PACIFICO YOKOHAMA Emergency Guideline



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1. Outline of PACIFICO YOKOHAMA

(1) PACIFICO YOKOHAMA and the Yokohama City Anti-disaster Plan

1 PACIFICO YOKOHAMA/surrounding area and the Minato Mirai district

The Yokohama City Anti-disaster Plan designates the following evacuation sites for PACIFICO YOKOHAMA/the surrounding area and the Minato Mirai district:

- The Minato Mirai Rinko Park ⇒ Wide-area evacuation site
- * A wide-area evacuation site is where people escape from radiation heat and smoke from a fire.
- Minato Mirai 1–5 Chome ⇒ Voluntary evacuation area
- * A voluntary evacuation area is where the safety of people can be secured by evacuation based on the judgment of the people, without the designation of wide-area evacuation sites.

② PACIFICO YOKOHAMA

The Yokohama Anti-disaster Plan designates the facilities of PACIFICO YOKOHAMA as follows:

- National Convention Hall: Temporary accommodation for people who have difficulty going home
- Exhibition Hall: Collection and delivery base of goods

In cases of large-scale disasters, our users will be consulted to decide whether our facilities will be made open to the public.

3 Stocks of Yokohama City

(1) Minato Mirai district

Туре	Description		
Underground water tank	In the Minato Mirai district, four underground water tanks for		
for disasters	large-scale disasters have been installed to stock drinking water for		
	emergencies such as disasters. Water constantly runs through the		
	tanks.		
	The tanks store water equivalent for 3 days for 500,000 people.		
	Underground of the Yoyo Plaza (at Grand-mall Park - 1,000m³)		
	Underground of the Rinko Park (700 m³)		

(2) PACIFICO YOKOHAMA

Туре	Description	
Blanket	5,000 sheets	
	Stock of Yokohama City (stored in the Plaza storage)	

[Ref] URL of the Yokohama Anti-disaster Plan

http://www.city.yokohama.jp/me/shobo/kikikanri/keikaku/keikaku.html

(2) Anticipated earthquakes and damages

The Yokohama Anti-disaster Plan – Earthquakes (amended in December 2008) specifies anticipated earthquakes and damages as follows:

1 Anticipated earthquake

The Yokohama Anti-disaster Plan assumes the Minami-Kanto Earthquake (M7.9), Yokohama City Inland Earthquake (M7.0) and Tokai Earthquake (M8.0) as the three earthquakes that will cause largest damages to Yokohama City.

Earthquake	Description	
Minami-Kanto Earthquake	Dubbed as the next 1923 Great Kanto Earthquake. The M7.9	
	earthquake with the epicenter in the Sagami trough	
Yokohama City Inland	M7.0-class earthquake with the epicenter in the boundary surface	
Earthquake (East	of the Philippine Sea plate situated immediately below the	
Kanagawa Prefecture	Government Building of Kanagawa Prefecture	
Earthquake)		
Tokai Earthquake	M8.0-class earthquake with the epicenter in the Suruga trough.	
	The Central Disaster Management Council used this earthquake in	
	2001 to designate the areas under intensified measures against	
	earthquake disaster.	

2 Anticipated damages (Minato Mirai district)

The damages anticipated for the Minato Mirai district caused by these three earthquakes are as follows:

	Minami-Kanto Earthquake (M7.9)	Yokohama City Inland Earthquake (East Kanagawa Prefecture Earthquake) (M7.0)	Tokai Earthquake (M8.0)
Anticipated seismic intensity	6 lower	6 upper	5 lower
Anticipated liquidation damage	Will not occur	Will not occur	Will not occur
Anticipated Tsunami	0.4-0.9 m inside the	Less than 0.5 m inside the	Less than 1.0 m inside the
height	Yokohama Port (Kanagawa	Tokyo Bay (The Central	Tokyo Bay (The Central
	Prefecture Earthquake	Disaster Management	Disaster Management
	Anticipated Damage Study	Council)	Council)
	Committee)	↓	↓
	↓	No tsunami effect	No tsunami effect
1	No tsunami effect		

3 Anticipated tsunami level for the Yokohama Port

The Kanagawa Prefecture Earthquake Anticipated Damage Study Committee reported that if the **Minami-Kanto Earthquake** (dubbed as the next Great Kanto Earthquake) has occurred, a **0.4–0.9m tsunami will hit the Yokohama Port**.

