



Welcome to the ESO Guesthouse

Safety instructions



Dear Guest,

This leaflet is about emergency procedures. Please take the short time required to read it carefully. We would also recommend that you explore and locate the emergency assembly point (see picture).

"One minute in your life, or your life in one minute."

We wish you a safe and pleasant stay.

The ESO Guesthouse Management

First Aid Guesthouse

**Severe accident and/or
unconscious victim**



First choice
Clinica Alemana
22 10 10 10 or 29 10 99 11



Second choice
Public first aid
131

Minor accident



- 1 **Stay calm**
 - Reassure the victim
- 2 **Secure the site**
 - Shut down any machinery
 - Warn other people
 - Get assistance from the guesthouse supervisor
- 3 **Call emergency services**
 - Phone **Clinica Alemana 22 10 10 10** or **29 10 99 11** and report:
 - Who is calling
 - What happened (type of injury)
 - Address:
Rey Gustavo Adolfo 4634,
Las Condes
 - How many injured
 - Which injuries (unconscious victim > ask for resuscitation)
 - Further information
- 4 **Alert the ESO first aider** nearest to you
- 5 Use the provided first aid equipment
- 6 **Await emergency services** at the entrance and guide them towards the accident site

- 1 **Stay calm**
 - Reassure the victim
- 2 **Secure the site**
 - Shut down any machinery
 - Warn other people
 - Get assistance from the guesthouse supervisor
- 3 **Alert the ESO first aider** nearest to you
- 4 Use the provided first aid equipment
- 5 Go to hospital/doctor as required

Accompany victims to the hospital/doctor, or have them accompanied by colleagues or the safety department. Make sure translation to/from Spanish is available.

Fire Action Guesthouse

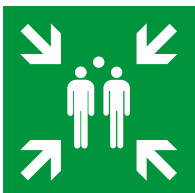
If you discover a fire



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If you hear the evacuation alarm



Fire prevention

- 1 **Stay calm**
- 2 Contain the fire: **close the door**
- 3 **Report the fire to the guesthouse supervisor**
 - a Press the nearest **manual call point**, or
 - b Call **132** (no prefix), the Santiago fire department and report:
 - What happened (fire/explosion)
 - Address:
Rey Gustavo Adolfo 4634,
Las Condes
 - Quantity of smoke and fire
 - How many injured
 - Which injuries
 - Further information
- 4 Attempt to **extinguish** small fires
 - Use hose reels and extinguishers if you are trained and confident to do so
 - Do not act alone
 - Do not take risks
 - Never enter or open areas covered by automatic fire-fighting equipment
 - Secure your exit
 - Never re-enter the building

- 1 **Leave** the room and close the door
- 2 **Assist** visitors and the physically impaired
- 3 Leave the building
- 4 In smoke crawl, don't run
- 5 **Assemble** at the meeting point
 - Follow the instructions from the fire brigade or the floor marshals
 - Do not re-enter the building until instructed to do so

- 1 Follow safety instructions:

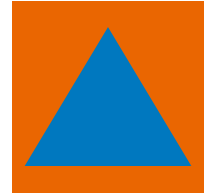


- 2 Only use safe equipment

Civil Protection Guesthouse

Background

Chile is part of the Pacific Fire Rim, which extends in front of the greater part of Chilean territory. The Nazca Plate is a subduction plate that is being pushed under the continent by an annual average of 9–10 cm. This phenomenon is responsible for Chile being a country with one of the highest levels of volcanic and seismic activity in the world. This relates mainly to earthquakes, but can include tsunami in coastal regions and volcanic activity in certain areas of the country.



During an earthquake: Drop, Cover and Hold



Drop down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but still allows you to move if necessary.

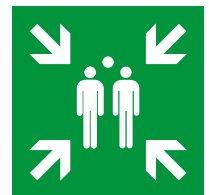
Cover your head and neck (and your entire body if possible) under a sturdy table. If there is no shelter nearby, get down near an interior wall (or next to low-lying furniture that won't fall on you), and cover your head and neck with your arms and hands. If you are outside, move no more than a few steps away

from buildings, trees, or power lines, then drop, cover and hold. If you are driving, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops.

Hold on to your shelter (or your position to protect your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

After an earthquake: assemble in a designated safety area

Once the shaking stops, dress for outdoor activity and proceed with caution towards the emergency assembly point, and report to the ESO Emergency Coordinator there. Carefully avoid electrical lines, broken pipes, damaged trees, and building structures that might have been weakened or loosened. Help injured or trapped people. Look for and extinguish small fires.



Before re-entering: wait for inspection and clearance

Wait for the ESO Emergency Coordinator to give the all clear before re-entering any building. He/she will have inspected the building for electrical failures, gas leaks, water and sewage leakage, and structural damage.

Expect aftershocks and outages in electricity, telecommunications and utilities in general. Expect traffic to be disrupted. Use telephones, cell phones and sat phones for emergency communication only.

Check the radio news for specific messages and instructions from ONEMI, the Chilean civil protection authority. Website: <http://www.onemi.cl/>