



IBC2023 ONSITE INFORMATION

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Welcome to IBC2023

IBC is a Broadcasting and Technology industry event. It is an exhibition formed of 13 halls with over 1000 exhibitors showcasing the very best in technology and innovation in our industry.

We run a paid for Conference and several show floor theatres which are showing free content sessions throughout our busy 4 day exhibition (15-18 September). Welcome to our event.

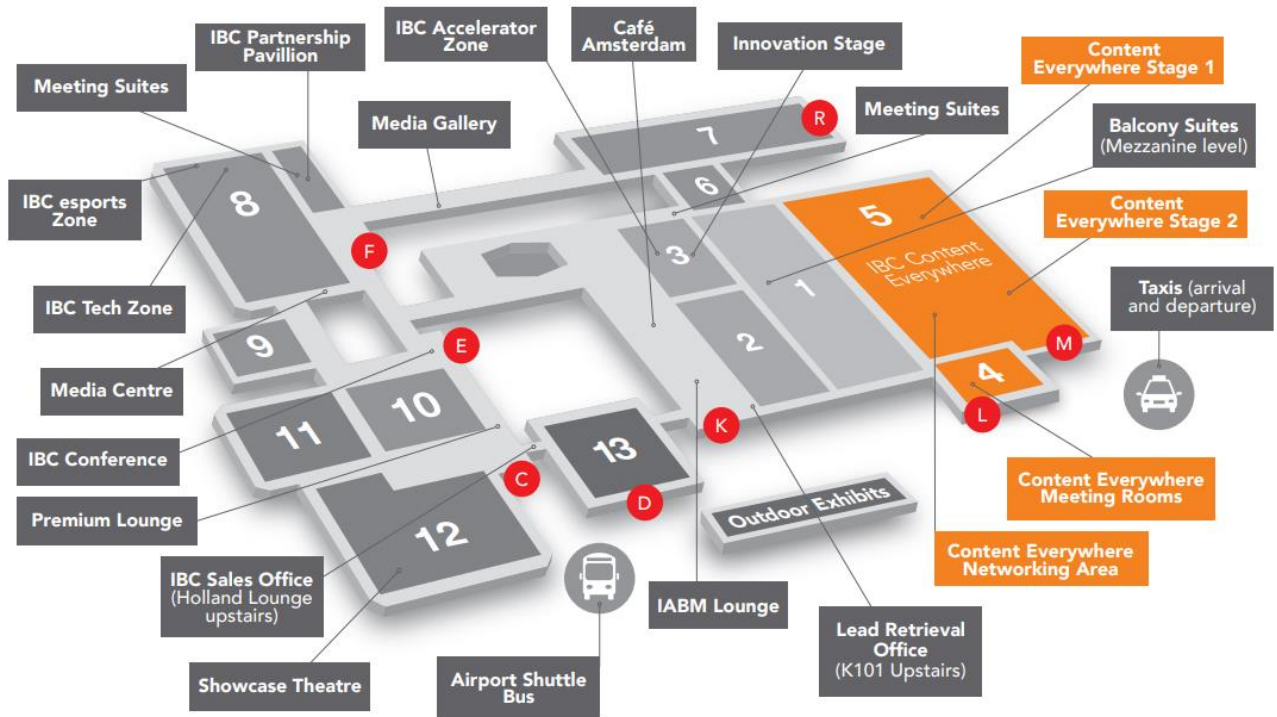
The following document has a range of information about the event, please do read through it and familiarise yourself with the important information.

Wi-Fi network: IBC2023 Password IBC2023PW



IBC2023 Map

IBC2023 MAP



IBC2023 LIVE FLOORPLAN: <https://ibc.expocad.com/Events/ibc23/index.html>

IBC2023 Opening Hours

Friday 15 September	10:30 - 18:00
Saturday 16 September	09:30 - 18:00
Sunday 17 September	09:30 - 18:00
Monday 18 September	09:30 - 16:00

Visitors will not be permitted access before show opening hours.



