

EMERGENCY HANDBOOK

Important Telephone Numbers

Establishment	Telephone
Istanbul Governorship Provincial Disaster and Emergency Directorate	0 (212) 600 06 00
Maltepe Fire Department	0 (216) 305 54 81
Maltepe District Police Department	0 (216) 458 52 00
Maltepe University Medical Faculty Hospital	0 (216) 399 97 50
Acibadem Ambulance	444 9 724
Fire Emergency	112
Ambulance	112
Police Emergency	112
Constabulary	112
AFAD	112
Gas Emergency	187
Electrical Emergency	186
Water Emergency	185
Traffic	112
Bosch Security Officer	0 (216) 432 01 10

Important Telephone Numbers

1. Give info:
Who? Where?
What?



–



Internal: 112
External: 0 (216) 432 01 12
First Aid

–



Internal: 110
External: 0 (216) 432 01 10
Emergency

2. Help:



Avoid
danger

–



Extinguish

–



Apply
first aid

3. Evacuate:



Use emergency
exits

–



Stay calm

–



Help
the disabled

4. Gather:



- ▶ Gather in the assembly area
- ▶ Count all employees and visitors
- ▶ Follow announcements and notifications
- ▶ If you are on the emergency team, assemble in front of the FCM office

Attention:

Assembly area: Open parking lot behind the building

Evacuation situation: Alarm & evacuation announcement

Evacuation Plan

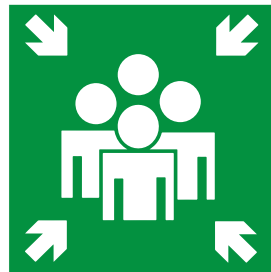
- ▶ On each floor, there is an evacuation plan for that floor next to the emergency exit doors. Be sure to examine the evacuation plan of the floor you are in.
 - In the same place, the contact information of the first aid and emergency team is hanging.
 - On the evacuation plan
 - Fire extinguisher,
 - Fire cabinet,
 - Fire alarm button,
 - Electric panel,
 - The medicine cabinet is marked.

- ▶ By following the guide signs on the ceiling and wall, you can reach the shortest emergency exit.



Evacuation Situation and Assembly Area

- ▶ When the fire alarm is triggered, an evacuation announcement is heard on an upper and a lower floor of this floor, including the floor where it was triggered.
 - Except for these 3 floors, an information announcement is heard on the other floors. Employees on these floors must not leave the building.
 - All elevators come to the ground floor automatically, their doors are opened and they wait in this way, they are out of use.
 - Pressurization fans are activated to pressurize the stairs.
 - All turnstiles start to work in free pass mode.
 - The magnetic locks of the doors at the floor entrances are deactivated and the doors start to operate in free passage mode.
- ▶ When the fire scenario is activated, the expectations from those on the floor are as follows:
 - All employees on a floor where an evacuation announcement has been made must be directed to the main exit doors on the 1st basement floor, using the stairs and following the directions.
 - Employees on the floor where the waiting announcement is given should not evacuate the building.
 - Elevators should never be used.
 - Without panic, the evacuation process should be completed quickly and go to the emergency assembly area. (Open Parking Lot)



Assembly area sign:
When you leave the building, you are directed to the area related to these signs.






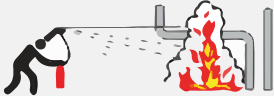




Rules to be followed during fire and evacuation

1. Call the extension 110 Emergency telephone;
 - a) Where is the fire?
 - b) What is burning? If there are dangerous substances, their type and quantity?
 - c) Are employees in danger or injured? Inform please.
2. Warn the personnel and employees who will be exposed to the danger.
3. If the fire is in the machine, turn off the electrical switch, and if it works with gas, turn off the gas valves.
4. Interfere with the fire with fire extinguishers so as not to endanger yourself until the fire team arrives at the scene. Help needy people and visitors, follow the evacuation announcements.
5. Use the marked escape routes for evacuation. Make a regular evacuation, not a quick one. Help people who are pregnant, disabled or in need of assistance.
6. When leaving your office, close the doors and windows without locking them.
7. Go to the assembly areas, do your counts. Inform the response team about missing persons.
8. During evacuation:
 - Do not keep security and switchboard phones busy.
 - Do not gather in the event area.
 - Do not waste time collecting your personal belongings.
 - If you are in the emergency team, be ready to take charge in front of the FCM office with your fire extinguisher and stretchers.
9. If you are in the office and there is heavy smoke;
 - Try to crawl around close to the floor and try to get out. Cover your nose and mouth with a cloth.
 - When opening a closed door, check the door with the back of your hand, do not open it if it is hot.
 - If smoke comes from under the door, take precautions so that no smoke can enter.
 - If you can't go out, go to the window, try to attract attention by hanging things.
 - Remember, 90% of deaths in a fire occur as a result of smoke poisoning. Do not enter the area with dense smoke without equipment.

