



Madrid Destino



**ACTIONS TO TAKE IN THE EVENT OF AN EMERGENCY BY
PERSONNEL NOT EMPLOYED BY
MADRID DESTINO. CULTURA, TURISMO Y NEGOCIO S.A.
AT THE WORK CENTRE:**

**PABELLÓN DE CRISTAL
RECINTO FERIA DE LA CASA DE CAMPO, CALLE DE
LAS AVES, 17,
MADRID**

	EMERGENCY MEASURES					
	CENTRE	PABELLÓN DE CRISTAL				
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DESCRIPTION OF THE CENTRE

PABELLÓN DE CRISTAL, RECINTO FERIAL DE LA CASA DE CAMPO



The venue GLASS PAVILION, consisting of a unique building with 3 floors connected by a lift and an escalator, is located in CASA DE CAMPO Trade Fair Park in Madrid.

The building has 20,200 m² of exhibition space. The premises are equipped to host both small and large-scale events, as well as events requiring any sort of set-up.

A description of each floor is given below:

GROUND FLOOR: There are four distinct areas:

- Building service equipment (located in a corridor along one side of the floor; at the back end with respect to the entrance to the floor):
Electrical Room: Transformer station, electrical control panels, climate-control equipment (heating and cooling), fire-fighting systems.
- Storage areas, kitchen, maintenance rooms, lavatories, showers and changing rooms for staff, all of which are located along one side of the floor (to the right of the entrance to the floor).
- Open-plan central floor space for events and fairs.
- Outdoor patio: Entry is via the service equipment corridor. Lift machinery, safety zone for evacuations accessible via the emergency stairs on each floor, storage area for miscellaneous items prior to removal and waste storage area with separation between organic waste, paper, plastic and glass; skip for waste material and rubbish chute refuse.

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MEZZANINE: Also has distinct, separate areas:

- Open-plan space for events and fairs
- Medical services
- Staff lavatories and changing room
- Public lavatories
- Cleaning room

UPPER FLOOR: There are two distinct areas:

- Central open-plan space for events and fairs.
- Accesses on one side (to the right of the entrance to the floor) for moving materials up and down and service lift. Rubbish chute.

No BUILDINGS	1	AREA	
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EMERGENCY ACTION PROCEDURE

When a company employee discovers an emergency, they should act as follows to alert the other workers:





- In the event of discovering any emergency, immediately alert reception/security or any person responsible for the venue. As a last resort, press the nearest alarm button.
- If you hear the fire alarm, it means that the Evacuation Plan has been activated, so you must evacuate following the instructions of the venue evacuation staff.
- If there are no staff from the emergency teams directing the evacuation when the emergency alarm sounds, disconnect any working equipment, leave the passageways clear and go to the meeting point, following the emergency signs.
- Do not take any heavy or bulky objects with you.
- Do not go back under any circumstances to keep from blocking the evacuation.
- If there is smoke, cover your nose and mouth with a cloth, moist if possible, and if there is a lot of smoke, crawl along.
- Do not stop as soon as you reach the street to avoid blocking the exit doors.
- If anyone suffers a minor injury during the evacuation, take them, if possible, with the help of others, to the meeting point so that they can be attended to by the first aid staff.
- Once outside the building, do not, under any circumstances, use your own vehicle and go instead to the meeting point indicated.

THE EXTERNAL SERVICES WILL BE ALERTED BY THE EMERGENCY MANAGER. IF AT THE TIME OF THE EMERGENCY THERE ARE NO STAFF FROM THE EMERGENCY TEAMS, CALL 112, PROVIDING ALL POSSIBLE INFORMATION, IN AS MUCH DETAIL AS POSSIBLE, WITHOUT FORGETTING TO GIVE THE FULL ADDRESS: STREET, NUMBER, TOWN, ACCESS SPECIFICATIONS, ETC., AS WELL AS A DESCRIPTION OF WHAT IS HAPPENING.

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RECOMMENDATIONS IN THE EVENT OF FIRE

- If the fire-fighting actions are not hindered due to smoke, do not open doors or windows.
- If you do not have a smoke mask, place a moist cloth over your nose and mouth, trying to crawl along the floor. Smoke tends to rise.
- If you are able to and it does not put you in danger, try to extinguish the fire. Otherwise, abandon the area, closing doors and windows and shutting off devices and machines you are responsible for, if the size of the fire so allows.
- Use the extinguishers in accordance with the rules for using them. It is better to use several extinguishers rather than one at a time, taking care not to aim them at each other.

	<p>Check that the extinguisher is appropriate for the class of fire you are fighting. If you do not have the right extinguisher for the fire, do not use it.</p> <p>Take down the extinguisher, holding it by the carrying handle, and place it on the floor standing upright.</p>
	<p>Hold the nozzle of the extinguisher hose and check that the safety valve or disc, if there is one, is in a position that does not put the user at risk. Take out the safety pin by pulling the ring.</p>
	<p>Press the lever on the extinguisher head and, if it exists, press the lever on the nozzle for a small test discharge.</p> <p>If there is wind or a draught, approach the flames in the direction of the wind (with it).</p>
	<p>Aim the stream at the base of the flames with a sweeping motion. In case of a liquid fire, aim the extinguisher agent at the surface, sweeping to avoid the pressure of the thrust causing the burning liquid to spill. Approach the fire slowly no closer than one metre away.</p>

- If your clothes catch fire, do not run: the flames will spread. Roll on the floor and/or wrap yourself in a blanket or coat. If it happens to someone else, try to stop them and act in the same way.
- A basic safety measure: do not take unnecessary risks.

