

SAFETY AND SECURITY INFORMATION

AUSTRIA CENTER VIENNA

Safety and security is paramount at the Austria Center Vienna. The following overview contains information about the comprehensive services we offer and the standards we have put in place to ensure the safety and security of your event.

1 Building and surrounding area

- Address: Austria Center Vienna, Bruno-Kreisky Platz 1, 1220 Vienna
- Levels: 8 levels including 5 event levels
- Rooms/halls: 180 meeting rooms and offices, 24 rooms and 4 exhibition halls
- Nearest police station: Polizeikommissariat Donaustadt, 1220, Wagramerstrasse 89, Vienna, Tel. +43 (0)1 313 10
- Nearest hospital: Unfallkrankenhaus Lorenz Böhler, Donaueschingenstrasse 13, 1200 Vienna, Tel. +43 (0)5 93 93 41000
- Nearest pharmacy: Andromeda-Apotheke, Donau-City-Strasse 6, 1220 Vienna
- Ambulance emergency number: 144
- Police emergency number: 133
- Fire brigade emergency number: 122
- European emergency number: 112
- Main contact: your Austria Center Vienna project manager

2 Safety

2.1 Fire safety equipment and services

- In-house fire service
- Comprehensive fire alarm system connected directly to the Vienna Fire Service.
- Staffed fire alarm system (24 hours a day, 365 days a year)
- Sprinkler system in key areas of the Austria Center Vienna.
- Hydrant connections and wet and dry standpipes throughout the entire building
- Permanently mounted fire extinguishers suitable for the risk type and specific conditions of their locations; additional fire extinguishers available for installation in the event spaces if required
- Uniform fire safety equipment signage system
- Sections of the building are equipped with smoke ventilation systems
- External staircases and internal escape stairwells with protected lobbies
- Strict compliance with latest Fire Safety Code regulations at all times
- Regular internal and statutory checks
- Evacuation system with announcements in German and English
- Annual fire safety and evacuation training of employees
- Internal fire safety officers and fire wardens

2.1.1 Optional services

- Provision of fire wardens (in compliance with the Vienna Event Venue Act) or additional personnel from the in-house fire service via our longstanding and highly experience partner G4S. *The presence of fire wardens at events subject to the provisions of the Vienna Events Act and the Vienna Event Venue Act is mandatory, and at the Austria Center Vienna is explicitly regulated by a notice issued by Municipal Department 35: if attendance exceeds 200 people, one fire warden per hall is mandatory. For each 1,000 additional people, two additional fire wardens are required. For safety reasons, we recommend compliance with the same safety standards even if the event is not subject to the above legislation.*

2.2 Event safety

- The **Safety Organisation System (SOS)** ensures that processes for preparations, implementation and follow-up work, for events requiring safety arrangements, are systematic and well documented.

A continuous improvement process is in place for the development of the SOS.

The objectives of the safety organisation meeting, held before events requiring safety arrangements, and attended by the relevant Austria Center Vienna staff, are as follows:

- Introductions between all of the individuals with safety responsibilities at the event, representatives of the venue and any of the organiser's representatives
 - Joint assessment of risks and the site
 - Defining event-related safety measures
 - Determining scheduling for the event
 - Clarifying and checking the relevant official regulations
 - Scheduling the site safety inspection with the relevant officials, if required
- Regular patrols of the event spaces and the connected circulation routes
 - Comprehensive escape route and emergency exit signage
 - Legally compliant emergency lighting and escape route lighting in all event spaces
 - Computer assisted escape route planning
 - Internal emergency handbook detailing procedures for potential risk scenarios
 - Evacuation plan for people with physical impairments
 - Close cooperation with our partners (e.g. caterers and security service) on event safety topics
 - Evacuation system with announcements in German and English
 - Public address system for event-related announcements
 - Lost and found service located at the central information point

2.2.1 Optional services

- Our security partner can provide cloakroom/stewarding staff, access or identity checks, traffic management, and porter and reception services

2.3 First aid

- 3 defibrillators in the Austria Center Vienna
- 90% of Austria Center Vienna staff are first aid trained
- First aid room equipped with bed, mobile bed and wheelchair

2.3.1 Optional services

- Our partners the Arbeiter-Samariter-Bund (ASB) can provide doctors or first aid assistants to cover your event.
At events subject to the provisions of the Vienna Events Act and the Vienna Event Venue Act, the presence of first aid assistants (200-500 participants) and a doctor (more than 500 participants) is mandatory. Even if their presence is not mandatory, you are urged to observe the same safety standards. The intention to do without medical aid in any form must be documented in writing. The shortest period of attendance for required first aid assistants and doctors is three hours.

3 Security

The Austria Center Vienna has implemented a range of structural, technical and organisational security measures.

- Permanently staffed security control room (24 hours a day, 365 days a year)
- Door surveillance system
- Video surveillance of critical areas
- Internal Austria Center Vienna security coordinator
- Central monitoring and control of all technical facilities
- Backup power system with battery rooms and generators
- Doors along the exterior curtain wall are kept locked at all times and can only be opened from the inside
- Access for event participants and staff only, no public access to the building
- Events spaces and offices can be locked using the Austria Center Vienna locking system

3.1.1 Optional services

- Our long-standing security partner G4S can provide additional staff for stand security, personal security, access or identity checks (with metal detector or x-ray equipment) and cloakrooms/stewarding
- Installation of a separate event-specific locking system (key based) for event spaces and offices

For inquiries please get in touch with your central contact person, who will be happy to help.

The Austria Center Vienna team