If you see a friend on fire;

1. If you have a friend whose clothes are on fire, do not let him run. Put it on the ground and let it roll around its axis or stop the fire by covering it with a jacket or similar object.
2. Extinguish fires first in the head and torso, and then in the arms and legs of a burning person.
3. Do not extinguish by using a fire extinguisher on a burning person.
4. Wash the burned area with tap water for 10-15 minutes.

How to use fire extinguisher tube?

False		Correct
	Take the wind at your back	
	Hold device to bottom of the flame	
	Hold the device where the fire started	
	Put out what's ahead after you	
	Don't leave before fire is completely extinguished	

Symbols found on fire extinguishers & what they mean					
	Water	Foam Spray	ABC Powder	Carbon dioxide	Wet chemical
Wood, paper & textiles 	✓	✓	✓	✗	✓
Flammable liquids 	✗	✓	✓	✓	✗
Flammable gases 	✗	✗	✓	✗	✗
Electrical contact 	✗	✗	✓	✓	✗
Cooking oils & fats 	✗	✗	✗	✗	✓

The process to be followed by the personnel receiving a bomb threat over the phone

It is possible that you will receive this type of notice with your phones. In the face of such a situation, keep your calm, the detailed information you will obtain is extremely important in terms of revealing the event.

1. Keep calm and don't panic.
2. Put your full attention to the person speaking and believe that the event could be real.
3. Get as much detail as possible and write down exactly what is said.
4. Try to understand the speaker's dialect, who he is, who he represents,
 - Where is call from,
 - What does he want,
 - What kind of bomb and where is it,
 - Time of explosion,
 - Try to find out why our company was chosen as a target and take notes.
5. Try to find out if there is a sound coming from behind the telephone handset.
6. Do not get into an argument with the other person and do not panic.
7. Listen with the same calmness and attention every time he calls you and take notes.
8. Inform the security unit by calling the security supervisor or internal 110 without speaking to anyone about the incident and the notes you took.
9. Follow the announcements and warnings of the authorities, do not enter the striped security areas.
10. If you receive an evacuation announcement by security, open the windows and turn off your devices when leaving your work areas. Do not play with or move any foreign material in your working area.
11. Help your friends in need.
12. Do not engage the security phones.
13. If you are on the emergency team, assemble in front of the FCM office.

To process to be followed by the personnel who receive a bomb threat by phone

Precautions To be Taken Before the Bomb Explodes

- If you are working on window side in the work area, pre-determine the dangers under the table or in a remote area.
- Secure moving objects in the work area.
- Do not place flower pots and similar items on the edges of the glass.
- Learn escape routes.
- Learn the location and use of the fire extinguisher.

Precautions To Be Taken at the Time of the Explosion

- Since the sound is heard before the destruction effect at the time of the explosion, apply the drop, cover, hold on principle.
- Beware of a second explosion and stay away from the window side.

Precautions To Be Taken After The Explosion

- If you are in good condition and the fire is small, try to extinguish it, otherwise leave the scene.
- If you have an injured friend, immediately apply first aid or report it.
- Do not raise dust by shouting and moving too much after the explosion.
- If your situation is not good and you cannot leave the scene, when the teams arrive, hit the objects to show your location.
- Be careful against collapses and objects falling from above.
- Make your evacuation, go to the assembly area and count, report if there are any missing friends.
- Do not use your phones unless it is urgent and do not keep the security phones busy.
- Follow and obey the security announcements.