Also, the Central Disaster Management Council reported that the **Tokyo Metropolitan Area Inland Earthquake will cause tsunami lower than 50 cm** and the **Tokai Earthquake will cause tsunami lower than 1 m** both inside the Tokyo Bay.

If a 1 m tsunami hit the Yokohama Port at high tide (T.P.* + 0.9 m), the water level would increase to T.P. + 1.9 m, which is sufficiently lower than the critical high-tide water level set for the Yokohama Port, T.P. + 2.7 m. It is predicted that tsunami that may hit the Yokohama Port or nearby coast would be small in scale and not cause direct large-scale damages considering the development already made along the coastal. (* T.P., short for Tokyo Peil, is the Tokyo Bay mean sea level.)

(3) Facilities of PACIFICO YOKOHAMA

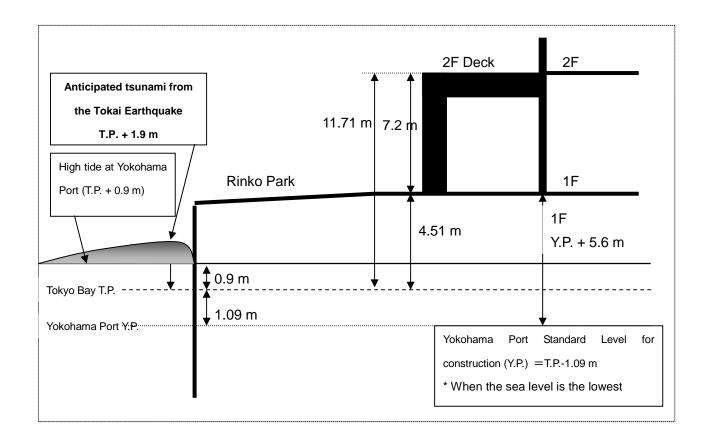
1 Earthquake resistance

The building of PACIFICO YOKOHAMA was designed in accordance with the New Anti-seismic Design Code (1981) and its <u>frameworks can withstand the seismic intensity of up to 6 upper</u>. However, this resistance only applies to the frameworks of the building and damages such as the breaking and scattering of windows, the falling of the ceilings and wall gypsum boards and the falling and breaking of equipment and machines may occur.

2 Height and altitude of the building

The height of the building of PACIFICO YOKOHAMA is shown in the following chart. According to (2) Anticipated earthquakes and damages, even the first floor of the building will not be affected by tsunami; however, taking into consideration of the possibility of events that exceed the anticipated tsunami levels, the second floor of the building has been designated as an evacuation place.

	Height above ground	Tokyo Bay mean sea level (T.P.)
1F	0 m	+4.51 m
2F	+7.2 m	+11.71 m



(4) Evacuation places

The behavioral standards for evacuation are discussed in detail in 3. Behavioral standards and safety measures in emergencies. Evacuation places are designated as follows:

Disaster type	Evacuation place	
Fire	The Minato Mirai Rinko Park (a designated wide-area evacuation place) (Use	
	areas within the park away from the fire)	
Earthquakes (without	Inside the building if the building interior has not been damaged	
tsunami warming*)	The Minato Mirai Rinko Park if the building interior has been damaged	
Earthquakes (with	• Evacuate to 2F or higher (2F is +7.2 m above ground, T.P. + 11.71 m)	
tsunami warming*)	Evacuate to 2F or higher if the building interior has not been damaged	
	Evacuate to the deck in the International Exchange Zone (2F) if the building	
	interior has been damaged	

^{*} When an earthquake has occurred, the Meteorological Agency announces three types of tsunami warming based on predicted tsunami heights (tsunami warning, tsunami advisory and tsunami forecast). Tsunami warning and advisory are announced along with predicted heights and arrival timed of tsunami.

Type		Tsunami height announced	
Tsunami warning High tsunami		3, 4, 6, 8, 10 m or higher	
	Tsunami	1 or 2 m	
Tsunami advisory		0.5 m	
Tsunami forecast		Announced when tsunami damage is not expected	

■ Wide-area evacuation area (green areas in the figures)



PACIFICO and surrounding area 1F

PACIFICO and surrounding area 2F

^{*}Evacuate to the deck (dark green in the right-hand figure) on 2F if there is a tsunami warning

2. Fire and disaster prevention system at PACIFICO YOKOHAMA

PACIFICO YOKOHAMA implements fire prevention measures in accordance with the PACIFICO YOKOHAMA Fire/Disaster Prevention and Fire Control Plan as well as preparing for emergencies by organizing its own fire control team.

