



**LIVERPOOL
HOPE
UNIVERSITY**

1844

Guidance for Staff – Actions to Keep Safe in an Emergency

It is important to ensure that everyone is informed and prepared on how to stay safe on campus in the event of an incident. This guidance document communicates information on procedures staff should be prepared to follow during incidents and emergencies. There is no specific threat and staff should not be unduly alarmed.

Bomb Threats

Bomb threats should be taken seriously. If you receive a call, or other communication, record as much detail as possible using [Bomb Threat Action Checklist and Procedure](#). Report on the University emergency number for assessment that may result in evacuation, dependent on circumstances. A bomb threat is a crime, so even if believed to be a hoax, report the incident to Campus Services for reporting to Police.

Suspicious Items and Packages

If you suspect any item or package is suspicious, avoid unnecessary handling. If you are holding the item, put it down on a cleared flat surface. Keep it separate so it is easily identifiable. Do not move it. Report on the University emergency number to Campus Services and follow [Suspicious Item Guidance](#).

Firearms, Weapons, Marauding Terrorist Attack

Incidents are rare, however follow **RUN-HIDE-TELL Stay Safe Principles**. **Run** from danger to any place of relative safety. **Hide** if you can't run, such as locking and barricading a classroom door, guide others away from view, behind something substantial if you can, and make no sound, including silencing mobile phones. **Tell** the police on '999', only when safe to do so. Police will alert campus services to the incident.

A number of University staff are trained and informed in preparation for, and response to emergency incidents. On rare occasions it may be necessary to dynamically act on information, and react to incidents outside, securing doors, and guiding people to shelter inside. To be better informed on these measures, [ACT for Education Training](#) is available to all staff via staff development.

A University working group has been preparing procedures for compliance with the [Terrorism Protection of Premises Bill](#) (to be enacted by government at the earliest opportunity). Staff will be provided with information on procedures and requirements under the act, during induction, during training and in procedural documents, including new measures beyond 'Stay Safe Principles' on how to keep people safe.

Fieldwork and International Travel Incidents

Stay Safe Principles, Run-Hide-Tell guidance remains, and emergency contingency measures should form part of pre-trip risk assessments. If you are involved in an incident, report to the University as soon as possible via your emergency contact. The University insurer provides rapid emergency support and University [Chubb Travel Smart Mobile App](#), provides emergency contact information at your location, location risk information, live security updates and direct emergency alert button features.

Major Fire, Structural Damage, Utility Outage to a University Building

React to continuous sounding alarms, follow established fire action guidance and direction of fire marshals to designated assembly points. A major fire with structural damage to buildings or significant disruption to power supply, may result in temporary direction to further designated locations with Estates business continuity plan enacted.

Gas Leakage, Smell of Gas

If you suspect a gas leak, **don't** operate electrical switches, **don't** smoke, or use mobile phones in the vicinity, **don't** leave it to someone else to report. **Do** open doors and windows for ventilation. Follow [Gas Leak Procedures](#) and contact Campus Services.

Cyber Incident, Loss of Information or Telecommunications

Damage or loss affecting the University's data centre and systems will have a significant effect on university operations. IT Services Disaster Recovery Plan will be enacted and communicated to you.

Designated Locations

As part of emergency planning, the University has designated locations at all sites for temporary shelter, triage and first aid, as specified in the Major and Serious Incident Plan. Should it be necessary, you will receive communication, direction, and guidance to these locations by first responders.

Communications in an Emergency

Contact Campus Services using the emergency number to allow 'first response' and summoning of emergency services on '999' if necessary. Personal judgment on whom to contact first in emergencies is reasonable, however for **'firearms, weapons, or marauding attacker incidents, advice is to call '999' first.**

Remember: If you see something that doesn't look or feel right, always report it to Campus Services.

Campus	Emergency Number	Campus	Emergency Number
Hope Park	0151 291 3800	Aigburth Park	0151 291 3095
Creative	0151 291 3700	Plas Caerdeon	01341430276

Silent Solutions






If you are unable to speak, but need police assistance, after dialling 999, dial 55 (from a mobile) and follow [Police Guidance - Silent Solutions](#).

Defibrillators

The University operates defibrillators on site with first aid and emergency trained staff who know how to use them. Do you know where these are? [AED Defibrillator Locations](#).

Corporate Communications

The Corporate Communications Team are responsible for all official University communications, including media and social media responses in emergencies. To avoid spreading inaccurate information, social media updates should only be posted from University official corporate accounts and those of relevant emergency services. Staff should refrain from posting updates on any separate University accounts they may be responsible for. The University's official corporate accounts are:

-  www.facebook.com/LiverpoolHopeUniversity/?locale=en_GB
-  https://x.com/LiverpoolHopeUK?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor
-  www.instagram.com/liverpoolhopeuk
-  www.linkedin.com/school/liverpool-hope-university
-  www.tiktok.com/@liverpoolhope