

## ALERT24'S APPLICATION IN THE SHOPPING CENTERS EMERGENCY PLANS

*ALERT24 is the necessary solution in shopping centers to ensure the operation and coordination of people or systems against routine incidents and critical situations through the implementation and control of defined Internal and External emergency protocols.*

### Introduction

Shopping centers are buildings that house services, premises and commercial offices in a defined space, taking into account the agglomeration of people expected to receive inside the enclosure can be large or small. This concentration of people within a single space generates a high need for security to maintain order and action defined in crisis situation protocols. Daily occurrences such as violence and robbery, both in public (common areas, car parks, etc.) and private (service premises, purchase and sale of goods) premises, must be prevented and countered in an effective and safe way for the public.

The control of risks and threats (Economic, Technological, Structural, Criminals, Climatic, etc.) and the effective communication of information in emergency situations are key when executing the Plans of Action of these sectors.

### Emergency plans and risk classification

Through an analysis aimed at identifying and classifying the risks and threats, these economic sectors determine the Internal and External Emergency Plans whose manuals contain all the information necessary to control each type of emergency within the public facility and commercial areas that may be affected.



Fig. 1 – People in a shopping mall

## Shopping Centers

In Shopping centers, there are a variety of hazards that can threaten people's safety and business continuity; Against this, it is necessary to formulate emergency prevention, action and contingency plans such as evacuation plans, as well as practices for their proper implementation. The first step is to carry out an assessment of the risks that may exist and to halt (or slow down) the regular daily operations, to then create the action plans in the event of such emergencies.

They are especially sensitive to serious emergencies, which immediately threaten the well-being and safety of the people involved (such as armed robberies, fires, acts of nature, etc.) and which often cause collective panic, making it difficult to implement the previously established plans, designed for the protection and guidance of the affected public.

Staff training, as well as the execution of security drills, are highly effective in assigning the appropriate personnel to act in an emergency, assigning them the compliance with established protocols, be they immediate response to emergencies, communication and coordination with external emergency services, coordination of evacuation plans or start with business continuity plans.

