



QSHE-PR-31 MC Emergency Procedures for Exhibitors

1. Security (Suspicious Items)

It is of the utmost importance that each exhibitor nominates enough staff to ensure the observance of the instructions below.

If a suspect package is discovered on your stand, your designated responsible member(s) of the staff will immediately telephone the Security Control Room (0161 834 2700 ext.2206) or inform a member of the Manchester Central Convention Complex staff/steward. It is important that the package or suspect article is not disturbed and **should not be touched**.

The Incident Controller (IC) will now take appropriate action and follow the Manchester Central procedures.

Please ensure that your staff **DO NOT** make any mention to visitors of a suspect package in their stand or location. We do not want to create any unnecessary panic. The situation will be escalated accordingly.

If it is necessary to clear the building, the following message will be broadcast over the public address system:

**“ATTENTION PLEASE! ATTENTION PLEASE!
WILL EVERYBODY LEAVE THE BUILDING BY THE NEAREST EXIT.
THIS IS AN EMERGENCY.
THE STAFF WILL ASSIST AND DIRECT YOU.
PLEASE DO NOT USE THE LIFTS”.**

In the event of an evacuation of the Central Hall, exhibitors' staff are requested to assemble at the nearest assembly point, front forecourt, or rear carpark. If these areas are not appropriate, you must follow instructions from the venue staff. This is necessary so that the venue can readily contact exhibitors to return to their stands when the emergency is over.

If evacuation of the venue is necessary, **the venue strongly recommends that exhibition staff leave their belongings and leave the building immediately. The venue will not be responsible for any damage, loss howsoever caused.**

The Incident Controller wishes to stress the importance of a constant check being made on the contents of exhibitors' stands to see that no unidentified package, case or bag has been left lying around. In any case of doubt, the article should not be touched. Inform the persons above.

It must be stressed that extra vigilance on the part of everyone is vital.

2 Fire Procedures

Manchester Central Convention Complex has a comprehensive fire detection system and firefighting equipment.

Should an emergency arise on your stand, you should take the following action:

- (1) In the first instance, stay calm, inform everyone in the immediate area of the situation. Reassure visitors who may be in the vicinity that the venue will deal with the situation.



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- (2) Break the glass on the nearest fire alarm point. These are located at each vehicle door and other fire exits.
- (3) Venue staff will come and investigate the area as part of their procedures; it would be appreciated if you can inform them any helpful information at the point.
- (4) The situation will then be escalated or cancelled accordingly.

In the event of an evacuation being necessary, the following alert message will be broadcast:

**“ATTENTION PLEASE! ATTENTION PLEASE!
WILL EVERYBODY LEAVE THE BUILDING BY THE NEAREST EXIT.
THIS IS AN EMERGENCY.
THE STAFF WILL ASSIST AND DIRECT YOU.
PLEASE DO NOT USE THE LIFTS”.**

In the event of an evacuation of the venue, exhibitors' staff are requested to assemble at the nearest assembly point (as indicated on the attached plan). If these areas are not appropriate, you must follow instructions from venue staff. This is necessary so that the venue can readily contact exhibitors to return to their stands when the emergency is over.

If evacuation of the exhibition hall is necessary, **the venue strongly recommends that exhibition staff leave their belongings and leave the building immediately. The venue will not be responsible for any damage, loss howsoever caused.**

3 Medical Emergencies

In the event of urgent medical assistance being required, inform an event steward, security officer, or any member of venue staff without delay giving exact location of the casualty and details of injuries sustained e.g. obvious bleeding, unconsciousness etc. The First Aid Team will be informed by the venue staff or stewards and a First Aider will be sent to the incident location.

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