal photos, such as those requested for modelling contracts.
- If a vehicle is following you while you are on foot, immediately turn around and run in the opposite direction, shouting for help. Enter the nearest building or yard and wait for the person or car to leave. Alert someone in the building that you are being followed.
- If it is safe to do so, take a photo of the suspect(s) and the vehicle. Try to memorise the registration number or write it down on the ground or on the tarred road with a stone if you think you might forget it.
- In a taxi, sit behind the driver and text for help if needed, while also sharing your location with friends and family.



## DURING

### *Witness to a kidnapping:*

- Take note of details of your capturer: car make, colour, captors' clothing, number plates (write the registration number down on the road or in the dirt to remember it). Report to authorities immediately.
- Report it immediately to Protection Services and the South African Police Service (SAPS).

### *During kidnapping:*

- Stay calm – enter focus mode. Shift your mindset to remain alert, assess the situation clearly, and make informed decisions. Prioritise your awareness and respond thoughtfully rather than reactively.
- If you are grabbed, immediately fall to the ground, grab the person's one ankle with both hands and cross your legs around the kidnapper's other leg and scream for help. A heavy object is not easy to move.
- Resist and scream for help when someone tries to force you into a vehicle – once you are in a confined space, it is difficult to escape. When driving, count in seconds how far you drive before stopping and which way the vehicle turns. Focus on sounds (trains, taxis, dogs barking) and what you can see (signboards, buildings, street names).
- If you find yourself in a boot, kick out the rear light and wave through the opening to attract attention and scream for help.
- Try to keep your smartphone on and active. Send an emergency signal if you can.





## In captivity:

- At the place where you are held, ask to use the bathroom/toilet. Then touch as many surfaces as possible with your hands, including the toilet seat, sides of the toilet, toilet cover, and the mirrors. Your finger- and palm prints can assist with later investigation.
- Try to determine the motive for your abduction.  
How you interact with your captors and whether you should risk an escape will depend on the motive. If the reason for your kidnapping is to get ransom money, you are more worth alive. If your captor is a sexual predator/serial killer and you cannot escape, comply willingly with everything your captor says and does. It might save your life.
- Do as the kidnapper ask.
- If a gun is pointed at you or you are threatened with a knife – comply with the instructions.
- Be a good listener. You can gather information that will be useful for an escape or for apprehending the kidnapper later.
- Avoid insulting or provoking your abductor; instead, be respectful.
- Speak in a calm tone. Let your kidnapper know that you are not resisting.
- The less you fight, the fewer injuries you are likely to sustain.
- Express gratitude for even the smallest gestures from your kidnapper.
- Stay mentally well (read, practise mindfulness, think of happy times, or engage in conversations with others).
- Stay physically active with exercises that are suitable for your circumstances: if



bedbound, contract and release your muscles; if on a plank, do push-ups; stretch regularly or do household chores to keep active.

- Remain positive during a kidnapping. Most kidnap victims survive the odds, but always look out for escape routes.
- Watch out for the following warning signs: if your abductors suddenly stop hiding their identities, stop feeding you, treat you more harshly, and set other captives free but not you. These are very strong signs that they intend to kill you. Take every opportunity to escape as soon as possible.
- A weak link often exists within a group of kidnappers – someone more susceptible to persuasion or manipulation. This individual may have less commitment to the group, making them more likely to help you. If this is the case, try to engage them by establishing rapport and appealing to their sense of humanity.

*Kidnapping may also be linked to robbery, during which you could be held hostage.*

## AFTER

- Go for prolonged trauma counselling.
- Get a thorough medical check-up.
- Cooperate with the authorities and give them all the information they need.

