
EMERGENCY AND EVACUATION PROCEDURES AT ExCeL

3.1 EMERGENCY ANNOUNCEMENTS AND EVACUATION PROCEDURES

3.1.1 Emergency Numbers

In the event of an accident or emergency exhibitors/contractors should first dial the following internal numbers or contact a member of the Security Team. Telephones have been installed at key locations throughout the centre i.e. Hall Entrances, Exits and Stairwells.

FIRE	4444
SECURITY	4445
MEDICAL	5556
HELP DESK	4500

To call from an external line or mobile phone add the prefix 020 7069 XXXX. Do not dial 999 as the Security Suite will contact the emergency services. Please give details accurately and concisely, especially the exact location.

3.1.2 Fire Emergency Procedures

The procedure for an outbreak of fire is as follows:

- a) Break the glass on the nearest Manual Call Point (coloured red and located adjacent to all exits), or contact the Security Suite by immediately dialling 4444 on an internal telephone or 020 7069 4444 from an external line or mobile to advise the Security Suite of the exact location.
- b) Only if you have been trained and it is a very minor fire and it is safe to do so, tackle the fire with the nearest suitable fire extinguisher. Always ensure there is a safe exit route before attempting to extinguish any fire. Avoid doing anything likely to create panic and **DO NOT PUT YOURSELF AT RISK**.
- c) In the event of a fire being reported you will hear the following announcement broadcast over the public address system:

"ATTENTION PLEASE, ATTENTION PLEASE – MR GOODFELLOW REPORT TO THE SECURITY SUITE"

Take no immediate action but stand by for further instructions **and prepare to evacuate the building**

- d) If the Fire Brigade and/or the ExCeL Fire Officer are satisfied that there is no further danger you will hear the following announcement broadcast over the public address system:
"ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW IS NO LONGER REQUIRED".
- e) However if the situation worsens you will hear the following announcement broadcast over the public address system:

"ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING. PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT. EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE".

3.1.3 Bomb Alert Procedures

- a) In the event of a bomb threat, you will hear the following announcement broadcast over the public address system:
"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100"
- b) The responsible member(s) of the staff on duty on each stand must immediately inspect the stand and adjacent area to ensure that no object of a suspicious nature has been placed there. If a suspicious object is discovered this should not be touched, the immediate area should be calmly cleared of people and the Security Suite informed immediately on internal number 4445 giving the exact location and a description of the object. **DO NOT USE A RADIO OR MOBILE PHONE.** The broadcast of this message must be taken as an alert to all stand personnel that it may be necessary to clear the building. Please ensure that your staff are aware of this procedure and that they do not make any mention to visitors of the meaning of the staff call as this could cause a panic.
- c) If an exhibitor receives a bomb threat directly by telephone:
 - Remain calm and listen carefully.
 - Write down all that is said.
 - Try to discover: Where is the bomb located?
 - When is it going to explode?
 - What does it look like?
 - What type of bomb is it?
 - What will cause it to explode?
 - Did the caller plant the bomb?
 - Why?
 - Any other useful information?
 - Write down the exact time of call.
 - Inform the Security Suite immediately by dialling 4445 on an internal telephone.

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- d) If Security is satisfied that there is no danger you will hear the following announcement broadcast over the public address system:

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100 IS CANCELLED."

- e) However if it is necessary to clear the building you will hear the following announcement broadcast over the public address system:

"ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING. PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT. EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE".

3.1.4 Stand Vigilance

The Security Director wishes to stress the importance of a constant check being made on the contents of exhibitors' stands to see that no unidentified packages, cases or bags have been left lying around. In any case of doubt the article should not be touched, but the Security Suite advised immediately by telephone as above.

3.1.5 Muster

In the event of a partial or complete evacuation of the Exhibition Halls exhibitors' staff are required to muster at Royal Victoria Square at the western end of the centre or the Traffic Marshalling Area to the north of the building, as directed by ExCeL staff.

3.2 FIRST AID

There is a Medical Treatment Room located on Level 0 adjacent to the bottom of the staircase opposite Hall Entrance S4. This is manned by a Nurse Manager from 08.00 - 20.00 during build up and breakdown and show hours during the open period. **In the case of serious personal injury:**

- a) Dial 4445 on the internal telephone system or call the ExCeL Security Suite on 020 7069 4445 giving the location of the incident.
- b) Remain with the person injured until the arrival of the medical staff in order to give them any information they may require about the accident.
- c) DO NOT DIAL 999 if an ambulance is required as this will be called from the ExCeL Security Suite.
- d) All accidents must be recorded in the ExCeL Accident Book that is kept in the Medical Treatment Room.