UNWTO

Specialized Agency of the United Nations responsible for the promotion of responsible, sustainable and universally accessible tourism.

UNWTO SECURITY SERVICE

All UNWTO Employees should be cognizant of the procedures to follow in the event of an emergency including reporting an emergency and the correct conduct in an evacuation. For this purpose the UNWTO Security Services have developed this brief aid-memoire to make acquaint you with the emergency procedures (Safety & Security, Ext: 103)

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"We care about your security"
What actions should employees or visitors know before an emergency occurs:

- Be familiar with the work site's emergency evacuation plan.
- Locate the evacuation Maps placed on every floor and the red alarm boxes alarm are located. Know the pathway.
- Know how many desks are between your workstation and the nearest exits so you can escape in the dark if necessary.
- Know who to contact in an emergency and how to contact them (UNWTO Security (34) 915 678 103; Police 112)

Emergency in the Building

In an emergency (alarm sounded in case of fire, bomb threat, earthquake, etc.) follow indications of the Security Service and floor marshals (Yellow reflective waist coat).

The evacuation should be carried out in an orderly and deliberate manner. People should make their way down in single file along the handrail side of the stairs.

The inner part of the staircase should be kept clear for the use of firefighters.

What should employees/visitors do in case of an emergency:
1. Leave their offices, rooms, etc... and head for the stairs.
2. Make their way down whenever possible. If there is smoke, they should place a damp cloth over their nose and mouth and breathe through it.
3. Keep others calm and help persons with disabilities. Prevent people from running, carrying bulky items or using the lifts.
4. Walk down the stairs in single file along the metal handrail; the inner part of the staircase should be kept clear to allow fire-fighters to go up.
5. If a person's clothes catch fire, make the person drop to the ground and roll around slowly while covering his face with his hands; use the fire extinguisher on the person, taking care not to asphyxiate him. If there is no fire extinguisher nearby, cover the person with a blanket or piece of clothing. Help the injured person walk down; if the seriousness of the injury so requires, leave the person in a comfortable position and notify the fire-fighters or SAMUR, and if neither is present, notify the safety & security officer.
6. Once outside the building, everyone should proceed to the assembly area (FREMAP, in front of the UNWTO Building) where the floor marshals (Yellow reflective waist coat) should be informed of any important incidents. Do not re-enter the building until directed by UNWTO Security Personnel.

If you get trapped:
1. Take a fire extinguisher and use it to clear a path to an office.
2. It is very important, if possible, to wet two pieces of clothing; one should be used to breathe through, and the other should be used to cover the gap under the door of an office with a window (this keeps smoke from entering and prevents air currents). Then, open the window, lean out and wave an object or piece of cloth until spotted by the fire-fighters.

Important Telephone Numbers Spain

Emergency Rescue Service: 112
Fire: 112
Police (Emergency): 112
Ambulance: 112
UNWTO Security (34) 915 678 103

Medical Issues

Emergencies, Ambulances, Hospital
Tel: 112

Hospitals, Madrid:

Hospital Clinico "La Paz": C/ Paseo de Castellana, 261. Tel: 917277000; 917277314

Hospital General Universitario Gregorio Marañón C/ Doctor Esquerdo, 45 Tel.: 91 356 80 00;

Hospital Clinico Universitario San Carlos
Calle del Professor Martin Lagos S/N, 28040 Madrid Tel. 91 330 30 00

Personal Security Guidelines

The reported crimes involving UN personnel in Spain are petty theft (purse-snatching, cellular telephone grabbing, pick-pocketing). You can reduce the chances of becoming a victim by taking basic precautions:

- Do keep yourself informed about the general security situation and monitor local news events.
- Do raise your personal security awareness.
- Do ensure that you carry identification and emergency contact numbers with you.
- Do NOT flaunt your wealth - dress and behave modestly to avoid unnecessary attention by criminals.

At your accommodation:

- Keep your door locked at all times, even when you are in your room.
- Close and lock all windows and balcony doors when you leave your room. Keep large windows and balcony doors closed when you sleep.
- Do NOT open your door to a stranger unless you have determined his/her identity. If you are unable to determine your visitor's identity, do not open the door.
- Lock your valuables in a safe or locker. If neither option is available, keep valuables well hidden when not in use.
- Keep window curtains closed when you are not at home and at night when internal lights are on, in order to prevent potential-criminals from seeing your possessions and the layout of your house.
- Do NOT throw documents containing confidential personal information (e.g. credit card numbers, personal correspondence, financial data) in public trash canisters.
- Do NOT enter your room if you find the door unlocked. Inform reception immediately.
- Do NOT leave the 'Please service the room' sign on the door when you are out.
- While you are out in the evening leave the 'Do not disturb' sign on the door.

Out and about:

- Plan your journey beforehand.
- Carry only those things that you will need including minimum amounts of cash and credit cards.
- Remain alert to your surroundings.