DROP!



COVER!



HOLD ON!

The behavior of the personnel against suspicious packages

- Do not panic, do not shout.
- Do not touch or open envelopes and packages.
- If you know the sender, find out if he sent such a letter.
- Do not shake, do not immerse in water, do not throw into fire.
- Do not talk on a cell phone with him.
- Do not smoke near it, do not take photos.
- Open the glass and windows in your department.
- Leave the room in a calm and quiet manner. Do not move the foreign materials you see, do not move them.
- Inform Internal 110 Security immediately.
- Follow the announcements of the authorities, obey the security lanes and the warnings of the security personnel.
- Do not occupy the security phones.
- If you have received an evacuation announcement, gather in the assembly area and make your counts.
- If you are in the emergency team, be ready to work with your devices in front of the FCM office.

The behavior of personnel in case of suspected anthrax

1. Do not panic.
2. Do not shake or empty the suspicious package.
3. Put the envelope or package in a plastic bag, seal it tightly.
4. If dust is scattered;
 - a) Do not try to clean the dust, do not blow it,
 - b) Cover the scattered dust with materials such as clothing, paper,
 - c) Warn your friends and tell them to go out,
 - d) Lock the room,
 - e) Take off your clothes contaminated with suspicious substances and put them in a bag,
 - f) Take a shower immediately with soap and water.
5. Give information by calling the extension 110 and 112.
6. Follow the announcements of the security unit and the health unit.
7. Anthrax is not a disease transmitted from person to person, so do not panic and avoid panic.

Matters to be followed about earthquakes

Precautionary measures to be taken by personnel before the earthquake

- Implement non-structural mitigation activities in your office and area.
- Learn the escape routes.
- In case of an earthquake, plan the fetal position or the place where you will do the drop, cover, hold on movement.
- Learn the location of the assembly area.
- Get training on firefighting, first aid and emergency.

Issues to be followed by the personnel in the event of an earthquakeHususlar

- Do not panic, crouch in a safe place, lie on your side to protect your head and neck (Fetal position or drop, cover, hold on). Most importantly, protect your head and neck.
- If you get caught on the stairs, get to a safe place as soon as possible (office, hall, etc.). Get support from the railings while passing. Never try to protect yourself under the stairs.
- Squat next to a durable table or furniture in the office, choose a spot away from the windows. If you have no chance, squat down and protect your neck and head.
- Wait until the shaking subsides, do not run outside.
- Take deep breaths until the shaking subsides, try to carefully follow what is happening around you. If you are in production, protect your head and neck by lying on the sides of the machine.
- If you go out, go to an open area, be protected from debris that may fall on you and from electrical wires, cables, tree branches.
- If you are in the vehicle, stop your vehicle in a safe area and get out of the vehicle.
- Do not occupy the security phones.
- Do not use your mobile phones unless it is an emergency.

Matters to be followed regarding earthquake

Issues to be followed by the personnel after the earthquake

- Check your own status and your close friends.
- Help those in need, the injured and your disabled friends.
- Be careful for aftershocks, do not re-enter the buildings you exited. Do not use matches or lighters in buildings you have to enter.
- Turn off gas valves, electrical fuses, machines and computers, try to extinguish small fires.
- Evacuate from the buildings by following the signs, gather in the assembly area. Make your department counts at the assembly area, inform authorities about the missing personnel.
- Do not use your mobile phone except in very urgent cases, do not keep the security phones busy, and report your health information by calling your relatives outside the city. Never use local telephones.
- Be careful of the items that may fall on your head while leaving the buildings.
- Do not believe the false news, calm your friends who can't calm down.
- Report any emergency events you see to security.
- Follow the management and security announcements and announcements.
- If you are in the emergency team, gather in front of the FCM office, be ready to take part, if you want to take part, apply to the emergency officer.

