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# Medical Emergencies Protocol for Event Participants

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## 1. Before the Event

- Upon arrival at the venue, at the registration you will be given a **card with** the telephone numbers to contact in case of any weather condition.
- Signature of disclaimer for allergies care / The Hotel at the Buffet shows the description of the food, be attentive.
- Have your travel insurance in a safe and visible place.

### 1.1. Familiarize Yourself with the Place and Emergency Exits

- When you arrive at the event, locate the **nearest emergency exits** and medical attention points or doctor's offices and have emergency telephone numbers at hand.
- Pay attention to any announcements or safety information provided by the organizers.

### 1.2. Reporting medical conditions

- If you have any medical conditions (such as severe allergies, diabetes, epilepsy, etc.), make sure to bring your necessary medication with you (such as inhalers, auto-injectors...)
- Consider informing a companion or event staff member of your condition so they can help in an emergency.

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## 2. During the Event

### 2.1. Identifying a Medical Emergency

If you experience or witness a medical emergency, act quickly:

- **Shortness of breath, chest pain, fainting, seizures, profuse bleeding** are signs of a serious medical emergency that require immediate attention, call the emergency telephone numbers provided in the registry.

### 2.2. What to Do if You Have a Medical Emergency

- **Seek immediate help:** If you feel unwell, go to the event staff who will be identified with a badge that says **STAFF**, call the medical emergency phone or the first aid station of the hotel. Don't hesitate to ask for help.

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- **If you can't move**, get the attention of those nearby by asking for help, raising your arms, or using any visible means.

## 2.3. What to Do if You Witness a Medical Emergency

- **Immediately inform event staff:** If you see someone in a medical emergency, call the emergency number or find the nearest staff member or go to a hotel first aid station located on the first floor under the stairs behind the event registration booths.
- It provides details such as:
  - **Exact location.**
  - **Condition of the person** (conscious, breathing, etc.).
  - Any other relevant information you know

## 2.4. Emergency medical personnel will call Emergency Services, ambulance, etc., (if necessary) and if not require an ambulance, what is the protocol?

- If the situation is serious and you do not have the emergency numbers, call 0 and they will oversee locating assistance.
  - It provides details such as:
    - What happened.
    - Exact place of the incident.
    - Status of the person.

## 2.5. The event's medical staff will be trained to provide first aid.

- Pending if necessary:
  - Perform **CPR** if the person is not breathing.
  - Use an **Automated External Defibrillator (AED)** if available.
  - Control bleeding by pressing on the wound with a clean cloth.

## 2.6. Stay Calm and Safe

- If you can't help directly, **stay calm** and follow the instructions of event staff or emergency services.
  - It helps clear the area so that the medical team can work unhindered.
  - Avoid surrounding the affected person so as not to hinder access to medical personnel.
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## 3. After the Emergency

### 3.1. Follow the Instructions of the Event Staff

- Listen to and follow all directions given by the event staff, especially if the situation requires evacuation or changes to the program.

### 3.2. Avoid Panic and Collaborate with Security

- Avoid creating panic among the other attendees. Stay calm and help others follow directions.
- If you feel anxious or worried after witnessing an emergency, seek support from the event team or your companions.

### 3.3. Reporting Minor Incidents

- If you experience minor symptoms (dizziness, dehydration, etc.), don't hesitate to go to the first aid points for early care.

### 5.1. Access to Medical Services

- We will have emergency medical ambulance services stationed nearby. You will know the location in case you need to go there.

### 5.2. Important Personal Items

- If you have a specific medical condition, wear visible **medical identification** (such as a bracelet) with information about your condition, so first responders know what to do.

## Weather Emergencies Protocol for Event Participants

### 1. Before the Event

#### 1.1. Familiarize yourself with the Departures and Shelters:

- Upon arrival at the event, identify the **emergency exits** and there will always be a **safe shelter** in case of adverse weather conditions.
- The haven location (Convention Center) will be posted on the Room's TV, following the evacuation route, if necessary.

