



The Talloires  
Network



Sistema Universitario de  
Gestión Integral del Riesgo  
Universidad Veracruzana

# TALLOIRES NETWORK LEADERS CONFERENCE 2017

## SECURITY RECOMMENDATIONS



**2017**  
X A L A P A

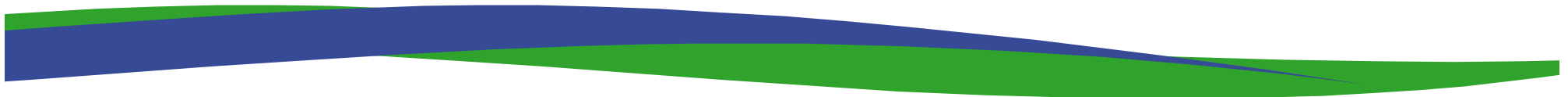
**Coordination of the University System of  
Integral Risk Management (SUGIR)**



Xalapa is a friendly and pleasant city and the UV Campus is safe for everyone.

However, some precautions should be taken just like everywhere, especially for first-time travelers.

Our purpose is to make your stay in Xalapa safe and pleasant, and at the same time provide you with some protocols of action that are part of our culture of risk prevention.

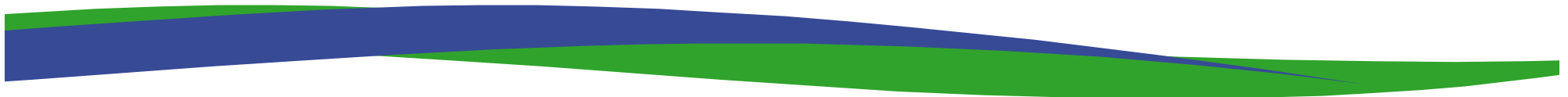




It is worth mentioning that one of the goals of the University of Veracruzana's work is the development and consolidation of the culture of self care and collective care among its university community.

One of the fundamental premises that guide this task is the permanent reduction of the vulnerability of people and the university heritage; Students, teachers and workers must contribute to the development of this culture and assume it in the daily life of our institution. Therefore, our University is always prepared to respond to any natural or anthropogenic contingency.

The purpose of this document is to share with you, our dear visitors, some recommendations that you can follow during your stay in our University.





**If you observe suspicious person(s) or circumstances or feel risk and need help on campus, call 2281265795: Carlos Castillo Salas (Manager of the Campus for Culture, Arts and Sport). We will take care of your request immediately.**

**2281265795**

**Carlos Castillo Salas  
(Campus Manager)**

**If you find yourself outside the university premises (public road) and observe something suspicious or you feel risk for your integrity or that of your colleagues, immediately request police presence (911) and provides the following information:**

- Your name?
- Where are you?
- What you require?

**911**

**X A L A P A**





## Número Único de Llamadas de Emergencias

Recuérdalo, úsalo, cuidalo



# ¿Qué es una emergencia?

Una emergencia es cualquier situación en la que ocurren circunstancias negativas que **ponen en riesgo o vulneran la condición humana, generan daños a la propiedad o que son potencialmente peligrosas y ponen en peligro la vida.**

## TIPOS DE EMERGENCIA

algunos de los casos que podemos considerar como emergencia

MÉDICAS	PROTECCIÓN CIVIL	SEGURIDAD	SERVICIOS PÚBLICOS
<ul style="list-style-type: none"><li>● Accidente de coche con heridos</li><li>● Electrocutado</li><li>● Infarto</li><li>● Sobredosis</li><li>● Trabajo de parto</li><li>● Ahogado</li></ul>	<ul style="list-style-type: none"><li>● Incendio</li><li>● Explosión</li><li>● Derrumbe</li><li>● Erupción volcánica</li><li>● Inundación</li><li>● Enjambre de abejas</li></ul>	<ul style="list-style-type: none"><li>● Disparo de arma</li><li>● Violencia familiar</li><li>● Abuso sexual</li><li>● Homicidio</li><li>● Allanamiento de morada</li></ul>	<ul style="list-style-type: none"><li>● Asistencia social</li><li>● Infraestructura</li><li>● Alcantarillado y drenaje</li><li>● Árbol caído o por caer</li><li>● Cables colgando</li><li>● Corto circuito</li></ul>