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
Student Counselling and Development	051 401 2853 (office hours) 0800 00 63 63 (24/7 toll free)	058 718 5032 (office hours) 0800 00 63 63 (24/7 toll free)	051 505 1298 (office hours) 0800 00 63 63 (24/7 toll free)



# ACTIVE SHOOTING, ROBBERY AND HOSTAGE SITUATION

## What does this include?

This refers to incidents involving unauthorised, forceful, or malicious entry onto campus with the intent to rob, intimidate, or cause harm to property or individuals. It also includes situations where a person or group is held hostage or captive through violent force or intimidation to meet the perpetrator's demands.

### *Behaviour and tactics of an active shooter:*

Most active shooting incidents conclude with the shooter committing suicide, or being shot by the police, making them highly dangerous. Targets are mostly within

concentrated, populated areas with limited active security. The situation is dynamic, unfolding rapidly and unpredictably, complicating any response and planning. With planned attacks, the attacker will have enough ammunition and often create a diversion in the form of an explosion.

## STAY SAFE

### BEFORE

- Avoid sharing security information with unauthorised people. NEVER give your access card to anybody, and immediately report lost or stolen cards to Protection Services.
- Be vigilant for any suspicious situations. Report suspicious people, behaviour, and situations to Protection Services.
- Report any intimidation that you see or experience.

### DURING

- Always observe your environment. Report any incident immediately to your supervisor, a security officer, Protection Services, or the SAPS.
- Stay away from windows.
- Stay calm and DO NOT move around, unless you are moving to find better cover.
- Avoid approaching any suspicious person.
- Immediate response to the event rests primarily with those under attack. If it sounds like a gunshot, do not hesitate:
  - **React; do not freeze.** Evacuate the premises. The worst response is to sit tight. Get up and get out! Assault weapons are normally used, causing significant trauma or death. **Get up and get out!**



## ■ Escape.

- **Run.** Keep on moving; keep your body low and do not run in a direct line with the shooter (run zigzag at an angle to the left or right of the shooter). Do not stand still in an open space.
- **Hide.** Switch off your cellphone or set it to silent (not vibrate). Lock yourself in a room, stay quiet, and hide behind large objects. Don't remain still. If necessary, break a window or escape through the ceiling.
- **Fight** Fight (your last option). Attack in full force; do not plead. Use objects that can hurt, such as a fire extinguisher or a pen in the eye; do not throw – hit. Your objective is to disarm the shooter. Kick the weapon away and do not pick it up. You may be mistaken for the shooter and the SAPS sniper might kill you.
- **Survive.** Stay calm if injured (SAPS is busy securing the area); medical help will arrive. If found by the SAPS, follow their instructions, and put down any items in your hands using slow movements. Refrain from screaming or yelling if the shooter has not yet been disabled; it will give away your position.



## Outside a hostage situation

- Refrain from speaking to the media in an official capacity. Remember, you can put the lives of the hostages at risk.

## Inside a hostage situation

- Stay calm and keep those around you calm.
- Put your phone on silent.
- Remain compliant and respectful towards the hostage takers.
- Allow trained negotiators to handle any discussions.
- Speak only when responding to questions from the hostage takers.

## AFTER

- Provide the authorities with all the information they need.
- Attend a debriefing.
- Trauma counselling is highly recommended.

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
Student Counselling and Development	051 401 2853 (office hours) 0800 00 63 63 (24/7 toll free)	058 718 5032 (office hours) 0800 00 63 63 (24/7 toll free)	051 505 1298 (office hours) 0800 00 63 63 (24/7 toll free)
ER24	084 124		
SAPS	051 507 6000 051 507 6027	058 718 0895 058 718 0896	051 409 5608

A shooting or robbery can evolve into a hostage situation when the attacker feels cornered, sees no clear escape, or believes they can gain leverage by using people as human shields. When an active shooting or robbery escalates into a hostage situation, it is important to stay aware and adapt your response. In these evolving high-risk events, active shootings and robberies may initially require immediate action, but if it transitions to a hostage situation, it demands a more restrained approach.

# PROTESTS AND LABOUR UNREST

## What does this include?

The UFS respects the right of employees and students to assemble, picket, demonstrate, and protest, as long as such a right is exercised in a responsible manner, i.e., if the rights of other members of the university community are not violated.

