DOCUMENT 3. EMERGENCY RESPONSE MANUAL

3.1. PURPOSE

The purpose of this document is to set out the necessary response measures in order to proceed accordingly in any emergency situation that may arise in the venue and endangers the people inside the facility.

The contents of the Emergency Response Manual provide for clear and detailed procedures in order to give rise to the least amount of improvisation in the event of an emergency, thus minimising the risk of inappropriate procedures that lead to hazardous situations for all occupants in the facility.

It is intended for all personnel forming part of the Emergency Teams in the venue, with the aim for them to swiftly attend any emergency that has been detected in the facility, vouching for their safety and that of the rest of the occupants.

- The Response Manual is structured in different sections that address the following content in an orderly manner:

- Section 3.2 "Identification and classification of emergencies" provides a general classification of the emergencies according to the identified risks and the severity of the consequences that may occur, establishing different levels of emergency.

- Section 3.3 "Emergency teams" establishes the organisational structure and chain of command within the organisation and the existing personnel in the establishment, and the responsibilities and actions to perform by its members during emergency situations.

- Section 3.4 "Actions to perform" lists the protocols established in the venue which should be carried out in the event of an emergency, for each of the following aspects:

- Detection of the emergency.
- Alert the internal operating teams and warn the occupants.
- Notice to request and receive external assistance services.
- Control and mitigation of the emergency.
- Evacuation or containment, depending on the type of emergency.

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- Provision of assistance.
- In Section 3.5 "Response files", a series of specific response forms are completed by each member of the Emergency Team.
- Section 3.6 "Integration in Higher-Level Plans" refers to the mechanism for integrating and coordinating the Emergency Response Plan with other, higher-level plans.

3.2.   IDENTIFICATION AND CLASSIFICATION OF THE EMERGENCIES

Depending on the severity of the emergency and the type of risk, emergencies are classified in this Emergency Response Plan according to the difficulties inherent in their control, possible consequences and human resources,establishing the following level.

**Minor accident
or Alert**

This is a localised accident or incident on a small-scale accident that can be easily controlled by the on-site personnel or safety resources. They can be resolved by the available safety resources in the place where the emergency occurs.

**Partial
Emergency**

This accident cannot be immediately neutralised like a minor accident and forces the personnel on site to request aid from the teams and human and technical resources set out in the Emergency Response Plan. The accident does not affect the entire facility, only one fire sector or zone.

**General
Emergency**

This accident requires the involvement of all teams and the technical and human resources set out in the Emergency Response Plan, as well as the help from external assistance resources. The accident affects the entire facility. It causes the evacuation of the entire building.

- Falling outside this classification are:
- False alarms, which is an accidental activation of the detection systems or any other contingency which, after being checked, is verified to be null and void.
- The incident, which is an alteration of the normal status, can be corrected with the normal service management procedures and does not represent any risk whatsoever to the integrity of the facility or the movement of people.

3.3. DEPENDING ON THE SEVERITY OR EMERGENCY LEVEL

Different emergency situations are identified in the venue and depending on the assessed risk, they are classified according to the following levels of emergency:

Risk		Emergency Level		
		Minor accident or Alert	**Partial Emergency**	**General Emergency**
Internal	Fire	Small conflagration or burning waste bin	Fire contained in an area without affecting another fire sector	Uncontrolled fire that affects more than one fire sectors or that may cause a domino effect
	Explosion	Explosion that does not cause a fire or injuries	Explosion in a non-risk area, causing a fire or injuries	Explosion in a risk area, causing a fire or injuries
	Loading and unloading of hazardous materials	Leak of a small amount of a hazardous material without causing injuries	Leak of a small amount of a hazardous substance with injuries, or a large amount without injuries	Leak of a large amount of a hazardous substance with injuries or an uncontrolled leak with possible domino effect
	Electric power failure	Power cut due to works or maintenance, until the back-up power system is verified to be functioning	The back-up power system cannot be turned on. Stoppage of smoke exhaust systems and water pumps in the fire control systems	-
	Bomb threat	-	-	Alert that a bomb has been set
	Acts of violence	Violent act committed by a person due to rage or stress that does not require police intervention	Acts of violence or vandalism to the venue that requires police intervention and only affects one area of the facility	Acts of violence or vandalism to the venue that requires police intervention and affects the entire facility
Internal	Crowd collapse	-	Mass of people crowded together, in a state of panic, and with uncontrolled movement	-

Risk		Emergency Level		
		Minor accident or Alert	**Partial Emergency**	**General Emergency**
Work-related	Falls	Fall of a person or object on a person which causes serious injuries that require transfer to a medical facility	-	-
	Blows	Severe blow that requires transfer to a medical facility	-	-
	Wounds	Severe wound that requires transfer to a medical facility	-	-
	Burns	Severe burn that requires transfer to a medical facility	-	-
	Collisions	Severe collision that requires transfer to a medical facility	-	-
	Intoxications	Individual intoxications due to foodstuffs in poor condition or food intolerances that require transfer to a medical facility	Group intoxications due to foodstuffs in poor condition or food intolerances that require transfer to a medical facility	-
	Electrocution	Electrocution due to electric shock that requires transfer to a medical facility	-	-
	Asphyxia	Severe uncontrollable asphyxia that requires transfer to a medical facility	-	-
Work-related	Outbreak of transmittable disease with high risk potential	Alert about a transmittable disease	Detection of person related to the venue with symptoms compatible with disease	-
External	Chemicals in an industrial facility	-	-	Alert of chemical leak

Transport of hazardous goods	Alert of an accident of a transport vehicle of hazardous goods in the vicinity, without fire, explosion or toxic leak	Alert of an accident of a transport vehicle of hazardous goods in the vicinity, on fire or exploded	Alert of an accident of a transport vehicle of hazardous goods in the vicinity, with a toxic leak

Risk	Emergency Level		
	Minor accident or Alert	Partial Emergency	General Emergency
Chemical in hazardous material ducts	-	-	Alert of an accident in the duct network in the transport of hazardous materials
Radiological	-	-	Alert of radiological leak
Snow	Alert of snowfall	Snowfall that does not restrict access to the facility	Heavy snowfall that restricts access to the facility
Seismic	Earthquake alert	Notable detection of the earthquake and the building is not affected	Notable detection of the earthquake and the building is affected
Wind	Alert of strong winds	Detection of strong winds and the building is not affected	Detection of strong winds and the building is affected

3.2.1. ACCORDING TO THE TYPE OF RISK

This point is covered in section 3.2.1 above "Depending on the severity or emergency level".

3.2.2. ACCORDING TO THE OCCUPANCY AND HUMAN RESOURCES

The following table lists the schedule of occupancy (from Monday to Friday) without events in the venue, and the availability of personnel from the Emergency Teams in each time slot:

		Workday time slot				
		8:00 AM to 10:00 AM	10:00 AM to 12:00 PM	12:00 PM to 02:00 PM	2:00 PM to 04:00 PM	4:00 PM to 06:00 PM
Personnel involved	Emergency Manager (EM)	1	1	1	1	1
	Emergency Operations Centre (EOC)	1	1	1	1	1
	Emergency Response Manager (ERM)	1	1	1	1	1
	First Response Team (FR Team)	2	2	2	2	2
	Secondary Response Team (SR Team)	1	1	1	1	1

	First Aid Coordinator (FA Coordinator)	1	1	1	1	1
	First Aid Team (FA-Team)	4	4	4	4	4
	Evacuation or Containment Coordinator (E&C Coordinator)	1	1	1	1	1
	Evacuation or Containment Team (EC Team)	10	10	10	10	10
	Technical Assistance Team (TA Team)	1	1	1	1	1
	External Aid Desk (EAD)	0	0	0	0	0
	Total number of active personnel	23	23	23	23	23
Personnel not involved		80	80	80	80	80
Total occupants		103	103	103	103	103

In the venue schedule, the personnel of the evacuation and containment team (EC Team) will consist of 8 people in the CCIB building and 2 people in the Forum building.

The personnel from the permanent security service will oversee the Emergency Operations Centre (EOC). This surveillance team, when detecting a risk in the venue, whether physically by means of the detection systems or through the video-surveillance systems, will make an urgent call to those responsible who are on-call 24 hours a day.

The following table lists the timetable for the schedule of occupancy hours with events in the venue (considering the 3 events with the most public at the same time), and the availability of personnel from the Emergency Teams in each time slot:

		Workday time slot				
		8:00 AM to 10:00 AM	10:00 AM to 04:00 PM	4:00 PM to 06:00 PM	6:00 PM to 10:00 PM	10:00 PM to 12:00 AM
Personnel involved	Emergency Manager (EM)	1	1	1	1	1
	Emergency Operations Centre (EOC)	1	1	1	1	1
	Emergency Response Manager (ERM)	1	1	1	1	1

First Response Team (FR Team)	2	2	2	2	2
Secondary Response Team (SR Team)	1	1	1	1	1
First Aid Coordinator (FA Coordinator)	1	1	1	1	1
First Aid Team (FA-Team)	6	6	6	6	6
Evacuation or Containment Coordinator (E&C Coordinator)	1	1	1	1	1
Evacuation or Containment Team (EC Team)	28	28	28	18	18
Technical Assistance Team (TA Team)	1	1	1	1	1
External Aid Desk (EAD)	0	0	0	0	0
Total number of active personnel	43	43	43	33	33
Personnel not involved	130	15790	15790	15718	15718
Total occupants (*)	173	15833	15833	15751	15751

(*) Considering one event in the Forum building (Auditorium plus dressing rooms) and two events in the CCIB (multi-purpose Main Hall and Meeting Room 3)

When events are held in the venue, the evacuation or containment team (EC Team) will be formed by trained personnel and minimum number of security staff required by Decree 112/2010 of 31 August, which approves the Regulations for public shows and recreational activities, musical recreational activities, public musical shows and extraordinary musical activities or shows.

When events are held in the venue, the first aid teams (FA-Team) will be formed by two persons per occupied floor

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The personnel from the permanent security service will be in charge of the Emergency Operations Centre (EOC). This surveillance team, when detecting a risk in the venue, whether physically by means of the detection systems or through the video-surveillance systems, will make an urgent call to those responsible who are on-call 24 hours a day.

Those responsible for the venue who carry a telephone 24 hours a day are:

Responsible	Function in the Emergency Response Plan	Phone
MARC RODRÍGUEZ GÓMEZ	Emergency Manager (EM)	607257101
PHILIPPE MESNARD	Emergency Response Manager (ERM)	636798341
CAROLINA GARCÍA	Deputy Emergency Manager	629645612
MAYTE PINTOR	Deputy Emergency Manager	628046747
YANN MUTEL	Deputy Emergency Manager	607669127
MARIA BERTO	Deputy Emergency Manager	619323857
CRISTINA TORO	Deputy Emergency Manager	664273115
MARC QUERO	Deputy Emergency Manager	664273097
JENNIFER MORALES	Evacuation or Containment Coordinator (E&C Coordinator)	674033257

Upon receiving the alert from the permanent security service personnel, they will proceed to establish the necessary external communications and go to the venue.

3.3 EMERGENCY TEAMS

The Emergency Teams are made up of the group of personnel especially trained and organised in prevention and action in case of an emergency within the venue.

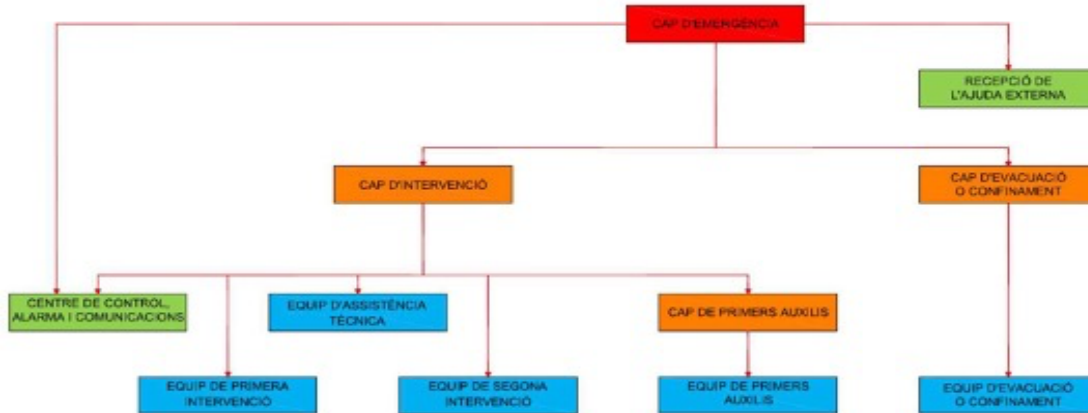To do so, the personnel who make up of these Teams must:

- Be informed of the specific and general risks of the place where they perform their task.
- Receive suitable training in accordance with the role they perform.
- Know the available safety gear and materials, as well as how to use and handle them.
- Know the sequence of action they must do, which will be to first sound the alarm and then combat the emergency.

As mentioned in previous sections, the Emergency Team will be formed of:

- Emergency Manager (EM)
- Emergency Operations Centre (EOC)
- Emergency Response Manager (ERM)
- First Response Team (FR Team)
- Secondary Response Team (SR Team)
- First Aid Coordinator (FA Coordinator)
- First Aid Team (FA-Team)
- Evacuation or Containment Coordinator (E&C Coordinator)

- Evacuation or Containment Team (EC Team)
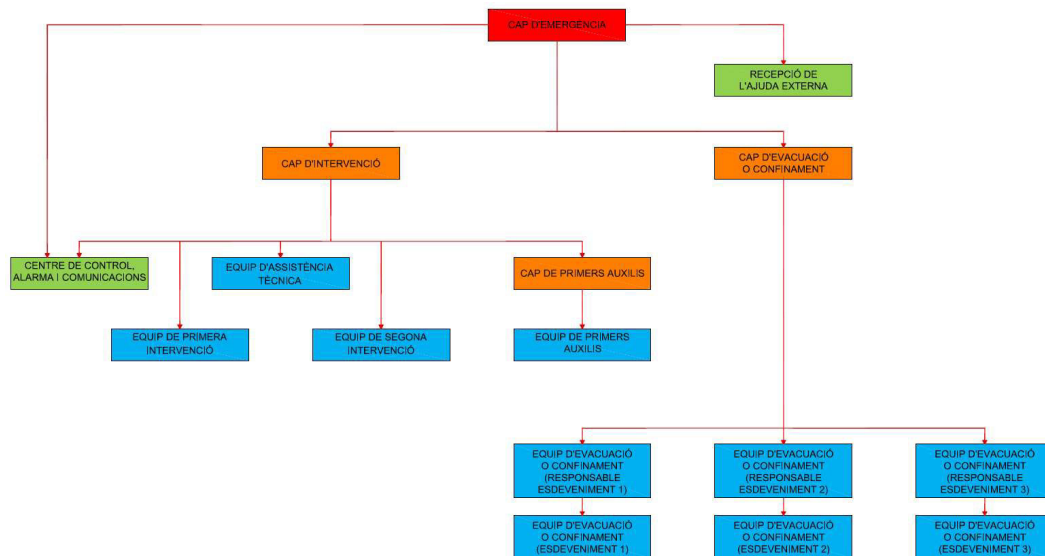- Technical Assistance Team (TA Team)
- External Aid Desk (EAD

The organizational chart with the roles established for each person, without events in the venue, and in consideration of the existing distribution of the hours, is as follows:

Role diagram of the emergency team (without events in the venue)			
Human resources	Those responsible	Order of deputies	Prioritising of deputies
Emergency Manager (EM)	Marc Rodríguez Gómez	1º. Carolina García	
		2º. Philippe Mesnard	Stops performing their ERM functions to focus on their EM tasks
		3º. Mayte Pintor	
		4º. Yann Mutel	
		5º. Maria Bertó	
		6º. Cristina Toro	
		7º. Marc Quero	
Emergency Operations Centre (EOC)	Security personnel (Head of "LIMA" team)	1º. Security personnel (Mobile one) 2º. Security personnel (Mobile two)	Stops performing their FR Team functions to focus on their EOC tasks
Emergency Response Manager (ERM)	Philippe Mesnard	1º. Mayte Pintor	
First Response Team (FR Team)	Security personnel: 1º. Antonio Miguélez 2º. Jose Abeijón 3º. Alexia Córdoba 4º. Juan Barceló 5º. Vicente Macià 6º. Héctor Aguilera 7º. Ángeles Elena 8º. José Luis López 9º. Mario Sáez 10º. Jezabel Ruiz	Maintenance staff: 1º. Josep Vallès 2º. Antonio Martínez 3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua	Combines their SR Team and TA Team functions with tasks on the FR Team

