Staff of business premises

In case of evacuation

When you hear an evacuation message over the PA system or the fire alarm sounds, take the following steps:

1. **Leave the premises**
   - Close but don't lock the doors.

2. **Proceed to the nearest stairway and exit**
   - Follow evacuation route signs.

3. **Proceed to the Assembly Point**
   - Do NOT return to the building until the emergency coordinator or emergency services personnel tell you to.

**Staff responsible for the business premises must:**

1. **Stop serving customers IMMEDIATELY.**
   - Tell the customers you’re serving and those queuing that they must leave the premises.

2. **Do NOT delay your evacuation**
   - by gathering material or closing up.
In case of fire

If you discover a fire that has just started. **INCIPIENT STAGE FIRE**

1. **Raise the alarm**
   - Alert anyone nearby.
   - Activate the fire alarm.
   - Call Emergències UPC

2. **Check that:**
   - The fire is small and has not spread.
   - There isn’t much smoke.
   - Your escape route is clear.
   - If these three conditions are met,

3. **Attempt to put out the fire**
   - If you know how to use a fire extinguisher.

If you discover a **FIRE**

1. **Close the door** of the area where the fire is so it is contained.

2. **Raise the alarm**
   - Alert anyone nearby.
   - Activate the fire alarm.
   - Call Emergències UPC

3. **Evacuate the building**
   - Follow evacuation instructions
In case of a lockdown

A lockdown is a measure aimed at protecting people by having them stay inside a building until it’s safe to leave.

If you hear a lockdown message over the PA system or UPC staff tell you a lockdown is in effect.

1. Don't leave the building
   - If you're outside, quickly enter any building.

2. Close all exterior windows and doors.
   - Turn off air-conditioning and ventilation systems.

3. Wait inside the building until the emergency coordinator or emergency services personnel tell you that you may leave.

Staff responsible for the business premises must:

1. Remind customers that they must stay inside the building.