Peaceful demonstrations will be monitored.

Demonstrations and/or protests that develop into violent riots and a threat to campus safety will be dealt with according to our Standard Operation Procedures.

The university has a legal obligation to protect lives, property, and the rights of all people, and will take steps to ensure that its mandate regarding the safety of staff and students is effectively executed, by

- applying for a court interdict to prohibit disruption of both academic and administrative activities;
- sourcing specialist security service providers to assist;
- involving the SAPS; and
- establishing a Joint Operating Centre to ensure joint decision-making for effective management of the situation.

## STAY SAFE

### BEFORE

- Familiarise yourself with the official UFS communication channels and be sure to ONLY follow the official information. Stay informed of upcoming demonstrations via UFS communication platforms.

- Allocate alternative sites to work from if the campus is totally shut down.
- If you know of ongoing or impending protest action, inform Protection Services immediately.
- Stay away from the area of the protest action and do not engage.
- Do not take photographs.

### DURING

- Stay calm and do not provoke the protesters.
- If a person verbally abuses you or tries to provoke you in any other way, do not respond. If you are attacked, do not fight back. Do only what is necessary under the circumstances to protect yourself.
- Do not resist class or exam disruptions. It is always best to leave the venue if it is impractical to continue with a lecture or activity. Follow the advice of your HOD, Dean or Management during tests and examinations.
- If someone appears to be in danger or distress, intervene only if you are sure that it is safe for you to do so and proceed calmly, without provoking protesters.
- If injured during the protest action, seek treatment from emergency services or Kopsie Health. Contact Protection Services for any medical-related emergencies, so that they can activate the ambulance services according to available protocols.
- Do not try to push through the group of protesters.
- If you are part of peaceful demonstrations, adhere to the agreed protocol.

### AFTER

- Give the authorities the information they need.
- Report all damages to Protection Services.

**MORE INFORMATION ABOUT UFS PROTOCOLS DURING PROTESTS:**

<http://www.ufs.ac.za/protocol-during-protest>

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
Kovsie Health	051 401 2603 051 401 3537	058 718 5228 058 718 5090	051 505 1495
SAPS	Park Road SAPS 051 507 6027 051 507 6000	Phuthaditjhaba SAPS 058 718 0895 058 718 0896	Kagisanong SAPS 051 409 5608
ER24	084 124		

## SMS OR WHATSAPP

Protection Services Duty Room	Noko Masalesa 078 801 8198 Cobus van Jaarsveld 083 406 7300 WhatsApp: 060 984 4629		
	Stephen Matthews 083 809 0876	Eric Duma 073 134 9792 Sibongile Madlala 072 938 8468	Keabetswe Modiroa 081 256 0046
	Email: <a href="mailto:investigation@ufs.ac.za">investigation@ufs.ac.za</a>		

# SAFETY IN THE WORKPLACE

## What does this include?

The purpose of occupational health and safety is to provide for the health and safety of people at work by ensuring a safe working environment without risk to the health of the workers.

## STAY SAFE

### BEFORE

- Know the evacuation and assembly points in case of emergency.
- Take care of your own health and safety, as well as that of other people who may be affected by your actions or failure to act.
- Carry out any lawful instruction prescribed by your supervisor or an authorised person regarding health and safety.
- Wear the prescribed safety clothing or use the prescribed safety equipment where required.
- Report unsafe or unhealthy conditions as soon as possible to the health and safety representative.
- If you are involved in an incident that may influence your health or cause an injury, report it as soon as possible to your supervisor or the health and safety representative.
- Ensure that first-aid supplies are stocked.
- Have emergency contacts on file.



