



CENTURY CITY
CONFERENCE CENTRE
AND HOTELS

EMERGENCY PROCEDURES

CONFERENCE CENTRE



CENTURY CITY
CONFERENCE CENTRE



CENTURY CITY HOTEL
URBAN SQUARE



CENTURY CITY HOTEL
BRIDGEWATER



BRIDGEWATER
APARTMENTS

AXIS
LUXURY
APARTMENTS

GUSTO
URBAN ITALIAN



URBAN
UMAMI



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CONTINGENCY & EVACUATION PROCEDURES

CENTURY CITY CONFERENCE CENTRE CONTINGENCY AND EVACUATION PROCEDURES

Procedures for identification and assignments for any personnel responsible for rescue or emergency procedures.

Most Senior Manager on Duty

- Identify emergency situation
- Fire & Bomb = Assembly Point at open grass area @ RATANGA PARK as shown on diagram below.
- This person will take control of the ground floor and Business Lounge area until CCPOA arrives & give current status of emergency.

When a fire is discovered remain calm and do the following:

- Close the door to the fire area.
- Push the closest Fire Call Point Alarm.
- Call the Senior mod & CCPOA
- Provide the Operator with the following
- Your name – company name – floor etc. – what is on fire – your telephone number.
- If you feel you are able to extinguish the fire, use the closest fire extinguisher.
- If you are unable to extinguish the fire, do not place your own life at risk. Wait for help to arrive.
- Proceed to the nearest fire escape.

Evacuation of Guests and Staff:

- Evacuation Marshalls and Management to proceed with evacuating guests and employees – directing them to the closest exit route and informing them of the location of the Assembly area.
- Security at Main Entrance to ensure that the fire escape doors have opened if not they will be opened manually by the Green door release BGU.
- BOH Security to be stationed at fire escape doors next to the loading bay & to assist in directing staff to the Assembly Point.
- Kitchen employees to switch off stoves, equipment, electrical and gas mains.
- All doors and windows should be closed and storage areas secured by personnel on shift in their respective areas of responsibility.
- The Security Team will do a secondary sweep of each floor and area once evacuation procedures of guests and employees have been completed.
- Search Kitchen and BL Kitchen
- Search housekeeping
- Search canteen
- Search receiving bay
- Direct all staff to closest emergency escape
- All injured staff to be moved to assembly point asap.

NOTES:

- Advise all remaining personnel on the floor of the emergency and ensure their evacuation to an appropriate exit.
- Ensure that all non-employees are evacuated. Check the reception area and or the elevator lobby.
- CCPOA will respond to the fire alarm and send a response team that will take over on ground level, once this team arrives, all employees to proceed to the assembly point.

Monitors for Disabled Persons:

- Know where the disabled workers are at and evacuate them.
- Know how to get them to safety. (i.e. special ramps, manually leading them)
- Have an assigned place to evacuate them to.
- Able to delegate persons to assist with the safe evacuation of said disabled and stay with them once outside if necessary.

Stairway Monitor:

- Take a position at an assigned stairway to assist in the evacuation of personnel.
- Make sure that the stairway doors are closed when not in use so that pressurized stairways may render the exit route clear of smoke.
- Inspect the stairway before and after evacuation of personnel.
- Instruct personnel to form a single file line and proceed down the stairs on the right side of the stairway to the exit and meet at the designated outside area.
- Stay at the stairway until the SEARCHERS have rendered the floor clear and have started down the stairs.

Emergency Vehicles – Parking:

For any Medical Emergency within the Conference Centre loading/receiving bay MUST be utilized or the closest parking available if a guest needs any medical attention within the public areas.

KEY PROCEDURES TO ALWAYS REMEMBER

Departmental Evacuation Procedures

Housekeeping

- Remove attendance register.
- Close doors to linen room.
- Housekeeping to move trolleys to the side of the passages to speed up the flow of evacuation.
- The Executive Housekeeper must assist with the evacuating guests and staff.

Admin offices

- Remove attendance register.
- Close doors to the offices.
- Evacuate to the nearest emergency exit to the assembly point.

Kitchen

- Remove attendance register.
- Close doors to the offices.
- Employees to switch off all stoves, electrical equipment and gas mains.
- Evacuate to the nearest emergency exit to the assembly point.