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RECOMMENDATIONS FOR ACTION IN THE EVENT OF A MEDICAL EMERGENCY

If there is a medical emergency with one of the workers, users or visitors to the Centre, either due to some sort of accident or the onset of certain symptoms due to an illness, follow the action outline below:

- Always follow the **PAA** action outline: **protect, alert, assist**.
- Call the emergency manager to update them on the situation, or **CALL 112**.
- The emergency manager or 112 should be informed of the severity of the medical emergency detected.

RECOMMENDATIONS FOR ACTION IF A SUSPICIOUS PACKAGE OR OBJECT IS DETECTED

- Alert reception/security or anyone responsible at the centre immediately.
- Do not move, touch or perforate it.
- Do not put any metal objects near it.
- Do not use mobile phones near it.
- Do not smoke near it.
- Cordon off a wide radius.
- Open doors and windows.

RECOMMENDATIONS FOR ACTION IN THE EVENT OF A BOMB THREAT EMERGENCY

If a bomb threat is received, the person in charge should follow the sequence below:

- The person who receives the call should try to obtain as much information as possible with the help of the attached sheet.
- The emergency manager should be informed immediately.
- No one should be told that the call was received, and no actions should be taken that could cause a panic.
- A line of communication must be left open to the outside and another to the inside.
- If the emergency manager, depending on what the person who received the bomb threat states, considers it reasonably possible that it is a genuine threat, the order for a full evacuation of the centre will be given, and the emergency services will be alerted.
- After evacuating, no one will be able to enter or remain in the facilities before they are checked by the specialists from the state security forces.

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BOMB THREAT RECEIPT SHEET

DETAILS OF PERSON RECEIVING THREAT

Name:.....

Department:.....Extension:.....

THREAT

Date.....Time..... Duration.....Male voice.....Female voice.....

BACKGROUND NOISES

Street noise..... Machinery.....Music.....Café.....Office.....

Animals.....Phone Box.....Conference.....

LANGUAGE USED IN THREAT

Correct.....Vulgar.....Incoherent.....Message read out..... Recording.....

EXACT WORDING OF THREAT

CALLER'S VOICE

Calm..... Agitated..... Angry..... Stuttering..... Normal.....Jokey.....

Loud..... Soft..... Whispering..... Nasal..... Clear.....Twangy..... With an Accent..... Shrii..... Other.....

IF POSSIBLE, ASK THE FOLLOWING QUESTIONS

When will the bomb go off?.....

Where is it located?.....


What does the bomb look like?.....

Did you place the bomb yourself?.....

Do you belong to a terrorist group?.....

If the voice sounds familiar, indicate what or who it sounds like:

REMARK

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RECOMMENDATIONS FOR ACTION FOR EVACUATING PEOPLE WITH DISABILITY

HEARING IMPAIRMENT

- Establish direct visual contact during the encounter.
- Speak slowly and clearly.
- Do not shout to call the person.
- Use facial expressions to determine if there is mutual understanding.
- Do not use slang, technical language or foreign languages.
- Remain in their field of vision.
- Do not hold objects in your mouth that could interfere with communication.
- In the communication process, it is important to remember the sequence: call, wait, visual contact and communication.

VISUAL IMPAIRMENT

- Identify yourself.
- Indicate what is happening or will happen.
- Speak directly to the person.
- Use the person's name, if you know it.
- Speak slowly and clearly, but without shouting.
- Position yourself where they can see you, especially if they have some functional vision.
- Answer their questions.
- Touch them to get their attention.
- Always tell them what you are doing, where you are, where you're going, etc.
- Let the person hold your arm or shoulder lightly to guide them. Keep in mind that they may choose to walk a little behind you to evaluate the reactions of your body to obstacles.

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INTELLECTUAL DISABILITY

- Give simple instructions, using short sentences and vocabulary referring specifically to objects and actions.
- Indicate step-by-step what you are doing and support each step with reinforcements (affective-gestural support and a “well done”.)
- Act as a role model, simulating what you want to be done.
- Initial physical contact to start the action.

PHYSICAL DISABILITY

- Describe in advance the move you will make and remember to mention stairs, doors, narrow passageways, ramps and any other obstacles along the way.
- In these cases, you must take special care with the parts of the body in which the people have no feeling. Take care and ensure that they do not become injured or trapped.
- Escorts -or those on the emergency team who provide help to people with disabilities- must take into account that the latter know the best way they can be helped. If in doubt, the best thing is to ask how it should be done.
- Keep in mind the design of the centre, prioritising horizontal evacuation -on the same floor- over vertical evacuation, including refuge confinement areas in fire sectors in the building itself.