



Hawai'i Convention Center Emergency Preparedness Plan

EVENT MANAGER ASSOCIATION MANAGER CLIENT MANUAL

Hawai'i Convention Center
1801 Kalakaua Avenue
Honolulu, Hawai'i 96815

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GENERAL INFORMATION

ACKNOWLEDGEMENT

The purpose of this Emergency Preparedness Plan is to provide a guide for most crises. The plan is reviewed annually and updated.

The Emergency Preparedness Plan is a guide for all employees, contractors, and visitors to follow. An Emergency Plan training and drill will be conducted on a continuous basis to ensure effective response for the safety of the employees, their families, contractors, visitors, guests, community and the preservation of the facility.

PURPOSE STATEMENT

It is the intent of the Hawai'i Convention Center (HCC) and AEG, to provide our, employees and their families, guests, clients, visitors, the City & County of Honolulu, the State of Hawai'i and community with an emergency management plan to aid in their safety during a crisis.

We are committed to provide a plan for the management of various emergency conditions that may occur within the Hawai'i Convention Center. The intention of these procedures are not intended to cover specific situations, but are deemed to provide general procedures suitable for most probable emergency conditions.

Our objective of these procedures are to provide a means to insure safety of building occupants during an emergency condition, minimize property damage and coordinate and complement emergency procedures of out side agencies as deemed. The intent of these procedures is to allow non-affected events to continue operation, if possible, during a limited emergency condition.

In addition to the safety of those within the facility, AEG Hawai'i Convention Center strives to partner with State and City agencies, emergency support providers, and surrounding neighborhood during such situations.

POLICY

The Hawai'i Convention Center will exercise whatever authority necessary to insure the safety and wellbeing of the public in the event of an emergency condition. We will coordinate fully with emergency response services, building occupants and Hawai'i Convention Center operations to achieve these goals.

FACILITY INFORMATION

The Hawai'i Convention Center consists of 1.1 million square footage:

Exhibit Halls:

*Kamehameha I	80,000 square feet
*Kamehameha II	60,000 square feet
*Kamehameha III	<u>60,000 square feet</u>
Total:	200,000 square feet

Ballroom

	35,990 square feet (Adjacent to Rooftop Garden)
Meeting Rooms	107,426 square feet
VIP/Boardrooms	4,352 square feet
Lobby/Pre-Function	240,653 square feet
Parking (700 stalls)	260,000 square feet

**These areas may be designated as emergency shelters.*

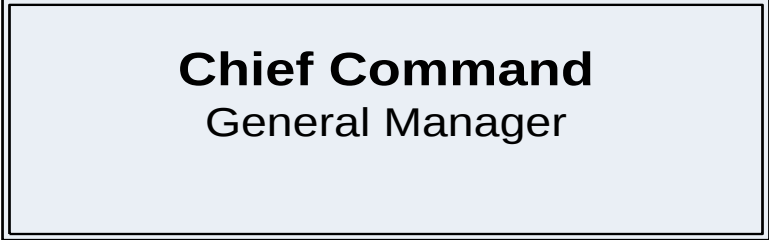
EMERGENCY CONDITIONS

1. An **Emergency** is defined as any condition, which exists or is likely to occur that endangers the safety of the occupants in the facility. In the event of an emergency condition, it may become necessary to evacuate a portion or all of the facility following our Emergency Operating Procedures (EOP).
2. The most probable conditions requiring Emergency Operating Procedures (EOP) are anticipated to be fire, bomb threat, and earthquakes. However, severe weather (hurricanes, severe storms, flooding), medical (pandemic influenza, medical outbreaks), civil disturbance or other emergency conditions (utility outages, explosion, plane crash, air raid, structural collapse or damage, hazardous materials spill may arise that could require the use of these emergency operating procedures.
3. The Hawai'i Convention Center Security Department shall be responsible for communications and coordination with external emergency response services.
4. Any type of emergency, such as: fire, major structural or building damage, chemical spill, medical, civil defense, and others should be referred to the Fire Department/Hazmat Team who shall communicate and coordinate with all other appropriate emergency services as required.
5. Crimes against persons/property and bomb threats will be coordinated between the Hawai'i Convention Center Security Department and the Honolulu Police Department.