Exhibition Build-up Timetable

Thursday 7 Sept	08:00 - 21:00	Early Access for Space Only stands – must be booked via the Early Access for Build-Up form . NO LATE WORKING.
Friday 8 - Sunday 10 Sept	08:00 - 21:00	Space Only stand build-up. NO LATE WORKING.
Monday 11 - Wednesday 13 Sept	08:00 - 21:00	Space Only stand build-up.
	21:00 - 23:00	LATE WORKING WITH ADVANCE APPROVAL ONLY.
Wednesday 13 Sept	08:00 - 21:00	Shell Scheme stand build-up begins (including Meeting Suites, Balcony Suites and Pods).
	15:00 - 15:30	Exhibition hall lights will be dimmed to allow exhibitors to test the lighting on their stand.
Thursday 14 Sept	07:00 - 18:00	FINAL DAY OF BUILD-UP.
	08:00 - 18:00	Outside Exhibits build-up.
	15:00 - 15:30	Remove and dispose of plastic covering from stand floor and furniture to allow for cleaning. Exhibition hall lights will be dimmed to allow exhibitors to test the lighting on their stand.
	18:00	Aisle carpet and floor graphics will be laid during the evening. Stand construction and decorating must be completed and no more materials will be permitted into the halls.
	18:00 - 22:00	LATE WORKING PERMITTED FOR TECHNICAL SETUP/TESTING ONLY WITH ADVANCE APPROVAL.
Friday 15 Sept	07:00 - 10:00	Staff briefings only. NO STAND CONSTRUCTION OR DECORATING PERMITTED.

Hard hats, hi-vis vests and safety shoes (PPE) are compulsory for anyone in the halls during the period of Thursday 7 to Wednesday 13 September. Depending on conditions within halls, PPE may also be required on Thursday 14 September. PPE can be ordered through the RAI Webshop or purchased onsite at the RAI Hospitality Crew Centre.

Late Working

Late working is classified after 21:00 until 23:00 only and will only be permitted from Monday 11 to Wednesday 13 September with advance authorisation from the IBC organisers. On Thursday 14 September late working will be permitted until 22:00 for technical setup/testing only. Late Working Authorisation Form can be submitted in the IBC Sales Office (Holland Lounge) by 15:00 on the respective day(s) of working late. **Overnight working will not be permitted.**

Exhibition Breakdown Timetable

Monday 18 Sept	16:00 - 16:30	IBC2022 Closes. Visitors will exit the building. Power to all Exhibition Stands will be switched off. REMOVAL OF STAND MATERIALS AND/OR EQUIPMENT BEFORE 16:30 IS STRICTLY PROHIBITED.
	16:30 - 18:00	BREAKDOWN BEGINS - removal of hand-carry goods only.
	18:00 - 22:00	Removal of equipment ONLY - stands are NOT to be dismantled.
Tuesday 19 - Wednesday 20 Sept	08:00 - 21:00	Breakdown of stands and removal of all exhibits
Thursday 21 Sept	08:00 - 18:00	Exhibition halls must be cleared by 18:00.

Hard hats, hi-vis vests and safety shoes (PPE) are compulsory during exhibition breakdown.



After-Hours Events on Stands

The normal working hours in the exhibition halls are from 07:00/08:00 to 18:00 during show days but extended to 20:00 for exhibitor after-hours events on stands. Please note the last day of show closes at 16:00.

Exhibitors are not permitted to bring food and drink into the RAI Amsterdam and all catering should be ordered via the RAI Webshop.

During the show open days the daytime power will be switched off at 20:00. All stand functions held outside of the show opening hours will need to finish by 19:30 and all halls must be vacated by 20:00.

Badge Collection and Access Hours

VISITORS (Badge collection opening times for Visitors and the opening times for Helpdesks)

Date	Badge Collection	Location	Hall Access
Thursday 14 Sept	09:00 - 18:00	Entrance C, Entrance K, Entrance L (L open from 14:00)	-
Friday 15 Sept	09:00 - 18:00	Entrance C, Entrance K, Entrance L, Entrance F	10:30 - 18:00 (20:00 for stand parties)
Saturday 16 Sept	08:30 - 18:00	Entrance C, Entrance K, Entrance L, Entrance F	09:30 - 18:00 (20:00 for stand parties)
Sunday 17 Sept	08:30 - 18:00	Entrance C, Entrance K, Entrance L, Entrance F	09:30 - 18:00 (20:00 for stand parties)
Monday 18 Sept	08:30 - 15:00	Entrance C, Entrance K, Entrance L, Entrance F	09:30 - 16:00