It also strives to prevent disasters and ensure safety during events through active participation of and cooperation with fire control teams formed by event organizers.

(1) Emergency contacts

In the events such as a fire and medical emergencies, contact the fire department and the Central Fire Prevention Center. The Central Fire Prevention Center is located on the first basement of the Exhibition Hall with staff on hand 24-7 ensuring the security and safety of all the facilities.

1 Contacts

Telephone type	Telephone number
Extension	9119 or 2127
Emergency telephone	Telephones are located above the fire hydrants (just pick up the phone and talk)
External	045-221-2127

2 Information that needs to be communicated

Item	Description
Place	Place where the emergency event has occurred
Detail	Description, causes, conditions, etc. of the emergency event
Injuries	Presence/absence of injuries
Evacuation	Implementation status of evacuation measures

3 Information that need to be communicated when calling an ambulance

Item	Description
Patients	Description of the sick or injured people (e.g., age, gender, nationality)
Causes	Description of how the diseases or injuries have occurred
Conditions of patients	Conditions of the sick or injured people
Circumstance	Where and when the diseases or injuries have occurred

4 Contacting relevant agencies

Item	Police	Labor Standards Supervision Office
Incident type	 Incidents involving violence, injuries, stealing, etc. Injuries, deaths or traffic accidents whole using the facilities Injuries or accidents during operations in the facilities 	Injuries or accidents during operations in the facilities
Contact	Tobe Police Department	Kanagawa Labor Standards Supervision Office

Address	50-6 Tobe Honcho, Nishi-ku, Yokohama	Yokohama Kohoku Local Godo-Chosha (3F), 3-24-6 Shin-Yokohama, Kohoku-ku, Yokohama
Tel	045-324-0110	045-474-1251

(2) Voluntary fire/disaster prevention management

Responsibilities of the event organizer

- The event organizer must observe the PACIFICO YOKOHAMA Facilities User Rules and the PACIFICO YOKOHAMA Fire Prevention Guideline, designate officers in charge of fire/disaster prevention and implement fire and accident prevention measures while contacting and coordinating with PACIFICO YOKOHAMA.
- To be ready in case of a fire, earthquake, or medical emergencies (occurrence of illness and injuries) and other incidents/accidents, the event organizer must hold detailed meetings with its officers in charge based on the Facilities User Manual and this guideline.
- If disasters such as a fire and/or an earthquake have occurred, the event organizer must follow instructions of the self fire control team of PACIFICO YOKOHAMA and make necessary contacts, guide people for evacuation and conduct initial fire control.

2 Responsibilities of the manager of the event organizer (the authority holder)

- The manager must give disaster prevention and visitor safety the highest priority in planning and holding events.
- The manager must assign the fire and disaster control officers and actively implement fire and disaster prevention measures by establishing its own prevention/management team (consisting of the fire-source officer, the evacuation guidance officer, etc.) and the self fire control team.

PACIFICO YOKOHAMA	National Convention Hall self fire control tea	ım	
Self fire control team	 Conference Center self fire control team		
(Headquarters)	Exhibition Hall self fire control team		Report/contact group
	 Manager of the organizer (authority holder)		Fire fighting group
	[Fire control officer of the organizer]		Evacuation guidance group
	ı		Medical rescue group

3 Responsibilities of the fire control officer of the organizer

- The fire control officer must educate event staff on the PACIFICO YOKOHAMA Fire Prevention Guideline and this guideline.
- The fire control officer must organize the self fire control teams, make sure staff understands their roles, instruct staff on how to use fire equipment, etc.
- The fire control officer must establish the system of contacting the self fire control team of

PACIFICO YOKOHAMA during disasters.

- The fire control officer must prepare sentences used for emergency announcements and make the announcements when necessary.
 - * Refer to the following table for examples of sentences used for announcements.
- The fire control officer must monitor the venue before, during and after the event.
- The fire control officer must set up and clear the venue appropriately.

mples of announcement sentences		
ire		
A fire has been	May I have your attention please. We have received a	
reported	report that there is a fire at XX.	
	Our staff is currently investigating report. Please wait until	
	our next announcement.	
	<u> </u>	
A fire has occurred	May I have your attention please. A fire has been confirmed	
	at XX. Our self fire control team is at the scene, and taking	
	action.	
	Follow instructions of the evacuation staff, stay calm, and	
	evacuate from the emergency exits.	
A fire report has been	n • May I have your attention please. We have responded to	
confirmed false	the fire report, and have conducted an inspection at XX.	
	Please be assured that there was no fire.	

