



PALAU DE CONGRESSOS DE PALMA

MANAGED BY MELIÀ HOTELS INTERNATIONAL

EMERGENCY PLAN:

LREC 2026 11-16 May

All employees, whether hired as permanent or temporary, who carry out tasks during the celebration of an event at the Palacio de Congressos, are obliged to be aware of their responsibility in this Emergency Plan while on duty.

Purpose of this document:

- Inform of the possible risks who can affect the security and safety of the people involved in it.
- Be aware of the technical and human sources available to minimize the probability of the risk and the ability to handle them in case they cause an incidence.
- Awareness of the importance that ALL people should be involved and contribute to maintain a culture of Safety and Self-protection.
- That all those involved in the Self-Protection Plan know their responsibilities and duties in case of any emergency.

Organization of Emergency Teams

The staff of Melià Hotels International, Eulen and Brillosa will create the teams mentioned below, and whenever it is needed, we will count on the assistance of the event organizer, coordinators and supervisors.

The following Emergency Teams will execute the Emergency Plan:

- Responsible for Implementation and Maintenance of the Self-Protection Plan
- Head of Emergencies
- Chief of Intervention
- First Intervention Team
- Second Intervention Team
- Alarm and Evacuation Team
- First Aiders

RESPONSIBLE FOR IMPLEMENTATION



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AND FOLLOW-UP ON THE SELF-PROTECTION PLAN

There is a person responsible for implementation and follow-up on the Self-protection who must know in detail the Self-Protection Plan and the procedures in case of evacuation. He will act as a caution agent ensuring compliance with all regulations governing the Self-Protection Plan.

Members of this Team:

Resort General Manager, PCP & M. Palma Bay	Galina Sosa
Hotel Manager, M. Palma Bay	Alvaro Garcia

General Responsibilities

- Know perfectly the Emergency Plan, especially everything related to the organization and operation in case of emergency.
- Be very aware of the facilities of the buildings, paying special attention to the evacuation resources, risk areas and general facilities.
- Know the maintenance requirements of all fire protection equipment.
- Make sure that while in previous preparations, and during the events, there are no alterations in the security and evacuation elements, which could reduce the safety of the event.
- Make sure that all the members of the intervention teams and the personnel, who are on duty, are trained and know the Self-Protection Plan and the protocols to be followed based on the different alarms.
- Carry out informative meetings prior to each event with the event representatives of all the groups that develop their duties in the venue.

Emergency Manager



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The Head of Emergency is also the Coordinator of the Self-Protection Plan.

Resort General Manager, PCP & M. Palma Bay	Galina Sosa (cell +34 606047884)
Hotel Manager M. Palma Bay	Alvaro Garcia (cell + 34 656605287)
Resort F&B Manager, PCP & M. Palma Bay	Jose Priegue (cell +34 669377930)
F&B Manager, PCP	David Martin (cell +34 683581901)

General functions

- From the Security Office and depending on the information provided by the Chief of Intervention on the evolution of the emergency, he will inform the internal Emergency Teams available to go to the affected area and call the external assistance when it is necessary to manage the emergency.
- Decide the actions to carry out during an emergency:
 - * Declare the activation of the Plan.
 - * Make the decision of the most appropriate action in each situation to tackle the emergency and apply protective measures.
- From the Emergency Control Point (in the Alarm Control Center) to coordinate the different members of the Self-Protection Plan among themselves.
- Manage external assistance (emergency services), according to the needs indicated by the Intervention Chief.
- Activate the general alarm, according to the development of the disaster, advised by the Chief of Intervention.
- Communicate with the management of Meliá Hotels International indicating the development of the emergency.



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- Declare the closure of the emergency situation.

INTERVENTION CHIEF

He will assess the emergency and will assume the direction and coordination of the intervention teams at the risk point, and will inform and execute the orders received from the Emergency Manager.

