Emergency & Safety Procedures

The Kigali Convention Centre (KCC) has a comprehensive Emergency and Evacuation Plan in place. In the event of an emergency, follow the instructions of venue staff and security immediately.

Fire Safety
Keep all gangways, exits, and fire routes clear at all times. Do not block emergency signs, doors, or stairways. Smoking and open flames are strictly prohibited inside the venue.

Incident Reporting
If you see anything unsafe or suspicious, or if an incident or near miss occurs, report it immediately to the Floor Manager or Venue Security, or call:

- **Security Manager:** Francis Neza +250 788 229 821
- **Security Assistant Manager:** +250 724 000 055

When calling, provide the **exact location** and **description** of the emergency.

Evacuation
If the evacuation alarm sounds (Whoop–Whoop–Whoop), leave the building calmly through the nearest emergency exit — do not use lifts. Proceed to the designated assembly points shown on the floorplan below.

Everyone working or attending the event must be familiar with the venue's emergency and evacuation procedures. Download full guidelines **here**.

First Aid

First aid services are available at the venue.
A First Aid Station is located near the main entrance — see the floorplan below for details.

If you require medical assistance, go directly to the First Aid Point or notify Venue Security or the Hall Manager, or call:

- **Security Manager:** Francis Neza – +250 788 229 821
- **Security Assistant Manager:** +250 724 000 055
- **Nurse (Felix Bonane):** +250 788 416 686

When calling, please provide the **exact location** and a **brief description** of the emergency.