Role diagram of the emergency team (without events in the venue)			
Human resources	**Those responsible**	**Order of deputies**	**Prioritising of deputies**
Secondary Response Team (SR Team)	Maintenance staff: 1º. Josep Vallès 2º. Antonio Martínez 3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua		
First Aid Coordinator (FA Coordinator)	Inés Buch	1º. Javier Navarro	
First Aid Team (FA-Team)	1º. Isabel Espinosa 2º. Manel Graupera 3º. Laura Benítez 4º. Raquel Perich		
Evacuation or Containment Coordinator (E&C Coordinator)	Jennifer Morales	1º. Security personnel (Head of "LIMA" team) 2º. Security personnel (Mobile one) 3º. Security personnel (Mobile two)	Stops performing their FR Team functions to focus on their CEC tasks
Evacuation or Containment Team (EC Team)	1º. Miguel Cruz (Parking Level PS – CCIB) 2º. Edu Mora (Kitchen Level PS – CCIB) 3º. Sergi Pallarès (Levels M0 and P0 – CCIB) 4º. Carlos Roma (Level P0 – CCIB) 5º. Javier Navarro (Level M1 – CCIB) 6º. Ignacio Azpiazu (Levels P1 and M2 w/o bicolour – CCIB) 7º. Daniel Soria (Levels P1 and M2 bicolour – CCIB) 8º. Ricard Palanques (Level P2 – CCIB)	1º. Aitor Llorens 2º. Laura Pérez 3º. Sergi Maxé 4º. Alicia Villegas	
Evacuation or Containment Team (EC Team)	9º. Santiago Balmaseda (Machine room, Auditorium, Dressing rooms, Auditorium boxes – Forum) 10º. Guillem Güell (Restrooms, Parking, Building connection corridor – Forum)		

Role diagram of the emergency team (without events in the venue)			
Human resources	Those responsible	Order of deputies	Prioritising of deputies
Technical Assistance Team (TA Team)	Maintenance staff: 1º. Josep Vallès 2º. Antonio Martínez 3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua		Prioritises tasks of the response teams over the TA Team unless otherwise instructed by the ERM
External Aid Desk (EAD)	Marc Rodríguez Gómez	1º. Carolina García 2º. Philippe Mesnard 3º. Mayte Pintor 4º. Yann Mutel 5º. Maria Bertó 6º. Cristina Toro 7º. Marc Quero	Combines their EM functions with tasks on the EAD

The organizational chart with the roles established for each person, with events in the venue, and in consideration of the existing distribution of the hours, is as follows:

Role diagram of the emergency team (with events in the venue)			
Human resources	Those responsible	Order of deputies	Prioritising of deputies
Emergency Manager (EM)	Marc Rodríguez Gómez	1º. Service Manager	
		2º. Jennifer Morales	Stops performing their E&C Coordinator functions to focus on their EM tasks
		3º. Event manager 1	Stops performing their E&C Coordinator functions to focus on their EC Team tasks

Role diagram of the emergency team (with events in the venue)			
Human resources	**Those responsible**	**Order of deputies**	**Prioritising of deputies**
		4º. Event manager 2	Stops performing their E&C Coordinator functions to focus on their EC Team tasks
		5º. Event manager 3	Stops performing their E&C Coordinator functions to focus on their EC Team tasks
Emergency Operations Centre (EOC)	Security personnel (Head of "LIMA" team)	1º. Security personnel (Mobile one) 2º. Security personnel (Mobile two)	Stops performing their FR Team functions to focus on their EOC tasks
Emergency Response Manager (ERM)	Philippe Mesnard	1º. Mayte Pintor	
		2º. Josep Vallès	Stops performing their SR Team functions to focus on their ERM tasks
		3º. Antonio Martínez	Stops performing their SR Team functions to focus on their ERM tasks
First Response Team (FR Team)	Security personnel: 1º. Antonio Miguélez 2º. Jose Abeijón 3º. Alexia Córdoba 4º. Juan Barceló 5º. Vicente Macià 6º. Héctor Aguilera 7º. Ángeles Elena 8º. José Luis López 9º. Mario Sáez 10º. Jezabel Ruiz	Maintenance staff: 1º. Josep Vallès 2º. Antonio Martínez 3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua	Combines their SR Team and TA Team functions with tasks on the FR Team
Secondary Response Team (SR Team)	Maintenance staff: 1º. Josep Vallès 2º. Antonio Martínez 3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua		
First Aid Coordinator (FA Coordinator)	External personnel of the medical service DOCTOR ON CALL	1º. Inés Buch	Stops performing their E&C Coordinator functions to focus on their FA Coordinator tasks
First Aid Team (FA-Team)	1º. Isabel Espinosa 2º. Manel Graupera 3º. Laura Benítez 4º. Raquel Perich	1º. Event surveillance staff	Minimum of two people per occupied floor
Evacuation or Containment Coordinator (E&C Coordinator)	Jennifer Morales	1º. Security personnel (Head of "LIMA" team) 2º. Security personnel (Mobile one) 3º. Security personnel (Mobile two)	Stops performing their FR Team functions to focus on their CEC tasks

Role diagram of the emergency team (with events in the venue)			
Human resources	**Those responsible**	**Order of deputies**	**Prioritising of deputies**
Evacuation or Containment Team (EC Team)	Event managers: 1º. Inés Buch 2º. Miguel Cruz 3º. Maria Herraéz 4º. Gemma Iranzo 5º. Cristina Otero 6º. Constanza Manzanares 7º. Alberto Hermelo 8º. Anna Tintorer		
	Evacuation or containment team: 1º. Event surveillance staff		Minimum number of surveillance personnel required by Decree 112/2010, with a minimum of 2 people per event
Technical Assistance Team (TA Team)	Maintenance staff: 1º. Josep Vallès 2º. Antonio Martínez 3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua		Prioritises tasks of the response teams over the TA Team unless otherwise instructed by the ERM
External Aid Desk (EAD)	Marc Rodríguez Gómez	1º. Carolina García 2º. Philippe Mesnard 3º. Mayte Pintor 4º. Yann Mutel 5º. Maria Bertó 6º. Cristina Toro 7º. Marc Quero	Combines their EM functions with tasks on the EAD

3.3.1. RESPONSIBLE FOR THE Emergency Operations Centre (EOC)

EMERGENCY OPERATIONS CENTRE (EOC)		
Definition		
Receives the alert and confirms the initial alarm, and where applicable, establishes both internal communications and external calls according to the established procedures for the purposes of activating the alarm, response and evacuation phases.		
Location		
• From 8:00 am to 6:00 pm, it is located at Reception in the CCIB building • From 6:00 pm to 8:00 am, it is located at the Permanent Security Site in the CCIB building Maps 05 and 107 in Annex III provide an exact location of the Emergency Operations Centre.		

	Full name	Phone
Responsible	Security personnel (Head of "LIMA" team)	932301011 (Ext 251) 933562318 691327055
Deputy from 6:00 pm to 8:00 am, without events	1º. Security personnel (Mobile one)	691327054
	Stops performing their FR Team functions to focus on their CEC tasks	
	2º. Security personnel (Mobile two)	-
	Stops performing their FR Team functions to focus on their CEC tasks	

Functions
• Know the Emergency Response Plan (ERP) and ensure that all the specified technical resources are kept available • Receive the emergency alerts according to the available resources existing in the venue • Organise the internal communications plan to alert the Emergency Teams • Facilitate the communications with all members of the different Emergency Teams • Make the necessary calls to external resources: 112, Fire Brigade, Police, CECAT, CRA Municipal, City Government... • Receive information on the emergency situation • Activate alarms and give general alerts in case of evacuation or containment • Inform other entities of the emergency situation that may be affected

Essential provision
• Updated copy of the ERP • The resources for the reception of alerts and communication that are needed to perform its functions • An updated telephone directory with the necessary numbers (Fire Brigade, Police...) • An alert form • A set of keys for the entire facility • It is recommended to have a radio and a torch with full batteries

3.3.2. EMERGENCY MANAGER (EM)

EMERGENCY MANAGER (EM)		
Definition		
Person in charge of activating the emergency action plan or its confirmation. This person must evaluate the emergency situation, take the lead and coordinate all the teams.		
	Full name	**Phone**
Responsible	Marc Rodríguez Gómez	607257101 932301000
Deputy from 8:00 am to 6:00 pm, without events	1º. Carolina García	629645612
	2º. Philippe Mesnard	636798341
	Stops performing their ERM functions to focus on their EM tasks	
	3º. Mayte Pintor	628046747
	4º. Yann Mutel	607669127
	5º. Maria Bertó	619323857
	6º. Cristina Toro	664273115
	7º. Marc Quero	664273097
Deputy with events	1º. Service Manager	-
	2º. Jennifer Morales	674033257
	Stops performing their E&C Coordinator functions to focus on their EM tasks	
	3º. Event manager 1	663048845
	Stops performing their EC Team functions to focus on their EM tasks	
	4º. Event manager 2	671522646
	Stops performing their EC Team functions to focus on their EM tasks	
	5º. Event manager 3	647386318
	Stops performing their EC Team functions to focus on their EM tasks	
Functions		
In **normal** situations:		
- Carry a permanently active mobile phone. Must be locatable - Ensure the Emergency Response Plan is properly maintained as to the daily operations of the building (variations in members of the emergency response teams, changes in telephone numbers...) - Be the person in charge of keeping the telephone directory updated and visible - Be the person in charge of having an available Emergency Response Plan, keys to the venue and mobile phone - Ensure the existing safety facilities and systems are updated and the members of the emergency response structure are duly trained in the functions assigned in the Emergency Response Plan - Propose periodic emergency drills, and if necessary, organise them		

EMERGENCY MANAGER (EM)
Functions
In situations of **minor accident or alert / partial emergency / general emergency**:

- Go to or contact the EOC when an emergency alert is received
- Be informed of the magnitude and development of the emergency situation
- Evaluate the emergency situation and establish or confirm the level of the initial emergency, activating the plan if necessary
- Confirm that the external resources have been alerted
- Give the pertinent instructions on the communications and procedures to follow, whether through the control centre or directly to the emergency teams
- Coordinate all the actions of the different emergency teams
- Coordinate control operations, phase-out of the emergency and information
- Decide and give order to change the emergency level
- Decide and give the evacuation order, if considered pertinent
- Decide and give the containment order, if considered pertinent. Indicate the place or places for containment according to the number of people at risk
- When the external emergency services arrive, if such aid has been requested, give them command of the operations and collaborate closely with them
- Coordinate with external emergency services
- Maintain coordination with CECAT and City's CRA emergency centres to manage the emergency
- When the necessary circumstances arise, report the end of the emergency situation and deactivate the plan
- Prepare a report

3.3.3. RESPONSE TEAMS

3.3.3.1 EMERGENCY RESPONSE MANAGER (ERM)

EMERGENCY RESPONSE MANAGER (ERM)		
Definition		
The designated Emergency Response Manager is the person in charge of the tasks to perform during an emergency in the location of the emergency, and of the safety of the members of his/her response team. They must evaluate the emergency situation, going to the site of the emergency to verify the scope of the event, and take the lead and coordinate the response teams in the location of the emergency. With minimum general training related to the identification of risk situations and emergency warnings, initial response in case of fire, evacuation of the occupants and application of first aid. Replaces the Emergency Manager in their absence.		

	Full name	**Phone**
Responsible	Philippe Mesnard	636798341
Deputy 1	Mayte Pintor	628046747
Deputy 2	Josep Vallès	648963088
	Stops performing their SR Team functions to focus on their ERM tasks	
Deputy 3	Antonio Martínez	660071571
	Stops performing their SR Team functions to focus on their ERM tasks	

Functions
In **normal** situations:

- Carry a permanently active mobile phone. Must be locatable
- Make a routine and simple verification of the accessibility and operability of certain elements crucial to the effectiveness of the action plan (extinguishers, fixed firefighting systems, telephones, emergency doors, signage, etc.)
- Detect and order the elimination of obstacles to evacuation routes
- Check the accessibility of the emergency exits and order the removal of obstacles (machines, carts or other items)
- Notify the Emergency Manager of any deficiency that cannot be personally resolved and inform the staff who are new to the building of the basic safety and emergency measures
- Inform the Control Centre (EOC) of disabled staff or those requiring special attention during evacuations
- Order the control centre to alert the community

In situations of **minor accident or alert / partial emergency / general emergency**:

- Contact the EOC when an emergency alert is received.
- Be informed of the magnitude and characteristics of the emergency situation.
- Personally go to the site of the emergency to make an initial assessment of the situation.
- Stay in contact with the emergency manager.
- Coordinate manoeuvres with the response teams to deal with the emergency and if necessary shut down certain equipment or facilities so this can be done safely.
- Coordinate the activity of the response teams with the external assistance and provide the latter with support.
- When the situation is under control, make the pertinent inspection to ensure this is so, and inform the emergency manager.
- Once the emergency is over, collaborate with the post-emergency activities, and if necessary, write a report on the actions carried out.

3.3.3.2 FIRST RESPONSE TEAM (FR TEAM)

FIRST RESPONSE TEAM (FR TEAM)		
Definition		
This team must be ready and trained to go to the site of the emergency with the aim of gaining control over it. With minimum general training related to the identification of risk situations and emergency warnings, initial response in case of fire, evacuation of the occupants and application of first aid. They must at a minimum know how to correctly use the fire extinguishers and Fixed Firefighting Systems (FFS).		
	Full name	**Phone**
Those responsible	Security personnel: 1º. Antonio Miguélez 2º. Jose Abeijón 3º. Alexia Córdoba 4º. Juan Barceló 5º. Vicente Macià 6º. Héctor Aguilera 7º. Ángeles Elena 8º. José Luis López 9º. Mario Sáez 10º. Jezabel Ruiz	932301011 (Ext 251) 933562318 691327055 691327054
Deputies	Maintenance staff: 1º. Josep Vallès	648963088
	2º. Antonio Martínez	660071571
	3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua	932301011 (Ext 250)
	Combines their SR Team and TA Team functions with tasks on the FR Team	
Functions		
In **normal** situations:		

- Make a routine and simple verification of the accessibility and operability of certain elements crucial to the effectiveness of the action plan (extinguishers, fixed firefighting systems, telephones, emergency doors, signage, etc.)
- Detect and rectify deficiencies, in particular hidden or hard-to-reach areas for the protection resources
- Notify the Emergency Response Manager, or failing that, the Emergency Manager of any deficiency that cannot be personally resolved
- Inform personnel who are new to the building of the basic safety and emergency measures
- Inform the Emergency Response Manager, or failing that, the Emergency Manager of any risk situation noted

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FIRST RESPONSE TEAM (FR TEAM)
Functions
In situations of **minor accident or alert / partial emergency / general emergency**:

When detecting an emergency situation, their immediate functions will be:
- In case of emergency, rescue the people in immediate danger
- Quickly alert the EOC and/or press the alarm, if there is one
- Prevent the spread of the danger through the building by closing the containment elements
- If the incident is a minor one, attempt to eliminate the danger using with resources available

When informed by the EOC of the activation of the ERP, their additional functions will be:
- Be duly equipped with the suitable Personal Protection Equipment
- Receive information and follow the instruction of the Emergency Response Manager, if there is one; if not, be informed of the magnitude and characteristics of the emergency situation
- Coordinate with the other response and emergency teams in accordance with the instructions of the Emergency Response Manager, if there is one
- Go to the site where the emergency has occurred
- Make an initial Emergency Response in the emergency, according to the specifics of the action plan and the instructions given by the Emergency Response Manager, if there is one
- In case of evacuation and/or containment, give support to the Evacuation and Containment Team according to the instructions of the Emergency Manager
- Leave the area in case of danger, or if indicated by the Emergency Manager
- Collaborate, if required, with the External Assistance Teams

3.3.3.3 SECONDARY RESPONSE TEAM (SR TEAM)

SECONDARY RESPONSE TEAM (SR TEAM)		
Definition		
This team must be ready and trained to go to the site of the emergency with the aim of gaining control over it. With training in the identification of specific risks inherent in the venue, building, facility or infrastructure considered, in the identification and instructions in the use of specific safety resources to combat these risks and the action procedures in case of emergency, complementing that of the First Response Team (FR Team). They must at a minimum know how to correctly use the fire extinguishers and Fixed Firefighting Systems (FFS), as well as the breathing apparatus, masks, etc.		