DELEGATES (Forum Lounge access will be 08:00 - 18:00 Fri, Sat, Sun and 08:00 - 16:00 Mon)

Date	Badge Collection	Location	Hall Access
Thursday 14 Sept	14:00 - 18:00	Entrance E	-
Friday 15 Sept	09:00 - 18:00	Entrance E	10:30 - 18:00 (20:00 for stand parties)
Saturday 16 Sept	08:30 - 18:00	Entrance E	09:30 - 18:00 (20:00 for stand parties)
Sunday 17 Sept	08:30 - 18:00	Entrance E	09:30 - 18:00 (20:00 for stand parties)
Monday 18 Sept	08:30 - 15:00	Entrance E	09:30 - 16:00

SPEAKERS (Forum Lounge access will be 08:00 - 18:00 Fri, Sat, Sun and 08:00 - 16:00 Mon)

Date	Badge Collection	Location	Hall Access
Thursday 14 Sept	14:00 - 18:00	Entrance E	-
Friday 15 Sept	08:00 - 18:00	Entrance E	10:30 - 18:00 (20:00 for stand parties)
Saturday 16 Sept	08:00 - 18:00	Entrance E	09:30 - 18:00 (20:00 for stand parties)
Sunday 17 Sept	08:00 - 18:00	Entrance E	09:30 - 18:00 (20:00 for stand parties)
Monday 18 Sept	08:00 - 15:00	Entrance E	09:30 - 16:00

MEDIA (These match the Media Centre access apart from Monday 18 Sept when Reg closes 1 hour earlier.)

Date	Badge Collection	Location	Hall Access
Thursday 14 Sept	14:00 - 18:00	Jade Lounge	-



Friday 15 Sept	08:00 - 18:00	Jade Lounge	08:00 - 18:00 (20:00 for stand parties)
Saturday 16 Sept	08:00 - 18:00	Jade Lounge	08:00 - 18:00 (20:00 for stand parties)
Sunday 17 Sept	08:00 - 18:00	Jade Lounge	08:00 - 18:00 (20:00 for stand parties)
Monday 18 Sept	08:00 - 15:00	Jade Lounge	08:00 - 16:00

EXHIBITORS and DISTRIBUTORS

Date	Badge Collection	Location	Hall Access
Thursday 7 Sept	12:00 - 16:00 (Work Pass before 12:00)	Entrance C	08:00 - 21:00 (no late working)
Friday 8 Sept	08:00 - 16:00	Entrance C	08:00 - 21:00 (no late working)
Saturday 9 Sept	08:00 - 16:00	Entrance C	08:00 - 21:00 (no late working)
Sunday 10 Sept	08:00 - 16:00	Entrance C	08:00 - 21:00 (no late working)
Monday 11 Sept	08:00 - 16:00	Entrance C	08:00 - 21:00 (late working until 23:00 with permission)
Tuesday 12 Sept	08:00 - 18:00	Entrance C	08:00 - 21:00 (late working until 23:00 with permission)
Wednesday 13 Sept	08:00 - 18:00	Entrance C	08:00 - 21:00 (late working until 23:00 with permission)
Thursday 14 Sept	07:00 - 18:00	Entrance C, Entrance K, Entrance L (L open from 14:00)	07:00 - 18:00 (late working until 22:00 with permission)
Friday 15 Sept	07:00 - 18:00	Entrance C, Entrance K, Entrance L, Entrance F, Entrance D (Exhibitors Only)	07:00 - 20:00 (for stand parties)
Saturday 16 Sept	08:00 - 18:00	Entrance C, Entrance K, Entrance L, Entrance F	08:00 - 20:00 (for stand parties)
Sunday 17 Sept	08:00 - 18:00	Entrance C, Entrance K, Entrance F	08:00 - 20:00 (for stand parties)
Monday 18 Sept	08:00 - 15:00	Entrance C, Entrance K, Entrance F	08:00 - 22:00
Tuesday 19 Sept	X	x	08:00 - 21:00
Wednesday 20 Sept	X	x	08:00 - 21:00
Thursday 21 Sept	X	x	08:00 - 18:00

OFFSITE Badge Collection (all badge types). All offsite locations are Fast Track only.

