Security and emergency procedures

Conference and Meeting Centre

Centro Cultural de Belém
The Centro Cultural de Belém is particularly careful about its clients’ safety and security. Please take some time to study our security procedures, explaining what to do if our Internal Emergency Plan is activated.

Our internal security team works together with the local security and rescue forces to guarantee a swift and effective response to any emergency.

If you have any questions or doubts about the safety and security measures relating to your event, please feel free to contact us.

Our Security Control Centre is in operation and available 24 hours per day.

The Centro Cultural de Belém

SOS CCB

+ 351 213 612 999

555 Internal emergency extension

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The General Safety Instructions are to be followed by all occupants of the CCB premises.

Dissemination of Information

Information relating to the development of a situation or the imminent possibility of an incident that might justify evacuating the CCB premises is issued:

- **Through the Public Address System** in two languages (Portuguese and English);
- **Verbally** by members of the evacuation coordination teams and/or the security guards.

If the situation was detected by human means, the person detecting it must activate one of the several manual alarm buttons spread around the CCB buildings and/or inform the CCB’s Security Control Centre through the internal extension 555 or by ringing +351 213 612 999.

In emergency situations, it is very important to keep calm so that you can respond rationally and rapidly according to the circumstances.

If the order is given to evacuate, always follow the instructions of the Evacuation Team and the security guards.

When the situation returns to normal, you will be informed verbally through the Emergency Operational Structure.

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**General safety instructions**

**Fire or explosion**

If you detect a fire:

- Activate the closest manual alarm button and contact the CCB’s Security Control Centre, providing them with the most important facts about the occurrence: the place, the products involved and the seriousness of the situation;
- If you know how to do so, use the nearby fire extinguishers, without taking any risks;
- Otherwise, abandon the scene immediately, closing doors and windows and informing people in the vicinity;
- If there is any smoke, bend down and leave the scene immediately (crawl, if necessary);
- If the order is given to evacuate, follow the instructions of the Evacuation Team and the security guards;
- Don’t run;
- Don’t use the lifts;
- If you touch a hot door, don’t open it and search for another exit;
- If you are trapped in a smoke-filled room, stay close to the ground where the air is easier to breathe and, if possible, open a window.

If you suspect that there is a fire

If you smell burning or notice any other sign that makes you suspect a fire, but can’t see any flames or smoke, contact the CCB’s Security Control Centre – CCS, providing them with all the information you can gather.

You need to act quickly to prevent the incident assuming greater consequences.

All information is taken seriously and never underestimated by the security team, so always intervene when you consider it to be necessary, even if you think that the first signs of danger or your perceptions of it are unfounded.

**Gas leak**

If you spot a gas leak:

- Inform the CCB’s Security Control Centre, providing them with the most important facts: the place, a description of the leak and the seriousness of the situation;
- If possible, ventilate the space:
- Don’t light any matches or cigarette lighters, don’t use mobile phones and don’t press any switches;
- Abandon the scene safely;
- If the order is given to evacuate, follow the instructions of the Evacuation Team and the security guards.

**Intrusion or robbery**

If you detect a situation of intrusion/robbery:

- Try to keep calm;
- Contact the CCB’s Security Control Centre, providing all the information available about the situation;
- If possible, call a security guard stationed in the surrounding area;
- When the Security Forces arrive, collaborate by providing a description of the situation.

If you detect a situation of intrusion/robbery:

- Try to keep calm;
- Contact the CCB’s Security Control Centre, providing all the information available about the situation;
- If possible, call a security guard stationed in the surrounding area;
- When the Security Forces arrive, collaborate by providing a description of the situation.
**Medical emergency or serious accident**

In the event of a sudden illness or accident affecting a collaborator, client or visitor:

- Inform the CCB’s Security Control Centre of the occurrence, the victim’s state of health and his or her location;
- Promote a calm environment, keeping curious onlookers away and avoiding making comments;
- Try to keep the victim calm and comfortable and, if possible, ask them for information about what happened;
- If you have the training, give the victim first aid treatment depending on their state of health and the injuries they have suffered;
- Wait next to the victim until the members of the different support teams arrive.

**Bomb threat or suspicious object**

If you receive a bomb threat by telephone:

- Keep calm and reply to the caller with the customary politeness that you use when making phone calls;
- Listen very carefully and do not interrupt the caller;
- Keep the call going for as long as possible and try to obtain as much information as you can, for example, what time the bomb is set to go off, where it is placed, and the type and power of the explosive device;
- Try and identify the type of voice (e.g. their accent, are they drunk? is it a child?), whether it is a man or woman, their age (old or young), what is their emotional state? (are they excited, calm, angry?), etc.;
- Try and identify background noises, such as machinery, vehicles, aircraft, trains, music, the noise of a bar, etc.;
- As soon as the call is finished, immediately contact the CCB’s Security Control Centre, providing them with all the information you have gathered;
- If the order is given to evacuate, follow the instructions of the Evacuation Team and the security guards.

Looking for suspicious objects

Whenever you are asked to do so by the Evacuation Team, you must conduct a search of the space around you:

- Check the area around you and communicate the existence of unjustified objects;
- Inform the Evacuation Team of the end of the search and, in their absence, the Security Officer of your organisation or the CCB’s Security Control Centre;
- Wait for and comply with the Security Team’s instructions;
- If the order is given to evacuate, follow the instructions of the Evacuation Team and the security guards.