	Full name	**Phone**
Those responsible	Maintenance staff: 1º. Josep Vallès	648963088
	2º. Antonio Martínez	660071571
	3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua	932301011 (Ext 250)

Functions

In **normal** situations:

- Make a routine and simple verification of the accessibility and operability of certain elements crucial to the effectiveness of the action plan (extinguishers, fixed firefighting systems, telephones, emergency doors, signage, etc.)
- Detect and rectify deficiencies, in particular hidden or hard-to-reach areas for the protection resources
- Notify the Emergency Response Manager, or failing that, the Emergency Manager of any deficiency that cannot be personally resolved
- Inform personnel who are new to the building of the basic safety and emergency measures
- Inform the Emergency Response Manager, or failing that, the Emergency Manager of any risk situation noted

In situations of **minor accident or alert / partial emergency / general emergency**:

When detecting an emergency situation, their immediate functions will be:
- In case of emergency, rescue the people in immediate danger
- Quickly alert the EOC and/or press the alarm, if there is one
- Prevent the spread of the danger through the building by closing the containment elements
- If the incident is a minor one, attempt to eliminate the danger using with resources available

When informed by the EOC of the activation of the ERP, their additional functions will be:
- Be duly equipped with the suitable Personal Protection Equipment
- Receive information and follow the instruction of the Emergency Response Manager, if there is one; if not, be informed of the magnitude and characteristics of the emergency situation
- Coordinate with the other response and emergency teams in accordance with the instructions of the Emergency Response Manager, if there is one
- Go to the site where the emergency has occurred
- Make an initial Emergency Response in the emergency, according to the specifics of the action plan and the instructions given by the Emergency Response Manager, if there is one
- In case of evacuation and/or containment, give support to the Evacuation and Containment Team according to the instructions of the Emergency Manager
- Leave the area in case of danger, or if indicated by the Emergency Manager
- Collaborate, if required, with the External Assistance Teams

3.3.4. EVACUATION OR CONTAINMENT TEAMS

3.3.4.1 EVACUATION OR CONTAINMENT COORDINATOR (E&C COORDINATOR)

EVACUATION OR CONTAINMENT COORDINATOR (E&C COORDINATOR)		
Definition		
The Evacuation and Containment Coordinator is the person designated to take charge of assessing a possible situation of evacuation or containment, and leading the management of the Evacuation and Containment Team.		
	Full name	**Phone**
Responsible	Jennifer Morales	674033257
Deputy 1	Security personnel (Head of "LIMA" team)	691327055
	Stops performing their FR Team functions to focus on their E&C Coordinator tasks	
Deputy 2	Security personnel (Mobile one)	691327054
	Stops performing their FR Team functions to focus on their E&C Coordinator tasks	
Deputy 3	Security personnel (Mobile two)	-
	Stops performing their FR Team functions to focus on their E&C Coordinator tasks	
Functions		
In **normal** situations:		

- Carry a permanently active mobile phone. Must be locatable
- Know the specific risks and provision of prevention, protection and action materials in the venue.
- Know the evacuation routes, containment areas and emergency exits in the venue.
- Make a routine and simple verification of the accessibility and operability of certain elements crucial to the effectiveness of the action plan (emergency doors, signage, etc.)
- Detect and order the elimination of obstacles to evacuation routes
- Check the accessibility of the emergency exits and order the removal of obstacles (machines, carts or other items)
- Notify the Emergency Manager of any deficiency that cannot be personally resolved and inform the staff who are new to the building of the basic safety and emergency measures
- Inform the Control Centre (EOC) of disabled staff or those requiring special attention during evacuations

In situations of **minor accident or alert / partial emergency / general emergency**:

- Contact the Control Centre (EOC) when the emergency alert is received.
- Be informed of the magnitude and characteristics of the emergency situation.
- Make an initial assessment of the evacuation and containment conditions.
- Stay in contact with the EOC and the Emergency Manager.
- Set up security zones.
- Coordinate evacuations and/or containments that are carried out by the Evacuation and Containment Team in accordance with the information it provides.
- Check that the corridor doors and windows are closed and no one is left in the rooms or restrooms.
- At the meeting point, make a headcount of all the evacuated and/or contained people.
- Report the development of the evacuation and/or containment to the Emergency Manager and inform him/her of possible incidents (missing people, difficulties to evacuate or be contained, etc.)
- With the arrival of external Emergency Teams (fire brigade, police, etc.), inform them of the evacuation and/or containment situation (evacuated areas, number of people remaining, etc.)

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3.3.4.2 EVACUATION OR CONTAINMENT TEAM (EC TEAM)

EVACUATION OR CONTAINMENT TEAM (EC TEAM)		
Definition		
It must be prepared to carry out the actions intended to ensure the total and orderly evacuation or containment of the area affected or the assigned sectors, as well as ensuring that the alarm is sounded.		
	Full name	**Phone**
On call from 8:00 am to 6:00 pm, without events	Miguel Cruz (Parking Level PS – CCIB)	Event 1: 663048845 Event 2: 671522646 Event 3: 647386318
	Edu Mora (Kitchen Level PS – CCIB)	680278566
	Sergi Pallarès (Levels M0 and P0 – CCIB)	673526922
	Carlos Roma (Level P0 – CCIB)	664273171
	Javier Navarro (Level M1 – CCIB)	674033263
	Ignacio Azpiazu (Levels P1 and M2 w/o bicolour – CCIB)	932301011 (Ext 266)
	Daniel Soria (Levels P1 and M2 bicolour – CCIB)	696923562
	Ricard Palanques (Level P2 – CCIB)	696923615
	Santiago Balmaseda (Machine room, Auditorium, Dressing rooms, Auditorium boxes – Forum)	932301011 (Ext 278)
	Guillem Güell (Restrooms, Parking, Building connection corridor – Forum)	932301011 (Ext 304)
Event managers	Inés Buch	610580359
	Miguel Cruz	Event 1: 663048845 Event 2: 671522646 Event 3: 647386318
	Maria Herraéz	
	Gemma Iranzo	
	Cristina Otero	
	Constanza Manzanares	
	Alberto Hermelo	
	Anna Tintorer	
Evacuation or containment team on call with events	Event surveillance staff	-
	Minimum number of monitors required by Decree 112/2010, with a minimum of 2 people per event	
Deputies from 8:00 am to 6:00 pm, without events	Aitor Llorens	686596600
	Laura Pérez	607253245
	Sergi Maxé	608482833
	Alicia Villegas	932301011 (Ext 260)
Functions		
In **normal** situations:		
• Know the specific risks and provision of prevention, protection and action materials in the assigned area • Know the evacuation routes, containment areas and emergency exits in the assigned area		

EVACUATION OR CONTAINMENT TEAM (EC TEAM)
Functions
In situations of **minor accident or alert / partial emergency / general emergency**:

If an evacuation warning is received:

- Be informed of the magnitude and characteristics of the emergency
- Communicate the evacuation instructions
- Await the evacuation order and follow the instructions of the Evacuation or Containment Coordinator, if there is one
- Organise the exit of the occupants in an orderly fashion and according to the evacuation order given by the Evacuation Coordinator, if there is one
- Be the last one to leave, checking there is no one remaining and the doors and windows are closed
- Go to the head of the evacuation routes on each floor or area and locate yourself in the position provided for in the action plan
- Direct the occupants to the evacuation exit according to the established route
- Move the occupants who cannot do so themselves to outside the venue
- Attend to the injured and ensure their displacement to the outside or other areas of the venue and out of danger
- Once outside the venue, direct the evacuees to the previously designated meeting point
- Make a headcount to see if someone is missing
- Inform the Evacuation or Containment Coordinator, if there is one, or the Emergency Manager, of the end of the evacuation and if there were any incidents
- Put the occupants at ease and remain calm
- With the arrival of external Emergency Teams (fire brigade, police, etc.), inform them of the evacuation situation (evacuated areas, number of people remaining, etc.)

If a containment warning is received:

- Be informed of the magnitude and characteristics of the emergency
- Communicate the containment instructions
- Await the containment order and follow the instruction of the Evacuation or Containment Coordinator, if there is one
- Organise the exit of the occupants under their responsibility, in an orderly fashion, making sure there is no one left behind, closing doors and windows
- Direct the occupants to the indicated containment area
- Move the occupants who cannot do so themselves to the indicated containment area
- Keep the occupants contained, checking to make sure the doors and windows are closed and the air exchange system with the exterior
- Put the occupants at ease and remain calm
- Inform the Evacuation or Containment Coordinator, if there is one, or the Emergency Manager, that all the occupants are contained and if there were any incidents
- With the arrival of external Emergency Teams (fire brigade, police, etc.), inform them of the containment situation (evacuated areas, number of people remaining, etc.)

3.3.5.1 FIRST AID COORDINATOR (FA COORDINATOR)

FIRST AID COORDINATOR (FA COORDINATOR)		
Definition		
They must assess the situation of the victims and take on the leadership of the First Aid Team. They must have the proper training in first aid for the purpose of providing the suitable first aid and care to persons injured during the emergency. With the training in the use of defibrillators (AED).		
	Full name	**Phone**
On call from 8:00 am to 6:00 pm, without events	Inés Buch	610580359
On call with events	External personnel of the medical service DOCTOR ON CALL	CCIB Nursing Station: 932301011 (Ext 257) Forum Nursing Station: 932301011 (Ext 125) 638774735
Deputy from 8:00 am to 6:00 pm, without events	Javier Navarro	674033263
Deputy with events	Inés Buch	610580359
	Stops performing their EC Team functions to focus on their FA Coordinator functions	
Functions		
In **normal** situations:		
• Carry a permanently active mobile phone. Must be locatable • Make a routine and simple check of the first aid kit • Notify the Emergency Manager of any deficiency that cannot be resolved personally • Know the specific risks and provision of prevention, protection and action materials in the assigned area • Know the evacuation routes, containment areas and emergency exits in the assigned area		
In situations of **minor accident or alert / partial emergency / general emergency**:		
If an emergency warning is received: • Contact the Control Centre (EOC) when the emergency alert is received. • Be informed of the magnitude and characteristics of the emergency situation. • Personally go to the site of the emergency to make an initial assessment of the conditions of those wounded or affected by the emergency. • Keep in contact with the Control Centre (EOC) and Emergency Manager. • Conduct and/or coordinate the first aid services to the victims of the emergency with the First Aid Team, in accordance with the information the team provides. • Take the appropriate decisions to determine what measures are needed to stabilise the injured and/or establish the priorities in their care and transfer. • Report the status and evolution of those affected by the emergency. • Collaborate in the transfer and/or evacuation of the injured and in the event of the arrival of external Emergency Teams (ambulance, etc.), inform them of the status of the injured and give them the appropriate indications.		

FIRST AID COORDINATOR (FA COORDINATOR)
Functions
In situations of **minor accident or alert / partial emergency / general emergency**:

If an alert concerning a cardiopulmonary arrest is received:

- Contact the Control Centre (EOC) when the emergency alert is received.
- Be informed of the magnitude and characteristics of the emergency situation.
- Personally go to the site of the emergency to make an initial assessment of the conditions of the person suffering from cardiopulmonary arrest. Verify that it is a cardiac arrest.
- Perform cardiopulmonary resuscitation (CPR) if the person has no pulse or is not breathing. Cardiopulmonary resuscitation (CPR) consists of:
    - 30 heart compressions and then 2 mouth-to-mouth respirations (for every 30 compressions).
    - 100 heart compression per minute. Never more than 125.
- Try to rouse the individual. It is important to check whether they are truly ill (they may have fallen asleep).
- If they do not awake, inform the Control Centre (EOC) and the Emergency Manager.
- Take the victim to the defibrillator station (AED).
- Continue performing cardiopulmonary resuscitation (CPR).
- Prior to using the defibrillator (AED), if the person is wet, dry them off; it is very important to make sure the person is completely dry.
- Switch on the defibrillator (AED).
- Expose the victim's chest.
- Place the defibrillator' adhesive pads on their chest.
- Let the defibrillator system (AED) perform an analysis. If necessary, apply an electric shock to the victim.
- Continue performing cardiopulmonary resuscitation (CPR).
- Report the status and evolution of the victim.
- Collaborate in the transfer and/or evacuation of the injured and in the event of the arrival of external Emergency Teams (ambulance, etc.), inform them of the status of the injured and give them the appropriate indications.

3.3.5.2 FIRST AID TEAM (FA-TEAM)

FIRST AID TEAM (FA-TEAM)		
Definition		
They must have at least the proper training in first aid for the purpose of providing the suitable first aid and care to persons injured during the emergency.		
	Full name	**Phone**
Those responsible	Isabel Espinosa	932301011 (Ext 333)
	Manel Graupera	932301011 (Ext 254)
	Laura Benítez	671523700
	Raquel Perich	932301011 (Ext 200)
Deputies with events	Event surveillance staff	-
	Minimum of two people per occupied floor	
Functions		
In **normal** situations:		
• Know the specific risks and provision of prevention, protection and action materials in the assigned area • Know the evacuation routes, containment areas and emergency exits in the assigned area		
In situations of **minor accident or alert / partial emergency / general emergency**:		
If an emergency warning is received: • Go to the site where the emergency occurred and follow the instructions of the First Aid Coordinator or Emergency Response Manager, if there is one • Be informed of the magnitude and characteristics of the emergency • If possible, remove the injured from any danger • Use the resources available in the area to give first aid • Report the state of the victims to the First Aid Coordinator, if there is one, or the Emergency Manager, if external assistance is required • Collaborate with the external Emergency Teams (ambulances, etc.) when they arrive, inform them of the status of the injured and give them the appropriate indications		

FIRST AID TEAM (FA-TEAM)
Functions
In situations of **minor accident or alert / partial emergency / general emergency**:

If an alert concerning a cardiopulmonary arrest is received and you have training in the use of defibrillators:

- Go to the site where the emergency occurred and follow the instructions of the First Aid Coordinator or Emergency Response Manager, if there is one
- Be informed of the magnitude and characteristics of the emergency situation.
- Personally go to the site of the emergency to make an initial assessment of the conditions of the person suffering from cardiopulmonary arrest. Verify that it is a cardiac arrest.
- Perform cardiopulmonary resuscitation (CPR) if the person has no pulse or is not breathing. Cardiopulmonary resuscitation (CPR) consists of:
  - 30 heart compressions and then 2 mouth-to-mouth respirations (for every 30 compressions).
  - 100 heart compression per minute. Never more than 125.
- Try to rouse the individual. It is important to check whether they are truly ill (they may have fallen asleep).
- If they do not awake, inform the Control Centre (EOC) and the Emergency Manager.
- Take the victim to the defibrillator station (AED).
- Continue performing cardiopulmonary resuscitation (CPR).
- Prior to using the defibrillator (AED), if the person is wet, dry them off; it is very important to make sure the person is completely dry.
- Switch on the defibrillator (AED).
- Expose the victim's chest.
- Place the defibrillator' adhesive pads on their chest.
- Let the defibrillator system (AED) perform an analysis. If necessary, apply an electric shock to the victim.
- Continue performing cardiopulmonary resuscitation (CPR).
- Report the state of the victims to the First Aid Coordinator, if there is one, or the Emergency Manager, if external assistance is required
- Collaborate with the external Emergency Teams (ambulances, etc.) when they arrive, inform them of the status of the injured and give them the appropriate indications

If an alert concerning a cardiopulmonary arrest is received and you do not have training in the use of defibrillators:

- Go to the site where the emergency occurred and follow the instructions of the First Aid Coordinator or Emergency Response Manager, if there is one
- Be informed of the magnitude and characteristics of the emergency
- Collaborate and follow the instructions of the First Aid Coordinator or the person trained in the use of the defibrillator (AED).
- Report the state of the victims to the First Aid Coordinator, if there is one, or the Emergency Manager, if external assistance is required
- Collaborate with the external Emergency Teams (ambulances, etc.) when they arrive, inform them of the status of the injured and give them the appropriate indications

3.3.6. TECHNICAL ASSISTANCE TEAM (TA TEAM)

TECHNICAL ASSISTANCE TEAM (TA TEAM)		
Definition		
The team will have the sufficient training to carry out both the normal and risk maintenance of the facility. It will be responsible for the making the necessary power cuts (electricity, etc.) and the control of other installations (smoke alarm, HVAC, ventilation, water supply, etc.)		
	Full name	**Phone**
Those responsible	Maintenance staff: 1º. Josep Vallès	648963088
	2º. Antonio Martínez	660071571
	3º. Javier Torres 4º. Juan José López 5º. Pablo Pinoargote 6º. Victor Romaní 7º. Roger Arechua	932301011 (Ext 250)
	Prioritises functions of the response teams on the TA Team unless ordered otherwise by the ERM	
Functions		
In **normal** situations:		
• Know the location of the keys to the power supply and controls of the other installations		
In situations of **minor accident or alert / partial emergency / general emergency**:		
• Cut the electrical power to the area of the accident and other areas, if necessary • Control the ventilation system, HVAC, smoke alarms, etc.		

3.3.7. EXTERNAL AID DESK (EAD)

EXTERNAL AID DESK (EAD)

Definition
This team must receive the external assistance Emergency Teams at the RECEPTION POINT. It will inform these units of the situations, the characteristics of the emergency and provide all the necessary information and assistance.