In our country there is a unique number to report emergencies: **911**. Remember it and use it!  
# 911Emergencias

### ALTERNATIVE NUMBERS:

Firefighters

01 (228) 8 14 04 41

01 (228) 8 15 00 80

Red Cross

01 (228) 8 17 34 31

State Police

01 (228) 8 41 09 02

State Civil Protection

01 (228) 8 20 31 70

Municipal Civil Protection

01 (228) 8 90 07 94

01 (228) 8 40 42 20

## Facebook

@SPVeracruz (<https://www.facebook.com/SPVeracruz/>)

@C4sspver (<https://www.facebook.com/C4sspver-1593528334205490/>)

@secretaria.deproteccioncivil

(<https://www.facebook.com/secretaria.deproteccioncivil/>)

Twitter

@SP\_Veracruz

@c4\_ver

@PCEstatalVer

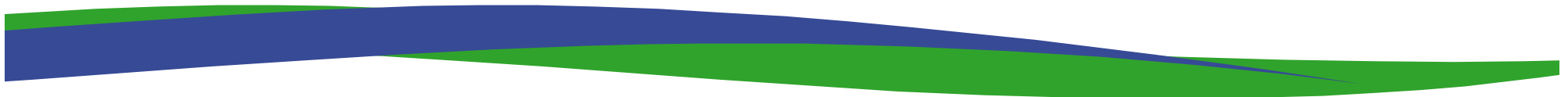


To facilitate the communication with the State Control, Command, Communications and Computation Center (C4) in Xalapa, program your mobile phone, saving that contact in the memory of the cell phone.

Remember that by dialing **911**, depending on the emergency, they will send firefighters, police, civil protection, Red Cross, etc., as the case may be.

The **SELF-CARE** is the best resource to contribute to personal and environmental safety.

A person can help prevent and react to dangerous situations. In that sense it is suggested to follow the following recommendations.





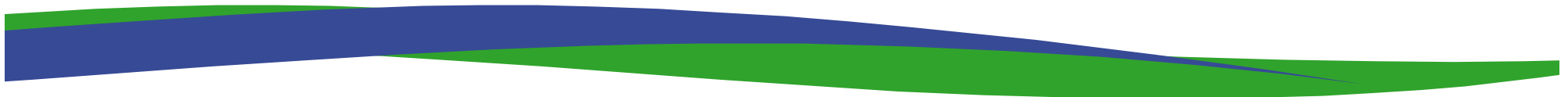
- 1. ALWAYS ALERT:** Walk calmly, at the pace you usually do, but do not forget to watch what happens around you. Analyze the behavior of people and if you observe something that makes you feel insecure, change of direction or street. Trust your instincts and if you think someone is following you, move quickly and contact the police, giving them your location.
- 2. Avoid walking alone at night.** When possible, walk with other participants and stay in well-lit and well-traveled areas after dark.
- 3. Do not carry large amounts of money.**
- 4. Avoid using your headphone or phone when walking down the street.**
- 5. Do not leave your valuable belongings unattended.**



**6. Ignore the provocations and aggressiveness of others:** This can be a way to distract you for a robbery or assault. Evade this type of behavior as well as provocations. Stay away and ignore the person.

**7. In spaces of pedestrian traffic:** In general, criminals often attack people who move very close to the walls, because that makes it easier to corner their victims. So try to leave a space between the walls and you so that you can reduce the risk.

**8. Public transport (paradores multimodales):** If you commute by public transit, wait in well-lit places and where there are more people. Take the bus at the designated points.



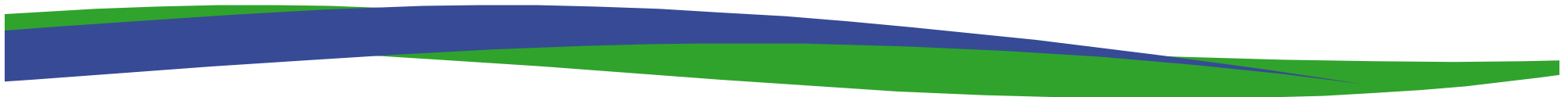




**9. Parking your vehicle:** Avoid leaving valuables in sight. Do not leave keys inside the vehicle. If you park, do not wait inside the vehicle. If you look from afar that someone is trying to open your vehicle, look for help, often this type of criminals do not operate alone.

