

# Organisers' and Security Companies' Emergency Procedures



Please ensure that all staff are briefed on the following emergency procedures.

You are asked to check for suspect packages/vehicles both morning and evening and to ensure that personal bags and possessions are kept safely locked away at all times to prevent causing unnecessary concern or invite theft.

## 1. MEDICAL EMERGENCIES

All medical emergencies, **including requests for ambulances** should be reported to the venue's Control Room immediately on 020 7598 2666 (internal **2666**). Please do not call the emergency services directly, as this could waste vital time and result in inaccurate location and medical information being communicated to ambulance crews.

Olympia London provides first aid assistance, which can be requested via the telephone number above. There are also emergency telephones outside the venue's first aid room, located in Olympia Grand, and in Olympia National at the shutter adjacent to the Grand, both with a direct link to the Control Room.

## 2. FIRE

In the event of a possible fire, if you are on the exhibition floor you will hear the following announcement:

**ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW REPORT TO THE HALL MANAGER'S OFFICE**

If you are not directly involved in the incident, you should **DO NOTHING** until you receive further instructions. If you discover a fire, or a fire is reported to you, operate the nearest fire alarm call point **FIRST**, then inform Control on internal no. **2666**.

## 3. SEARCH ("Staff Call 100")

In the event of a bomb threat, you will hear an announcement (or receive a telephone call) as follows:

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

**Do not leave the building.** Inform your colleagues, and then assist in **searching** for suspect packages/vehicles in your work area. If **NOTHING** is found, tell the operations manager/supervisor, who should report "Area Clear" to the Control Room immediately after the search on internal **2411**, or in person if necessary. Tell Control exactly which areas have been searched. If you find a suspect package/vehicle, do **NOT** touch or move it. Clear the area of people calmly. Report to Control on internal **2666**, giving the exact location of the object.

If you receive a bomb threat on your telephone, please obtain as many details as possible, using the checklist provided and then inform Control on internal **2666**.

## 4. SUSPECT PACKAGE or VEHICLE FOUND

In the event of a suspect package/vehicle being found, you will hear the following announcement:

**ATTENTION PLEASE. ATTENTION PLEASE. MR DAILY is in ----- (location for suspect package or vehicle)**

If you are not directly involved in the incident, you should **DO NOTHING** until you receive further instructions.

## 5. CHEMICAL, BIOLOGICAL, RADIOACTIVE OR NUCLEAR THREAT (CBRN) - CHEMICAL SPILLAGE

In the event of a possible CBRN/chemical spillage, if you are on the exhibition floor you will hear the following announcement:

**ATTENTION PLEASE. ATTENTION PLEASE. MRS CAROL is in ----- (*location of chemical device/carrier/spillage*)**

If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions.

## 6. ARMED ATTACK (FIREARMS OR KNIFE)

If you see an armed person or persons:

1. Get to a safe place and phone Olympia London Control on 2666, or the Police on 999
2. Give a full description of the person(s), their location and details of the weapons they are carrying
3. DO NOT approach and await further instructions
4. Without jeopardising your own safety, assist others in getting to a safe place

Public address system messages will be clear and concise. Example:

"The (location) is under attack. There is a single/multiple attacker armed with a gun/knife. Move away from the area using a safe emergency exit. The Police have been called."

Announcements will be updated and repeated. DO NOT re-enter the building and comply with any Police instructions.

## 7. CONTAINMENT/EVACUATION

### CONTAINMENT

If it is necessary to stop people leaving the venue and you are on the exhibition floor, you will hear the following announcement:

**ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT.....**  
**(*description of message*)**

If you are not directly involved in the incident, you should DO NOTHING until you receive further instructions.

### EVACUATION

If evacuation is necessary, you will hear the fire alarm or the following announcement:

**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.**

Assembly points for venue and organisers' staff are on Olympia Way and in L Yard. Visitors, exhibitors and contractors should move away from the area.

## 8. STAND DOWN

The signal for a return to work is made by the cancellation of emergency procedures:

e.g. "ATTENTION PLEASE. ATTENTION PLEASE. (MR GOODFELLOW) IS CANCELLED"