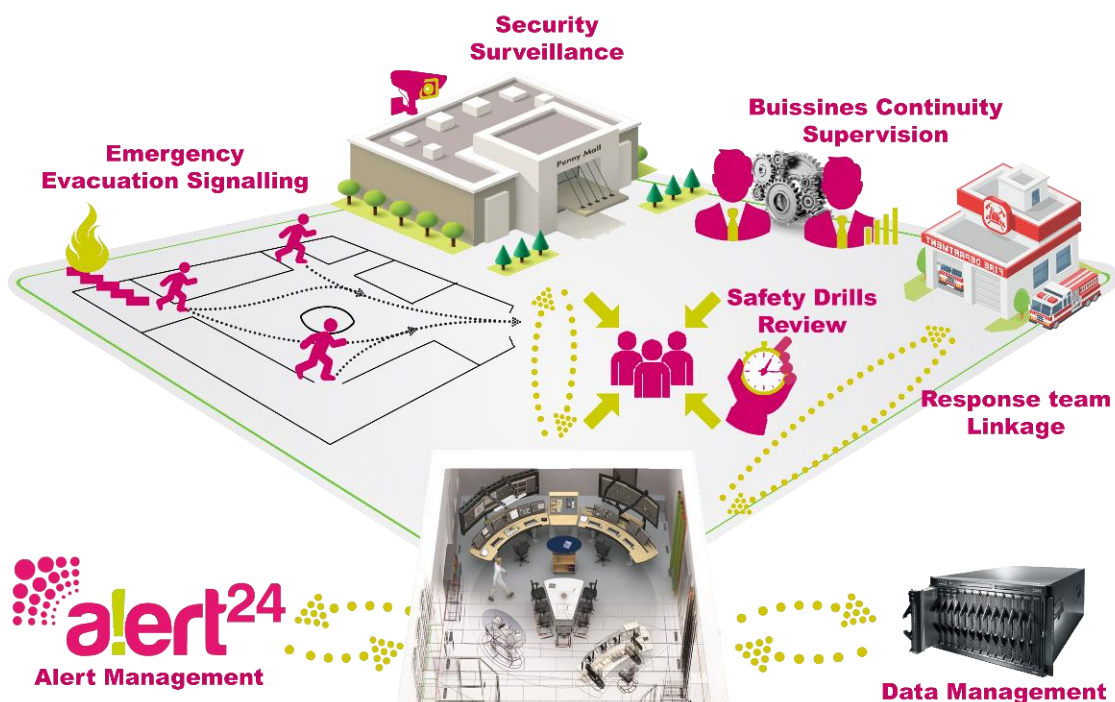


Fig. 2- ALERT24 Integration in Shopping centers

## ALERT24 Application

**ALERT24** offers the ideal solution for early reaction and communication in crisis situations in these phases, allowing our clients to maintain the level of security, protection of people and critical infrastructures, as well as business continuity, within the objectives of corporate and environmental responsibility defined in the enterprise.

**ALERT24** is the necessary tool for Security and Risk managers since it allows the representation of different emergency situations in a hierarchy of cases, communication of the necessary information in a massive and automatic way, measuring and analyzing the different incidents (real and post-incident) allowing to monitor and improve future security plans.

**ALERT24** has different functionalities and modules that help to carry out all the activities described above during an emergency:

- ❖ Alert manager (cases) according to priorities.
- ❖ Activation of alerts and emergency messages by telephony, radio or plant loudspeakers to groups, managers, employees or other organizations.
- ❖ Reception of geodetic data by telemetry to activate alerts.
- ❖ Geo-positioning of security and protection resources.
- ❖ Evacuation plan and guide for workers.
- ❖ Coordination with external protection services.
- ❖ Sala de crisis y conferencias virtual.
- ❖ Drills Execution. .
- ❖ ICE Employee Sheet
- ❖ Telephone or digital information line.
- ❖ GIS Integration.

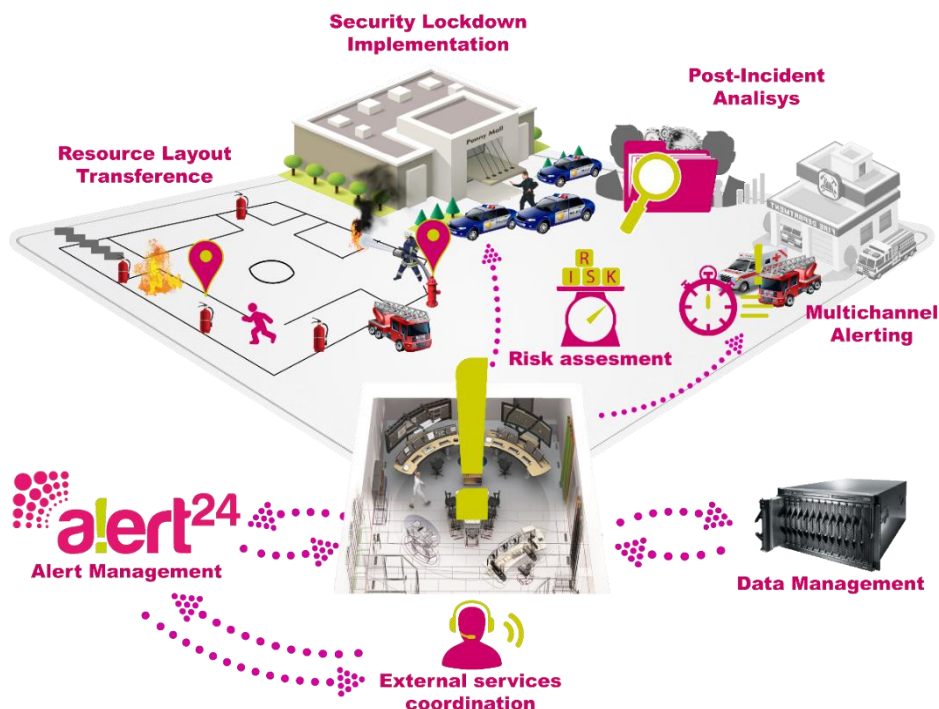


Fig. 3 - ALERT24 as communication platform in emergency situations