## DURING

- Move away from an area if it is dangerous and make sure that other employees stay clear.
- Stay calm.
- Evaluate carefully to ensure that no one else gets hurt.
- Assist the injured.
- For minor cuts, scrapes, and burns, first aid might be all that is required, but for major injuries be sure to stabilise the injured. Professional help will minimise the risk of further injury, and emergency medical services should always be called if a workplace injury requires treatment beyond basic first aid.



## AFTER

- Report your injury on duty immediately to your supervisor. Your supervisor will have to report your injury to the Compensation Fund within seven days.
- Implement preventative control measures to prevent a repeat of the same incident.

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Compensation Fund	Hotline number: 0800 234 432		

# EVACUATION

## When will this happen?

The Safety Team may decide to call for an evacuation due to a variety of reasons, including fire, a bomb threat, or an attack.

## STAY SAFE

### BEFORE

- Familiarise yourself with the different types of evacuations and protocols.
- During a fire, all doors and windows must be closed.
- During a bomb threat, all doors and windows must be opened.
- Identify the central evacuation points and know how to get there.

### DURING

- Respond to the alarm immediately.
- Help people who need assistance to evacuate.
- Walk fast, but DO NOT run.
- Use the stairs, NEVER the elevator.
- Report to your supervisor, lecturer, or evacuation officer.
- Do not leave the gathering zone after you have reported to the person in charge.





## AFTER

- Follow the instructions of the person in charge, and never enter the building before you have been instructed to proceed.
- Attend a debriefing if scheduled.

Contact your building's emergency functionaries (they are equipped with emergency clothing that will help you to recognise them). You can also contact:

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217



# FIRE

## What does this include?

A fire alarm may not always indicate a fire on site only, but also a fire near the site that may pose a threat. Fire is a real danger that can happen very fast. Please take all fire safety measures seriously.

## STAY SAFE

### BEFORE

- Make sure that all the electrical equipment you use is in good working order and is serviced regularly.
- Report any electrical problems such as a short circuit, overheating, the smell of melting plastic, etc.
- Clear your operating area from unnecessary fire fuel (material that burn easily, including paper, rubbish, plastic, etc).
- Familiarise yourself with your building's fire extinguishers. Ideally, a fire should be stopped as soon as possible.
- Familiarise yourself with the different types of fires, and how to extinguish them.



TYPE OF FIRE	CAUSE	EXTINGUISH WITH:
<b>Class A</b>	Normal combustible materials: Wood, fabric, paper, trash, plastic, etc.	Water or monoammonium phosphate.
<b>Class B</b>	Flammable liquids and gases: Liquids and gas, e.g., oil, gasoline, etc.	Smother with fire blanket or appropriate chemical extinguisher.
<b>Class C</b>	Fire in the presence of live electrical equipment, e.g., motors, appliances, etc.	Cut the power supply, non-conductive chemicals.
<b>Class D</b>	Combustible metals: Magnesium, aluminium, potassium, etc.	Dry powder agent; DO NOT use water.
<b>Class F</b>	Cooking fires, e.g., cooking oil, animal fat, vegetable fat, etc.	Wet chemical fire extinguisher.

## DURING

- Sound the fire alarm immediately.
- Appointed fire marshals will attempt to extinguish the fire with the correct firefighting equipment.
- Appointed evacuation officers will evacuate the building if the fire cannot be extinguished. Follow their instructions.
- Close all doors and windows on your way out – without putting yourself at risk. DO NOT go back to close doors and windows.
- DO NOT open any closed doors – heat may have transferred to the handle that could burn your hand, and the sudden oxygen inlet into the room may feed any flames or smouldering inside to burn bigger.
- If you cannot escape and are in trouble, try using your cellphone to alert people



about your whereabouts. Also shout at regular intervals to alert rescue workers. But remember that fire is noisy, and it may be difficult to hear you. Try to signal through a window, if necessary.

## AFTER

- Only enter the building after it has been declared safe.
- Go for a medical check-up to rule out any smoke damage to your lungs, eyes, etc., as well as any other obvious or latent injuries.
- Attend a debriefing if scheduled.

