EMERGENCY GUIDELINES

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MUSEUM STAFF AND CONTRACTORS

If you discover an incident (fire, flooding etc.):

• Notify a member of the Emergency Organisation, activate the fire alarm using the nearest Call Point or Radio transmitter, if available, and telephone the Control Centre and Safety Communications (ext. 601).

In the event of a fire:

• If you know how fire extinguishers work and feel confident using one, try to put out the fire, but always seek assistance.

• Help out in the task of extinguishing the fire by removing any flammable material near the fire at the outbreak.

• If you are unable to fight the fire, close the door of the affected room and return to your work area.

If someone notifies you of an emergency in your area, or you hear a message announcing a partial emergency:

- Stay calm, DO NOT LEAVE your work area.
- Disconnect your work equipment.

• Collect your personal belongings and wait for instructions from the staff in charge of evacuating your area.

• If you have visitors, reassure them and ask them to stay close to you until everything has returned to normal.

If your area is ordered to evacuate by an emergency warden, or if you hear the evacuation message:

• Do not be nervous, EVERYTHING IS PLANNED and there is TRAINED personnel to ensure that nothing happens.

- Wait for the arrival of personnel in charge of the evacuation process
- If you have visitors, ask them to stay with you.

When the evacuation begins:

- Follow the personnel in charge of evacuating your area calmly and orderly; avoid crowding.
- Only carry personal belongings.
- Do not turn back or return to look for an object.
- If you see someone injured or with hindered movement, help them with the evacuation.
- Do not use the lifts, unless told to do so.

• Once you are outside the Museum, do not leave the group. Gather at the emergency assembly area outside the Museum and wait for the personnel in charge of evacuation to finish the headcount.

Emergency Assembly Areas (EAA)

These have been selected for their proximity. The assembly area may change depending on where the risk that caused the evacuation is located. You will be notified of the direction of evacuation via radio transmission and the PA system.

- Areas 3 and 6 to Plaza del Zegrí
- <u>Areas 4, 5, 7 and 8</u> to Jardines Alcazabilla via C/. Marquesa de Moya or via C/. Postigo de S. Agustín
- Areas 1 and 2 to C/. S. Agustín

Evacuation Messages

Message 1: preparedness or staff warning message, broadcast via radio transmitters:

"Attention please...., prepare for the activation of the Evacuation Plan"

This is repeated three times, to ensure all of the Museum's personnel is aware of the activation of the Evacuation Plan. This is the preparation or warning phase.

Message 2: activation or evacuation order, broadcast via radio transmitters

"Attention please Evacuation Teams..., the Evacuation Plan is being activated, please prepare to evacuate the Building"

Message 3: evacuation message, broadcast through the PA system:

"Attention please.... these premises are being evacuated for Safety reasons. Follow instructions from Museum personnel!" Evacuate the Building!

The following will be repeated:

"Evacuate the Building! Follow instructions from Museum personnel!"

Message 4: cancellation of message 1, via radio transmitters

"Attention please, activation of the Evacuation Plan has been cancelled. We repeat..., the Evacuation Plan has been cancelled"

GENERAL EVACUATION INSTRUCTIONS

Behave calmly and composedly; do not rush.

Keep quiet or speak softly. Never shout.

Follow all instructions you receive to the letter, without arguing.

Follow the assigned evacuation route until you arrive to your designated exit or staircase.

Walk quickly, but do not rush. Do not look back.

Never turn back while on route, especially if you are being followed by a large number of people.

Do not stop near exit doors. Swiftly make your way to the designated assembly area.

Do not leave the Assembly Area until you have clearly confirmed your exit from the building or the Museum.

SPECIFIC EVACUATION INSTRUCTIONS WITH INJURED OR DISABLED STAFF

If there are visually impaired people in your area, line them up in a row (have them hold hands or place one hand on the shoulder of the person in front), and lead the evacuation from the front. It is advisable to have a colleague close the row at the back.

Throughout the route, remember to inform of any obstacles on the way or manoeuvres you have to carry out.

If there are disabled people in your area, or people with reduced or hindered mobility (with a wheelchair or crutches), assess how much time is at your disposal for evacuation.

If you have enough time, push the wheelchair yourself or accompany anyone with crutches in case they require assistance.

If you do not have enough time, you will have to choose a way of carrying anyone unable to move:

If you can attend to the person who needs to be evacuated with the help of another aider, he or she can be carried by both with the human stretcher or human crutch methods. The former consists of creating a 4-hand seat on which the disabled person is carried. Each one of the two aiders holds an arm under the disabled person's thigh and grabs the other's wrist. Two arms can make up a seat, while the other two arms can support the person's back.

A variant of this method is the "seat carry", where each hand intersects and grabs the other person's wrist.

The human crutch method consists of passing the disabled person's hands around the shoulders of the people carrying him or her, with their hands wrapped around the person's back, holding his or her waist. This method can also be used by one person alone.

• If you are alone, carry the person on your back.

If anyone is hearing impaired, communicate with hand signs to indicate the actions he or she needs to carry out.

In many cases, hearing impaired people can participate in the evacuation by helping people with physical disabilities.

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