If you discover a suspicious object:

- Do not touch, cover or move the object;
- Try and discover where it came from, questioning other participants located in the same area;
- If you can’t discover the origin of the object or who it belongs to, immediately inform the Security Officer of your organisation or the CCB’s Security Control Centre;
- Avoid using your mobile phone close to the suspicious object;
- Try to memorise all the details about the object (type, size, colour, among other details) and its location;
- Move away from the object, telling everyone in that area to do the same. Comply with the instructions of the Security Team;
- Make sure you can be easily contacted to provide all the information needed by the security teams;
- If the order is given to evacuate, follow the instructions of the Evacuation Team and the security guards.

**Terrorism or attack**

If you detect a situation of terrorism/attack:

- Move to a place far from where the incident occurred;
- If you cannot leave the place, hide and protect yourself;
- If conditions allow, contact the CCB’s Security Control Centre, providing all the information available about the situation;
- Keep silent and try to issue a warning by calling 112;
- If the order is given to evacuate, follow the instructions of the Evacuation Team and the security guards.
**Evacuation**

If there are extreme weather conditions (e.g. strong winds, floods, landslides, etc.):

- Try to keep calm;
- **Contact the CCB’s Security Control Centre**, providing them with the most important facts: the place and the seriousness of the situation;
- **Help anyone who is physically disabled or injured**;
- **Reassure** anyone who is emotionally upset;
- **Move to a safe place**, away from the affected areas, trying to signal your presence there;
- **If the order is given to evacuate**, follow the instructions of the Evacuation Team and the security guards.

**Extreme weather conditions**

If you detect any damage or collapse of structures:

- Try to keep calm;
- **Contact the CCB’s Security Control Centre**, providing them with the most important facts: the place and the seriousness of the situation;
- **Help anyone who is physically disabled or injured**;
- **Reassure** anyone who is emotionally upset;
- **Move to a safe place**, away from the affected areas, trying to signal your presence there;
- **If the order is given to evacuate**, follow the instructions of the Evacuation Team and the security guards.

**Earthquake**

During an earthquake:

- Try to keep calm;
- **Don’t rush towards the exits**. Stairs and doors, because these are places that can be easily filled with rubble and may become obstructed;
- **Stay where you are**, if possible taking shelter beneath a table, next to a pillar or beneath a stairwell, until the earthquake stops;
- **Keep away from windows and panes of glass, furniture and tall structures** that may collapse;
- **Help anyone who is physically disabled or injured**;
- **Reassure** anyone who is emotionally upset.

After the earthquake has stopped:

- Be prepared for the possible occurrence of repeat shocks in the following minutes or seconds.
- **If the earthquake has been intense**, avoid turning on light switches or using mobile phones, as there may be gas leaks;
- **If the order is given to evacuate**, follow the instructions of the Evacuation Team and the security guards;
- **Outside**, keep away from buildings and tall structures and make your way towards one of the pre-established assembly points;
- **Wait at the assembly point** for instructions from the General Evacuation Coordinator.

**Damage or collapse of structures**

If you detect any damage or collapse of structures:

- Try to keep calm;
- **Contact the CCB’s Security Control Centre**, providing them with the most important facts: the place and the seriousness of the situation;
- **Help anyone who is physically disabled or injured**;
- **Reassure** anyone who is emotionally upset;
- **Move to a safe place**, away from the affected areas, trying to signal your presence there;
- **If the order is given to evacuate**, follow the instructions of the Evacuation Team and the security guards.

**When the order is given to evacuate the premises** (an evacuation message delivered by megaphone or transmitted verbally by the Evacuation Team or the security guards):

- Try to keep calm;
- **Stop working immediately**;
- **Make your way to the emergency exits** (see the floor plans showing the emergency pathways);
- **Follow the instructions of the Evacuation Team** and the security guards;
- **Don’t run**;
- **Don’t use the lifts**;
- **Don’t go back** to pick up any documents or personal objects;
- **Check on the visitors/clients** for whose well-being you are responsible at the time;
- **Make your way outside the premises**, heading for one of the pre-established assembly points (see the aerial view of the CCB), using the evacuation routes and the nearest emergency exits;
- **Stay at the assembly point**, waiting for instructions from the General Evacuation Coordinator.
Evacuation areas and routes
Sophia de Mello Breyner Andresen Room
Level 2

Rooms of Sophia de Mello Breyner Andresen foyer
Level 2

Fernando Pessoa Room
Glicínia Quartin Room
Level 2

Room of Grande Auditório foyer
Level 2
Meeting points in case of evacuation

Assembly Point 1

Assembly Point 2

Level 1

Restaurant and catering area

Level 3

Restaurant and catering area

Evacuation routes

Alarm button
Fire extinguisher
Fire hydrant
Emergency Exit
Useful Contacts

**SOS CCB**
Emergency telephone number
+ 351 213 612 999

**INEM**
Emergency Medical Services
112

**ANPC**
Civil Protection Authority
+ 351 217 825 240

**RSB**
Fire Services
+ 351 213 906 060

**PSP**
Public Security Police
+ 351 213 619 626

**PJ**
Criminal Police
+ 351 213 574 566

**Hospital**
S. Francisco Xavier
+ 351 210 431 000

**Saúde 24**
24-hour Medical Attention
+ 351 808 24 24 24

**Anti-Poison**
Information Centre
+ 351 808 250 143