Contact your building's emergency functionaries (they are equipped with emergency clothing that will help you to recognise them). You can also contact:

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
Fire brigade	Mangaung Fire Department 051 406 6666	Phuthaditjhaba Fire Stations and Services 058 713 1777 064 970 0931	Mangaung Fire Department 051 406 6666
Kovsie Health	051 401 2603 051 401 3537	058 718 5228 058 718 5090	051 505 1495
ER24	084 124		

# FLOODING

## What does this include?

Flooding may be due to natural causes (rain), or due to structural damage (burst pipe, dam wall, etc).

### STAY SAFE

#### BEFORE

- Report any leakages to University Estates.
- Familiarise yourself with your building's evacuation procedure.
- Notice any possible secondary hazards in your area, such as power outlets, electrical equipment, etc.

#### DURING

- Report the incident.
- Cut the electricity supply.
- Evacuate to dry ground.

#### AFTER

- Do not return to the flooded site until it is declared safe.

#### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
University Estates	(Helpdesk) 051 401 9222	058 718 5064	083 648 1729



# INFESTATION

## What does this include?

Infestation is the presence of a large number of animals or insects in a place, often with the risk of causing damage or death. Examples include rodents, mites, ticks, lice, worms, grasshoppers, etc.

### STAY SAFE

#### BEFORE

- Be alert to any signs of infestation: droppings, nesting, holes, gnawing marks, tracks, damage to plants, etc.
- Do not leave insect-attracting substances lying around, for example uncovered food.

#### DURING

- Alert Helpdesk immediately.
- Cooperate with the relevant safety officer and consultants remedying the infestation.

#### AFTER

- Adhere to infestation-prevention measures.
- Report any early warnings or a re-infestation.

#### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
University Estates	(Helpdesk) 051 401 9222	058 718 5064	083 648 1729



# WATER CUTS

## What does this include?

Campus-wide or partial break in water supply.

### STAY SAFE

#### BEFORE

- Report any water leaks.
- Familiarise yourself with the areas on campus that use alternative water (greywater).
- Always keep enough drinking water at hand.

#### DURING

- Report the break in water supply to 072 758 2070 or Helpdesk.
- Make sure that all the taps in your area are closed tightly.
- Use the water you have economically.

#### AFTER

- Refill your drinking-water supply.

#### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
University Estates	(Helpdesk) 051 401 9222	058 718 5064	083 648 1729

# HAZARDOUS MATERIAL AND LAB SAFETY

## What does this include?

- Chemicals (gas, liquid, solid)
- Unknown substances

### STAY SAFE

#### BEFORE

- Familiarise yourself with the Hazardous Material procedure.
- Do not handle any suspicious material.
- Take extra care when working with hazardous substances that may harm others or the environment.
- Always follow the manufacturer's instructions when handling hazardous substances.
- Adhere to Health and Safety protocol for your area of operation at all times.

#### DURING

- Leave the area immediately.
- If other people are present, ask them to leave too.
- Close the door, if possible.
- Prevent others from entering.
- Contact the OHS office.



## AFTER

- Provide the responders with as much information as possible.
- Discard clothing that may be contaminated and may still pose a threat.
- Seek medical care.



## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
24/7 Duty Room			
Reporting Hazardous Materials	072 758 2070 blocktj@ufs.ac.za		
Kovsie Health	051 401 2603 051 401 3537	058 718 5228 058 718 5090	051 505 1495

# BOMB THREAT

## When does this happen?

Bomb threats of today should not be taken lightly.

