



# IN CASE OF EMERGENCY

THESE INSTRUCTIONS  
COULD SAVE YOUR LIFE

Emporio Veracruz follows all safety rules and complies with standards such as: closed CCTV security system in public areas, smoke detectors, fire alarms, fire extinguishers on every floor, back-up power generator, signage, and emergency exit maps on the back of the main door in every room.

What to do in case of an

# EARTHQUAKE

1. Upon arrival, locate emergency safety routes and exits.
2. Keep calm and reassure those around you.
3. Head to the established safety areas.
4. If you are on the ground floor and believe you can quickly get out without risk, do so. Head to the safety area without yelling or running.
5. Should you be located far from an exit or on an upper floor, do not attempt to exit. Find the safest place: next to columns, at the corners formed by solid walls, or underneath a desk or table. Cover your head with both hands, bringing your head to your knees.
6. Do not use elevators.
7. Stay away from objects that could fall, slide, or break.

What to do in case of a

# FIRE

1. Keep calm.
2. Call the Express Line, dial “0.”
3. Do not yell, run, or push anybody as you may cause panic. Sometimes, chaos or collective hysteria can cause more deaths than the emergency itself.
4. If fire breaks out in your room, immediately report it to the operator.
5. Find the nearest fire extinguisher and try to put out the fire. If you not know how to use the fire extinguisher, find somebody who does.
6. If you think you can, try to put out the fire. If you believe it might escape the room, close the door and request help.
7. Do not attempt to put out an electrical fire with water.

What to do in case of a

# FIRE

8. In order to prevent the fire from spreading to the hotel floors, close doors and windows, at least those that are the sole escape routes.
9. If the door is the only exit, check that the handle is not hot, if it is, it's very likely that there's fire on the other side. Do not open it.
10. In case fire is blocking the exits, don't panic. Head to the safest place and wait for help.
11. If there's smoke, duck down and crawl on the floor. Cover your nose and mouth with a wet cloth.
12. If your clothes catch fire, don't run. Drop down on the floor and slowly roll. If possible, cover yourself with a sheet to suffocate the fire.

What to do in case of a

# FIRE

13. Never use elevators in an emergency.
14. Don't waste time looking for personal items.
15. In case of evacuation, follow the instructions of specialized personnel.
16. Help children, the elderly, and persons with a disability to exit.
17. Remember that panic is your worst enemy.