

BRIEF SUMMARY OF SECURITY ISSUES AND SERVICES **AT IFEMA FERIA DE MADRID**

PLEASE NOTE THAT THIS DOCUMENT IS INFORMATIVE IN NATURE AND IN NO WAY SHOULD BE CONSIDERED AS AN OFFICIAL SECURITY PROCEDURE DOCUMENT.

EMERGENCY PROCEDURES

Standard procedure at the venue is that all medical and other security incidents should be notified to IFEMA's Control Centre (tel. +34 91 722 5400). This number can be dialled from any external or internal phone and all halls and convention areas have courtesy phones installed for this purpose. The Control Centre will then coordinate with IFEMA and Securitas personnel and, in the event of a medical emergency, will also dispatch any medical personnel supplied by IFEMA.

This number should only be used for emergencies and incidents that occur onsite during the event. At no time should this number be utilised for any other purpose.

Evacuation routes throughout the venue, both in external areas such as the Avenida, and inside spaces such as Exhibition Halls and Conference and Meeting Room areas are indicated with standardised EU signage (eg. green arrows, running men signs, etc.).

IFEMA has a detailed emergency plan that is filed with the local authorities. This document is confidential and cannot be provided to external clients.

In the event of an emergency / evacuation of the venue:

- ✓ **IFEMA's security team will take the lead in coordinating any and all procedures at the venue** and contacting local authorities (fire, police, medical) as may be required.
- ✓ Announcements will sound, in several languages, in those areas of the venue that actually require action. As the venue is quite large, it could hypothetically be necessary to clear one area but not another.
- ✓ Attendees should always follow the indications of security and IFEMA personnel, identified with Emergency vests. Please do not contribute to panic and confusion by attempting to provide evacuation indications that could be contradictory.
- ✓ Given the size and distribution of the venue, we do not recommend you establish a fixed meeting point within the venue as the direction in which people are channelled in an emergency / evacuation scenario would vary depending on the location of the threat itself.
- ✓ **Most importantly, and most difficult to always remember: in the event of an emergency situation REMAIN CALM. Do not panic and do not relay information that could be different than that coming through official channels.**

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CLOSEST MEDICAL SERVICE

IFEMA Mezzanine Level

Above Halls 7 & 9
Next to Room A9.04

CLOSEST HOSPITAL

Hospital Universitario Ramón y Cajal

Ctra. de Colmenar Viejo km. 9,100
28034 Madrid
Tel: 91 336 80 00
Cercanías (Regional Train) Stop: Parada Ramón y Cajal
Metro Stop: Parada Begoña (Line 10)

Hospital La Paz (for burn victims)

Paseo de la Castellana, 261 28046 Madrid
Tel: 917 27 70 00
Metro Stop: Parada Begoña (Line 1)

CLOSEST NATIONAL POLICE PRECINCT

COMISARIA HORTALEZA BARAJAS

Calle de Javier del Quinto, 0,
28043 Madrid
Tel: 91 582 3181
Metro Stop: Mar de Cristal

Additionally, there is a Precinct in the Puerta del Sol (within the Sol subway station) that is especially designed to deal with foreign visitors to Madrid.

CLOSEST PHARMACY

Farmacia Buj Esteban

Av de Los Andes, 22, 28042 Madrid
Tel: 91 742 4660

****NOTE: The onsite physicians that provide services at IFEMA can prescribe pharmaceuticals to attendees and ordinarily provide them with the initial 24 hours dosage of basic drugs that may be required.*

EMERGENCY PHONE NUMBERS

IFEMA's Control Centre for Onsite Emergencies

Internal Extension: 5400
Direct Dial from External Phones: +34 91 722 5400 (the +34 is not required when calling from local numbers)

Local Emergency Services (City and Region of Madrid): 112

National Police Complaints: 902 102 112

To be used in the event of needing to file a police complaint for insurance purposes, theft of ID, etc.

****NOTE: Police complaints can either be filed over the phone (assistance is available in several languages) or in person at any police station. As English-speaking personnel is not always available at any police station, visitors may prefer to file their complaint first over the phone. However, any complaints filed over the phone must be formalised by going in person to any National Police station and picking up a signed and stamped copy of the complaint. As stated above, there is a Precinct in the Puerta del Sol (within the Sol subway station) that is especially designed to deal with foreign visitors to Madrid.*