



EXCEL LONDON

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Emergency Procedures



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The international exhibition and conference centre

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Emergency Procedures

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INTERNAL TELEPHONE NUMBERS

In any emergency i.e.

Medical, Fire, Security, Unattended packages 4444

Security enquiries 4445

Medical enquiries 5556

Telephones have been installed at key locations throughout the centre i.e. Hall Entrances, Exits and Stairwells.

Telephones are located at all entrance and exits from the halls. To call from an external line add the prefix 020 7069 XXXX.

FIRE

On discovering a fire

- Break the glass on the nearest Manual Call Point (coloured red), which are located adjacent to all exits. Or contact the Security Suite by dialling **4444** on an internal telephone or 020 7069 4444 immediately.
- 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.

In the event of a fire report

You will hear the following instructions broadcast over the public address system.

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

TAKE NO IMMEDIATE ACTION STAND-BY AND WAIT FOR FURTHER INSTRUCTIONS, AND PREPARE TO EVACUATE.

REMEMBER DO NOT PUT YOURSELF AT RISK.

EVACUATION

If an evacuation is necessary you will hear the following announcement broadcast over the Public address system, use the nearest available Emergency Exit route to the appropriate Assembly point.

"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. DO NOT RETURN TO YOUR VEHICLES. EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE".

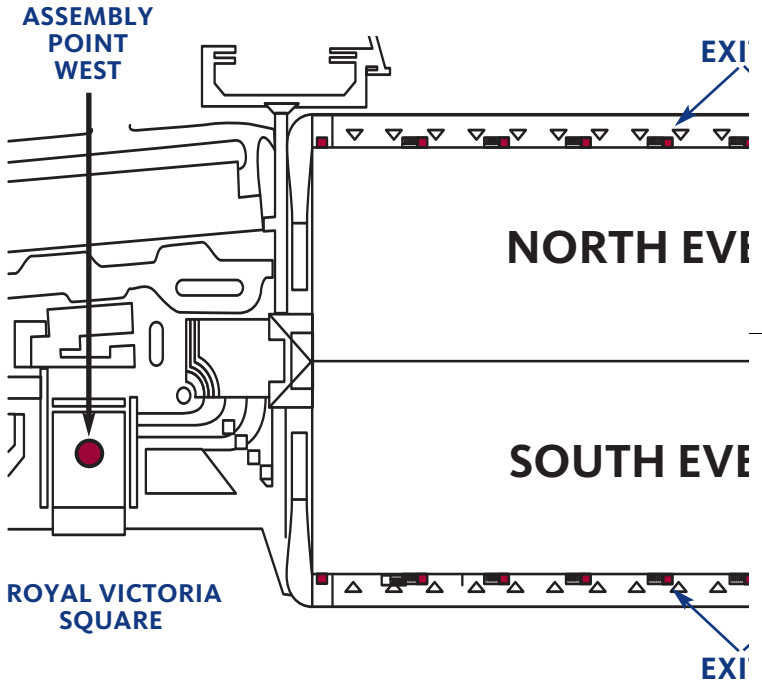
In the unlikely event that an evacuation is necessary please remember to take your visitors with you.

CANCELLATION

The fire procedure is cancelled by the following instructions broadcast over the public address system.

"ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW IS NO LONGER REQUIRED".

ASSEMBLY



● Public assembly points are highlighted in red

POINTS

EXITS



VENT HALLS

VENT HALLS



EXITS

**ASSEMBLY
POINT
EAST**



**EAST CAR
PARK**

In case of an emergency leave by the nearest exit and please make your way to your closest assembly point.



SECURITY INFORMATION

Unattended items:

- Do not touch or move suspicious item.
- Remain vigilant at all times.
- Be aware of suspicious people, incidents and packages.
- Report them to the Security Suite, by dialling **4444** on an internal telephone or 020 7069 4444 immediately.
- Follow the instructions that you are given.

REMEMBER ALWAYS BE ALERT NEVER LOOK AFTER ITEMS BELONGING TO OTHER PEOPLE.

SECURITY INFORMATION

Bomb Threat:

In the event of a bomb threat, you will hear the following announcement:

**"ATTENTION PLEASE. ATTENTION PLEASE.
STAFF CALL 100"**

- Do not leave the building.
- Inform your colleagues, and then assist in searching for suspicious objects in your work area.
- If nothing is found, tell your Fire Warden, who should report "Area Clear" to the Security Suite immediately after the search on internal **4444** or in person if necessary.

- If you find a suspicious object, do **NOT** touch or move it. Calmly clear the area of people and report to the Security Suite immediately on internal **4444** or in person if necessary.
- The Emergency is cancelled by the announcement:

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

SECURITY INFORMATION

Telephoned Bomb Threat;

- 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, by dialling **4444** on an internal telephone immediately.

MEDICAL EMERGENCIES

- The Medical First Aid room is located on level 0.
- Medical enquires **5556**.
- In the event of a medical emergency dial internal telephone number **4444**.
- If possible give the following information:
 - The location
 - The problem
 - Is the patient conscious?
 - Is the patient breathing?
 - Their approximate age
 - Do they have chest pains?
 - Are they bleeding?