Maintenance

- Remove attendance register.
- Ensure all electrical appliances are switched off.
- Ensure all chemicals are stored safe.
- Close doors to the offices.
- Assist guest and staff with evacuation procedures.

INDIVIDUAL PREPAREDNESS – ‘ICE PACKS’

It is extremely important that at all times you have an ‘ICE pack’ ready for quick removal in the event of an evacuation. ‘ICE’ stands for In Case of Emergency, and your pack should contain:

- your car and house keys
- your ID book/card, driver’s licence and wallet/purse
- medication you may need to take regularly
- snacks, if you are a diabetic

This will prevent you from becoming a ‘victim’ of any emergency once you are away from your usual work station or office.

Security

- To assist in evacuating guests and staff
- Officers at foyer emergency doors leading to Energy Lane.
- One officer at Hall D emergency exit door leading to Energy Lane.
- Officers at Hall A and D passage emergency exit doors and BOH leading to Conference Lane.

All exits to be monitored to prevent trespassers entering the area.

After assisting all the guests, leave the Conference Centre and go to the assembly area and report to your Manager. Get further information and orders at the meeting point and follow them.

All heads of department to ensure that all staff are at the assembly area and take roll call. Report any missing guests or staff immediately to the senior manager on duty and the Chief Fire Officer if present.

- Make sure that no one uses any lifts.
- Help any disabled or injured persons.
- Take care of all guests.
- Do not make statements to the press.

BOMB THREATS:

TELEPHONIC:

- Remain calm
- Make notes of the caller, background noises, sounds etc.
- Always keep the bomb threat checklist near the phone.
- Keep the caller as long as possible on the phone. This will ensure that you will be able to get more information.
- Evacuate immediately when instructed to do so.
- Electrical equipment to be switched off and door and windows to be opened.

SUSPICIOUS PACKAGE:

- Remain calm and try not to draw unnecessary attention.
- Contact the Manager immediately.
- Do not touch, tamper or move the package.
- Ask fellow workers the following – Does it belong to anyone?
- Does anyone know to whom it belongs to or where it comes from?
- Did anyone see who left it there?
- If no, then treat it as a suspicious and dangerous parcel.
- Evacuate immediately.

It is extremely important that at all times you have an 'ICE pack' ready for quick removal in the event of an evacuation. 'ICE' stands for In Case of Emergency, and your pack should contain:

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- your ID book/card, driver's licence and wallet/purse
- medication you may need to take regularly
- snacks, if you are a diabetic

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THE GOLDEN RULE: MOVE EVERYONE AWAY FROM THE BOMB AND NOT THE BOMB AWAY FROM EVERYONE

- If possible, cordoned the area off.
- Do not close doors and windows.
- Do not throw anything over the suspicious item.
- Try to remember the following: The appearance of the item, the type of material, (steel, plastic, leather case etc.)
- Another characteristic such as wires, smell and signage.
- Do not enter the affected area unless it is declared safe.
- Evacuate as instructed to do so and adhere to all further instructions.

MEDICAL:

Medical Emergencies may involve guests, employees or visitors and can happen at any time

- Remain calm.
- Stay with the patient.
- Send another person to call Security and Senior MOD.
- Call CCPOA.
- Offer a First Aiders Assistance to the injured person if available on site.
- Take down an incident report on how the situation happened.
- Ask if the person would like anything to drink to make them feel more at ease.
- If the First Aider is unable to assist, seek further Medical Assistance by calling an Ambulance/Doctor.
- Stay with the injured person until help arrives.

DEATH:

Death can occur anywhere. They may result in a number of situations or circumstances such as choking, heart attack etc.