Palma Congress Center Maintenance Team	<i>Technical manager: (cell +34 679 507 640)</i>
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General functions

- Upon hearing the alarm signal or receiving warning from the alarm equipment, he will go to the area of the incident in order to assess the danger.
- Evaluate the affected area. You must inform the Emergency Manager about the status and evolution of the situation.
- Advise the Emergency Manager on the advisability about
 - * Activating the General alarm.
 - * Requesting activation of the E. S. I. or the need to reinforce external emergency services.
- Control the situation with the rest of the Intervention Teams he directs.
- Decide the measures to be taken until the clearance of the emergency or up to when the external Emergency Services is in charge.
- Advise the Emergency Manager when the Emergency has ended.



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FIRST INTERVENTION TEAM

His components, trained, organized and properly trained, will go to the place where the emergency are to try to control it. During an emergency, they will follow the instructions of the Intervention Chief until the arrival of the Public Emergency Services.

They Will be part of this team:

All Maintenance TEAM	Maintenance manager : Oscar Marcos Español (cell +34 679 507 640)
Assigned Kitchen Staff	Chef Executive: Fran Oszwald (cell +34 620 97 46 86)
Security Staff EULEN Seguridad S. A.	Angel Lopez (cell +34 678627931) Coordinador Guardia Eulen 24hrs (cell +34 670854040)

General functions

- When hearing the acoustic signal, they will go to the Emergency Control Point (Elixir bar), however this displacement would not be necessary there is direct communication (walkie-type). They will be informed about the Emergency.
- Receive, check and evaluate the alarm warnings.
- Extinguish or confine fires.
- Transmit the extinction order in your area.
- Inform the Chief of Intervention about the actions carried out and those that will be performed.
- In case of evacuation assist to the Alarm and Evacuation Team.
- Control access.



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SECOND INTERVENION TEAM

Its components with adequate training and training will act when, given their severity, the emergency cannot be controlled by the first intervention teams. The Second Intervention Teams will support the foreign aid services when these are necessary

Members of this team

Event Security Staff EULEN Seguridad S. A.	Angel Lopez (cell +34 678627931) Coordinador Guardia Eulen 24hrs (cell +34 670854040)
Meliá Security Staff, Securisol	Paco Ballesta (cell +34 681 31 28 27)

FIRST AID TEAM

This team will provide first aid to those injured by the emergency.

Members of this team:

Sanitary Staff of the FALCK SERVICIOS SANITARIOS, S.L.U. contracted by Melia Hotels International as established in Royal Decree 836/2012	+34 669 04 59 41
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Melia Hotels international has defibrillators.

- Lobby Area Auditorium Mallorca of the Palacio de Congressos.
- Falck Nursing Room.

They can act in any of the declared Emergencies.



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ALARM AND EVACUATION TEAM

This emergency team will be responsible for securing certain sections of the building and helping in the evacuation, indicating all people the evacuation routes available.

In the Palacio de Congressos, all the emergency exits to the exterior that lead to Meeting Points are located on the Ground Floor, so from any floor you must go down or up to that floor.

They will be part of this team:

- **Cleaning staff of public areas:** they will be responsible for reviewing that there are no people left in the services and will guide users who are found in the assigned work

Responsible Meliá: Boutania Kadi / Palma Congress Cleaning Staff +34 683 39 75 54

- **Personnel of the coordinator of the event:** They will be in charge of evacuating the occupied meeting rooms where the event is ongoing.

Project Manager: Helene Mazo / +33 6 63 35 54 48

- **Personnel Responsible per section:** designated to different areas of the site when the total capacity of the venue is required. They must coordinate the customer evacuation route to the Assembly Points. While in the parking lot, Security personnel from Securisol will be responsible to open barriers.

EULEN, Security Staff Manager: NARCISO GARCÍA, cell +34 647 47 85 62

- **Sales staff of Meliá Hotels International:** the person in charge of sales of the specific event will help in the evacuation of the area where it is developed.

Event coordinator: Andrea Lopez +34 682 289 777



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General function

- When hearing the acoustic evacuation signal, they will NOT go to the Emergency Control Point, but will go to the sectors whose evacuation is responsible.
- Inform about the need to evacuate the assistants in an orderly manner.
 - * Avoid that the assistants panic and run.
 - * Preventing them from taking lifts.
 - * Help people who are handicapped or handicapped.
 - * Nobody will pick up personal items again.
- Disconnect all electrical appliances at your expense.
- Once the entire section has been vacated and ensuring that there are no laggards, it will indicate to the people where the Assembly points are located.
- Inform the Chief of Intervention of the total evacuation of his section.
- Finally, to facilitate the task of external emergency services, at the meeting point, we will proceed to classify people in different areas according to the status of those affected.