Attendees must have a complete registration and no outstanding balance.

Date	Badge Collection	Location
Thursday 14 Sept	09:00 - 19:00	Mercure Amsterdam City; Joan Muyskenweg 10 1096 CJ Amsterdam
Friday 15 Sept	09:00 - 14:00	Leonardo Royal Hotel; Paul Vlissingenstraat 22 1096BK Amsterdam Apollo Hotel Amsterdam; Apollolaan 2 1077 BA Amsterdam DoubleTree by Hilton; Oosterdoksstraat 4 1011 DK Amsterdam Amsterdam Marriott; Stadhouderskade 12 1054 ES Amsterdam NH Krasnapolsky; Dam 9, 1012 JS Amsterdam Iamsterdam Store - Central Station; De Ruijterkade 28 B t/m D, 1012 AA Amsterdam
Thursday 14 Sept	06:00 - 22:00	Schiphol Airport - Arrivals 4; Schiphol Plaza (opposite Starbucks)
Friday 15 Sept	06:00 - 14:00	



WORK PASS Collection

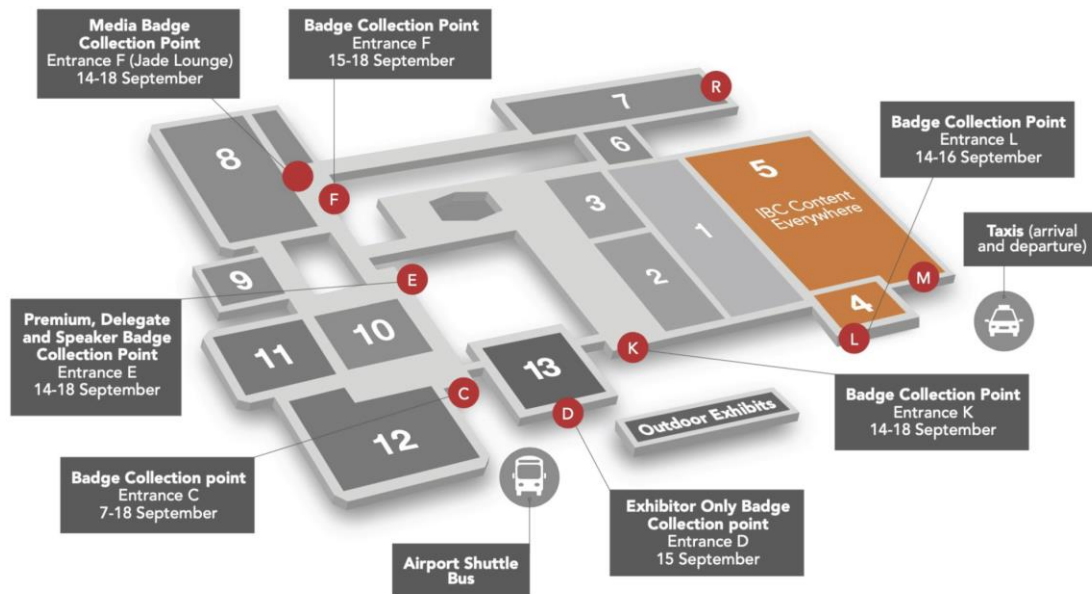
Date	Open Hours	Location	Open Hours	Location
Build-up				
Thursday 7 Sept	08:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 19:00	Entrance D
Friday 8 Sept	08:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 19:00	Entrance D
Saturday 9 Sept	08:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 19:00	Entrance D
Sunday 10 Sept	08:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 19:00	Entrance D
Monday 11 Sept	08:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 20:00	Entrance D
Tuesday 12 Sept	08:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 20:00	Entrance D
Wednesday 13 Sept	08:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 20:00	Entrance D
Thursday 14 Sept	07:00 - 16:00	Entrance C, HCC, P9, P20	16:00 - 20:00	Entrance D
Friday 15 Sept	07:00 - 10:00	HCC, P9	x	x
Breakdown				
Monday 18 Sept	16:00 - 20:00	Entrance C, HCC, P9, P20	x	x
Tuesday 19 Sept	08:00 - 14:00 08:00 - 16:00	Entrance C, P9, P20 HCC	16:00 - 19:00	Entrance D
Wednesday 20 Sept	08:00 - 14:00 08:00 - 16:00	Entrance C, P9, P20 HCC	16:00 - 19:00	Entrance D
Thursday 21 Sept	08:00 - 14:00 08:00 - 16:00	Entrance C HCC	x	x