- Stay calm.
- Call the Senior MOD & CCPOA.
- If there is a First Aider Available ask them to start CPR
- CCPOA should be informed of what is being done and their instructions if any should be followed.
- Try not to disturb the area around the deceased person and keep crowds from gathering.
- Try to gather information about the deceased person.
 - Name
 - Address
 - Date of Birth
 - Phone Number
 - Current Medication
 - Current Medical Conditions

ARMED ATTACK AND HOSTAGE SITUATIONS:

CONTACT THE MANAGER IMMEDIATELY – IF NOT POSSIBLE ACTIVATE THE PANIC BUTTON SITUATED UNDERNEATH THE GSA DESK OF CONTACT THE SAPS AT 10111 AND INFORM THEM ABOUT THE SITUATION:

IF YOU ARE THE VICTIM:

- Sit on the floor or lie down depending on the demands of the attackers.
- Maintain your dignity.
- Obey all instructions.
- Make mental notes of the appearances of the attackers. Do this unnoticeable and don't look them in the eyes.
- Ask if you need to do something and ask for permission to assist someone who is injured.

DO NOT:

- Don't challenge the attackers or show any aggressive behaviour.
- Don't whisper or talk into any other foreign language.
- Don't make any sudden movements.
- Don't get involved in any arguments
- Don't try to be a hero.
- Don't jump up and attempt to exit to the nearest exit door.

NATURAL DISASTERS:

FLOODING:

- If flood warnings are predicted, turn on radios to monitor the situation.
- If heavy rainfalls are in progress, monitor the situation and take action accordingly.
- Do not attempt to evacuate the building unless it is necessary.
- Stay inside the building and keep guests, visitors and staff safe.
- Contact CCPOA, Emergency Services or the SAPS if help is needed.
- If parts of the building start to overflow, move everyone to a higher area.
- Make sure that all guests, visitors and staff are accounted for all times.

EARTHQUAKES:

- Keep calm at all times.
- Evacuate immediately.
- Report any missing guests, visitors or staff.
- Be aware of structural damage when evacuating.
- Mind your steps and be on the lookout for live electrical wires and sharp objects.

CHEMICAL AND BIOLOGICAL INCIDENT

SIGNS AND SYMPTOMS

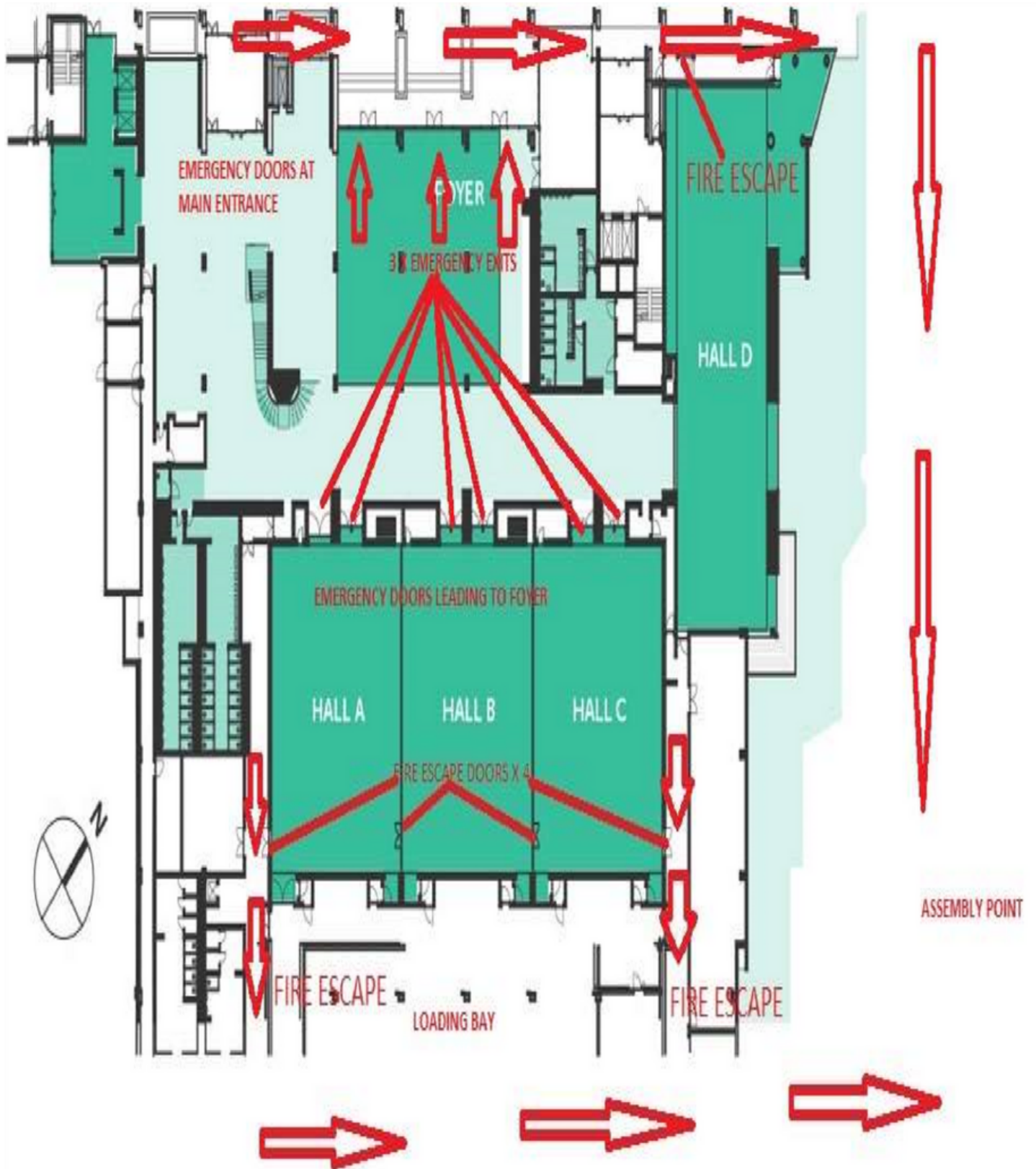
- Animals such as birds or fish start dying.
- Individuals start signs of illness ranging from nausea, dizziness, vomiting, breathing difficulties, unexpected unconsciousness or sudden skin rashes and/or blisters.
- Unusual body liquid droplets or substances.
- Unexpected odour or strange smelling.
- Strange and suspicious powders, especially in envelopes or parcels.
- Abandoned spray devices, which are left in the area where individuals are showing signs and illness.