Matters to be followed in case of being under debris

- Do not panic, stay calm, be patient, do not expect help in a short time.
- If you can't go out, stay where you are, gather your strength, dream to protect your life hope.
- Stay away from uncontrolled movements and shouts, spend your energy in a controlled way, act knowing that no help will come before a few hours.
- Cover your mouth with a cloth handkerchief.
- Try to breathe in and out slowly.
- Try to take the most comfortable position. Provide blood circulation by moving your feet and wrists from time to time.
- If you are injured, give yourself first aid.
- Listen to the sounds coming from outside, when you hear a sound, make a sound by hitting the concrete blocks, as a rule, try to give a rhythmic sound.
- Three short, three long, three short (SOS).
- Do not give water or food to people who have come out of the wreckage.

Matters in case of occupational and environmental accident

Rules to be followed by the personnel in case of an occupational accident

1. Internal 110 emergency phone and internal 112 health emergency phone;
 - a) Who you are,
 - b) The type and size of the event,
 - c) Report the number of injured.
2. Keep calm, don't panic.
3. Secure the accident site, stop the machine/tool if it is running.
4. Do not touch, remove or clean the evidence.
5. Remove the casualty from the danger area if his condition is appropriate.
6. Obey the announcements and warnings of the security personnel.
7. If you have a first aid certificate, apply first aid or call for help.
8. If you are on the emergency team, be prepared to take charge in front of the FCM office.

Behavior rules of personnel in case of environmental accident

1. By calling the extension 110 emergency phone;
 - a) Who you are,
 - b) What type of environmental accident is it,
 - c) Specify where.
2. Be calm, do not panic and rush.
3. Pay attention to the warnings and announcements of the security personnel, do not gather in the incident area.
4. Do not intervene without wearing protective equipment and getting sufficient information about the chemical.
5. If there is an injured person and you have a first aid certificate, apply first aid in a safe area, hand over the injured when the medical team arrives.
6. If you are on the emergency team, be ready to take part in front of the FCM office.
7. If an evacuation announcement has been made, go to the assembly area and do your counts.
8. Do not engage the security phones.

Rules to be followed by the personnel in case of smell of gas

1. Open doors and windows.
2. Open doors and windows
3. Dial the emergency number 110 outside the danger zone.
 - a) Who you are,
 - b) What type of gas smell do you feel,
 - c) Specify where.
4. Warn the surrounding personnel.
5. If evacuation is required, use the shortest and safest exits and help your friends in need. Follow the evacuation warnings, act according to the announcements.
6. Gather in the assembly area.
7. Do not press the electrical buttons in the area with the smell of gas, do not turn on or turn off electrical appliances.
8. If you are a member of the emergency team, be ready to work in front of the FCM office.

Matters in case of car accident

1. Stop your vehicle. Ensure the safety of the accident site.
2. If the place where you had a traffic accident is in the city, the obligatory triangle (reflector) should be placed 30 meters back in our vehicle, and if it is outside the city, it should be placed 100-150 meters back to prevent another vehicle coming from behind from being involved in the accident.
3. Do not smoke around the vehicle against the risk of fire.
4. If there is a fire, intervene and call the 112 fire brigade at the same time.
5. Call 112 ambulance for the injured, give information about the number of injured and casualties.
6. Do not leave the scene except for the necessity of leaving the scene of the accident in order to provide first aid and emergency response to the injured.
7. Dial 112 for fatal and injury traffic accidents.
8. Preserve traces and evidence in fatal and injury accidents.
9. Fill in the “Traffic accident report” for materially damaged traffic accidents. The “mobile accident report” application of the Insurance Information and Monitoring Center can also be used.
10. If possible, take pictures of the boiler from different angles. Take copies of the other party’s driver’s license, license and traffic insurance policy.
11. Do not fill out the traffic accident report if one of the following is present, call 112.
 - a) If the driver drives a motor vehicle without a license,
 - b) If the driver is under age,
 - c) If there is a suspicion of alcohol in the driver,
 - d) If the vehicle belongs to a public institution,
 - e) If there is no traffic insurance,
 - f) If it is an accident with injury or death.
12. If the vehicle can move and it does not pose any danger while driving, bring it to the company. Otherwise, get support by calling the road emergency help line.
13. Inform the administrative unit (RBTR/COR or TTTR/FCM) and submit the following documents:
 - a) Accident report
 - b) Copy of the other party’s driver’s license
 - c) Copy of the other party’s traffic insurance
 - d) Copy of license
 - e) Accident scene photos



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Publisher

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