	Full name	Phone
Those responsible	Marc Rodríguez Gómez	607257101 932301000
Deputies	1º. Carolina García	629645612
	2º. Philippe Mesnard	636798341

Functions
In **normal** situations:

- Know the specific risks and provision of prevention, protection and action materials in the assigned area
- Know the evacuation routes, containment areas and emergency exits in the assigned area

In situations of **minor accident or alert / partial emergency / general emergency**:

If an evacuation or containment alert is received:
- Be informed of the magnitude and characteristics of the emergency
- Communicate the evacuation or containment instructions
- Inform the external assistance Emergency Teams (fire brigade, police, etc.) of the situation, the characteristics of the emergency, and provides them will all the necessary information and assistance, or, when the external assistance is arriving, alert the Emergency Manager so he/she can be the one to inform the external teams and provide the necessary assistance
- Continue with the functions of the response team, following the
- instructions of the Emergency Response Manager

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3.3. ACTIONS TO CARRY OUT

This chapter describes in detail all the standard procedures of the Emergency Response Plan needed to face any emergency that could arise.

To structure this response, the following sequence of events involved in an emergency is given, which are:

- Detection and alert (detailed in sub-section 3.4.1)
- Communications and alarms (detailed in sub-section 3.4.2)
- Response (detailed in sub-section 3.4.3)
- Evacuation (detailed in sub-section 3.4.4)
- Containment (detailed in sub-section 3.4.5)
- Provision of first aid (detailed in sub-section 3.4.6)
- Provision of external assistance (detailed in sub-section 3.4.7)
- Post-emergency (detailed in sub-section 3.4.8)

This entire sequence is shown in the general procedure diagram, detailed in sub-section 3.4.9.

Specific actions to carry out according to the different risk situations are detailed in sub- section 3.4.10, as follows:

- Standard procedure for loading and unloading of hazardous materials (detailed in subsection 3.4.10.1)
- Standard procedure in case of fire or explosion (detailed in subsection 3.4.10.2)
- Standard procedure in case of electrical power failure (detailed in subsection 3.4.10.3)
- Standard procedure in case of bomb threat (detailed in subsection 3.4.10.4)
- Standard procedure in case of violent acts (detailed in subsection 3.4.10.5)
- Standard procedure in case of crowd collapse (detailed in subsection 3.4.10.6)
- Standard procedure in case of falls, blows, wounds, burns, collisions, electric shock or asphyxia (detailed in subsection 3.4.10.7)
- Standard procedure in case of intoxications (detailed in subsection 3.4.10.8)
- Standard procedure in case of disease outbreaks of potentially high risk (detailed in subsection 3.4.10.9)
- Standard procedure in case of chemical accident in an industrial facility, chemicals in hazardous or radiological material ducts (detailed in subsection 3.4.10.10)
- Standard procedure in case of accident in the transport of hazardous goods (detailed in subsection 3.4.10.11)
- Standard procedure in case of fire or explosion (detailed in subsection 3.4.10.12)
- Standard procedure in case of seismic event (detailed in subsection 3.4.10.13)

3.3.1. DETECTION AND ALERT

The following resources for the detection of emergencies or incidents have been considered:

- Automatic detection: The facility has a series of emergency response resources to detect fire, triggering the alarm.
- Staff detection (during working hours): It can be detected by any person within the facility. If it is detected by a person not staffing the venue (external visitor), they will have to notify the nearest venue staff member, and this is not possible, they will have to press the nearest alarm button. If the personnel staffing the venue detects an incident or is notified of one, they will have to alert the EOC by any of the communication systems available (alarm buttons, telephones, walkie talkie, etc.).
- Detection via the surveillance staff (non-working hours and without events): If a serious emergency occurs in the venue, the surveillance service will immediately inform Marc Rodríguez Gómez (Emergency Manager) or Philippe Mesnard (Emergency Response Manager), who are on call with a functioning telephone 24 hours a day.
- Alerts that imminently affect the venue from external control centres, neighbouring venues or the like, due to external circumstances.

The detection and alert protocol can be based on the following response diagram:

DETECCIÓ I ALERTA — DETECCIÓ SITUACIÓ DE PERILL — DETECCIÓ PERSONAL — DETECCIÓ AUTOMÀTICA — PERSONAL DE VISITA — PERSONAL DE L'ACTIVITAT — TELÈFONS - WALKIE TALKIE — POLSADORS ALARMA — DETECTORS — CENTRAL D'ALARMA
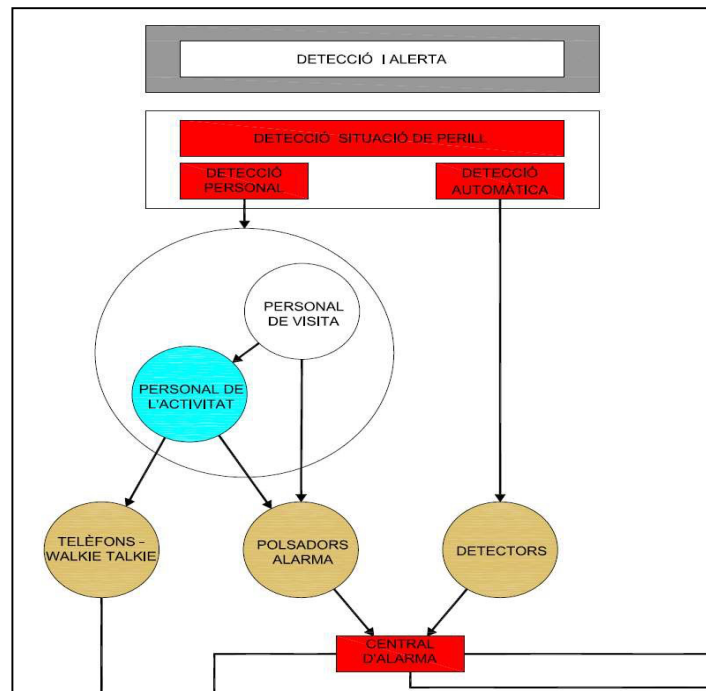
3.3.2. COMMUNICATIONS AND ALARMS

The detection and notification of a possible emergency will activate the alarm in their different emergency levels, according to the classification found in section 3.2.

The alarm levels will be as follows:

- Restricted Alarm: This will occur in case of Minor accidents or Alerts. The Emergency Manager will be informed of the situation. It will mean alerting the appropriate emergency teams and verifying the emergency.

  In case of emergency, safety will be the primary concern and any emergency alert will be considered to be real and the sequence of actions will be followed regardless of any subjective assessment of the seriousness of the incident.

  It will not be necessary for the Emergency Operations Centre (EOC) to call 112 (Emergency Services) if external assistance is not required.

  The Emergency Operations Centre (EOC) will immediately call the Catalonia Emergency Coordination Centre (CECAT) to notify them of the activation of the Emergency Response Manual for a Minor Accident. As soon as possible, it will be mandatory for this communique to be send to the CECAT by email (cecat@gencat.cat). The Municipal CRA emergency coordination centre will also be called to notify them of the activation of the Emergency Response Plan.

  The Emergency Manager will be informed of the emergency situation and how it was dealt with, maintaining the flow of information with the CECAT throughout the emergency.

- Partial Alarm: The following will occur in a Partial Emergency. The Emergency Manager will be informed of the situation. A partial evacuation of the facility will be carried out, and the technical and human resources set out in the ERP will be mobilised for the affected area.

  The Emergency Operations Centre (EOC) will notify the Emergency Call Management and Assistance Service of Catalonia (112) of the emergency, requiring external assistance to the specialised response teams (Fire Brigade, Police, etc.).

  The Emergency Operations Centre (EOC) will immediately call the Catalonia Emergency Coordination Centre (CECAT) to notify them of the activation of the Emergency Response Manual for a Partial Emergency. As soon as possible, it will be mandatory for this communique to be send to the CECAT by email (cecat@gencat.cat). The Municipal CRA emergency coordination centre will also be called to notify them of the activation of the Emergency Response Plan.

The Emergency Manager will be informed of the emergency situation and how it was dealt with, maintaining the flow of information with the CECAT throughout the emergency.

- General Alarm: The following will occur in a General Emergency. The Emergency Manager will be informed of the situation. A full evacuation of the facility will be carried out, and all the technical and human resources set out in the ERP will be mobilised.

  The Emergency Operations Centre (EOC) will notify the Emergency Call Management and Assistance Service of Catalonia (112) of the emergency, requiring external assistance to the specialised response teams (Fire Brigade, Police, etc.).

  The Emergency Operations Centre (EOC) will immediately call the Catalonia Emergency Coordination Centre (CECAT) to notify them of the activation of the Emergency Response Manual for a General Emergency. As soon as possible, it will be mandatory for this communique to be send to the CECAT by email (cecat@gencat.cat). The Municipal CRA emergency coordination centre will also be called to notify them of the activation of the Emergency Response Plan.

  The Emergency Manager will be informed of the emergency situation and how it was dealt with, maintaining the flow of information with the CECAT throughout the emergency.

The Emergency Manager will determine whether an emergency will go from one level to another, in coordination with the external assistance, after having assessed the situation.

3.4.2.1 IDENTIFICATION OF THE PERSONS WHO ISSUE ALERTS

The identification of those responsible for issuing alerts is given in section 3.3.1 "Manager of the Emergency Operations Centre (EOC)".

3.4.2.2 ALERTS TO ISSUE

The communication and alarm activation protocols will be as follows:

- Activation protocol during the day:

  1. Localisation and notification of the emergency to the Emergency Manager
  2. Notification of the emergency to the Emergency Response Manager
  3. Verification of the emergency
  4. The Emergency Manager determines the level of activation
  5. Notification of the Response, Evacuation or Containment, and First Aid teams
  6. Notification of the emergency to the External Assistance Teams (Fire Brigade, Police, etc.), if their help is required

7. Notification of the emergency to the Catalonia Emergency Coordination Centre (CECAT) by telephone
8. Notification of the emergency to the Municipal Emergency Coordination Centre (CRA) by telephone.
9. Notification of the emergency to the Catalonia Emergency Coordination Centre (CECAT) by email
10. Maintain the flow of information with CECAT

- Activation protocol at night:

    1. The level of activation is determined, depending on the type of emergency
    2. Notification of the emergency to the External Assistance Teams (Fire Brigade, Police, etc.), if their help is required
    3. Notification of the emergency to the Emergency Manager
    4. Notification of the emergency to the Emergency Response Manager
    5. Notification of the emergency to the Catalonia Emergency Coordination Centre (CECAT) by telephone
    6. Notification of the emergency to the Municipal Emergency Coordination Centre (CRA) by telephone.
    7. Notification of the emergency to the Catalonia Emergency Coordination Centre (CECAT) by email
    8. Maintain the flow of information with CECAT

- Order of communication during the day:

    1. Emergency Manager
    2. Emergency Response Manager
    3. Response Teams
    4. Evacuation or Containment, and First Aid teams
    5. External Assistance Teams (Fire Brigade, Police, etc.)
    6. Catalonia Emergency Coordination Centre (CECAT)
    7. Municipal Emergency Coordination Centre (CRA)

- Order of communication at night:

    1. Response Teams
    2. External Assistance Teams (Fire Brigade, Police, etc.)
    3. Emergency Manager
    4. Emergency Response Manager
    5. Catalonia Emergency Coordination Centre (CECAT)
    6. Municipal Emergency Coordination Centre (CRA)

- Means of communication:

1. To the Emergency Manager and Emergency Teams, by mobile phone or alarm buttons
2. To the External Assistance Teams (Fire Brigade, Police, etc.), by phone
3. To CECAT, by landline or mobile phone
4. To CECAT, by email
5. To the municipal CRA, by landline or mobile phone

- Alarms and general alerts: The alarm issued to occupants of the facility must be done,

1. Carefully, to avoid situations of panic and disorderly exit
2. Through the activated teams
3. With truthful information, with the minimum delay possible with regard to the occurrence of the events and conveying confidence, transparency and calm, in order to avoid situations of panic due to fright or situation of incredulity or distrust with respect to the person doing the alerting

One exception is established, however: in case of a bomb threat, the evacuation order and communication to external assistance will be made simultaneously once the alarm is received and without waiting to verify the emergency. Safety will always be the first concern and any alert will be considered potentially true; the stipulated action sequence will followed regardless of the subjective assessment as to its authenticity.

Annex II contains:

- Form to alert the response teams
- Form to alert 112, CECAT and the Municipal CRA.
- Form to receive a bomb threat
- Form to alert the police of a bomb threat

The diagram of communications and alarm in case of Minor accidents or Alerts will be as follows:
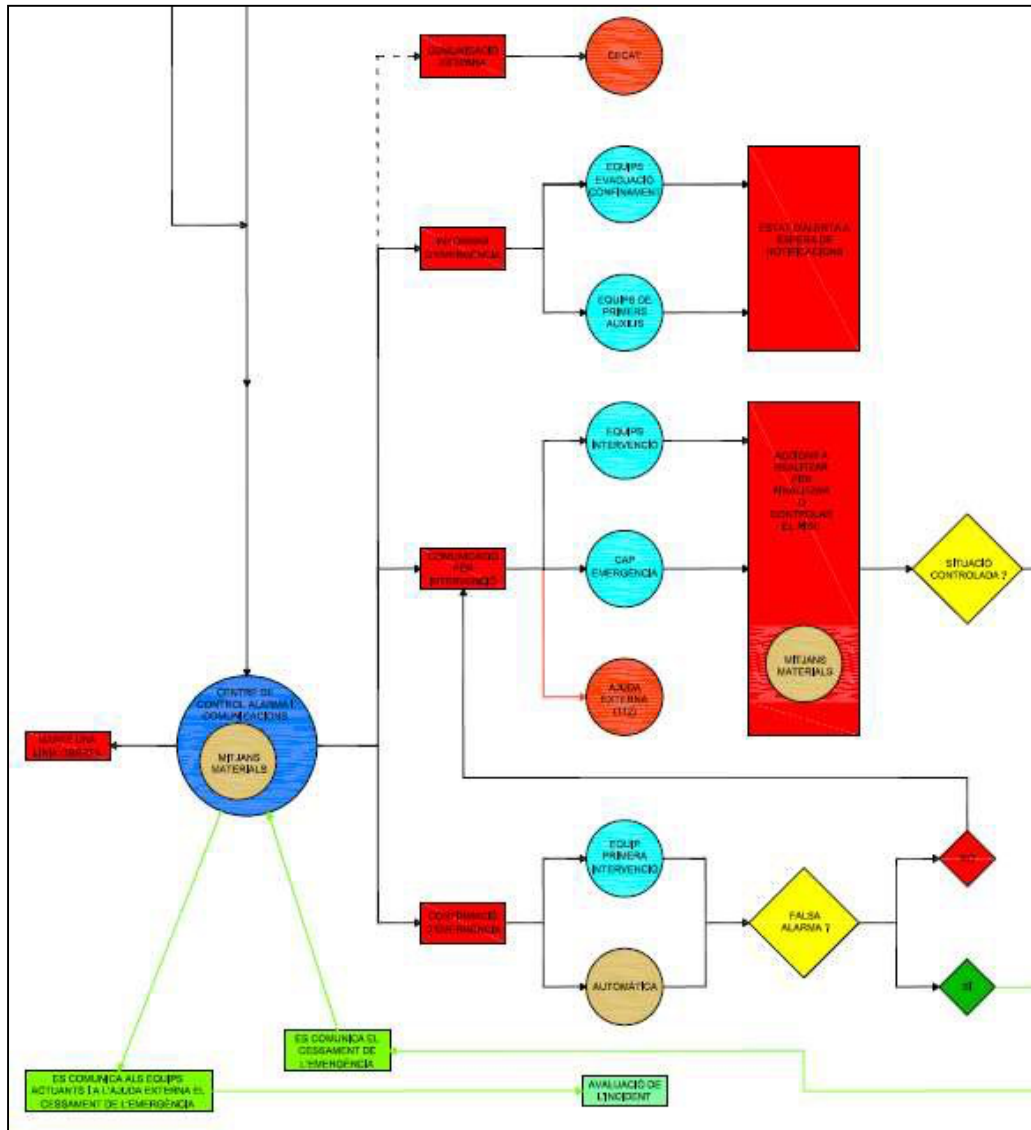
3.3.3. RESPONSE

The teams respond to an emergency situation, start the direct tasks on the ground to control and end the emergency.

These tasks will be carried out at the emergency site by personnel belonging to the response team, and overall response will be directed and coordinated by the Emergency Response Manager, if there is one, or the Emergency Manager.

The identification at the emergency site of the person responsible for the tasks to perform in the event of an emergency is covered in section 3.3.3.1 "Emergency Response Manager (ERM)".

The identification of the persons trained and ready to go to the site where the emergency occurred with the purpose of controlling it is covered in sections 3.3.3.2 "First response team (FR Team)" and 3.3.3.3 "Secondary Response Team (SR Team)".

