

What to do in case of fire?



1. Keep calm.
2. Do not scream, run, or push, as such actions could cause widespread panic. Chaos and collective hysteria can at times cause more harm than the fire itself.
3. Find the closest fire extinguisher and try to put out the fire. If you do not know how to use the extinguisher, find someone who does.
4. Do not attempt to put out an electrical fire with water.
5. Close doors and windows to prevent the fire from spreading, unless these are the only available escape routes.
6. If the door is the only exit, check that the lock is not hot. If it is, there's a high probability that there's fire on the other side. Do not open the door.
7. Should fire be blocking the exits, do not panic. Go to the safest available place and wait to be rescued.
8. If there is smoke, duck down and crawl. Cover your nose and mouth with a damp cloth.
9. If your clothes catch fire, do not run. Drop to the floor and slowly roll around. If possible, cover yourself with a blanket to smother the fire.
10. Don't waste time looking for personal items.
11. Never use the elevators during a fire.
12. In case of evacuation, follow the instructions of specialized staff.
13. Help children, elderly, and persons with a disability exit first.
14. Remember that panic is your worst enemy.

What to do in case of earthquake?



1. Keep calm and reassure those around you.
2. Go to the previously established safe places.
3. If you are on the ground floor and think you can quickly and safely exit the building without risk, go to the safety zone without screaming or running.
4. Should you not be near an exit or if you are on an upper floor, do not attempt to exit. Look for a safe place, which may be next to a column, at the corner of solid walls, or underneath a desk or table. Place your head between your knees, covering it with both hands.
5. Do not use the elevators.
6. Stay away from objects that may fall, slip, or break.

What to do in case of earthquake?

1. Keep calm.
2. Stay informed on the weather conditions.
3. Wait for instructions from brigade members or safety staff.
4. Keep important documents and valuables locked away.
5. When evacuating the premises, disconnect all electronic devices.
6. Gather your family in a safe place or go to the nearest shelter.
7. Wait for directions from the hotel on the development of the storm, designation of shelters, and warning issued by civil defense.

Emergency directory

Emergencies: 066	Weather Center: 887 4341 01 800 711 81112
Fire Department: 884 1202 / 9480	Traffic Police: 884 0710
Police: 884 1913 / 885 2277	AA (24 hrs) (English): 884 6909 / 1271)
Red Cross: 844 1616 emergencias: 065	Port of embarkation: 880 1360 / 1362 / 1363