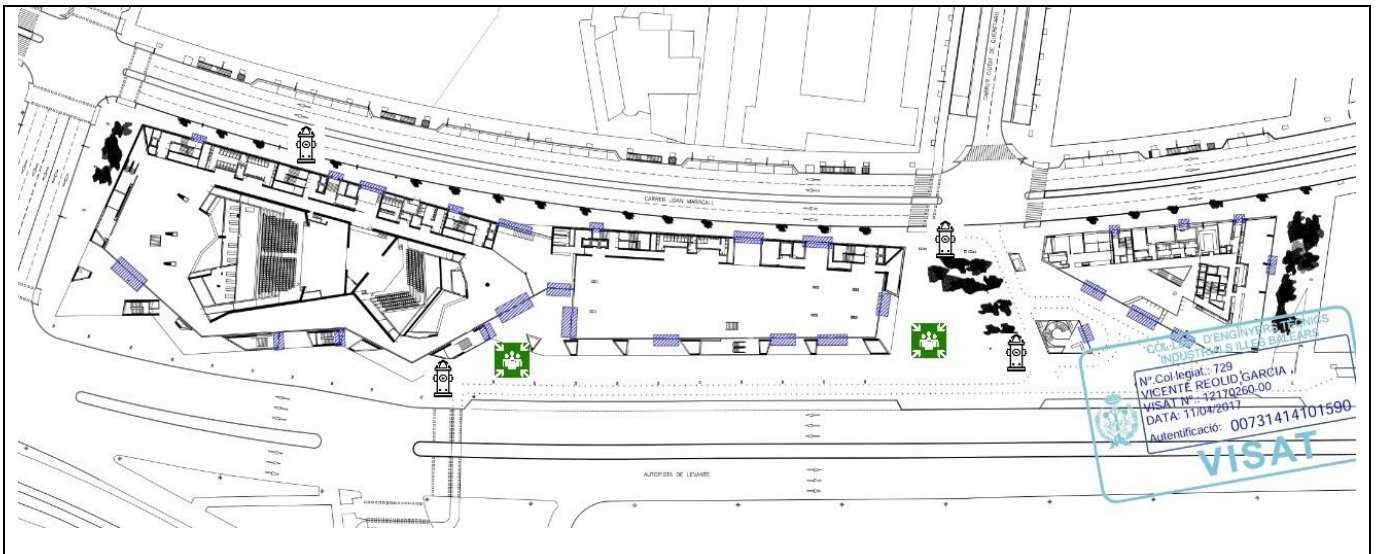


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ATTACHED DOCUMENT 1

Location of Meeting Point in the event of Evacuation



Assembly Points:

1. Right in the existing plaza between the Hotel and the Palacio de Congressos.
2. In front of the entrance of the central cafe.

Assembly Points may vary according to emergency classes, the new meeting points would be indicated from the initial point marked on this map.



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ATTACHED DOCUMENT 2

Minimum number of Security Personnel to comply with this Selfprotection plan per event.

Table of minimum number of security personnel required for an event	
1 VS	Each Access gate to the customers
1 VS	Security Control Center at the Palacio de Congressos
1 VS	Monitoring internal control and checking different areas

It will be included an additional security employee based on the capacity for the event venue on the article 7 del Decreto 41/2011, on 29th April. Please see table below:

Maximum Capacity	Number Security Personnel
250 – 400 ppl	1
401 – 999 ppl	2
Equal or higher to 1000 ppl, additional 1 VS s for each 500 ppl or fraction.	

In case of being required a security service which include a metal control point and x ray scan to check the assistance belongings, two security officers of different gender will be included for this matter.

Minimum number of Security personnel while assembling and disassembling the venue	
1 VS	Monitoring internal control and checking different areas

In both scenarios, whether the management team, who is responsible for the security and safety of the event, considers that there are additional risks (politic, financial interests, etc) we will increase the minimum number of security personnel required.