The first response team has the minimum general training related to the identification of risk situations and emergency warnings, initial response in case of fire, evacuation of the occupants and application of first aid, in addition to knowing how to properly use the fire extinguishers and Fixed Firefighting Systems (FFS), at a minimum. The initial general actions that the first response team can carry out are as follows:

- Secure the emergency area and control the entrances and exits
- Act directly upon the cause of the emergency (use of fire extinguishers, search suspicious packages, etc.)
- Rescue, lead away and attend the people affected
- Proceed to minimise the effects of the emergency on the facility occupants and prevent the situation from worsening (cutting the power supply, supervising installations or equipment at risk, etc.)
- Keep the emergency managers and communications centre informed of the existing situation and act in coordination with them
- Inform the occupants of the situation that occurred and what they must do

The secondary response team has training in the identification of specific risks inherent in the venue, building, facility or infrastructure considered, in the identification and instructions in the use of specific safety resources to combat these risks and the action procedures in case of emergency, complementing that of the first response team, as well as having to know, as a minimum, how to properly use the fire extinguishers and Fixed Firefighting Systems (FFS), in addition to breathing apparatus, masks, etc. The general follow-up actions that the secondary response team can carry out are as follows:

- Act directly upon the cause of the emergency (use of the FFS on fires, use of breathing apparatus, etc.)
- Rescue, lead away and attend the people affected
- Proceed to minimise the effects of the emergency on the facility occupants and prevent the situation from worsening (cutting the power supply, supervising installations or equipment at risk, etc.)
- Keep the emergency managers and communications centre informed of the existing situation and act in coordination with them

When external assistance resources arrive, they will take over and control the emergency response, and the internal teams will collaborate with them by lending them the necessary support.

<u>At night</u>

Due to the lack of personnel, the Emergency Operations Centre (EOC) will evaluate the level of activation of the Emergency Response Plan, making the calls indicated in the previous section. In following, and only if there is assistance, it will assume the function so the Response Team, giving priority to the evacuation or containment of the staff found in the venue.

3.3.4. EVACUATION

Evacuation is carried out from any point in the facility along previously established routes indicated on the evacuation maps, following the signs installed in the facility and in accordance with the indication of the members of the Evacuation or Containment Team.

These tasks will be carried out by personnel belonging to the Evacuation or Containment Team, and will be directed and coordinated by the Evacuation or Containment Coordinator, if there is one, or the Emergency Response Manager.

The identification of the person responsible for the tasks to perform in the event of the evacuation of the facility is covered in section 3.3.4.1 "Evacuation or Containment Coordinator (E&C Coordinator)".

The identification of the persons ready to carry out actions intended to secure the full and orderly evacuation of the affected area or assigned sector, as well as ensure that the alarm has been sounded, is covered in section 3.3.4.2 "Evacuation or Containment Team (EC Team)".

The general actions that the Evacuation or Containment Team can carry out are as follows:

- The decision to evacuate the establishment will be taken by the Emergency Manager
- Ensure the operability of the exits and that the evacuation routes do not get blocked
- First evacuate the rooms located in the area where the emergency has been declared, and then other areas
- The facility will be exited by means of the emergency exits provided for this purpose
- The evacuation teams will indicate the following rules of conduct to the public:

  Keep calm.
  Follow the instruction of the Evacuation or Containment Team (E&C Team)
  Make an orderly evacuation of the area, heading toward the exit indicated by the E&C team
  Do not waste time gathering personal belonging
  Evacuate the area in silence
  The evacuation will be done in single file, as far as possible, following the evacuation route along the corridor walls
  Do not separate from the group
  Do not leave gaps in the evacuation file
  Do not run

Do not push or step on each other
Do not stop
Do not turn back

- The evacuation of the facility will always imply going to the Meeting or Gathering Point, and immediately a head count will be taken
- Whether all the occupants have been evacuated or if there is someone missing, the Emergency Manager will be informed of the situation, so they can inform the External Assistance when they arrive.

Those in charge of the evacuation in each area will be responsible for making a head count in their assigned area, once they are at the Gathering or Meeting Point, informing the Evacuation and Containment Coordinator of the total number.

Annex II contains a sheet with the Evacuation or Containment Rules in case of emergency. <u>At night</u>

Due to the lack of personnel, the Emergency Operations Centre (EOC) will evaluate the level of activation of the Emergency Response Plan, making the calls indicated in the section 3.4.2 "Communications and Alarms". It will assume the functions of the Evacuation or Containment Team, evacuating the persons in the venue to the Gathering or Meeting Point.

3.3.5. CONTAINMENT

The situations that can cause the need for containment are generally associated with the activation of an external emergency involving a special plan (Radiological, Chemical in an industrial facility, Heavy Snow, Seismic, Wind, etc.).

Containment is carried out from any point in the facility to previously established locations indicated on the containment maps, in accordance with the indication of the members of the Evacuation or Containment Team.

These tasks will be carried out by personnel belonging to the Evacuation or Containment Team, and will be directed and coordinated by the Evacuation or Containment Coordinator, if there is one, or the Emergency Response Manager.

The identification of the person responsible for the tasks to perform in the event of containment is covered in section 3.3.4.1 "Evacuation or Containment Coordinator (E&C Coordinator)".

The identification of the persons ready to carry out actions intended to secure the containment, as well as ensure that the alarm has been sounded, is covered in section 3.3.4.2 "Evacuation or Containment Team (EC Team)".

The general actions that the Evacuation or Containment Team can carry out are as follows:

- The decision to contain the establishment will be taken by the Emergency Manager
- All the occupants must be concentrated in the areas set out for containment and remain there until the external condition are secure
- Close windows and doors. If the windows have blinds, it is best to lower them. To better seal off the window and doors, adhesive tape can be placed along the seams
- Shut off the ventilation systems, air conditioning or systems that exchange air from the outside
- Any incident detected during the containment procedure will be communicated to the Emergency Manager so that they may alert the external assistance teams

Those in charge of the containment in each area will be responsible for making a head count in their area, once they are contained, informing the Evacuation and Containment Coordinator of the total number.

Annex II contains a sheet with the Evacuation or Containment Rules in case of emergency. At night

Due to the lack of personnel, the Emergency Operations Centre (EOC) will evaluate the level of activation of the Emergency Response Plan, making the calls indicated in the section 3.4.2 "Communications and Alarms". It will assume the functions of the Evacuation or Containment Team, containing the persons in the venue to the place previously established and indicated on the containment maps.

3.3.6. PROVISION OF FIRST AID

The initial medical assistance will be provided by personnel belonging to the First Aid Team, and will be directed and coordinated by the First Aid Coordinator, if there is one, or the Emergency Response Manager.

The identification of the person responsible for assessing the state of the victims and taking on the leadership of the First Aid Team is covered in section 3.3.5.1 "First aid coordinator (FA Coordinator)".

The identification of the persons responsible for first aid, prepare to provide first aid and appropriate care to those injured during the emergency is covered in section 3.3.5.2 "First aid team (FA Team)".

According to the severity of the injuries and their effect on the person's mobility, the injured may require two types of care:

- On site: This is considered for light injuries that do not require hospitalisation. In this case, the response of the FA team is sufficient.
- Hospital admission: This is considered for people with severe injuries or cautious prognosis that must be evacuated. In this case, the external medical services must be called upon for their transfer to hospital.

Cases of cardiopulmonary arrest warrant particular attention, where properly trained personnel must:

- Personally go to the site of the emergency to make an initial assessment of the conditions of the person suffering from cardiopulmonary arrest. Verify that it is a cardiac arrest.
- Perform cardiopulmonary resuscitation (CPR) if the person has no pulse or is not breathing. Cardiopulmonary resuscitation (CPR) consists of:
  - 30 heart compressions and then 2 mouth-to-mouth respirations (for every 30 compressions).
  - 100 heart compression per minute. Never more than 125.
- Try to rouse the individual. It is important to check whether they are truly ill (they may have fallen asleep).
- If they do not awake, inform the Emergency Operations Centre (EOC) and the Emergency Manager so they may alert external assistance.
- Take the victim to the defibrillator station (AED).
- Continue performing cardiopulmonary resuscitation (CPR).
- Prior to using the defibrillator (AED), if the person is wet, dry them off; it is very important to make sure the person is completely dry.
- Switch on the defibrillator (AED).
- Expose the victim's chest.
- Place the defibrillator' adhesive pads on their chest.
- Let the defibrillator system (AED) perform an analysis. If necessary, apply an electric shock to the victim.
- Continue performing cardiopulmonary resuscitation (CPR) until the medical services arrive.

When external medic services are required, the alert is carried out through the Emergency Operations Centre (EOC), which will put into motion the pertinent communication protocols.

Until the external assistance arrives, the task is to alleviate the injured and provide first aid.
Once it has come, the task turns to collaboration and being available.

At night

Due to the lack of personnel, the Emergency Operations Centre (EOC) will evaluate the level of activation of the Emergency Response Plan, making the calls indicated in the section 3.4.2 "Communications and Alarms". It then assumes the functions of the FA Team to provide the necessary first aid.

3.3.7 RECEPTION OF EXTERNAL FIRST AID SERVICES

The external assistance service is professionally qualified and has the resources that enable it to provide a specialised response. In any request made, this service will promptly come to the scene and efficiently respond given its experience and training.

Depending on the type of emergency that occurs, the person responsible for the response protocol will receive the external assistance teams at the junction between Passeig de Taulat and Plaça Leonardo da Vinci or at the Permanent Security Site (PSO) located on the basement level of the CCIB Building.

As a general rule, if it is not hazardous for external assistance vehicle to enter the CCIB building, it will be opted to receive them in the Permanent Security Office (PSO), and if it is hazardous, they will be received at the junction between Passeig de Taulat and Plaça Leonardo da Vinci.

The person in charge of the External Aid Desk (EA Desk) or the Emergency Manager will be responsible for receiving these teams and informing them of all possible details regarding the emergency so as facilitate and help them in their response:

- The location of the accident and the route that would take them there, helping them with directions on the map if necessary
- The basic characteristic of the access ways
- The danger, if applicable, in the area near the scene of the accident
- The incidents occurring during evacuation, if applicable
- The existence of injuries and/or entrapments, if applicable, and their location

3.3.7. POST-EMERGENCY

When the Emergency Manager considers that the situation is under control, which cannot develop further, and that the risk of emergency has been eliminated, he/she will inform the people involved of the end of the emergency situation.

This communication will be made to all the occupants of the facility and also to the external resources.

To consider the emergency to have ended, the external assistance resources will have ended their response and considered the emergency to be over, that the risk situation of the emergency has been eliminated, that the injured or affected people have received the appropriate assistance and the affected area has been inspected to confirm all these aspects.

Once the emergency is declared to be over, the occupants of the venue may return inside, if there are no risks and the conditions are suitable. In areas considered not to have these conditions, the activity cannot be resumed.

In the event the service installations (telephone wiring or public lighting) have been affected, the Emergency Manager will notify the companies in charge of these infrastructures.

The protocols with respect to the emergency response system will be as follows:

- Replace, as soon as possible, damaged equipment for others in perfect conditions in such way that the system operation can be resumed as quickly as possible
- Shut-off valve have to be immediately checked after the emergency to verify they are in the proper operating position, in addition to check they are in proper conditions
- All the emergency safety and response equipment that were used must be replenished and the functioning of the remaining material must be checked and made ready for future use
- Once the emergency is over, the Emergency Manager will order an investigation into the causes of the emergency and conditions for its occurrence, for the purpose of obtaining the necessary knowledge to adopt preventive and corrective measures, as well as process the corresponding emergency report for the administration that so require it

Once the consequences and possible causes of the emergency are known, with a maximum term of seven days, the venue managers will prepare and submit a report to the General Directorate of Civil Protection, which shall describe, at a minimum:

- Description of the emergency
- Known causes
- Exact time
- Detection procedure in the emergency
- Time line of the real actions and the actions set out in the Emergency Response Plan, including the internal and external communications

- Safety measures taken (containment or evacuation of the occupants)
- Aspects of the Emergency Response Plan to improve or amend as a result of the experience derived from the emergency

Not submitting this report may imply the imposition of a fine. Annex II

contains the Incident and Accident Report Form.

3.3.8   RESPONSE DIAGRAM

Charts 141 and 142 found in Annex III make a graphic representation of the information contained in the general action scheme, describing the actions to carry out in a general emergency and coordination between each member of the organisational chart in an emergency and the teams involved.

3.3.9 RESPONSE PROTOCOLS

3.3.9.1 LOADING AND UNLOADING OF HAZARDOUS MATERIALS

Standard procedure for loading and unloading of hazardous materials		
Group Activated	**Emergency Level**	
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the Response Teams of the emergency • Inform the rest of teams involved of the emergency • Call external assistance (112), if so required by the Emergency Manager • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the Response Teams of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the Response Teams of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed
Emergency Manager (EM)	• Assess the situation • Assess whether external assistance is necessary • Activate the restricted alarm level • Order the activation of the Response Teams • Stay informed on the development of the emergency • Keep the EOC informed	• Assess the situation • Assess whether external assistance is necessary • Activate the partial alarm level • Order the activation of the Response Teams • Order the evacuation of the affected area • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation	• Assess the situation • Assess whether external assistance is necessary • Activate the general alarm level • Order the activation of the Response Teams • Order the evacuation of the affected area • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation

Standard procedure for loading and unloading of hazardous materials			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Response Manager (ERM)	• Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager of the state of the accident • Coordinate the response teams • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager	• Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager of the state of the accident • Coordinate the response teams • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager	• Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager of the state of the accident • Coordinate the response teams • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager
First Response Team (FR Team)	• Go to the accident site • Notify the ERM of the accident situation • Ventilate the area affected if it a closed space • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM	• Go to the accident site • Notify the ERM of the accident situation • Ventilate the area affected if it a closed space • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM	• Go to the accident site • Notify the ERM of the accident situation • Ventilate the area affected if it a closed space • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM
Secondary Response Team (SR Team)	• Go to the accident site with the suitable equipment and breathing apparatus if necessary • Isolate the leak • Treat the substance according to the established procedure in the safety protocols • Give a progress report on the accident to the ERM	• Go to the accident site with the suitable equipment and breathing apparatus if necessary • Isolate the leak • Treat the substance according to the established procedure in the safety protocols • Give a progress report on the accident to the ERM	• Go to the accident site with the suitable equipment and breathing apparatus if necessary • Isolate the leak • Treat the substance according to the established procedure in the safety protocols • Give a progress report on the accident to the ERM
First Aid Coordinator (FA Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC or the Emergency Manager • Collaborate, if required, with the External Assistance Teams	• Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC or the Emergency Manager • Collaborate, if required, with the External Assistance Teams

Standard procedure for loading and unloading of hazardous materials		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Team (FA-Team)	• Stay alert, awaiting notification from the First Aid Coordinator	• Stay alert, awaiting notification from the First Aid Coordinator • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the External Assistance Teams	• Stay alert, awaiting notification from the First Aid Coordinator • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the External Assistance Teams
Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC • Go to the accident site • Coordinate the evacuation or containment team • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC	• Stay alert, awaiting notifications from the EOC • Go to the accident site • Coordinate the evacuation or containment team • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC	• Stay alert, awaiting notifications from the EOC • Go to the accident site • Coordinate the evacuation or containment team • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC
Evacuation or Containment Team (EC Team)	• Go to the accident site • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the E&C Coordinator	• Go to the accident site • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the E&C Coordinator	• Go to the accident site • Evacuate the area and keep people without protective equipment away • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the E&C Coordinator
Technical Assistance Team (TA Team)	• Proceed to cut the power, gas and other supplies to the affected area, if so required by the Emergency Response Manager • Give a progress report to the ERM or EOC	• Proceed to cut the power, gas and other supplies to the affected area, if so required by the Emergency Response Manager • Give a progress report to the ERM or EOC	• Proceed to cut the power, gas and other supplies to the affected area, if so required by the Emergency Response Manager • Give a progress report to the ERM or EOC
External Aid Desk (EAD)		• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation

3.3.9.2 FIRE OR EXPLOSION

Standard procedure in case of fire or explosion		
Group Activated	**Emergency Level**	
	Minor accident or Alert	Partial Emergency	General Emergency
Emergency Operations Centre (EOC)	During the day: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the Response Teams of the emergency • Inform the rest of teams involved of the emergency • Call external assistance (112), if so required by the Emergency Manager • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	During the day: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the Response Teams of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed At night: • Activation of the partial alarm level • Call external assistance (112) • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Call CECAT to notify them of the emergency • Assumes the functions of the E&C coordinator, evacuating the affected area, and the FA team if necessary • Assumes the functions of the FR Team, only if it has assistance • Notify CECAT of the emergency by email • Keep the CECAT informed	During the day: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the Response Teams of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed At night: • Activation of the general alarm level • Call external assistance (112) • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Call CECAT to notify them of the emergency • Assumes the functions of the E&C coordinator, evacuating the affected area, and the FA team if necessary • Assumes the functions of the FR Team, only if it has assistance • Notify CECAT of the emergency by email • Keep the CECAT informed