**10. Helping strangers:** If you notice stranded vehicles on your way, in a dark and secluded place, the best help you can give is to call 911 to discuss with the authorities. Do not stop, for this is another form of attraction used by criminals like anywhere in the world.

**11. Avoid routines:** Try at least once to take a different path than the one you walk every day. The frequency of the same place, at the same time and with the same objects is what makes people vulnerable. (However, this is not applicable for people who stay a short time and attend the conference on campus).

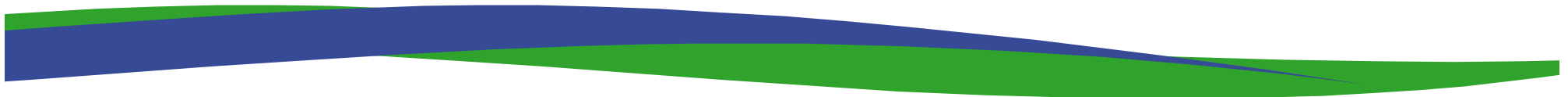




**12. At traffic lights keep the distance:** Avoid buying things at traffic lights, especially children who are sometimes used by other people to attract or approach their victims. Keep the distance of the other vehicles, rear and front, have the car in first speed to be able to react if necessary.

**13. In case of being approached aggressively:** Keep calm, ask calm to the stranger and make him feel that he controls the situation. Do not resist, obey your demands and surrender what you ask. Your integrity will always be worth more than what you carry with you. In this situation it is important that your movements are smooth and calm.

**14. Always be a precautionary person:** In 90% of cases, avoiding being a victim of a crime is not a matter of physical force or equipment, but prevention and personal security.





# INFORMATION

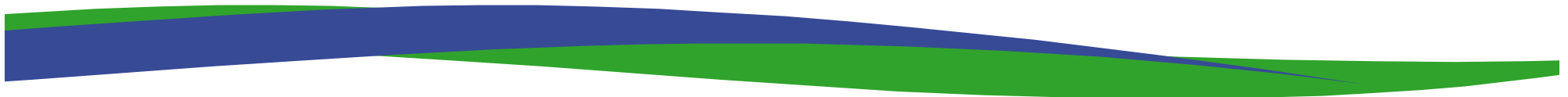
## Services Unit

### Librarians and Information

# U S B I

Our university has an INTEGRAL PLAN OF SAFETY AND CIVIL PROTECTION:

- Before starting each event, an emergency exit protocol is read, in order to locate the different exits and evacuation routes as well as the personnel in charge of the evacuation in case of declared emergency situations.
- The first response medical service will be available during the event. The medical staff will be physically located at a strategic point of easy access and identification.





## Protocol of Emergency Exits.

**-Note:** It should be read before the start of the event:

Good morning to all of you, welcome to Videoconference Room 1 and 2 of the USBI.

The Program of the University System of Integral Risk Management of our House of Studies, points out that before **starting the event where we are gathered here, the Protocol of Emergency Exits must be complied with**, which stipulates that in case of possible contingency Which obliges us to evict the property in an orderly, peaceful and efficient manner, it is necessary to know and locate the emergency exits of this Campus.

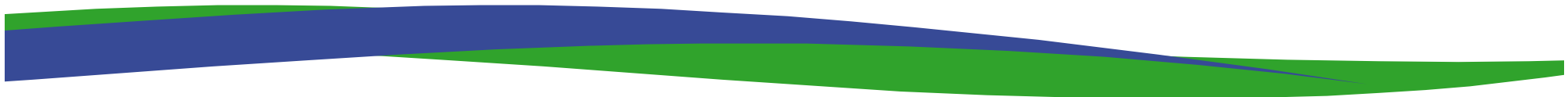
FIRST.- The Videoconferencing Room has 2 emergency exits.

SECOND .- In the outer corridor are **Personal Security** that before a contingency that forces us to evict the property, have the function of guiding them through the previously established evacuation routes.

THIRD.- In the face of a declared emergency, we hereby give the indications to follow, remembering that in the event of an emergency DO NOT RUN, DO NOT SCREAM AND DO NOT PUSH. These actions will hinder an organized and efficient eviction.