■ Earthquakes

An earthquake has	•	May I have your attention please. We have just felt a
occurred		strong earthquake but there is no risk of this building
		collapsing.
	•	Keep away from the windows and protect yourself from
		harm.
	•	It is very dangerous to go outside. Please wait for our next
		announcement.
	•	Do not use elevators for evacuation.
	•	May I have your attention please. The epicenter of the
		earthquake we have just felt was at WW, the depth was XX
		km, the magnitude was YY and the seismic intensity here
		was ZZ.
	•	We are currently checking the facility for safety. Please
		stay where you are and wait for instructions from our

	evacuation staff.
•	An outdoor evacuation order has been issued. Watch for
	falling objects and glasses, stay calm, and follow
	instructions from our evacuation staff to evacuate
•	There is a possibility of tsunami. Evacuate to the second
	flood or higher of this building.

■ Coded sentence

To collect staff	•	Attention field staff. The event is commencing. Please
		come to XX immediately.

3. Behavioral standards and safety measures in emergencies

(1) Fire

	Organizer	PACIFICO YOKOHAMA		
Don out/o outoot	① Contact the manager of the organizer			
Report/contact	Provide instructions to the self fire control team of			
	the organizer			
	② Contact the Fire Prevention Center	②③ Contacted by the organizer		
	• Extension 9119 / External 045-221-2127	Contacted by the organizer		
~	3 Contact the relevant PACIFICO staff			
	4 Priority given to 119 call	④ Call 119.		
	• When the fire is strong, the organizer should call	• In cases of a small-scale fire, the Fire		
	199 directly	Prevention Center should call 119		
Initial fire control	1 Fire extinguishers and indoor fire	① Fire extinguishers and indoor fire		
	hydrants	hydrants		
	Control fire using extinguishers	Control fire using extinguishers		
Announcements	Control fire using indoor fire hydrants	Control fire using indoor fire hydrants		
Evacuation guidance	① Announcements	① Announcements		
Emergency relief	Make announcements for visitors	In emergencies, make emergency		
	2 Evacuation guidance	announcements		
	Guide visitors for evacuation	② Evacuation guidance		
	Evacuation place: the Minato Mirai Rinko Park	Guide visitors for evacuation		
	3 First aid	Evacuation place: the Minato Mirai Rinko Park		
	Provide first aid for injured people	③ First aid		
Confirmation of		Provide first aid for injured people		
damages	① Confirmation of damages	① Confirmation of damages		
	Preserve scene until the arrival of fire fighters	Investigate venue damage, etc.		
] [• Fire fighters determine whether the fire has been			
Determination of	extinguished			
whether the event	Investigate personal and other damages			
will be resumed	① Determination of whether the event will be cancelled (resumed or di			
	Discussion on the	continuation of the event		

* In cases of power outage:

- ① During a power outage, the following equipment can be used:
- Security lights and evacuation guidance lights: Can be lit for 20–30 minutes using their internal batteries.
- Emergency announcement equipment: Can be operated using the internal battery.
- ② Power supply is switched to the private power plant, and the lights for emergency equipment and protective circuits are turned back on in about 30 minutes. Since the private power plant only is not enough to secure normal power supply level, power supply will be limited to safety equipment/devices.

(2) Earthquakes

	Organizer	PACIFICO YOKOHAMA
Announcements	① Announcements	① Announcements
Announcements	Make announcements to visitors	At earthquakes with the intensity of five lower or
		higher, make emergency announcements
Confirmation of	① Confirmation of damages	① Confirmation of damage
damages	Confirm the presence of injured people	Confirm damages to facilities
	Start initial fire control if there is a fire	Start initial fire control if there is a fire
7	Safety of the building has been	
Evacuation guidance	confirmed.	
Evacuation guidance	Stay within the building and be careful of aftershocks	
	② The building has been damaged.	② The building has been damaged.
	Guide visitors for evacuation	Guide visitors for evacuation
	Evacuation place: the Minato Mirai Rinko Park	Evacuation place: the Minato Mirai Rinko
	Evacuate to the 2F or higher if there is a tsunami	Park
	warning	Evacuate to the 2F or higher if there is a tsunami
Conditions		warning
of surrounding	<u> </u>	① Collection of information on the
facilities	V	earthquake
		Install TV sets for collecting disaster information
		② Communication concerning
		surrounding facilities
Determination of		Report on the conditions of surrounding facilities.
whether event will be	① Determination of whether the event will	be cancelled (resumed or discontinued)
resumed	Discussion on the	continuation of the event