Standard procedure in case of fire or explosion		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Manager (EM)	During the day: • Assess the situation • Assess whether external assistance is necessary • Activate the restricted alarm level • Order the activation of the Response Teams • Stay informed on the development of the emergency • Keep the EOC informed	During the day: • Assess the situation • Order the call to external assistance • Activate the partial alarm level • Order the activation of the Response Teams • Order the evacuation of the affected area • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation	During the day: • Assess the situation • Order the call to external assistance • Activate the general alarm level • Order the activation of the Response Teams • Order the full evacuation of the building • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation
		At night: • Urgently goes to the building to assume their functions	At night: • Urgently goes to the building to assume their functions
Emergency Response Manager (ERM)	During the day: • Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager of the state of the accident • Coordinate the response teams • Rescue, lead away and attend the people affected • Act to control the fire • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager	During the day: • Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager of the state of the accident • Coordinate the response teams • Rescue, lead away and attend the people affected • Act to control the fire • Close windows and doors to avoid the spread of the flames • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager • Abandon the area in case of danger • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams	During the day: • Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager of the state of the accident • Coordinate the response teams • Rescue, lead away and attend the people affected • Act to control the fire • Close windows and doors to avoid the spread of the flames • Control entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager • Abandon the area in case of danger • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams
		At night: • Urgently goes to the building to assume their functions	At night: • Urgently goes to the building to assume their functions

Group Activated	Emergency Level		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Response Team (FR Team)	• Go to the accident site • Notify the ERM of the accident situation • Rescue, lead away and attend the people affected • Act to control the fire • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM	• Go to the accident site • Notify the ERM of the accident situation • Rescue, lead away and attend the people affected • Act to control the fire • Close windows and doors to avoid the spread of the flames • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams	• Go to the accident site • Notify the ERM of the accident situation • Rescue, lead away and attend the people affected • Act to control the fire • Close windows and doors to avoid the spread of the flames • Control entrances and exits • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams
Secondary Response Team (SR Team)	• Stay alert, awaiting notifications from the EOC or ERM • Act to control the fire • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM	• Go to the accident site • Act to control the fire • Isolate areas containing potentially inflammable elements • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams	• Go to the accident site • Act to control the fire • Isolate areas containing potentially inflammable elements • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams
First Aid Coordinator (FA Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC or the Emergency Manager • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams	• Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC or the Emergency Manager • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams
First Aid Team (FA-Team)	• Stay alert, awaiting notification from the First Aid Coordinator	• Stay alert, awaiting notification from the First Aid Coordinator • Collaborate with the evacuation • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the External Assistance Teams	• Stay alert, awaiting notification from the First Aid Coordinator • Collaborate with the evacuation • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the External Assistance Teams

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Standard procedure in case of fire or explosion			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC	• Stay alert, awaiting notifications from the EOC • Coordinate the evacuation or containment team • Direct the occupants in the affected area along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC	• Stay alert, awaiting notifications from the EOC • Coordinate the evacuation or containment team • Direct the occupants in the facility along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC
Evacuation or Containment Team (EC Team)	• Stay alert, awaiting notifications from the C&E coordinator	• Stay alert, awaiting notifications from the C&E coordinator • Direct the occupants in the affected area along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator	• Stay alert, awaiting notifications from the C&E coordinator • Direct the occupants in the facility along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator
Technical Assistance Team (TA Team)	• Stay alert, awaiting notifications from the ERM or EOC	• Proceed to cut the power supply, ventilation and HVAC systems to the affected area, if so required by the Emergency Response Manager • Give a progress report to the ERM or EOC	• Proceed to cut the power supply, ventilation and HVAC systems to the affected area, if so required by the Emergency Response Manager • Give a progress report to the ERM or EOC
External Aid Desk (EAD)		• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation

3.3.9.3 ELECTRIC POWER FAILURE

Standard procedure in case of electrical power failure		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	• Notify the Emergency Manager of the emergency • Await the assessment of the situation • Notify the Response Teams of the emergency • Call the maintenance or supply company • Inform the rest of teams involved of the emergency	• Notify the Emergency Manager of the emergency • Await the assessment of the situation • Notify the Response Teams of the emergency • Call the maintenance or supply company • Inform the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	
Emergency Manager (EM)	• Assess the situation • Activate the restricted alarm level • Order the activation of the Response Teams of the affected area	• Assess the situation • Activate the partial alarm level, if it may affect the evacuation of the venue occupants • Order the activation of the Response Teams of the affected area • Assess the evacuation of the building • Order the evacuation and activation of the rest of the emergency teams • Inform external assistance of the situation	
Emergency Response Manager (ERM)	• Go to the accident site • Notify the EOC of the accident situation • Coordinate the technical assistance team • Give a progress report on the accident to the EOC	• Go to the accident site • Notify the EOC of the accident situation • Coordinate the technical assistance team • Coordinate the response team • Give a progress report on the accident to the EOC	

Standard procedure in case of electrical power failure			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Response Team (FR Team)	• Stay alert, awaiting notifications from the ERM	• Go to the accident site, if required by the ERM • Notify the ERM of the accident situation • Act to check the normal operation of the facility • Give a progress report on the accident to the ERM • Collaborate, if required, with the external assistance teams	
Secondary Response Team (SR Team)	• Stay alert, awaiting notifications from the ERM	• Stay alert, awaiting notifications from the ERM	
First Aid Coordinator (FA Coordinator)	• Stay alert, awaiting notifications from the EOC	• Stay alert, awaiting notifications from the EOC • Collaborate with the evacuation	
First Aid Team (FA-Team)	• Stay alert, awaiting notifications from the EOC	• Stay alert, awaiting notifications from the EOC • Collaborate with the evacuation	
Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the evacuation or containment team • Direct the occupants along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC	
Evacuation or Containment Team (EC Team)	• Stay alert, awaiting notifications from the EOC	• Direct the occupants along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator	
Technical Assistance Team (TA Team)	• Go to the accident site • Notify the ERM of the accident situation • Act to control the incident • Give a progress report on the accident to the ERM • Collaborate, if required, the maintenance or supply company	• Go to the accident site • Notify the ERM of the accident situation • Act to control the incident • Give a progress report on the accident to the ERM • Collaborate, if required, the maintenance or supply company	

Standard procedure in case of electrical power failure		
Group Activated	**Emergency Level**	
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
External Aid Desk (EAD)		• Receive the external assistance teams at the Reception Point • Inform external assistance of the situation	

3.3.9.4 BOMB THREAT

Standard procedure in case of a bomb threat		
Group Activated	**Emergency Level**	
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)			During the day: • Notify the Emergency Manager of the emergency • Call External Assistance (112) • Notify the Emergency Response Manager of the emergency • Notify the teams involved of the emergency • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed
Emergency Operations Centre (EOC)			At night: • Call External Assistance (112) • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Assumes the function of the E&C team, evacuating the facility • Call CECAT to notify them of the emergency • Notify CECAT of the emergency by email • Keep the CECAT informed

Group Activated	Emergency Level		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Manager (EM)			During the day: • Order the call to External Assistance • Activate the general alarm level • Order the full evacuation of the building • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation
			At night: • Urgently goes to the building to assume their functions
Emergency Response Manager (ERM)			During the day: • Stay alert, awaiting notifications from the EOC • Collaborate with the evacuation
			At night: • Urgently goes to the building to assume their functions
First Response Team (FR Team)			• Stay alert, awaiting notifications from the EOC or Emergency Response Manager • Collaborate with the evacuation
Secondary Response Team (SR Team)			• Stay alert, awaiting notifications from the EOC or Emergency Response Manager • Collaborate with the evacuation
First Aid Coordinator (FA Coordinator)			• Stay alert, awaiting notifications from the EOC • Collaborate with the evacuation
First Aid Team (FA-Team)			• Stay alert, awaiting notification from the EOC or the First Aid Coordinator • Collaborate with the evacuation

Standard procedure in case of a bomb threat

Standard procedure in case of a bomb threat		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Evacuation or Containment Coordinator (E&C Coordinator)			• Coordinate the evacuation or containment team • Direct the occupants along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC
Evacuation or Containment Team (EC Team)			• Direct the occupants along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator
Technical Assistance Team (TA Team)			• Stay alert, awaiting notifications from the EOC or Emergency Response Manager • Collaborate with the evacuation
External Aid Desk (EAD)			• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation

3.3.9.5 ACTS OF VIOLENCE

Group Activated	Emergency Level		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	<u>During the day:</u> • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the teams involved of the emergency • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	<u>During the day:</u> • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	<u>During the day:</u> • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed
Emergency Operations Centre (EOC)			<u>At night:</u> • Activation of the general alarm level • Call External Assistance (112) • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Call CECAT to notify them of the emergency • Assumes the functions of the E&C coordinator, evacuating the area, and the FA team if necessary • Assumes the functions of the FR Team, only if it has assistance, abandoning the facility in case of danger • Notify CECAT of the emergency by email • Keep the CECAT informed

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Group Activated	Standard procedure in case of acts of violence		
	Emergency Level		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Manager (EM)	During the day: • Assess the situation • Assess whether external assistance is necessary • Activate the restricted alarm level • Order the activation of the Response Teams • Stay informed on the development of the emergency • Keep the EOC informed	During the day: • Assess the situation • Order the call to External Assistance • Activate the partial alarm level • Order the activation of the Response Teams • Order the evacuation of the affected area, if necessary • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation	During the day: • Assess the situation • Order the call to External Assistance • Activate the general alarm level • Order the activation of the Response Teams • Order the full evacuation of the building, if necessary • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation
			At night: • Urgently goes to the building to assume their functions
Emergency Response Manager (ERM)	During the day: • Go to the site where the act of violence occurred to assess the situation • Notify the EOC or the Emergency Manager • Coordinate the response teams • Act to control the incident • Give a progress report on the accident to the EOC or the Emergency Manager	During the day: • Go to the site where the act of violence occurred to assess the situation • Notify the EOC or the Emergency Manager • Coordinate the response teams • Act to control the incident • Abandon the area in case of danger • Give a progress report on the accident to the EOC or the Emergency Manager	During the day: • Go to the site where the act of violence occurred to assess the situation • Notify the EOC or the Emergency Manager • Coordinate the response teams • Act to control the incident • Abandon the area in case of danger • Give a progress report on the accident to the EOC or the Emergency Manager
			At night: • Urgently goes to the building to assume their functions
First Response Team (FR Team)	• Go to the site where the act of violence occurred • Notify the ERM of the situation • Act to control the incident • Give a progress report on the accident to the ERM	• Go to the site where the act of violence occurred • Notify the ERM of the situation • Act to control the incident • Abandon the area in case of danger • Give a progress report on the accident to the ERM	• Go to the site where the act of violence occurred • Notify the ERM of the situation • Act to control the incident • Abandon the area in case of danger • Give a progress report on the accident to the ERM
Secondary Response Team (SR Team)	• Stay alert, awaiting notifications from the ERM	• Stay alert, awaiting notifications from the ERM • Collaborate with the evacuation	• Stay alert, awaiting notifications from the ERM • Collaborate with the evacuation

Standard procedure in case of acts of violence			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Coordinator (FA Coordinator)	• Stay alert, awaiting notifications from the EOC • Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC	• Stay alert, awaiting notifications from the EOC • Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams	• Stay alert, awaiting notifications from the EOC • Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams
First Aid Team (FA-Team)	• Stay alert, awaiting notifications from the FA Coordinator • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator	• Stay alert, awaiting notifications from the FA Coordinator • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams	• Stay alert, awaiting notifications from the FA Coordinator • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams
Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC	• Stay alert, awaiting notifications from the EOC • Coordinate the evacuation or containment team • Direct the occupants in the affected area along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC	• Stay alert, awaiting notifications from the EOC • Coordinate the evacuation or containment team • Direct the occupants in the facility along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC
Evacuation or Containment Team (EC Team)	• Stay alert, awaiting notifications from the C&E coordinator	• Stay alert, awaiting notifications from the C&E coordinator • Direct the occupants in the affected area along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator	• Stay alert, awaiting notifications from the C&E coordinator • Direct the occupants in the facility along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator

Standard procedure in case of acts of violence			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Technical Assistance Team (TA Team)	• Stay alert, awaiting notifications from the ERM	• Stay alert, awaiting notifications from the ERM • Collaborate with the evacuation	• Stay alert, awaiting notifications from the ERM • Collaborate with the evacuation
External Aid Desk (EAD)		• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation

Group Activated	Emergency Level		
	Minor accident or Alert	Partial Emergency	General Emergency
Emergency Operations Centre (EOC)		• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the Response Teams of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	
Emergency Manager (EM)		• Assess the situation • Order the call to external assistance • Activate the partial alarm level • Order the activation of the Response Teams • Order the evacuation of the affected area • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation	

Standard procedure in case of crowd collapse

Standard procedure in case of crowd collapse		
Group Activated	**Emergency Level**	
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Response Manager (ERM)		• Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager of the state of the accident • Coordinate the response teams • Act quickly on the "plug" to minimise potential injuries to those affected. • If the target risk situation so permits, act directly on the "plug" from behind, sending personnel from the emergency team to remove people from behind the "plug" who are pressing ahead upon it. • If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", which means it will be necessary to concentrate the majority of the emergency and first aid teams in this area in order to minimise the potential injuries to these people. • Rescue, lead away and attend the people affected • Give a progress report on the accident to the EOC or the Emergency Manager • Collaborate, if required, with the External Assistance Teams	

Group Activated	Emergency Level		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Response Team (FR Team)		• Go to the accident site • Notify the ERM of the accident situation • Act quickly on the "plug" to minimise potential injuries to those affected. • Follow the orders given by the ERM. If the target risk situation so permits, act directly on the "plug" from behind, removing people from behind the "plug" who are pressing ahead upon it. • Follow the orders given by the ERM. If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", concentrating efforts in this area in order to minimise the potential injuries to these people. • Rescue, lead away and attend the people affected • Give a progress report on the accident to the ERM • Collaborate, if required, with the External Assistance Teams	
Secondary Response Team (SR Team)		• Go to the accident site • Act quickly on the "plug" to minimise potential injuries to those affected. • Follow the orders given by the ERM. If the target risk situation so permits, act directly on the "plug" from behind, removing people from behind the "plug" who are pressing ahead upon it. • Follow the orders given by the ERM. If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", concentrating efforts in this area in order to minimise the potential injuries to these people.	

Standard procedure in case of crowd collapse

Standard procedure in case of crowd collapse			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Secondary Response Team (SR Team)		• Rescue, lead away and attend the people affected • Give a progress report on the accident to the ERM • Collaborate, if required, with the External Assistance Teams	
First Aid Coordinator (FA Coordinator)		• Go to the accident site • Coordinate the first aid team • Act quickly on the "plug" to minimise potential injuries to those affected. • Follow the orders given by the ERM. If the target risk situation so permits, act directly on the "plug" from behind, removing people from behind the "plug" who are pressing ahead upon it. • Follow the orders given by the ERM. If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", concentrating efforts in this area in order to minimise the potential injuries to these people. • Rescue, lead away and attend the people affected • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC or the Emergency Manager • Collaborate, if required, with the External Assistance Teams	

Standard procedure in case of crowd collapse			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Team (FA-Team)		• Go to the accident site • Act quickly on the "plug" to minimise potential injuries to those affected. • Follow the orders given by the ERM. If the target risk situation so permits, act directly on the "plug" from behind, removing people from behind the "plug" who are pressing ahead upon it. • Follow the orders given by the ERM. If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", concentrating efforts in this area in order to minimise the potential injuries to these people. • Rescue, lead away and attend the people affected • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the External Assistance Teams	
Evacuation or Containment Coordinator (E&C Coordinator)		• Go to the accident site • Coordinate the evacuation or containment team • Act quickly on the "plug" to minimise potential injuries to those affected. • Follow the orders given by the ERM. If the target risk situation so permits, act directly on the "plug" from behind, removing people from behind the "plug" who are pressing ahead upon it.	