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DOCUMENT 3 ATTACHED

Minimum Health Personnel to fulfill the Self-protection Plan by event.

As per the Real Decreto 836/2012, from the 25th May, the minimum number health personnel required as follow:

Table of Minimum Number of Health Sources required during an event¹²					
CAPACITY 1			LOW	MEDIUM	HIGH
Min	Max	0	0-50	51-60	61-70
	<200	A	BB	BB+TE	LPA1
		T			T
200	500	A	BB	BB+TE	LPA1
		T			T
501	1000	A	BB+TE	BB+BPA+TE	LPA2
		T			SVB
1001	2000	A	LPA1	LPA1	LPA2
		T		T	SVA©
2001	3000	A	LPA1	LPA1	LPA2
		T		T	SVA(C)+T
3001	5000	A	LPA1	LPA1	LPA2
		T	T	SVB(B)	SVA(Cm)+

DOCUMENT 4 ATTACHED

¹ These numbers are considered up to a capacity of 5000 ppl due to total number of people to evacuate the entire is 4828 ppl.

² Leyend:

BB	Basic Kit	BPA	First Aid Kit (pls notea “Only to be used under medical prescription)
LPA1	First Aid Places with BB, BPA, nurse	LPA2	LPA1 + Doctor & Nurse
T	Ambulance	SVB	Ambulance assistance type B. (Basic Vital Support)
SVA	Ambulance assistance type C (Advanced Vital Support)		



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Internal Emergency Teams

RESPONSIBLE FOR IMPLEMENTATION AND FOLLOW-UP OF SELF-PROTECTION PLAN		
General Manager	Galina Sosa	+ 34 606047884

EMERGENCY MANAGER		
General Manager	Galina Sosa	+ 34 606047884
F&B Manager	Jose Priegue	+ 34 669377930

INTERVENTION CHIEF		
Maintenance Manager	Oscar Marcos Español	+34 679 507 640

FIRST INTERVENTION TEAM		
Maintenance Manager	Oscar Marcos Español	+34 679 507 640
Chef Executive	Fran Oszwald	+ 34 620974686
Security Manager EULEN	Eulen 24hrs	+ 34 670854040

SECOND INTERVENTION TEAM		
Security Manager EULEN	Eulen 24hrs	+ 34 670854040
Meliá Security Staff	Paco Ballesta	+ 34 681312827

FIRST AID TEAM		
Sanitary Staff FALK	Contact phone number	+34 669045941

ALARM TEAM		
Responsible, Meliá cleaning	Boutania Kadi	+ 34 683397554
Event Project Manager	Helene Mazo	+33 6 63 35 54 48
Security Manager Eulen	Narciso García	+ 34 647478562
Responsible Conference	Andrea Lopez	+34 682289777
F&B Manager Congress Center	David Martín	+34 683581901
Resort F&B Manager	Jose Priegue	+34 669377930
Front Desk Manager	Carlos Bofill	+34 971626900



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ATTACHED DOCUMENT 5

External Emergency Services

01 CITIZEN SECURITY	
GENERAL EMERGENCIES SEIB	112
NATIONAL POLICE	091
LOCAL POLICE	092
CIVIL GUARDS	062
FIREFIGHTERS	080
CIVIL PROTECTION	971 89 27 77

02 HEALTH	
MEDICAL EMERGENCIES	061
CRUZ ROJA PALMA	971 20 44 97
HOSPITAL SON LLATZER	871 20 20 20
HOSPITAL SON ESPASES	871 20 50 00

03 HOSPITAL CENTERS	
ACTIVA MUTUA	900 38 22 38
CLINICA PALMA PLANAS	971 91 80 02
POLICLÍNICA MIRAMAR	971 76 70 00
CLÍNICA ROTGER	971 44 85 00
CLÍNICA JUANEDA	971 73 16 47

04 MUTUA OCCUPATIONAL ACCIDENTS		
EULEN		
SECURISOL	MUTUA UNIVERSAL	900 20 32 03
MELIÁ HOTELS INTERNACIONAL	MUTUA UNIVERSAL	900 20 32 03