* In cases of power outage:

- $\ensuremath{\textcircled{1}}$ During a power outage, the following equipment can be used:
- Security lights and evacuation guidance lights: Can be lit for 20–30 minutes using their internal batteries.
- Emergency announcement equipment: Can be operated using the internal battery.
- ② Power supply is switched to the private power plant, and the lights for emergency equipment and protective circuits are turned back on in about 30 minutes. Since the private power plant only is not enough to secure normal power supply level, power supply will be limited to safety equipment/devices.

(3) Medical emergencies (sick or injured people)

		Organizer	PACIFICO YOKOHAMA
	1	Confirmation of patient conditions	
Emergency patients	•	Determine urgency based on the	
		conditions	
	•	Use the First-aid Room if the patients can	
		walk	
	1	Contact PACIFICO YOKOHAMA.	① Contacted by the organizer
Report/contact	•	Report patient conditions, etc. to the	Contacted by the organizer on patient
		relevant staff	conditions and other information
	2	Call 119.	② Call 119
	•	If the conditions are serious, talk to the	PACIFICO YOKOHAMA makes the call
		patients or those accompany them and	
		call 119	
First aid	1	First aid	① First aid
	•	Use the first-aid kit in the First-aid Room	Use the first-aid kit
		or other places	Provide first aid
₹ <u></u>	•	Provide first aid	
	2	Resuscitation	② Resuscitation
	•	Perform resuscitation using an AED	• Perform resuscitation using an AED
		installed nearby	installed nearby
	1	Information on emergency patients	
Information collection		(sick or injured people)	
	•	Confirmation of the identities of the	
		patients and those who accompany them.	
	2	Preservation of the scene	
	•	If the injuries are serious, preserve the	
		scene where the injuries have occurred	
	①.	Transfer by ambulance	① Ambulance transfer
Ambulance transfer	•	Communicate the patient conditions and	Ambulances will be guided by the staff of
		other information to the rescue crew.	PACIFICO YOKOHAMA.
	•	The patients should be accompanied to	
		the hospital by their friends, family, etc.	
		or the organizer's staffers.	

*Refer to First-aid Equipment in this material for the locations of AED

(4) Incidents and accidents

	Organizer	PACIFICO YOKOHAMA
Confirmation of the situation	 Confirmation of the situation Confirm the details of the incident/accident 	
Contact/report	 Contact the Disaster Prevention Center. Extension 9119 / External 045-221-2127 Contact the relevant PACIFICO staff. 	①② Contacted by the organizer • Contacted by the organizer
	 3 Preference of calling 119 or 110 Call 119 or 110 directly if highly urgent 	3 Call 119Call 119 or 110 as appropriate
Securing safety	 Securing safety Conduct initial fire control if there is a fire Secure safety to prevent second disasters 	 Securing safety Conduct initial fire control if there is a fire Secure safety to prevent second disasters
Initial response	 First aid Provide first aid if there are injured people Evacuation guidance Announce instructions to visitors and guide them for evacuation 	 First aid Provide first aid if there are injured people Evacuation guidance Provide evacuation guidance as appropriate Make emergency announcements if the situation is serious and urgent
Preservation of the scene Determination of	Preservation of the scene Preserve the scene if the fire department or police has been contacted Determination of whether the event will be	ne cancelled (resumed or discontinued)
whether event will be resumed		continuation of the event

Appendix

- Map of PACIFICO YOKOHAMA and surrounding area
- **■** Evacuation routes
- National Convention Hall
- Conference Center
- Exhibition Hall, Annex Hall
- **■** Emergency equipment
- Fire control equipment
- First-aid equipment

|避難経路図

■国立大ホール(国立横浜国際会議場)

National Convention Hall (National Convention Hall of Yokohama)

○ 公衆電話 Tellephones

・ 男性トイレ ・ Rest room (Men's)