The following actions will need to be initiated:

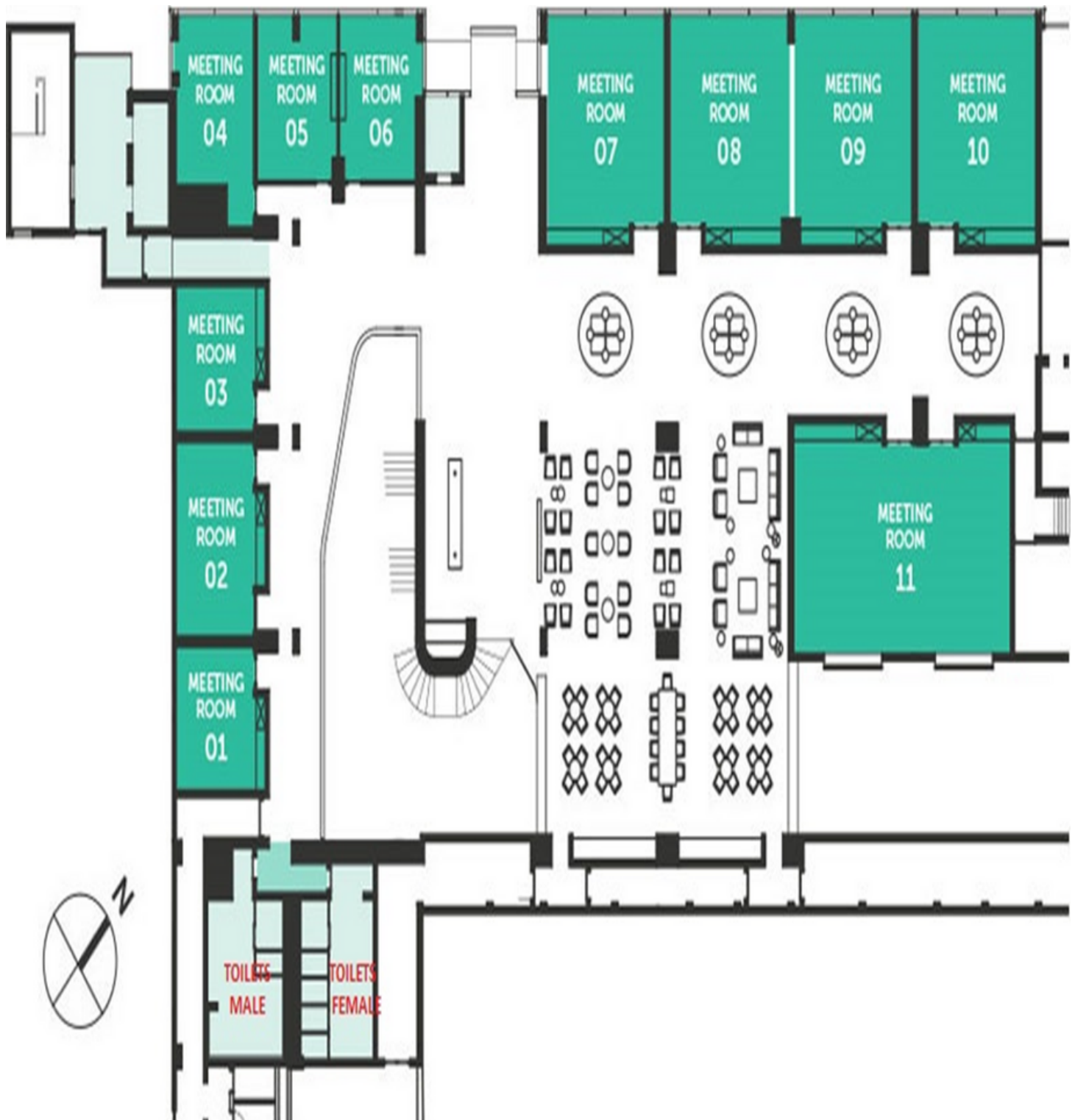
- Approach scene with caution and upwind.
- Carry out scene assessment.
- Establish incident command (each responding agency)
- Recognise signs and indicators of CBRN (Chemical, Biological, Radiological, and Nuclear) incidents.
- Determine whether CBRN or hazardous material incident.
- Estimate the number of casualties/victims.
- Estimate resource requirements.
- Carry out primary triage, decontamination, secondary triage, medical care, and transport; and
- Consider specialist advice/resource requirements.