Bomb threats are usually delivered via telephone; hence, reception officers are often on the receiving end of these types of calls. But if you have a telephone on your desk, you should take note of:

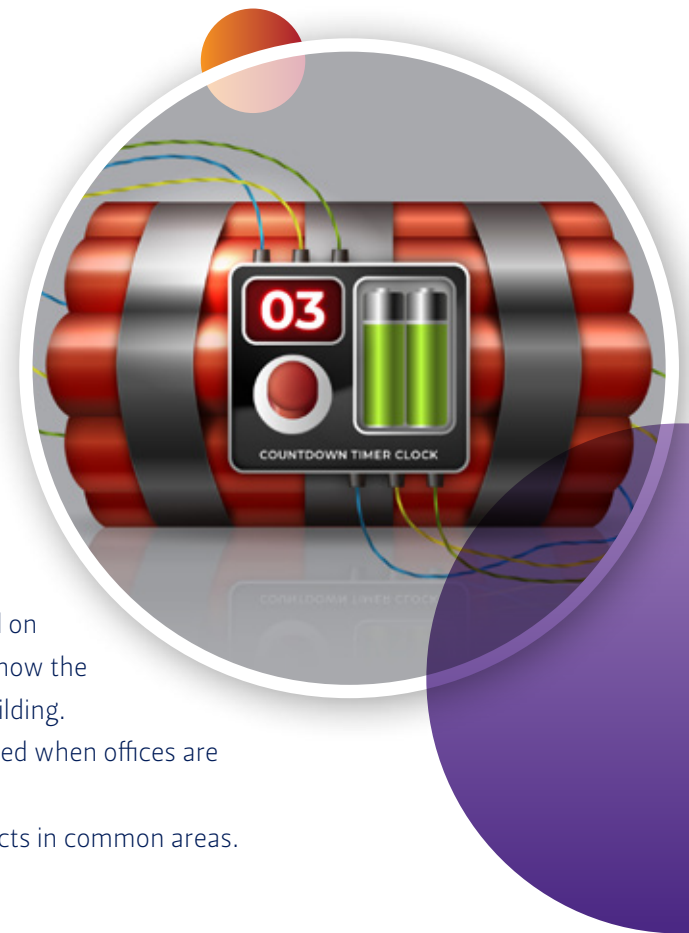
## STAY SAFE

### BEFORE

- Make sure that you have a Bomb Threat Emergency Procedure sheet (available in every building's emergency evacuation plan). This sheet helps you to ask the right questions and take down important information.
- Make sure that you have emergency numbers saved on your phone and that you know the evacuation plan of your building.
- Keep doors closed and locked when offices are not occupied.
- Report any suspicious objects in common areas.

### DURING

- Do not interrupt the caller or upset him/her. Listen carefully and write down



everything; obtain as much information as possible, including gender, language, background noises, emotional state of caller, and manner of speech (fast, stutter, lisp, intoxicated) and voice (loud, soft, high, raspy).

■ **Keep the caller talking and ask the following questions:**

- Where is the bomb?
- What time will the bomb go off?
- What kind of bomb is it?
- What does the bomb look like?
- Why did you place the bomb?
- Where are you calling from?
- What is your name?



- Immediately notify a supervisor/Protection Services.
- Look for suspicious objects or parcels in the immediate workplace. Should any be found, do not touch or move it and inform security.
- Do not assume that there is only one bomb.
- Evacuate if instructed by your safety officer.

## AFTER

- Contact the relevant people as indicated in the Bomb Threat Emergency Procedure.
- Follow all the instructions given to you by the process manager.
- Open all windows and doors should evacuation be called.

**If you see a suspicious package**

**CALL: Protection Services and the Occupational Health and Safety (OHS) Office.**

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217

# EXPLOSION

## What does this include?

An explosion may happen due to an accident in a lab, or it could be an attack.

## STAY SAFE

### BEFORE

- Be alert to any strange/suspicious packages or objects.
- Practise health and safety in your workspace to avoid such incidents.
- Familiarise yourself with your building's evacuation route and procedure.



### DURING

- Do not overreact, stay calm.
- Wait for evacuation instructions or UFS communication.
- Follow evacuation procedures if instructed.
- Help people who need assistance to evacuate.
- Walk fast, but DO NOT run.
- Use the stairs, NEVER the elevator.
- Report to your supervisor, lecturer, or evacuation officer.
- Do not approach the explosion site and stay within a safe distance from the area.
- Do not leave the gathering zone after you have reported to the person in charge.