・女性トイレ Rest room (Women's) は:車イス用トイレ Rest room (Disabled)

・コインロッカー Coin-operated Lockers

自販機 · Vending Machines

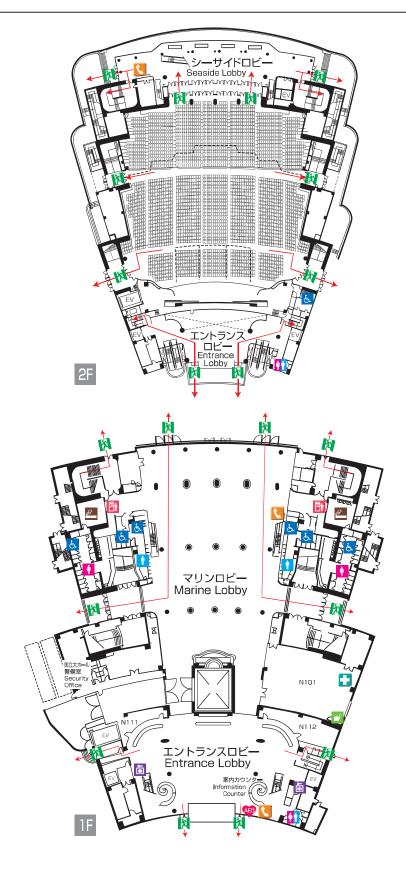
救護室 First**-**aid Corner

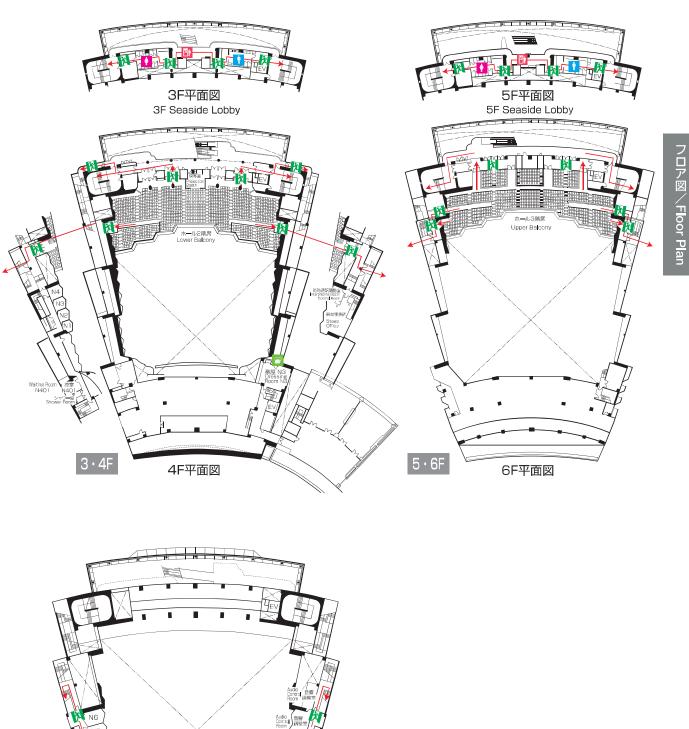
→ 避難経路 • Evacuation Route

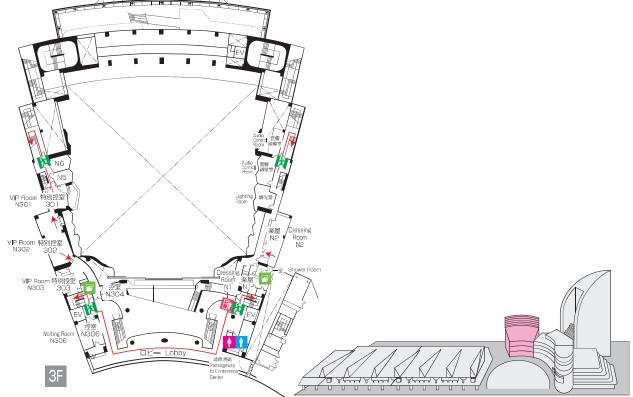
非常口 Emergency Exit

AED: AED (自動体外式除細動器)