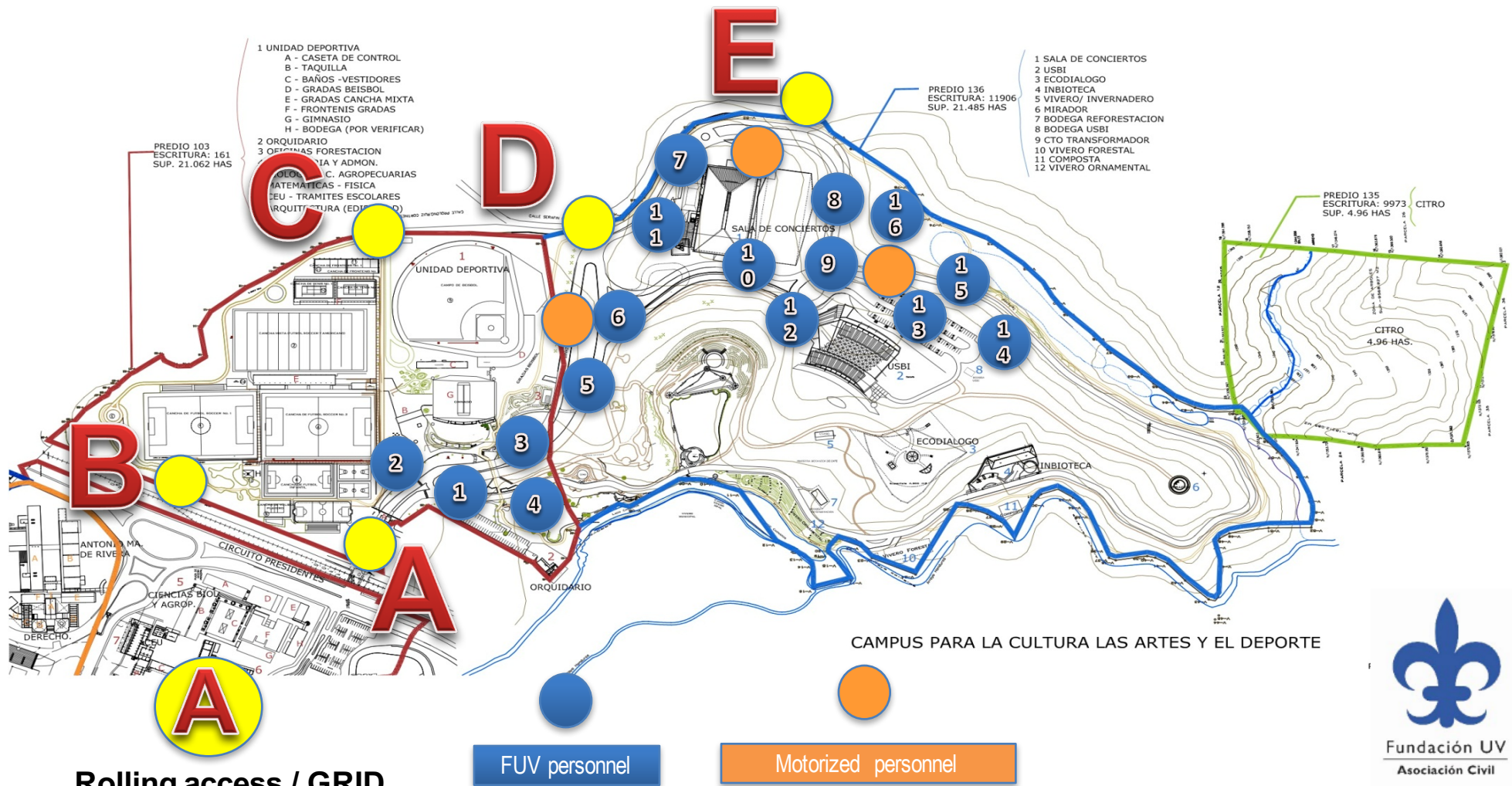
FOURTH.- We inform you that we have a Medical Service Module, located in the main entrance of this enclosure. I can only thank you for your participation in this effort of the University to foster a culture of Civil Protection and Security.

Welcome and thank you very much.