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- Pay attention to the instructions of the hotel emergency personnel and Smartcongress (Uniformed) on safety and evacuation routes.
- At the exit of each building on the First Level there will be emergency personnel who will guide you to a safe shelter. In case the emergency arises during the conferences, **go to the [Meeting Points](#) or Shelters**

## 1.2. Monitoring of Climatic Conditions

- If adverse weather conditions (storms, strong winds, etc.) are expected, stay informed by checking weather apps or following the organizers' alerts.

## 2. During the Event

### 2.1. Common Types of Weather Emergencies

- **Thunderstorms:** Dangerous lightning and thunder.
- **High winds or tornadoes:** They can knock down structures.
- **Floods:** Risk of water accumulation.
- **Extreme heat:** Risk of dehydration or heat stroke.

## 3. What to Do During a Weather Emergency

### 3.1. Listen to the Instructions

- If event organizers broadcast **safety** announcements through speakers, screens, or staff, follow the prompts immediately.
- Stay tuned for any updates on weather conditions or safety measures.

### 3.2. Thunderstorm

- **Seek shelter immediately** in a solid building or structure. Avoid staying in open areas such as fields or near trees, poles, or metal structures.
- **Do not use electronic devices with cables** and avoid contact with metals if you are in an enclosed place.
- If you can't find safe shelter, crouch down with your feet together and cover your head.

### 3.3. High Winds or Tornado

- **Take refuge in solid and low structures.** Avoid tents, awnings or stands that can tip over.
- Stay away from windows, glass doors, and loose objects that can fly.

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- If you don't have access to shelter, **crouch in a low place**, cover your head, and wait until the winds subside.

### 3.4. Floods

- **Avoid walking** in flooded areas. Water can hide hazards, such as strong currents or deep areas.
- If you're in a low-lying area, look for **elevated areas** right away.
- If you're caught in a flood, follow the instructions of emergency crews or seek shelter in a high area.

### 3.5. Extreme Heat

- Head to shaded areas **or air-conditioned areas** if you're feeling overheated.
- **Hydrate constantly** by drinking water, even if you're not thirsty.
- Avoid direct exposure to the sun, especially in the hottest hours.
- If you or someone close to you shows signs of heat stroke (confusion, dizziness, dry or red skin), seek immediate medical assistance.

## 4. Evacuation and Shelter

### 4.1. Follow the Evacuation Instructions

- If the hotel staff indicates that it is necessary to evacuate, **do so in an orderly and calm manner**, following the designated routes.
- **Do not run or push** others, maintain order to avoid accidents.

### 4.2. Go to the Gathering Points or Shelters

- Make your way to the **nearest haven** indicated by the hotel staff. These places are usually sturdy buildings.
- If there is no shelter nearby, follow the instructions of the organizers or emergency teams to move to a safe area. You can find the available evacuation routes at the **following [link](#)**

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## 5. Communication During the Emergency

### 5.1. Stay informed

- Listen to and follow instructions issued by event staff, either through loudspeakers, screens, or through security personnel.

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## 5.2. Use Electronic Devices with Caution

- If you're in a safe place and the situation allows, keep your phone charged and ready to receive updates.
- Use social media or text messages to communicate with other attendees or family members, but don't overwhelm emergency phone lines unless necessary.

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## 6. After the Emergency

### 6.1. Avoid Returning to the Danger Area

- Do not return to the affected area until event staff or authorities indicate that it is safe to do so.

### 6.2. Report of Damage or Injury

- If you or someone else is injured or needs help after an emergency, immediately inform the event staff or medical services present.

### 6.3. Collaborate with Security Personnel

- If the event continues after the emergency, work with staff to restore order and follow any additional instructions for the safe resumption of the event.

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## 7. What You Shouldn't Do

### 7.1. Don't Ignore Warnings

- Do not remain in dangerous areas when emergency alerts are issued.