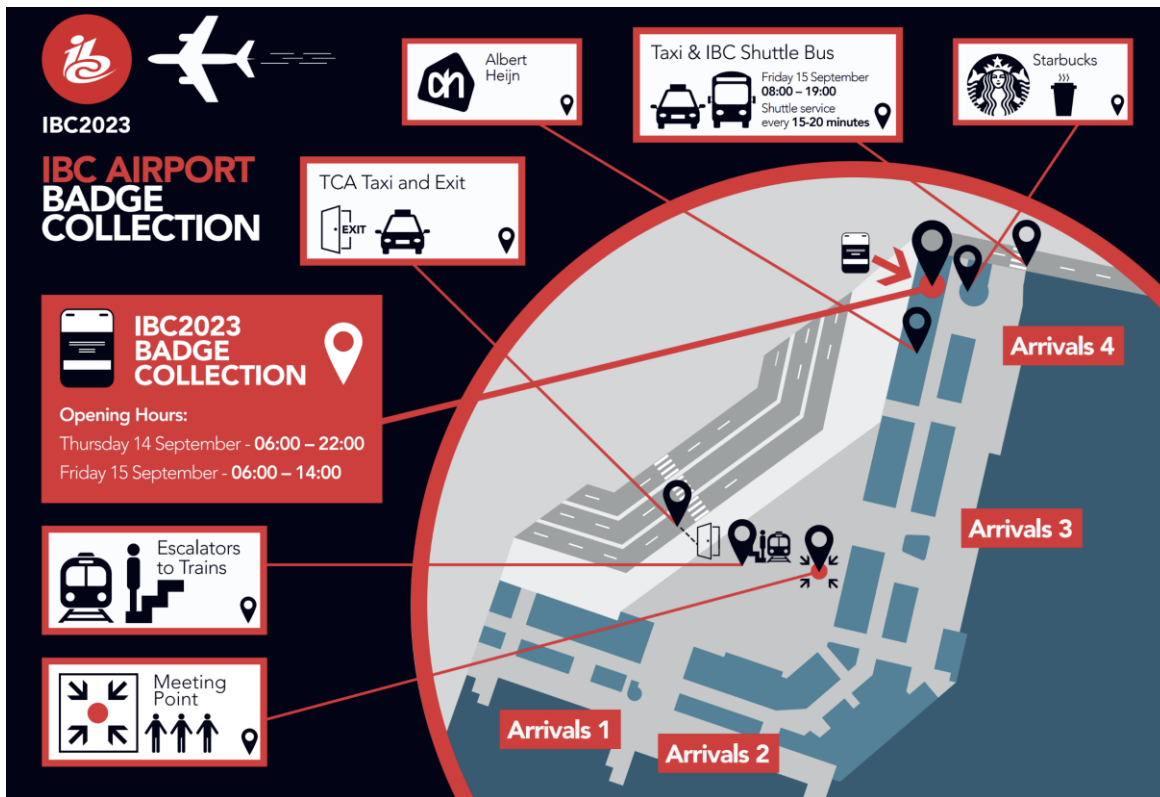
Children under the age of 16 are NOT allowed during build-up, breakdown or show open.



Badge Collection Maps

IBC2023 BADGE COLLECTION MAP





IBC2023 Features

Hall 3 - Accelerators Zone

Accelerator Media Innovation Programme focuses on hands-on experimentation – learning about new technologies and understanding new possibilities through their application in tangible use case and workflow experimentation. <https://show.ibc.org/accelerator-media-innovation-programme>

Hall 8 - IBC Tech Zone, powered by EBU (NEW for 2023)

The Tech Zone showcases the forefront of creative technology, user-driven innovation, and groundbreaking research and development (R&D) in media technology. Step into the extraordinary world of the Tech Zone, where six visionary organizations have converged to showcase transformative innovations in media technology. <https://show.ibc.org/ibc-tech-zone>