# SAFETY PLAN FOR CAMPUS OF CULTURE, ARTS AND SPORTS







Universidad Veracruzana  
Secretaría de la Rectoría



Sistema Universitario de  
Gestión Integral del Riesgo  
Universidad Veracruzana

# SAFETY AND CIVIL PROTECTION PLAN

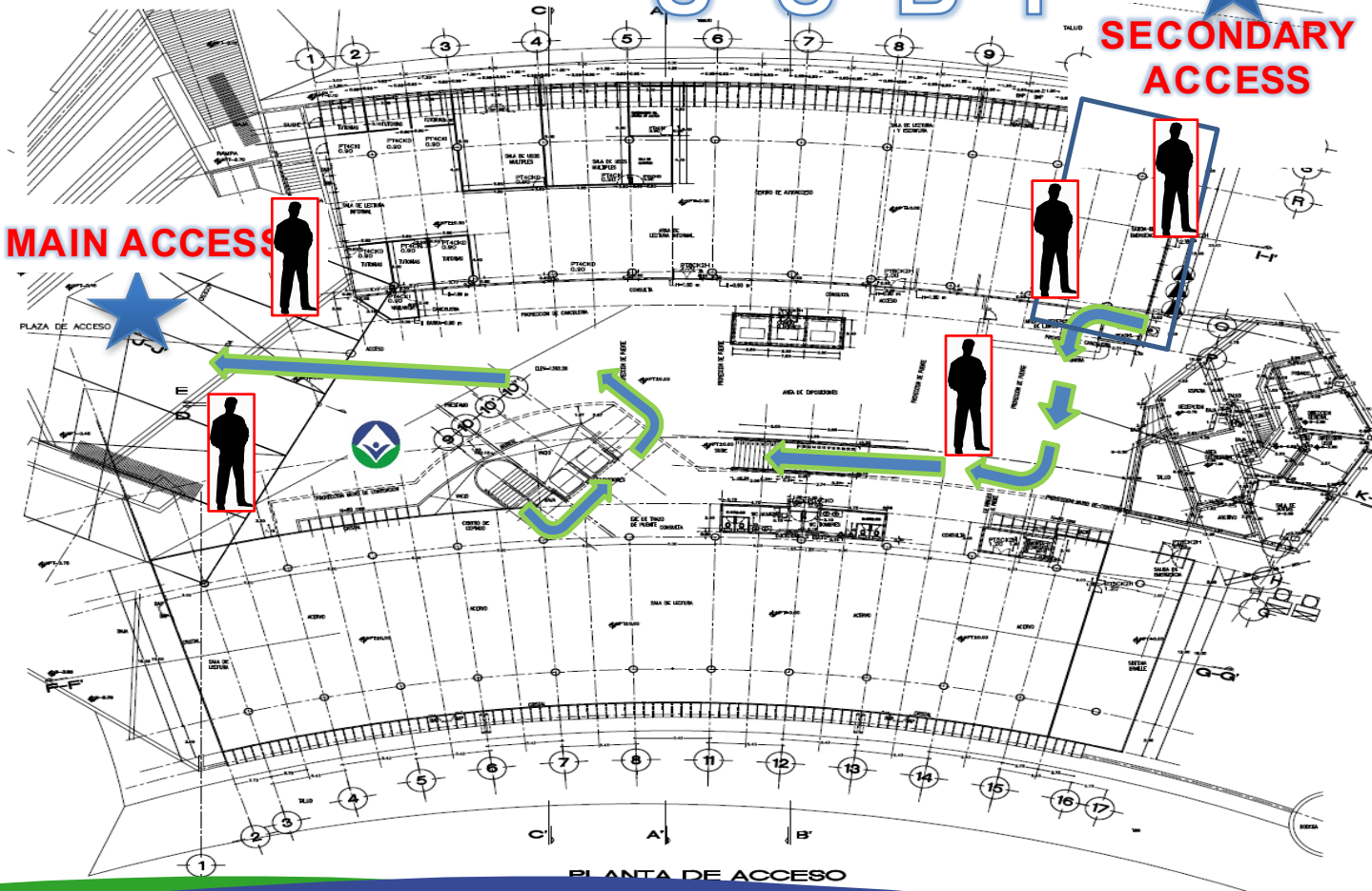
Services Unit

Librarians and Information

U S B I

★  
**SECONDARY  
ACCESS**