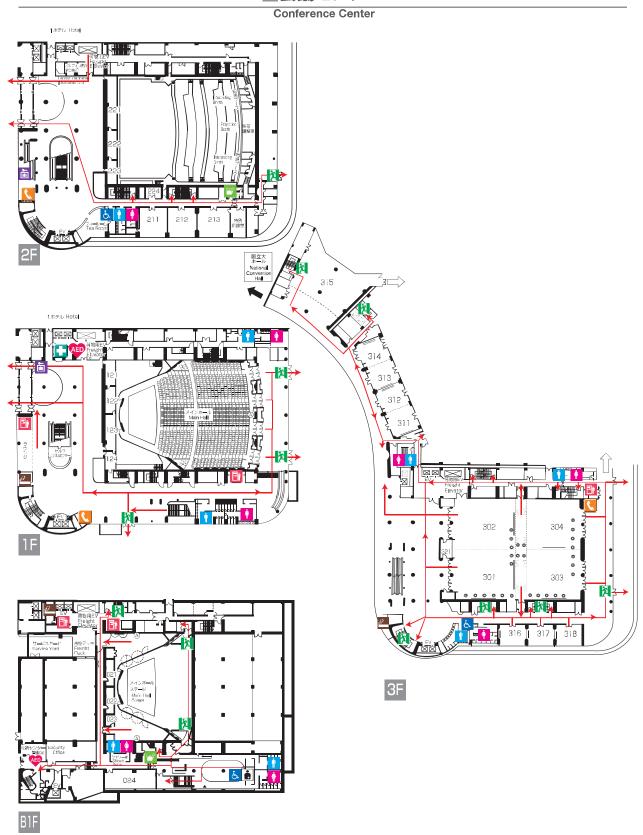




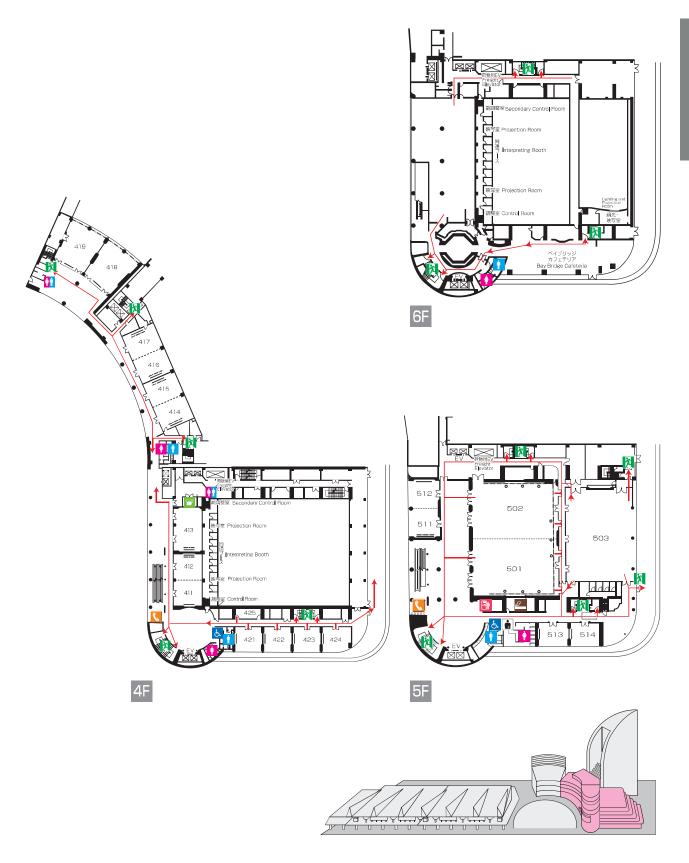


フロア図 Floor Plan

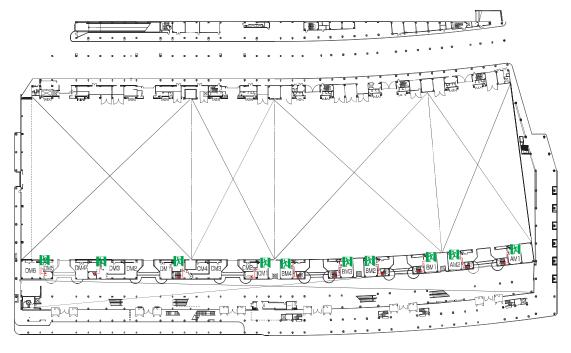
■会議センター



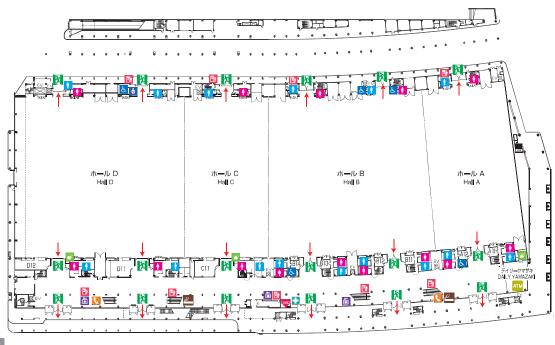




Exhibition Hall

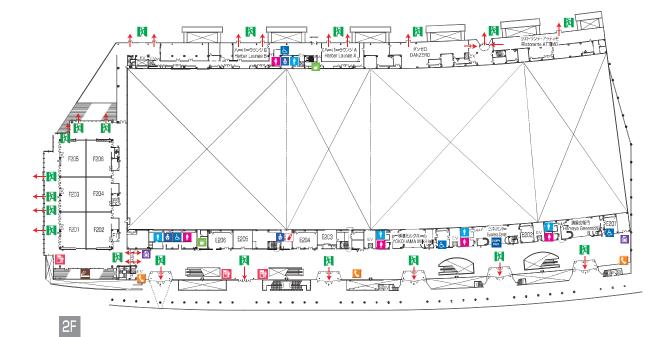


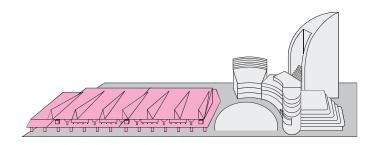
M2F



1F







■ Fire control equipment

1. Outdoor fire hydrants





2. Indoor fire hydrants and fire extinguishers



Indoor fire hydrant



Fire extinguisher



■ First-aid equipment

1. First-aid Rooms

Location	Floor	Equipment available
National	Waiting room N101	2 beds, 2 wheelchairs, 1 stretcher, first-aid kit
Convention Hall	(1F) will be used as	
	the First-aid Room.	
Conference	1F	2 beds, 3 wheelchairs, 1 stretcher, 1 sofa, 1
Center		TERUMO blood pressure gauge, 1 electric
		thermometer, office desk and chair, first-aid kit
Exhibition Hall	At the Concourse Hall	2 beds, 3 wheelchairs, 1 stretcher, 1 sofa, 1
	B (1F)	TERUMO blood pressure gauge, 1 electric
		thermometer, office desk and chair, first-aid kit

Note: Doctors or nurses are not stationed at these First-aid Rooms. You can bring in and use your equipment in these rooms. We can recommend you agencies that dispatch doctors and nurses.

*Contents of a first-aid kit

■ General items

Sterile gauze (1 box), gauze (1 bag), cotton pads (1 bag), bandages (2 rolls), triangular sling (1 sheet), adhesive plasters (1 box), cloth adhesive plasters (1 box), cotton swabs (1 box), cooling sheets (5 bags), 1 bandage scissor and 1 tweezer