Hall 8 - IBC eSports Zone, powered by Unlocked (NEW for 2023)

This dedicated space of almost 500sqm will demonstrate the very latest in esports production workflows and technology via three distinct production set ups, a partner zone and a networking area. The zone is an interactive, immersive experience, using state-of-the-art racing simulators as the basis of the content generation, and offering the chance to meet esports experts Unlocked. <https://show.ibc.org/gameon-gaming-esports-spotlight>

Showfloor Stages and Theatres showing free to attend content throughout the IBC2023 show dates:

Hall 12 - Showcase Theatre

Hall 3 - Innovation Stage

Hall 5 - Content Everywhere Stage A

Hall 5 - Content Everywhere Stage B

2023 Content Agenda: <https://show.ibc.org/2023-content-agenda>



E107 - Premium Lounge (Premium Pass holders only)

The Premium Pass offers a programme of structured networking activities including networking breakfasts, content-led roundtables where you can have meaningful conversations and open up new relationships to help you grow and develop your business. <https://show.ibc.org/premium-pass>

Special Events during IBC2023:

IABM Awards - Saturday 16 September 19:00-20:00, Forum

Social Impact Awards - Sunday 17 September 16:30-18:00, Forum

Innovation Awards - Sunday 17 September 18:00-19:30, Premium Lounge (E107)

Conference - Two Days paid for Conference

<https://show.ibc.org/2023-content-agenda> Conference passes must be purchased to see these sessions. These paid for sessions are taking place on Friday 15 and Saturday 16 September in the Forum Theatre and E102 (Entrance E). Tickets/passes for the conference must be purchased online and can be purchased during the IBC2023 show: <https://show.ibc.org/registration>.

Content Agenda - 4 days of Free to Attend Content

<https://show.ibc.org/2023-content-agenda> You can attend the free to attend content sessions on this content programme. All IBC attendees are welcome to attend these free content sessions. Free content will be available all 4 days of the IBC2023 show on the Showfloor theatres (see above for details) and on Sunday 17 and Monday 18 September in The Forum Theatre and E102 (Entrance E).

Your Safety and Covid-19

There are currently no formal Covid-19 related restrictions or requirements at IBC2023. There are currently no Covid-19 related restrictions or requirements to travellers entering the Netherlands, including those from countries outside the European Union / Schengen Area. For more information and the latest Covid advice please visit <https://show.ibc.org/safety-covid-19>. Please note that COVID-19 rules may change at any time.

First Aid

Location	Opening Times	
Elicium Passage	Friday 15 - Monday 18 Sept	06:30 - 18:00
Hall 9/10/11	Monday 11 - Thursday 14 Sept	08:00 - 23:00
	Friday 15 - Sunday 17 Sept	09:00 - 20:00
	Monday 18 Sept	08:00 - 23:00
	Tuesday 19 - Wednesday 20 Sept	08:00 - 21:00
Café Amsterdam / Crossroads	Thursday 7 - Sunday 10 Sept	08:00 - 21:00
	Monday 11 - Thursday 14 Sept	08:00 - 23:00
	Friday 15 - Sunday 17 Sept	09:00 - 20:00
	Monday 18 Sept	09:00 - 23:00
	Tuesday 19 - Thursday 21 Sept	08:00 - 21:00

RAI EMERGENCY NUMBER: +31 (0) 20 549 1234.

In case of a non-emergency incident, please call +31 (0) 20 549 1930.



Venue Facilities

Cloakroom - Conference	Location: Forum (Entrance E) - Free of charge for Delegates and Speakers only Opening hours: - Standard ½ hours before until ½ hours after show hours
Cloakroom - Exhibition	Location: Entrance K, Entrance F, Entrance C Opening hours: - Standard ½ hours before until ½ hours after show hours Cost: €2.00 per coat, €4.00 per suitcase

Business Centre for copying, printing, binding, and office supplies is located in the passage (Elicium Basement), underneath entrance D. Tel: +31 (0) 20 549 1602; Email: businesscentre-RAI@canon-bs.nl

Prayer Room with washroom facilities is located in the passage (Elicium Basement), underneath entrance D.