**MAIN ACCESS**



Legends



**MAIN ACCESS**



**SECURITY (GENERAL  
SERVICES)**



**EVACUATION ROUTES**



**SECURITY  
PERSONNEL**

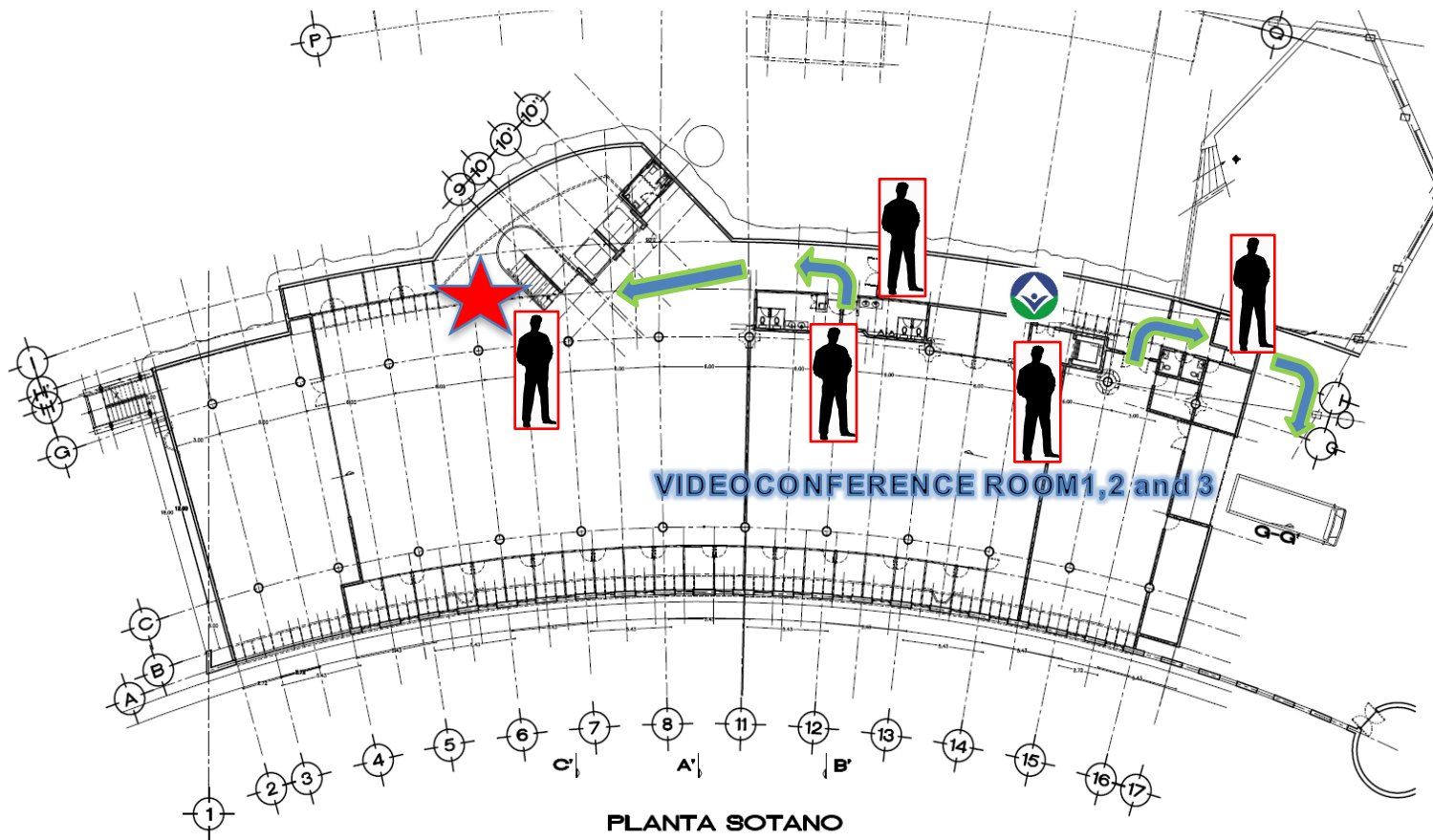




# SAFETY AND CIVIL PROTECTION PLAN

Videoconference room 1, 2 and 3

U S B I



## Legends



MEDICAL STAFF



EVACUATION ROUTES



SECURITY (GENERAL SERVICES)