### 7.2. When crossing unsafe areas

- Do not attempt to cross flooded areas, areas with debris, or places exposed to dangerous conditions.

### 7.3. Don't panic

- Stay calm and follow the instructions of the event staff to avoid dangerous situations.



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## Fire Emergencies Protocol for Event Participants

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### 1. Before the Event

#### 1.1. Familiarize yourself with Emergency Exits

- When you arrive at the event, locate the **emergency exits** and evacuation routes.
- Identify safe areas and designated meeting points in case of emergency.

#### 1.2. Attention to Safety Instructions

- Listen for any announcements about the event's safety measures, including instructions on evacuation in the event of a fire.

#### 1.3. Do not block exits

- Avoid obstructing emergency exits with objects or luggage, as this can make evacuation difficult.

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### 2. During the Event

#### 2.1. Fire Detection

- If you notice smoke, fire, or the smell of something burning, **immediately report** it to event staff or security. It accurately indicates the location of the possible fire.

#### 2.2. What to Do If a Fire Breaks Out

##### 2.2.1. Stay Calm and Act Quickly

- **Don't panic.** Stay calm to make clear decisions and follow evacuation instructions.

##### 2.2.2. Follow the Instructions of the Event Staff

- Listen for announcements or directions from event staff or the security team. They will guide you to the safest evacuation routes.
- If the event has a public address system, pay attention to the indications given.

##### 2.2.3. Orderly evacuation

- Go immediately to the **nearest emergency exit** according to the instructions received.
  - **Don't run or push,** keep a fast and orderly pace.

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- Help people who may have difficulty evacuating, such as children, the elderly, or people with disabilities.
- If the evacuation includes stairs, **do not use the elevators** under any circumstances.

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### 3. How to Act During Evacuation

#### 3.1. Protect Yourself from Smoke

- If smoke is present, **cover your nose and mouth with a cloth** or clothing, preferably damp, to avoid inhaling it.
- **Stay as close to the ground as possible**, as smoke and toxic gases tend to rise.

#### 3.2. Next Steps if You're Stuck

- If you are in an area affected by fire and are unable to evacuate:
  - **Close the doors** behind you to hold back the fire.
  - Seal door cracks with clothing or fabrics to prevent smoke from entering.
  - If possible, **place a visible sign** (such as a piece of clothing or flashlight) on the window so that rescue teams can find you.
  - **Call emergency services** and provide your exact location.

#### 3.3. Do Not Return to the Affected Area

- Once you have evacuated, **do not return** to the affected building or area under any circumstances until the emergency teams indicate it.

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### 4. Meeting Points

#### 4.1. Head to the Secure Meeting Points

- Once outside the danger area, proceed to **designated meeting points** where event staff will conduct a count and provide additional information.

#### 4.2. Stay Away from Danger Areas

- Do not obstruct the work of firefighters or emergency services. Stay in the safe areas indicated.
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## 5. After the Fire

### 5.1. Do Not Re-Enter Until It Is Safe

- Do not return to the affected area until authorities allow it. Firefighters and emergency crews should assess the situation before declaring it safe to return.

### 5.2. Injury or Damage Report

- If you have been injured or see someone in need of medical attention, immediately inform the medical services present or the event staff.

### 5.3. Communication and Assistance

- If necessary, reach out to family or friends to let them know you're safe. Use social media or text messages to avoid overwhelming phone lines.

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## 6. What You Shouldn't Do

### 6.1. Do not ignore alarms

- Never ignore a fire alarm. Evacuate immediately when the signal is given.

### 6.2. Not Blocking Exits

- During the evacuation, do not stop or block exits. Keep the flow flowing to allow everyone to evacuate quickly.

### 6.3. Not Using Elevators

- **Do not use elevators** during a fire, as they can fail or get trapped.

### 6.4. Don't panic

- Always stay calm to avoid chaos or pushing.