LAGUNTZEKO PREST!

At **Euskalduna Bilbao** we are committed to ensuring that everyone who enters our facilities -especially women- feel safe, comfortable and protected. With this objective in mind, the Laguntzeko Prest initiative was born.

LAGUNTZEKO PREST!
¡ESTAMOS PARA AYUDARTE!
WE ARE HERE TO HELP!

EUSKALDUNA
BILBAO

What is it?

Laguntzeko Prest is a comprehensive strategy that combines prevention, immediate attention, communication and training, with the purpose of creating a violence-free environment. We conducted a technical evaluation of the interior and exterior spaces of Euskalduna Bilbao to detect potentially unsafe points. After this analysis, we designed an action plan to minimize risks and act quickly in the event of any incident related to gender violence or sexist violence.

How did we do it?

In collaboration with technical personnel specialized in prevention and security, we carried out an **exhaustive perimeter study of the building** based on the existing resources, analyzing the accesses as well as the transit areas, intermediate spaces, areas of less traffic and the immediate external environment.

What actions have we taken?

- **Installation of alarms** connected 24 hours a day to the security center at key points on the outer perimeter.
- **Increased video surveillance (CCTV)**, especially in areas such as the subway parking lot and less frequented accesses.
- **Reinforcement of exterior lighting** at night and during peak periods such as Aste Nagusia.
- **Contracting of dynamic night surveillance** in the parking lot at key times.
- **Clear action protocols and internal training** for staff and contractors.
- **Visible and accessible means of alert,** such as mobile call buttons, intercoms marked with the “Laguntzeko Prest” sign or equipped refuge areas.
- **Direct coordination with the Ertzaintza** to guarantee a quick and effective response to any incident.

What is our goal?

The implementation of Laguntzeko Prest has led to a substantial improvement in the perception of safety, especially among women and vulnerable groups. Thanks to this initiative:

- We strengthen Euskalduna Bilbao as a safe, accessible and violence-free space.
- We generate confidence and well-being in our visitors, promoting cultural and congress participation without fear.
- We sensitize all staff and external agents with training and clear information on action protocols.
- We promote an organizational culture committed to equality, prevention and zero tolerance of any form of violence.
- We align ourselves with the Sustainable Development Goals, especially SDG 5 (Gender equality) and SDG 16 (Peace, justice and strong institutions).