Standard procedure in case of crowd collapse			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Evacuation or Containment Coordinator (E&C Coordinator)		• Follow the orders given by the ERM. If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", concentrating efforts in this area in order to minimise the potential injuries to these people. • Rescue, lead away and attend the people affected • Direct the occupants in the affected area along the evacuation routes • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC	
Evacuation or Containment Team (EC Team)		• Go to the accident site • Act quickly on the "plug" to minimise potential injuries to those affected. • Follow the orders given by the ERM. If the target risk situation so permits, act directly on the "plug" from behind, removing people from behind the "plug" who are pressing ahead upon it. • Follow the orders given by the ERM. If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", concentrating efforts in this area in order to minimise the potential injuries to these people. • Rescue, lead away and attend the people affected • Direct the occupants in the affected area along the evacuation routes • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator	

Group Activated	Standard procedure in case of crowd collapse		
	Emergency Level		
	Minor accident or Alert	Partial Emergency	General Emergency
Technical Assistance Team (TA Team)		• Go to the accident site • Act quickly on the "plug" to minimise potential injuries to those affected. • Follow the orders given by the ERM. If the target risk situation so permits, act directly on the "plug" from behind, removing people from behind the "plug" who are pressing ahead upon it. • Follow the orders given by the ERM. If the target risk situation does not permit, there must be an attempt made to remove those trapped at the head of the "plug", concentrating efforts in this area in order to minimise the potential injuries to these people. • Rescue, lead away and attend the people affected • Give a progress report on the accident to the ERM • Collaborate, if required, with the External Assistance Teams	
External Aid Desk (EAD)		• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	

3.3.9.7 FALLS, BLOWS, WOUNDS, BURNS, COLLISIONS, ELECTRIC SHOCK OR ASPHYXIA

Standard procedure in case of falls, blows, wounds, burns, collisions, electric shock or asphyxia			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	<u>During the day:</u> • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Notify the First Aid Coordinator of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the First Aid Team of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed		
	<u>At night:</u> • Activation of the restricted alarm level • Call External Assistance (112) • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Call CECAT to notify them of the emergency • Assumes the functions of the FA team, if necessary • Notify CECAT of the emergency by email • Keep the CECAT informed		

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Standard procedure in case of falls, blows, wounds, burns, collisions, electric shock or asphyxia			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Manager (EM)	During the day: • Assess the situation • Order the call to External Assistance • Activate the restricted alarm level • Order the activation of the First Aid Team • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation		
	At night: • Urgently goes to the building to assume their functions		
Emergency Response Manager (ERM)	During the day: • Go to the accident site • Notify the EOC or the Emergency Manager • Lead other people away from the First Aid Team • Give a progress report on the accident to the EOC or the Emergency Manager		
	At night: • Urgently goes to the building to assume their functions		
First Response Team (FR Team)			
Secondary Response Team (SR Team)			
First Aid Coordinator (FA Coordinator)	• Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager • Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC • Collaborate, if required, with the external assistance teams		

Group Activated	Standard procedure in case of falls, blows, wounds, burns, collisions, electric shock or asphyxia		
	Emergency Level		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Team (FA-Team)	• Go to the accident site • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the external assistance teams		
Evacuation or Containment Coordinator (E&C Coordinator)			
Evacuation or Containment Team (EC Team)			
Technical Assistance Team (TA Team)			
External Aid Desk (EAD)	• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation		

3.3.9.8 INTOXICATIONS

Standard procedure in case of intoxication			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Notify the First Aid Coordinator of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the First Aid Team of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Notify the First Aid Coordinator of the emergency • Await verification of the emergency • Await activation of the alarm level • Notify the First Aid Team of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	
Emergency Manager (EM)	• Assess the situation • Order the call to External Assistance • Activate the restricted alarm level • Order the activation of the First Aid Team • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation	• Assess the situation • Order the call to External Assistance • Activate the partial alarm level • Order the activation of the First Aid Team • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation	
Emergency Response Manager (ERM)	• Go to the accident site • Notify the EOC or the Emergency Manager • Lead other people away from the First Aid Team • Give a progress report on the accident to the EOC or the Emergency Manager	• Go to the accident site • Notify the EOC or the Emergency Manager • Lead other people away from the First Aid Team • Give a progress report on the accident to the EOC or the Emergency Manager	
First Response Team (FR Team)			

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Standard procedure in case of intoxication			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Coordinator (FA Coordinator)	• Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager • Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC • Collaborate, if required, with the external assistance teams	• Go to the accident site to assess the situation • Notify the EOC or the Emergency Manager • Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC • Collaborate, if required, with the external assistance teams	
First Aid Team (FA-Team)	• Go to the accident site • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the external assistance teams	• Go to the accident site • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the external assistance teams	
Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC	• Stay alert, awaiting notifications from the EOC	
Evacuation or Containment Team (EC Team)			
Technical Assistance Team (TA Team)			
External Aid Desk (EAD)	• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	

3.3.9.9   OUTBREAK OF TRANSMITTABLE DISEASE WITH HIGH RISK POTENTIAL

Standard procedure in case of potentially high-risk emerging communicable diseases			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	• Reception of the alert from CECAT • Notify the Emergency Manager of the emergency • Notify the First Aid Team of the emergency • Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Reception of the alert regarding persons related to the venue with symptoms compatible with disease • Notify the Emergency Manager of the emergency • Notify the First Aid Team of the emergency • Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	
Emergency Manager (EM)	• Keep informed from CECAT and the media about developments concerning the disease • Order the application of the PPE cleaning and usage protocols according WHO and Health Ministry recommendations • Order the activation of the First Aid Team to make body temperature checks	• Get in contact with people with symptoms • Await the analysis results and if necessary order the confinement of the ill person • Order the activation of the First Aid Team to make body temperature checks, particularly to staff that has been in close proximity to the ill person • If necessary, order the confinement of those who have been in close proximity to the ill person • Keep the EOC informed	
Emergency Response Manager (ERM)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	
First Response Team (FR Team)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	
Secondary Response Team (SR Team)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	

Standard procedure in case of potentially high-risk emerging communicable diseases			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Coordinator (FA Coordinator)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations • Coordinate the first aid team • Perform body temperature check to anyone who comes into the venue, keeping a record of the results • Inform any irregularity to the EOC	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations • Coordinate the first aid team • Perform body temperature check to anyone who comes into the venue, keeping a record of the results • Inform any irregularity to the EOC	
First Aid Team (FA-Team)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations • Perform body temperature check to anyone who comes into the venue, keeping a record of the results • Inform any irregularity to the FA Coordinator	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations • Perform body temperature check to anyone who comes into the venue, keeping a record of the results • Inform any irregularity to the FA Coordinator	
Evacuation or Containment Coordinator (E&C Coordinator)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations • Coordinate the evacuation or containment team if it is necessary to confine someone • Keep those confined in the assigned containment area • Give a progress report on the containment to the EOC	
Evacuation or Containment Team (EC Team)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations • Keep those confined in the assigned containment area • Give a progress report on the containment to the E&C Coordinator	

Standard procedure in case of potentially high-risk emerging communicable diseases			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Technical Assistance Team (TA Team)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	
External Aid Desk (EAD)	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	• Carry out an accurate application of the PPE cleaning and usage protocols according to WHO and Health Ministry recommendations	

3.3.9.10 CHEMICALS IN AN INDUSTRIAL FACILITY, CHEMICALS IN HAZARDOUS OR RADIOLOGICAL MATERIAL DUCTS

Standard procedure in case of a chemical accident in an industrial facility, chemicals in hazardous or radiological material ducts			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)			During the day: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await activation of the alarm level • Notify the Evacuation or Containment Team of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed

Group Activated	Emergency Level		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)			At night: • Activation of the general alarm level • Notify the Emergency Manager of the emergency • Call External Assistance (112) • Call CECAT to notify them of the emergency • Assumes the functions of the E&C Team, containing all personnel • Disconnect the HVAC and ventilation systems from the containment areas • Notify CECAT of the emergency by email • Keep the CECAT informed
Emergency Manager (EM)			During the day: • Order the call to External Assistance • Activate the general alarm level • Order the activation of the Evacuation or Containment Team to confine all the personnel • Stay informed on the development of the emergency • Keep the EOC informed • Inform External Assistance of the situation
			At night: • Stay informed on the development of the emergency
Emergency Response Manager (ERM)			• Coordinate the Technical Assistance Team • Order the stoppage of the HVAC and ventilation systems from the containment areas • Collaborate with the containment
First Response Team (FR Team)			• Collaborate with the containment
Secondary Response Team (SR Team)			• Collaborate with the containment
First Aid Coordinator (FA Coordinator)			• Collaborate with the containment • Coordinate the First Aid Team if necessary

Standard procedure in case of a chemical accident in an industrial facility, chemicals in hazardous or radiological material ducts

Standard procedure in case of a chemical accident in an industrial facility, chemicals in hazardous or radiological material ducts			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Team (FA-Team)			• Collaborate with the containment • State of alert
Evacuation or Containment Coordinator (E&C Coordinator)			• Coordinate the evacuation or containment team • Close the windows and doors • Keep occupants inside the building • Make a head count • Give a progress report on the containment to the EOC
Evacuation or Containment Team (EC Team)			• Close the windows and doors • Keep occupants inside the building • Make a head count • Give a progress report on the containment to the E&C Coordinator
Technical Assistance Team (TA Team)			• Disconnect the HVAC and ventilation systems from the containment areas • Collaborate with the containment
External Aid Desk (EAD)			• Collaborate with the containment

3.3.9.11   TRANSPORT OF HAZARDOUS GOODS

Standard procedure in case of accident in the transport of hazardous goods			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	During the day: • Notify the Emergency Manager of the emergency • Notify the teams involved of the emergency • Stay alert, awaiting notifications	During the day: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await activation of the alarm level • Notify the Evacuation or Containment Team of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112), if necessary • Call CECAT to notify them of the emergency, if necessary • Notify CECAT of the emergency by email • Keep the CECAT informed	During the day: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await activation of the alarm level • Notify the Evacuation or Containment Team of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Notify CECAT of the emergency by email • Keep the CECAT informed
	At night: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Stay alert, awaiting notifications	At night: • Activation of the partial alarm level • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Call External Assistance (112) if the venue may be affected • Call CECAT to notify them of the emergency • Assumes the function of the E&C Team, evacuating the entire facility in the case of fire that may affect the facility • Notify CECAT of the emergency by email • Keep the CECAT informed	At night: • Activation of the general alarm level • Call External Assistance (112) • Notify the Emergency Manager of the emergency • Call CECAT to notify them of the emergency • Assumes the functions of the E&C Team, containing all personnel • Disconnect the HVAC and ventilation systems from the containment areas • Notify CECAT of the emergency by email • Keep the CECAT informed

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Standard procedure in case of accident in the transport of hazardous goods		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Manager (EM)	During the day: • Assess the situation • Stay alert, awaiting notifications • Await activation of the alarm level	During the day: • Assess the situation • Order the call to External Assistance if the venue may be affected • Activate the partial alarm level • Order the activation of the Evacuation or Containment Team, to carry out the evacuation of the entire facility if the fire can affect the facility • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation	During the day: • Order the call to External Assistance • Activate the general alarm level • Order the activation of the Evacuation or Containment Team to confine all the personnel • Stay informed on the development of the emergency • Keep the EOC informed • Inform External Assistance of the situation
	At night: • Urgently goes to the building to assume their functions	At night: • Urgently goes to the building to assume their functions	At night: • Stay informed on the development of the emergency
Emergency Response Manager (ERM)	During the day: • Stay alert, awaiting notifications from the EOC	During the day: • Coordinate the Technical Assistance Team • Collaborate with the evacuation	• Coordinate the Technical Assistance Team • Order the stoppage of the HVAC and ventilation systems from the containment areas • Collaborate with the containment
	At night: • Urgently goes to the building to assume their functions	At night: • Urgently goes to the building to assume their functions	
First Response Team (FR Team)	• Stay alert, awaiting notifications from the EOC	• Collaborate with the evacuation	• Collaborate with the containment
Secondary Response Team (SR Team)	• Stay alert, awaiting notifications from the EOC	• Collaborate with the evacuation	• Collaborate with the containment
First Aid Coordinator (FA Coordinator)	• Stay alert, awaiting notifications from the EOC	• Collaborate with the evacuation	• Collaborate with the containment
First Aid Team (FA-Team)	• Stay alert, awaiting notifications from the EOC	• Collaborate with the evacuation	• Collaborate with the containment

Standard procedure in case of accident in the transport of hazardous goods			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the evacuation or containment team • Direct the occupants in the affected area along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count • Give a progress report on the evacuation to the EOC	• Coordinate the evacuation or containment team • Close the windows and doors • Keep occupants inside the building • Make a head count • Give a progress report on the containment to the EOC
Evacuation or Containment Team (EC Team)	• Stay alert, awaiting notifications from the EOC	• Direct the occupants in the affected area along the evacuation routes • Check the evacuated areas to ensure no one is still there • Make a head count • Give a progress report on the evacuation to the C&E coordinator	• Close the windows and doors • Keep occupants inside the building • Make a head count • Give a progress report on the containment to the E&C Coordinator
Technical Assistance Team (TA Team)	• Stay alert, awaiting notifications from the EOC	• Collaborate with the evacuation	• Disconnect the HVAC and ventilation systems from the containment areas • Collaborate with the containment
External Aid Desk (EAD)		• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	• Collaborate with the containment

3.3.9.12   SNOW OR WIND

Standard procedure in case of snow or wind		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	• Notify the Emergency Manager of the emergency • Notify the teams involved of the emergency • Stay alert, awaiting notifications	• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await activation of the alarm level • Notify the Evacuation or Containment Team of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112), if so required by the Emergency Manager • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	• Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Await activation of the alarm level • Notify the Evacuation or Containment Team of the emergency • Notify the rest of teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed

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Standard procedure in case of snow or wind		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**

Emergency Manager (EM)	• Assess the situation
	• Stay alert, awaiting notifications
	• Await activation of the alarm level
		• Assess the situation
		• Activate the partial alarm level
		• Order the activation of the Teams involved to inform users in case of high winds:
		  – Doors and windows must be closed to prevent air currents from causes breakage or falling glass.
		  – Secure elements that might be blown away by the wind.
		  – Remove any object that might be blown away by the wind.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Order the activation of the Teams involved to inform users in case of heavy snow:
		  – Door and windows must be closed to control contact points with the exterior.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Stay informed on the development of the emergency
		• Assess whether external assistance is necessary
		• Keep the EOC informed
		• Arrange for the reception of the External Assistance in the EA Desk if considered necessary
		• Inform External Assistance of the situation
			• Assess the situation
			• Activate the general alarm level
			• Order the activation of the Evacuation or Containment Team to confine all the personnel
			• Order the call to External Assistance
			• Stay informed on the development of the emergency
			• Keep the EOC informed
			• Inform External Assistance of the situation

Standard procedure in case of snow or wind		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**

Emergency Response Manager (ERM)	• Stay alert, awaiting notifications from the EOC	• Coordinate the Response Teams
		• Inform users in the event of strong winds:
		  – Doors and windows must be closed to prevent air currents from causes breakage or falling glass.
		  – Secure elements that might be blown away by the wind.
		  – Remove any object that might be blown away by the wind.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Inform users in the event of heavy snow:
		  – Door and windows must be closed to control contact points with the exterior.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Help users if needed
		• Keep access points clear of snow or branches that may hinder the entrances
		• Give an activity progress report to the EOC or the Emergency Manager
			• Coordinate the Response Teams
			• Attempt to keep access points clear of snow or branches that may hinder the entrances
			• Collaborate with the containment

Standard procedure in case of snow or wind			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**

First Response Team (FR Team)	• Stay alert, awaiting notifications from the EOC	• Inform users in the event of strong winds:
		  – Doors and windows must be closed to prevent air currents from causes breakage or falling glass.
		  – Secure elements that might be blown away by the wind.
		  – Remove any object that might be blown away by the wind.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Inform users in the event of heavy snow:
		  – Door and windows must be closed to control contact points with the exterior.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Help users if needed
		• Keep access points clear of snow or branches that may hinder the entrances
		• Give an activity progress report to the ERM
			• Attempt to keep access points clear of snow or branches that may hinder the entrances
			• Collaborate with the containment

Standard procedure in case of snow or wind			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Secondary Response Team (SR Team)	• Stay alert, awaiting notifications from the EOC	• Inform users in the event of strong winds: – Doors and windows must be closed to prevent air currents from causes breakage or falling glass. – Secure elements that might be blown away by the wind. – Remove any object that might be blown away by the wind. – In case of danger, remain confined as indicated by the Evacuation or Containment Team • Inform users in the event of heavy snow: – Door and windows must be closed to control contact points with the exterior. – In case of danger, remain confined as indicated by the Evacuation or Containment Team • Help users if needed • Keep access points clear of snow or branches that may hinder the entrances • Give an activity progress report to the ERM	• Attempt to keep access points clear of snow or branches that may hinder the entrances • Collaborate with the containment
First Aid Coordinator (FA Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC • Collaborate, if required, with the External Assistance Teams	• Collaborate with the containment • Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC • Collaborate, if required, with the External Assistance Teams
First Aid Team (FA-Team)	• Stay alert, awaiting notifications from the EOC	• Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the External Assistance Teams	• Collaborate with the containment • Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate, if required, with the External Assistance Teams

Standard procedure in case of snow or wind		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**

Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the evacuation or containment team
		• Inform users in the event of strong winds:
		  – Doors and windows must be closed to prevent air currents from causes breakage or falling glass.
		  – Secure elements that might be blown away by the wind.
		  – Remove any object that might be blown away by the wind.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Inform users in the event of heavy snow:
		  – Door and windows must be closed to control contact points with the exterior.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Direct user who wish to remain confined to the established areas
		• Close the windows and doors
		• Make a head count
		• Give a progress report on the containment to the EOC
			• Coordinate the evacuation or containment team
			• Close the windows and doors
			• Keep occupants inside the building
			• Make a head count
			• Give a progress report on the containment to the EOC

Standard procedure in case of snow or wind		
Group Activated	**Emergency Level**	
	Minor accident or Alert	Partial Emergency	General Emergency

Evacuation or Containment Team (EC Team)	• Stay alert, awaiting notifications from the EOC	• Inform users in the event of strong winds:
		  – Doors and windows must be closed to prevent air currents from causes breakage or falling glass.
		  – Secure elements that might be blown away by the wind.
		  – Remove any object that might be blown away by the wind.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Inform users in the event of heavy snow:
		  – Door and windows must be closed to control contact points with the exterior.
		  – In case of danger, remain confined as indicated by the Evacuation or Containment Team
		• Direct user who wish to remain confined to the established areas
		• Close the windows and doors
		• Make a head count
		• Give a progress report on the containment to the EOC
			• Close the windows and doors
			• Keep occupants inside the building
			• Make a head count
			• Give a progress report on the containment to the EOC

Note: The table above spans the full width; columns are "Minor accident or Alert", "Partial Emergency", and "General Emergency".