RAI Exhibitor Services - all complaints/queries must be logged with the RAI Exhibitor Services in person, by phone +31205491990 or email es@rai.nl

Holland Desk - Entrance C - Ground Floor
Europa Desk - Entrance K - Outside Hall 2
Park Desk - Park Foyer - Outside Hall 8

RAI Amsterdam Exhibitor Services
Tel: +31205491990
Email: es@rai.nl

Thursday 7 - Sunday 10 Sept (build-up)	08:00 - 17:00 (reachable by phone until 21:00)
Monday 11 - Thursday 14 Sept (build-up)	08:00 - 20:00 (reachable by phone until 21:00)
Friday 15 Sept - Sunday 17 Sept (show days)	08:00 - 19:00
Monday 18 Sept (show day)	08:00 - 18:00
Tuesday 19 - Thursday 21 Sept (breakdown)	No desk open

IBC Sales and Account Management Team

Exhibitors in **Halls 1, 8 and OE**: Roman Wolujewicz, rwolujewicz@ibc.org

Exhibitors in **Halls 2, 3, Meeting Suites and Balcony Suites**: Kimberly Lightfoot, klightfoot@ibc.org

Exhibitors in **Halls 4, 5 (Content Everywhere), 9, 11 & 13**: Lucy Davis, ldavis@ibc.org

Exhibitors in **Halls 6, 7, 10, 12, Pods and RAI Meeting Rooms**: Kevin Van T' Kruys, kvantkruys@ibc.org

IBC General Enquiries: exhibition@ibc.org; +44 (0) 20 4534 1000

IBC Support: support@ibc.org

IBC2024 Rebooking Information

Rebooking for IBC2024 will be done by appointment with the IBC Sales and Account Management team in the IBC Sales Office (Holland Lounge). See above for Hall manager information.

Rebooking appointment information is found on the right hand side of the Dashboard of each Exhibitors E-Zone. E-Zone login page: <https://expopro.eventscloud.com/ibc-2023/login> Exhibitors must already have a login to access their E-Zone. Should anyone be asking about rebooking, please send them to the IBC Sales Office (Holland office) on the Mezzanine above Entrance C.



IBC2023 FAQs

How can I get to the RAI Amsterdam?

Travelling to and from the RAI Amsterdam could not be easier with Amsterdam's extensive public transport network including metro, trams, trains and buses. Click here to find out more <https://show.ibc.org/plan-your-trip/travel>.

Will there be a free airport shuttle bus between RAI Amsterdam and Schiphol Airport?

IBC will provide complimentary airport shuttles buses running between Amsterdam Schiphol Airport and the RAI Amsterdam during IBC2023 (15 - 18 September 2023). To take advantage of the complimentary airport shuttle, attendees will need to show either their IBC2023 registration confirmation email or their IBC2023 registration badge.

Hostesses will be at the Amsterdam Schiphol Airport Meeting Point and will direct attendees to the shuttle pick-up point on TRACK-A, stop A15. At the RAI Amsterdam airport shuttles will drop off and pick up at Entrance C. The IBC airport shuttle will operate every 15-20 minutes between the hours of 08:00 - 19:00 on 15 - 18 September 2023.

Where can I get a free GVB public transport pass?

IBC will offer 4-day complimentary GVB public transport passes. These passes will be available from the RAI Information Points and will be valid for travel on the GVB network between 15 and 18 September 2023.

Can I register onsite?

Onsite self-registrations are possible for a fee.

Are there any accessibility accommodations for attendees with disabilities?

The RAI Amsterdam aims to provide full access to all the facilities within the venue and recognise that some less visitors may require additional assistance. If you have any queries about access, or would like to reserve a wheelchair please email your request to RAI Amsterdam frontoffice@rai.nl.

Lost and Found

The RAI Amsterdam log all lost & found items online. To check if your item has been found, please [click here](#).

Where can I eat during IBC2023?

There will be a variety of restaurants, cafes, food trucks and snack bars available at IBC2023 (both indoors and outdoors).

Is there an ATM at the RAI Amsterdam?

A cash point can be found in Europa Foyer (Entrance K) and in Holland Foyer (Entrance C).

Is there Wi-Fi at the RAI Amsterdam?

IBC provides free Wi-Fi access in a number of public areas around the show which will be clearly signposted.