■ Drugs

Washing cottons (1 box), Dolmycin ointment (disinfectant, 1 box), iodine tincture (1 box), Mercurochrom solution (disinfectant, 1 box)



National Convention (Waiting room N101)



Hall Conference Center



Exhibition Hall

2. AED

Location	Floor
National	1F entrance
Convention Hall	
Conference	1F at the entrance of the First-aid Room
Center	
Exhibition Hall	1F at the entrance of the First-aid Room

Refer to Evacuation Routes on P15-20 for each facility













Use of the AED requires only simple three steps Follow voice instructions

- 1. Open the top cover and power will automatically turn on
- 2. Attach electrode pads to the chest as shown
- 3. Push the bottom to apply an electric shock

Flow of resuscitation (CPR)

Look, someone has collapsed!

- 1. Tap the person's shoulder to check whether he/she is conscious
- "Call 119!! Get an AED!!"
- 2. Call for help
- 3. Check whether the person is breathing.

See the movement of the chest and abdomen (within 10 seconds)

4. Perform 30 Cardiopulmonary resuscitation (CPR)

Push down sharply so the chest sinks at least 5 cm at a rate of more than 100 times/min.

Push on the center of the chest

Perform 2 artificial respirations

- 5. Apply an electric shock using the AED
- *Keep a distance from the person to which the shock is applied

Continue resuscitation until the paramedics arrive



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