Standard procedure in case of snow or wind		
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Technical Assistance Team (TA Team)	• Stay alert, awaiting notifications from the EOC	• Inform users in the event of strong winds: – Doors and windows must be closed to prevent air currents from causes breakage or falling glass. – Secure elements that might be blown away by the wind. – Remove any object that might be blown away by the wind. – In case of danger, remain confined as indicated by the Evacuation or Containment Team • Inform users in the event of heavy snow: – Door and windows must be closed to control contact points with the exterior. – In case of danger, remain confined as indicated by the Evacuation or Containment Team • Help users if needed • Keep access points clear of snow or branches that may hinder the entrances • Give an activity progress report to the ERM	• Attempt to keep access points clear of snow or branches that may hinder the entrances • Collaborate with the containment
External Aid Desk (EAD)		• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation	• Collaborate with the containment

Standard procedure in case of seismic events		
Group Activated	**Emergency Level**	
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Operations Centre (EOC)	During the day: • Notify the Emergency Manager of the emergency • Notify the teams involved of the emergency • Stay alert, awaiting notifications	During the day: • Notify the Emergency Manager of the emergency • Await activation of the alarm level • Notify the Emergency Response Manager of the emergency • Notify the teams involved of the emergency • Call external assistance (112), if so required by the Emergency Manager • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed	During the day: • Notify the Emergency Manager of the emergency • Await activation of the alarm level • Notify the Emergency Response Manager of the emergency • Notify the teams involved of the emergency • Call external assistance (112) • Call CECAT to notify them of the emergency • Call the Municipal CRA to notify them of the emergency • Notify CECAT of the emergency by email • Keep CECAT and the CRA informed
	At night: • Notify the Emergency Manager of the emergency • Notify the Emergency Response Manager of the emergency • Stay alert, awaiting notifications	At night: • Activation of the partial alarm level • Notify the Emergency Manager of the emergency • Call External Assistance (112), if so required by the Emergency Manager • Notify the Emergency Response Manager of the emergency • Call CECAT to notify them of the emergency • Assumes the function of the E&C team, evacuating people inside • Notify CECAT of the emergency by email • Keep the CECAT informed	At night: • Activation of the general alarm level • Notify the Emergency Manager of the emergency • Call External Assistance (112) • Notify the Emergency Response Manager of the emergency • Call CECAT to notify them of the emergency • Assumes the function of the E&C team, evacuating people inside • Notify CECAT of the emergency by email • Keep the CECAT informed

Standard procedure in case of seismic events			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Manager (EM)	During the day: • Assess the situation • Stay alert, awaiting notifications • Await activation of the alarm level	During the day: • Assess the situation • Activate the partial alarm level • Order the activation of the Teams involved • Order the evacuation of the venue • Assess whether external assistance is necessary • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation • After the seismic event, do not switch on or off the light if there is the smell of gas	During the day: • Assess the situation • Activate the general alarm level • Order the activation of the Teams involved • Order the evacuation of the venue • Order the call to External Assistance • Stay informed on the development of the emergency • Keep the EOC informed • Arrange for the reception of the External Assistance in the EA Desk if considered necessary • Inform External Assistance of the situation • After the seismic event, do not switch on or off the light if there is the smell of gas
	At night: • Urgently goes to the building to assume their functions	At night: • Urgently goes to the building to assume their functions	At night: • Urgently goes to the building to assume their functions
Emergency Response Manager (ERM)	During the day: Stay alert, awaiting notifications from the EOC	During the day: • Coordinate the response teams and technical assistance • Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • If it is still possible, order the closure of the water, gas and power supply valve/switches • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager • Abandon the area in case of danger • Collaborate, if required, with the External Assistance Teams After the seismic event, do not switch on or the light if there is the smell of gas.	During the day: • Coordinate the response teams and technical assistance • Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • If it is still possible, order the closure of the water, gas and power supply valve/switches • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the EOC or the Emergency Manager • Abandon the area in case of danger • Collaborate, if required, with the External Assistance Teams After the seismic event, do not

Standard procedure in case of seismic events			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Emergency Response Manager (ERM)	<u>At night:</u> • Urgently goes to the building to assume their functions	<u>At night:</u> • Urgently goes to the building to assume their functions	<u>At night:</u> • Urgently goes to the building to assume their functions
First Response Team (FR Team)	• Stay alert, awaiting notifications from the EOC	• Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas	• Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas
Secondary Response Team (SR Team)	• Stay alert, awaiting notifications from the EOC	• Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas	• Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • Secure the emergency area and control the entrances and exits • Give a progress report on the accident to the ERM • Abandon the area in case of danger • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas

Standard procedure in case of seismic events			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
First Aid Coordinator (FA Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC or the Emergency Manager • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas	• Coordinate the first aid team • Attend to the injured, providing first aid • Give a progress report on the injured to the EOC or the Emergency Manager • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas
First Aid Team (FA-Team)	• Stay alert, awaiting notifications from the EOC	• Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas	• Attend to the injured, providing first aid • Give a progress report on the injured to the FA Coordinator • Collaborate with the evacuation • Collaborate, if required, with the External Assistance Teams • After the seismic event, do not switch on or off the light if there is the smell of gas
Evacuation or Containment Coordinator (E&C Coordinator)	• Stay alert, awaiting notifications from the EOC	• Coordinate the evacuation or containment team • Rescue, lead away and attend the people affected • Direct the occupants along the evacuation routes, leading them away from buildings and trees • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC • After the seismic event, do not switch on or off the light if there is the smell of gas	• Coordinate the evacuation or containment team • Rescue, lead away and attend the people affected • Direct the occupants along the evacuation routes, leading them away from buildings and trees • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the EOC • After the seismic event, do not switch on or off the light if there is the smell of gas

Standard procedure in case of seismic events			
Group Activated	**Emergency Level**		
	Minor accident or Alert	**Partial Emergency**	**General Emergency**
Evacuation or Containment Team (EC Team)	• Stay alert, awaiting notifications from the EOC	• Rescue, lead away and attend the people affected • Direct the occupants along the evacuation routes, leading them away from buildings and trees • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator • After the seismic event, do not switch on or off the light if there is the smell of gas	• Rescue, lead away and attend the people affected • Direct the occupants along the evacuation routes, leading them away from buildings and trees • Check the evacuated areas to ensure no one is still there • Make a head count at the meeting point • Give a progress report on the evacuation to the C&E coordinator • After the seismic event, do not switch on or off the light if there is the smell of gas
Technical Assistance Team (TA Team)	• Stay alert, awaiting notifications from the EOC	• Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • If it is still possible, close the water and power supply valve/switches • Give a progress report to the ERM • After the seismic event, do not switch on or off the light if there is the smell of gas	• Rescue, lead away and attend the people affected • Collaborate with the evacuation, leading people away from buildings and trees • If it is still possible, close the water and power supply valve/switches • Give a progress report to the ERM • After the seismic event, do not switch on or off the light if there is the smell of gas
External Aid Desk (EAD)		• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation • After the seismic event, do not switch on or off the light if there is the smell of gas	• Receive the External Assistance Teams at the Reception Point • Inform external assistance of the situation • After the seismic event, do not switch on or off the light if there is the smell of gas

3.4   LIST OF RESPONSE PROCEDURES

Various response procedures have been prepared to cover all hypothetical emergencies in the venue.

All personnel in the venue must be aware of these procedures. A proper response at the beginning of an event triggered by an emergency will be able to minimise its consequences.

The response procedures will be the guidelines to follow for all venue and external staff in the event of any emergency situation.

The response procedures listed in following are elaborated in Annex IV of this Emergency Response Plan:

- Response procedure for the Emergency Operations Centre (EOC)
- Response procedure for the Emergency Manager (EM)
- Response procedure for the Emergency Response Manager (ERM)
- Response procedure for the First Response Team (FI Team)
- Response procedure for the Secondary Response Team (SR Team)
- Response procedure for the First Aid Coordinator (FA Coordinator)
- Response procedure for the First Aid Team (FA Team)
- Response procedure for the Evacuation or Containment Coordinator (E&C Coordinator)
- Response procedure for the Evacuation or Containment Team (EC Team)
- Response procedure for the Technical Assistance Team (TA Team)
- Response procedure for the External Aid Desk (EAD)

3.5 INTEGRATION IN HIGHER-LEVEL PLANS

The Emergency Response Plan foresees its integration and coordination with other plans of a higher scope which may be activated simultaneously.

This coordination is carried out in conjunction with the Municipal Civil Protection plans and   following Emergency Plans at the autonomous community level:

- Special exterior emergency plan for the chemical industry of Catalonia (PLASEQCAT)
- Special emergency plan for forest fires in Catalonia (INFOCAT)
- Special emergency plan for floods in Catalonia (INUNCAT)
- Special emergency plan for accidents in the road or rail transport of hazardous goods in Catalonia (TRANSCAT)
- Special emergency plan for the contamination of coastal waters in Catalonia (CAMCAT)
- Special emergency plan for snowfall in Catalonia (NEUCAT)
- Special emergency plan for high winds in Catalonia (VENTCAT)
- Special plan for aircraft emergencies in Catalonia (AEROCAT)
- Special plan for seismic emergencies in Catalonia (SISMICAT)
- Special plan for radiological emergencies in Catalonia (RADCAT)
- Disease Outbreak Response Plan of Catalonia (PROCICAT)

It is not necessary to integrate the following Autonomous Community Emergency Plans, for obvious reasons:

- Special emergency plan for avalanches in Catalonia (ALLAUCAT) This

coordination basically considers the following aspects:

- Coordination on a management level: This refers to the coordination between the ERM
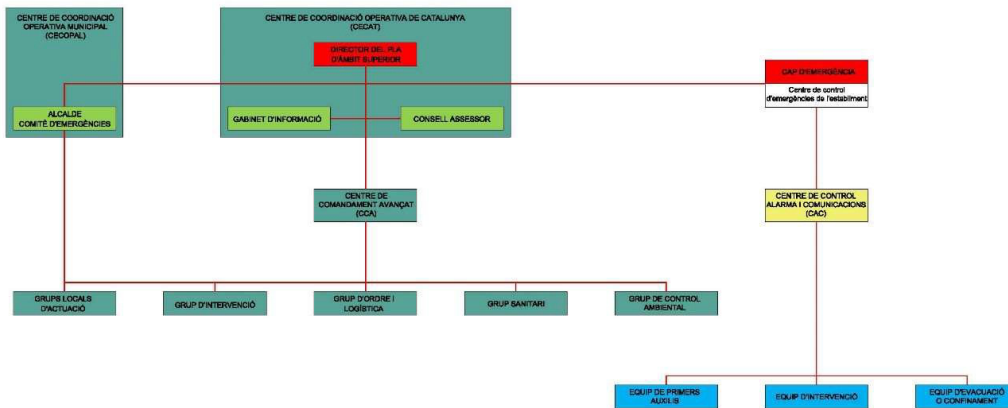
directors and the civil protection plan in which the former is integrated.

- Coordination on an operative level: Integrates the actions in order to carry out:

  - The notification protocols for the emergency situations, both during the event and afterwards.
  - The mechanisms for the collaboration of the emergency response organisation with the public civil protection system

In the event of an accident in which a higher-level civil protection plan must be activated, the media relations during the emergency will be coordinated by the information office of the higher- level plan.
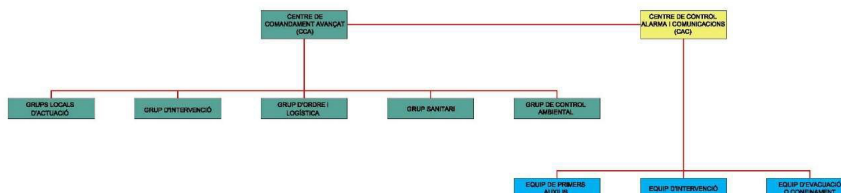
3.6.1 COORDINATION ON A MANAGEMENT LEVEL

With respect to the activation of the Emergency Response Plan and how its coordination with other plans is managed, the following instructions will be taken into account:

- If an emergency situation contemplated in the ERM occurs, the person taking the role of Emergency Manager will activate it and communicate it to the competent civil protection authority as soon as possible, who will monitor the response of the plan
- For the coordination between the management of the Emergency Response Plan and that of the autonomous community plans, the venue will call the Catalonia Emergency Coordination Centre (CECAT) and the Municipal Emergency Coordination Centre (CRA)
- If as a consequence of the emergency situation occurring in the venue the corresponding Municipal Emergency Response Plan were to be activated, the acting Emergency Manager or the person he/she delegates will join the emergency committee as a representative of the venue
- If notified that the higher-level plan has been activated (due to an external emergency risk), the ERM will be immediately activate to make an internal response to the emergency
- If the emergency exceeds the capacity of the venue's own personnel or resources in order to control it, external aid will then be required by means of the alert model given in Annex II
- Once the external assistance teams are received, the management and coordination of the emergency will be transferred to the external assistance leaders
- Once the emergency situation is over, the Emergency Manager will communicate this to the Catalonia Emergency Coordination Centre (CECAT) and Municipal Emergency Coordination Centre (CRA)

3.6.1. COORDINATION ON AN OPERATIVE LEVEL

3.6.1.1 EMERGENCY NOTIFICATION PROTOCOLS TO EXTERNAL PARTIES

Communications during the emergency

In an accident or emergency, the Emergency Operations Centre must communicate and inform the Catalonia Emergency Call Management and Assistance Centre 112 of the accident or emergency that has occurred.

In addition, it must be immediately communicated to the Catalonia Emergency Coordination Centre (CECAT). This communication will be complemented, as soon as possible, by an email (cecat@gencat.cat), fax or other such system that may be established in the future.

It is also recommended to communicate this by phone to the Municipal Emergency Coordination Centre (CRA).

Apart from the initial communication, and in any case regardless of whether the corresponding civil protection plan is activated, the venue must maintain the flow of information with the CECAT and CRA during the emergency.

<u>Communication after the emergency and of the activation of the Emergency Response Plan</u>

Once the emergency situation is over, its possible causes analysed and an assessment made of its consequences, as well as an estimate of the population affected by the emergency, the person in charge of the venue must submit, by means of the emergency response plan electronic registry, a report to the General Directorate authority in civil protection, within a maximum of seven working days.

This report must detail the following aspects, at a minimum:

- Description of the emergency and its causes
- Timeline of the actions taken and the those foreseen in the ERM
- Safety measures taken (containment or evacuation of the occupants)
- Aspects of the ERP to improve or amend as a result of the experience derived from the emergency.

3.6.1.2 COLLABORATION OF THE VENUE WITH CIVIL PROTECTION AUTHORITIES

The collaboration of the venue with the plans and actions of the public civil protection system is considered as follows:

- Requesting advisement from the Civil Protection organisations and volunteers of the municipality where the venue is located, in the deployment of the ERM
- Requesting the collaboration of Civil Protection in the training of the personnel involved, both theory and hands-on
- Facilitating inspections from External Assistance to the venue and informing them about the teams involved
- Participating with External Assistance in drills to achieve an effective coordination
- In emergency situations, collaborating in the joint study and the proposal of measures, resources and means to use
- In emergency situations, facilitate the response of the teams and access to the areas or sectors that are affected or restricted. Provide External Assistance with necessary means, appropriate and sufficient information, machinery and equipment to allow them to manage the situation

It must be remembered that in emergency situations, the means and resources available in the venue are considered as elements forming part of the Higher-Level Emergency Plans and can be mobilised by Civil Protection, carrying out the necessary coordination between the operators responsible for the venue and the operators responsible for the External Assistance services.