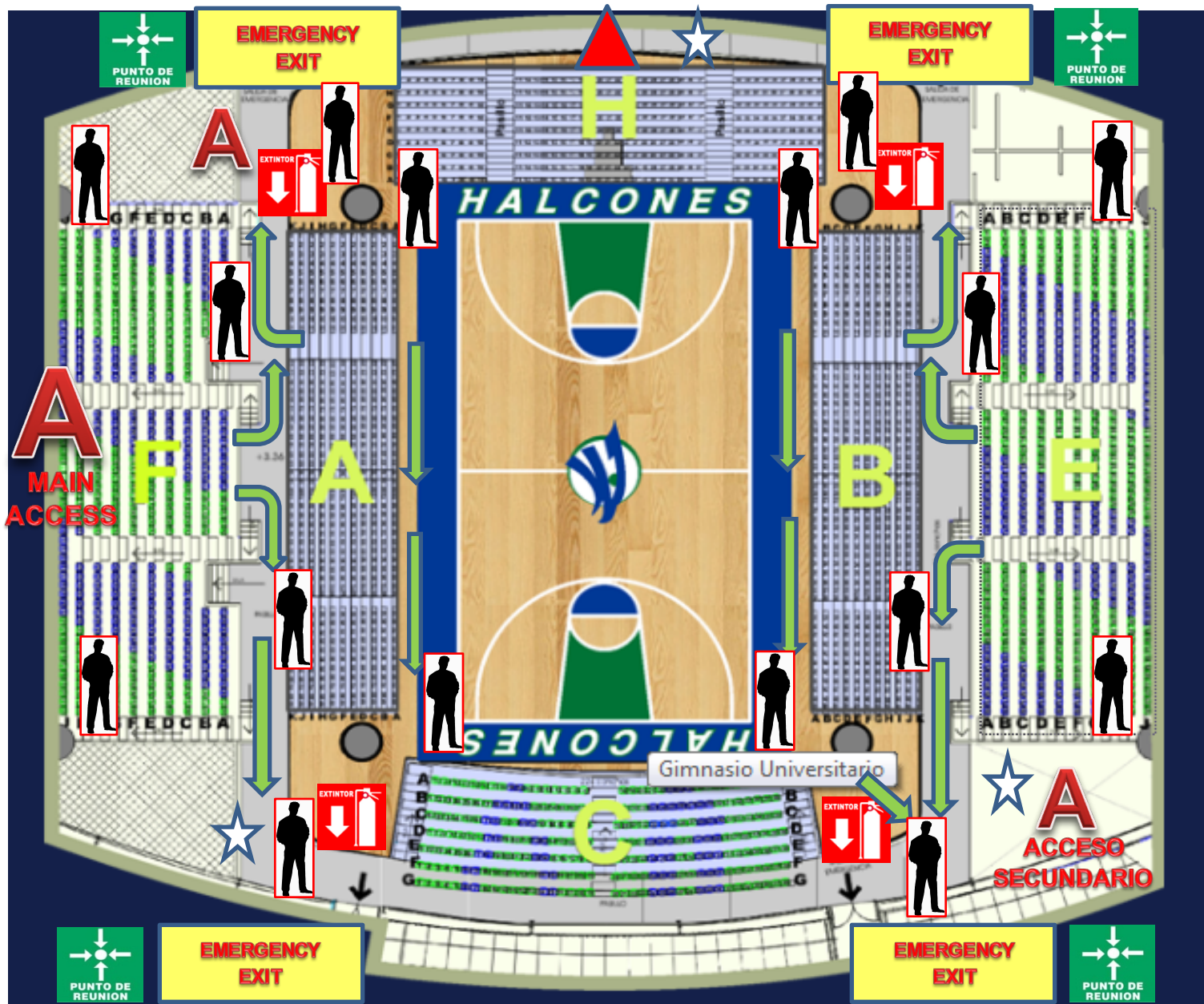
SECURITY PERSONNEL



Universidad Veracruzana  
Secretaría de la Rectoría



Sistema Universitario de  
Gestión Integral del Riesgo  
Universidad Veracruzana



## UNIVERSITY GYM

### INTERNAL PLAN OF CIVIL PROTECTION

#### EMERGENCY EXIT



Evacuation



Medical staff



Fire  
extinguisher



Point or zone  
for outdoor  
count



Security  
Personnel



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**Wish you an enjoyable and productive trip!**