## AFTER

- Follow the instructions of the person in charge, and never enter the building before you have been instructed to proceed.
- Attend a debriefing if scheduled.

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
ER24	084 124		

# ROAD TRAFFIC ACCIDENTS

## STAY SAFE

### BEFORE

- Call the Protection Services Duty Room or the Traffic Division (Bloemfontein Campus only) to report the accident and the location thereof.
- In the event of injuries, the operator/traffic officer will contact the ambulance and the SAPS for assistance.
- The traffic officer will gather all relevant information from all parties involved in the accident for record purposes.



### AFTER

- When there are no injuries, the parties involved will have to report the accident to the SAPS within 24 hours.

## CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
Traffic Division	051 401 2135 051 401 9855	058 718 5460	051 505 1217
Kovsie Health	051 401 2603 051 401 3537	058 718 5228 058 718 5090	051 505 1495
ER24	084 124		
SAPS	Park Road SAPS 051 507 6027 051 507 6000	Phuthaditjhaba SAPS 058 718 0895 058 718 0896	Kagisanong SAPS 051 409 5608

# EARTHQUAKE | STRUCTURAL COLLAPSE

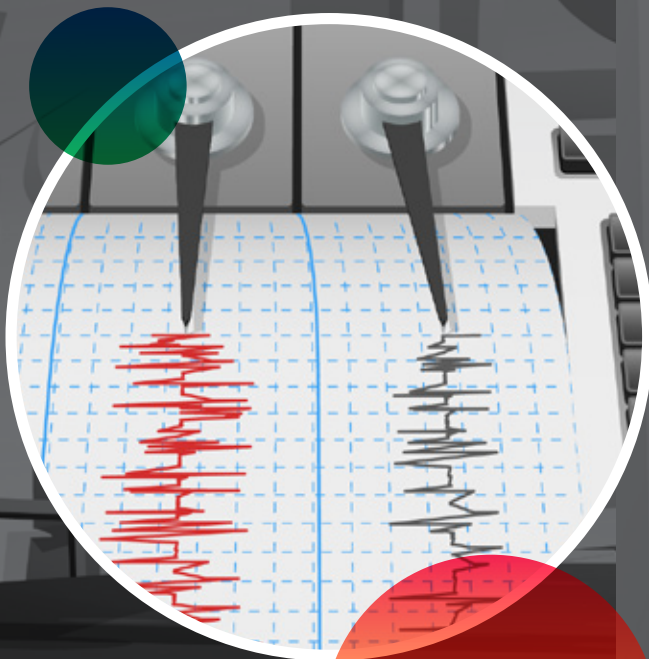
## What is this?

Although none of our three campuses are in regions prone to earthquakes, structural collapse may also occur due to other reasons. Earthquakes are not predictable, but structural collapse usually does not happen without forewarning.

### STAY SAFE

#### BEFORE

- Report any structural problems you notice to Thato Block (OHS Office) or Helpdesk (Facilities Management). This may include cracks, expansions, shrinkage, water damage, corrosion, etc.
- Familiarise yourself with major and alternative evacuation routes for the buildings you visit.
- In earthquake-prone areas, people practise 'drop, cover, and hold on' to stay safe during an earthquake and possible building collapse. Practise it to prepare yourself: drop to the floor, get under cover (such as a desk), and hold on to something (such as the desk leg).



#### DURING

- Evacuate if possible.
- Drop, cover, and hold on if you cannot leave the building in time.

#### AFTER

- Evacuate via the safest route if possible. Do not try to take 'valuables' with you.
- Wait and call at regular intervals for an emergency responder if you are unable to move.
- Report to your safety officer if you have been able to evacuate.
- Follow the instructions of your safety officer.

#### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS	QWAQWA CAMPUS	SOUTH CAMPUS
OHS	072 758 2070 078 347 7704	072 758 2070	078 347 7704
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	058 718 5460 058 718 5175	051 505 1217
University Estates	(Helpdesk) 051 401 9222	058 718 5064	083 648 1729

# CYBER SAFETY

## UFS login credentials

At the UFS, your digital identity is the key to unlocking all forms of access to digital services such as student emails, access to private digital services, and access to learning materials. All of this is controlled through your login code and the password attached to the specific login code.

At the point of first registration as a student, a unique student number is allocated to you. This unique number will identify you as a person throughout your academic journey. The university will also link ALL digital services to this number, including the provision of data to enable your journey at the UFS.

The university does not re-use these unique numbers and they are active for life.

When you lose control over your login credentials, you are personally exposed immediately.

### General safety on the internet

You are spending a lot of time on the internet. Unfortunately, criminals are also spending time in cyberspace with the aim of taking advantage of unsuspecting people like you. This may include cyberstalking, which may lead to emotional or physical harm, or it may result in them taking your information or money through phishing scams.

## STAY SAFE

### BEFORE

- Do not share your login details with anyone.



- Do not use the same password twice.
- Do not use your university passwords on non-university systems.
- Do not use unsecured Wi-Fi to access private accounts.
- Use passwords that are difficult to guess.
- Do not reveal important information such as your banking login details to strangers calling on the phone.
- Do not mention your location online.

### AFTER

- Report the incident to UFS Protection Services.
- Change your login credentials at [selfservice@ufs.ac.za](mailto:selfservice@ufs.ac.za) OR contact ICT Services for a temporary password.
- If personal details are changed after an incident, complete and return the 'NOTICE OF CHANGE OF ADDRESS AND PERSONAL DETAILS/DV8' with identification (student card/ID/passport) to [StudentAdmin@ufs.ac.za](mailto:StudentAdmin@ufs.ac.za). DV8 is available here. Alternatively, change your details electronically, using the PeopleSoftsystem

Read: [Managing your credentials and passwords](#)

### CONTACT DETAILS

SERVICE	BLOEMFONTEIN CAMPUS (Brandwag, Universitas, and Park West suburbs)	QWAQWA CAMPUS (area surrounding the campus)	SOUTH CAMPUS (area surrounding the campus)
ICT Services	051 401 2000		
SAPS	Park Road SAPS 051 507 6027 051 507 6000	Phuthaditjhaba SAPS 058 718 0895 058 718 0896	Kagisanong SAPS 051 409 5608
Protection Services 24/7 Duty Room	051 401 2911 051 401 2634	072 758 2070	078 347 7704



## ALTERNATIVE CONTACT NUMBERS FOR PROTECTION SERVICES

SERVICE		NAME	NUMBER
Senior Director		Noko Masalesa	078 807 8198
Security OperationsW	Bloemfontein Campus	Stephen Matthews	083 809 0876
	Qwaqwa Campus	Eric Duma	073 134 9792
		Tshokelo Molefe	073 834 9349
	South Campus	Keabetswe Modiroa	081 256 0046
Threat Detection, Investigations and Liaison		Cobus van Jaarsveld	083 406 7300
		Given Mabilo	076 762 7484
		Elise Oberholzer	082 878 5910
		Martin Sethunsa	078 668 8834
		Sibongile Madlala (Qwaqwa)	072 938 8468
Technical Security		Tankiso Seboka	078 070 3270
Traffic Supervisor		Sebestion Kruger (acting)	071 894 3856

### PRODUCED BY:

#### UFS Protection Services

+27 51 401 7114 | [investigation@ufs.ac.za](mailto:investigation@ufs.ac.za)

#### UFS Department of Communication and Marketing

+27 51 401 3422 | [news@ufs.ac.za](mailto:news@ufs.ac.za)

Source of information: CSMP units provided by ISMI