At a glance - where to send customers for support

IBC Support is now onsite!

Send a member of your team to the following places for support on your queries.

Registration: Registration desks. You must be registered in order to access help at the reg desks.

- **Attendees** register here: <https://reg.ibc.org/>.
- **Exhibitors** speak to your primary coordinator in order to get an Exhibitor pass through the E-Zone.

Bulk Badge Collection is at Entrance D

Conference registration: Head to Entrance E for Conference registration (including Speaker registration) and queries.

Rebooking/IBC Queries: Holland Sales Office (Entrance C on Mezzanine floor).

E-Zone support for exhibitors: Entrance D desk (available until show open).

Lead Retrieval: Office K101 up the escalators near Entrance K. Email for queries: ibcsupport@stova.io call +447842425340.

IBC App access queries: Opposite the Holland Sales office (Entrance C on the Mezzanine)
Email for queries: ibcapp@stova.io.

RAI Webshop ordering: Exhibitor service desk Entrance C Entrance K and Entrance F (Park foyer)
If you an exhibitor and your stand builder is onsite, share this information with them. Stand builders are able to go to service desks for queries. Sign into the RAI Webshop and place orders [here](#).

Courier delivery pick up: CEVA Courier delivery pick up At the back of Hall 8 on the left. (When curtains are closed walk through for courier delivery pickup). Email for queries: kevin.watkins@cevalogistics.com.

Get IBC ready: For information on offsite badge pickup, beating the queues for badge collection and guidance on the app click here: <https://show.ibc.org/ibc-ready>.

GVB public transport passes: Collect from the event desks from Friday 15 September.

For any other queries, please feel free to expand in an email or message to IBC Support but bear in mind the response times will be slower as we are onsite.

We are looking forward to welcoming you to the show.



Appendix - Personal Safety & Security

Stay safe

- Watch out for bike lanes; do not expect cyclists to be kind to pedestrians. Never stay in the bike path or street for extended periods of time, as you will be greeted only by an angry bell ringing.
- Watch out for trams when crossing the street.
- Dress so as not to draw attention to yourself and avoid corporate clothing and labels and tags with your name and other personal details.
- In locations where there is a high risk of mugging avoid wearing expensive watches and jewelry (even fakes).
- If you are robbed, do not resist.

At the RAI

- Do not wear your corporate badge to or from the venue.
- Make sure you know where the Project Operations office is or where to report to and go straight there.
- Follow the instructions for arrival and receive the security and safety induction.
- Act as an extra pair of eyes for the security team and report suspicious activities or security breaches to RAI Event Management.
- If you're using a radio/mobile onsite, please keep your radio/mobile charged at all times and report any faults.
- Familiarise yourself with the layout of the venue; if you have to report an emergency you will need to be able to identify your hall and layout.

General Travel

- Stick to your hotel and work locations. Ensure colleagues know where you are.
- Make sure that you always know where you are and how to get back. Please carry sufficient cash for your immediate needs – carry your grab bag.
- Do not linger in public places such as stations and shopping malls or close to government facilities.
- If eating out use small restaurants away from squares and main roads.
- Do not sit near large areas of glass and try to sit near a rear exit (the kitchen will always have one)
- To contact the emergency helpline for police, fire brigade and ambulance call 112.

In the event of emergency:



Run

- Take off your high visibility vest if you are wearing one
- Consider the safest options
- If there is a safe route RUN – if not HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind, except a grab bag if you can easily take it.

**Hide (if you cannot run - hide)**

- Find cover from gunfire
- If you can see the attacker, they may be able to see you
- Covered from view does not mean you are safe; bullets go through glass, brick, wood and metal
- Find hard cover e.g. substantial brickwork or heavy reinforced walls
- Be aware of your exit routes
- Try not to get trapped
- Be quiet; silence your phone and radio
- Lock/barricade yourself in – it's handy to carry a door wedge
- Move away from the door

Tell

- Call the emergency number – provide them with the necessary information, for example:
 - Location – where are the attackers/suspects?
 - Direction – where did you last see them?
 - Descriptions – describe the attacker, numbers, features, clothing, and weapons.
 - Further information – casualties, type of injury, building information, entrances, exits, hostages.