EVACUATION ROUTES:

CCCC GROUND FLOOR



CCCC FIRST FLOOR

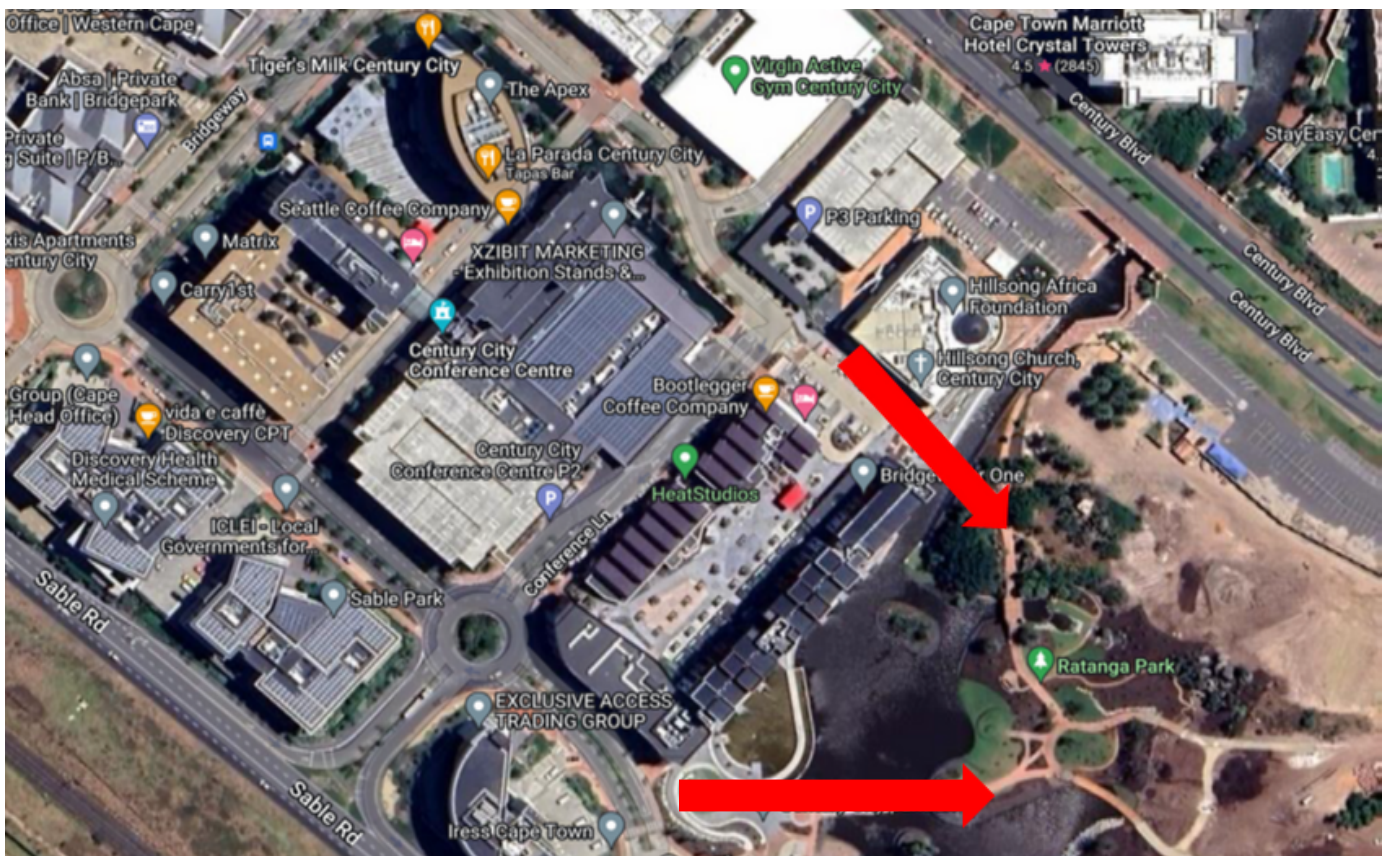


Physically challenged persons with a form of disability will remain behind at gathering point whereupon the response team from CCCC will assist by evacuating the person the identified assembly points or as determined by the Contingency Coordinator.

PLEASE SEE BELOW DIAGRAM FOR CC CONFERENCE CENTRE EVACUATION ROUTES



THERE ARE 2 BRIDGES OVER THE CANAL - SEE BELOW



Conference Centre and Hotels Emergency Numbers

Gary Koetser	CEO	082 477 1295
Renato Lardelli	Hotel General Manager	072 177 8573
Bernard Abrahams	Conference Centre Operations Manager	066 082 5321
Claude Conradie	CC Conference Centre and Hotels Maintenance Manager	078 597 7722
Trevor Mc Donald	CC Conference Centre and Hotels Security Manager	068 177 9102
Melissa Myburg	Rabie Portfolio Manager	073 141 5199
CCPOA Security	24 Hours	021 202 1000
Marinus Boshoff	CCPOA Safety & Security Manager	078 451 3507
Fire Control Centre	24 Hours	107 / 021 480 7700
Traffic Control Centre	24 Hours	021 812 4578
Law Enforcement	24 Hours	0800 656 463
Electricity Supply	24 Hours	0860 125 004
Water Supply	24 Hours	0809 114 357
SA Police Services Milnerton	24 Hours	10111 / 021 528 3800
Metro Rescue	24 Hours	021 590 1900
Disaster Management	24 Hours	021 597 5000
SA Paramedic Services	24 Hours	0861 225 599
Intercare Century City	24 Hours	021 879 0100
Milnerton Medi Clinic	24 Hours	021 551 5291
Panorama Medi Clinic	24 Hours	021 938 2111
N1 City Hospital	24 Hours	021 590 4111
ER 24	24 Hours	083 232 7410
Eugene John	TOAC Portfolio Manager ERC Manager (Electrical)	083 302 6118 083 783 0964
Igshaan Isaacs Jeremy Cloete	PPEW (Plumbing) PPEW	083 627 2428 078 459 5238
Munier Karlie	Manyene	083 622 6988
Ralph Butterworth	Manyene	083 529 8321
Anoldito Gomes	Crossfire	072 391 9953
Zane Cousins	Crossfire	083 230 5972