HAWAI'I CONVENTION CENTER COMMAND CENTER

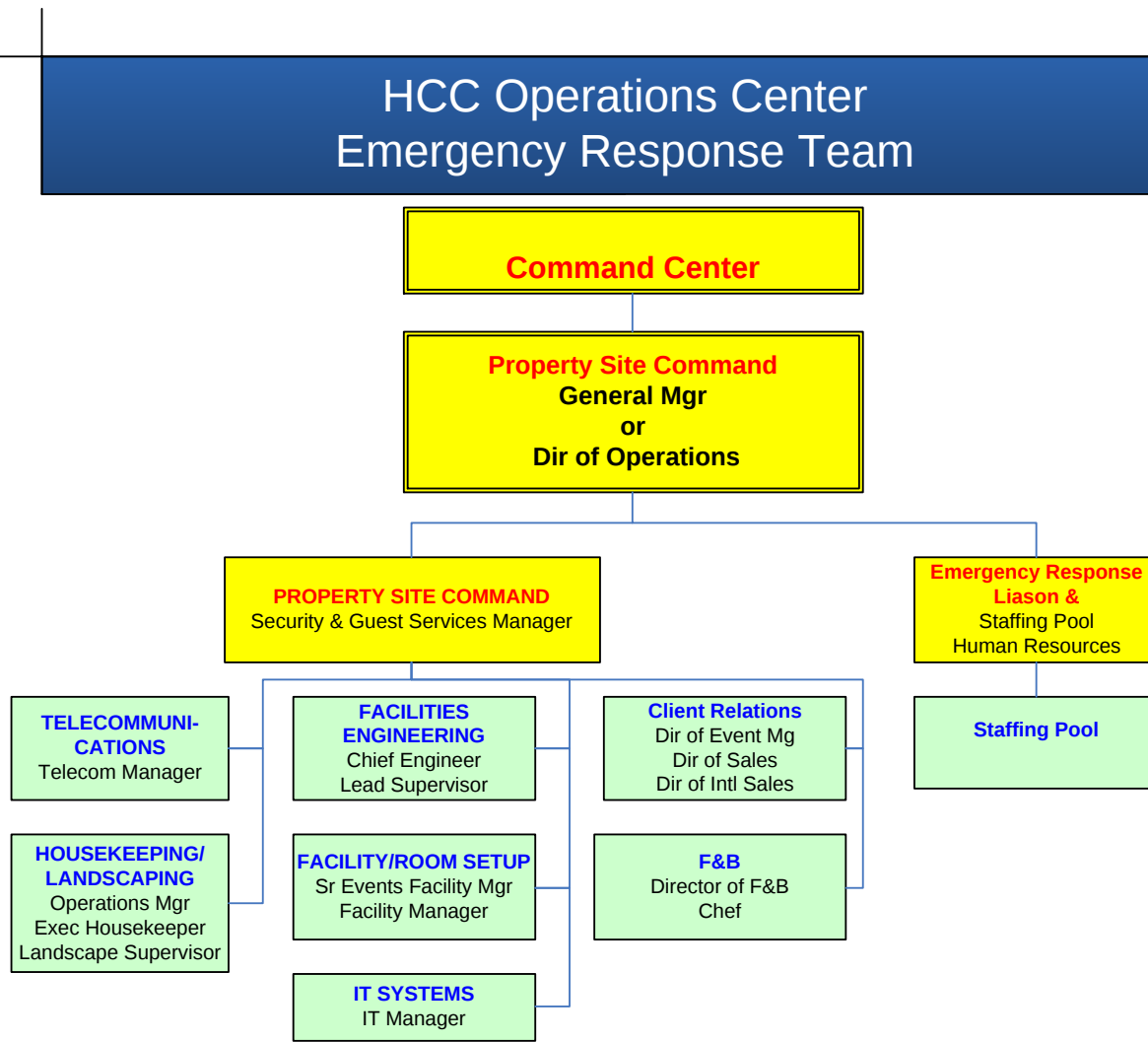


Hawaii Convention Center Command Center



Chief Command
General Manager

EMERGENCY RESPONSE TEAM



EMERGENCY COMMUNICATION AND COMMAND CENTER LOCATION

The Hawai'i Convention Center houses two (2) Emergency Operations Centers:

-State-Wide Center: Hawai'i Tourism Authority (HTA)
Emergency Operations Center
3rd Floor: Room 317A&B

Purpose:

- (a) To address and direct the tourism industry during statewide emergencies,
- (b) To ensure safety of all visitors of Hawai'i

-Hawai'i Convention Center Facility

Hawai'i Convention Center
Emergency Operations Center
2nd Floor: Show Manager Room 3

Purpose:

- (1) To address and direct the Hawai'i Convention Center employees, attendees, visitors, and clients during a statewide emergency,
- (2) To support state and local agencies as directed.

EVACUATION & RELOCATION

EMERGENCY NOTIFICATION PROCEDURES

1. Identification of type of emergency:
 - a. **Life Safety Hazard:** Fire, Structure Collapse, Blood borne Pathogens, Biohazards
 - b. **Utilities:** Utility Outages, Emergency Generator, Elevator, Broken Water Line, Gas Leak
 - c. **Natural Crisis:** Hurricane, Wind Storm, Heavy Rain, Flood & Tsunami, Earthquake, Volcano Eruption
 - d. **Health Crisis:** SARS, West Nile Virus, Bird Flu –Avian Pandemic, Plague, Smallpox
 - e. **Violence & Terrorism:** Bomb Threat, Biological & Chemical, Nuclear & Radiation, Explosions, Assault, Threatening, Intoxicated or Mentally Incapacitated Person, Stalking, Gang Violence, Possession of a Firearm, Civil Disturbances/Riots/Protestors, Sexual Harassment, Suspicious Mail/Package
2. Notification of Command Chief and Property Site Command Director
3. Command Chief & Property Site Command Director initiate protocol based on type of emergency or crisis
4. Security Manager activates Command Centers as dictated by Property Site Command Director
5. Identified Emergency/Crisis Protocol activated
6. Emergency Response Team notified via cellular group notification – ER Team Contacted by Security Base
 - a. If emergency during dark days or evening hours, and disruption of cellular service, Emergency Response members report to work or utilize back-up communication systems.
 - b. Emergency Response Team members unable or detained will send a representative for their respective area.
7. Emergency Response Team Organization convenes at HCC Command Center, Show Manager Room 3
8. Emergency calls directed to SECURITY CONTROL STATION – 24 hours – 943-3000 or 791-4685

HANDLING AN EMERGENCY

EVACUATION & RELOCATION PROCEDURE

In the event of a crisis, upon the direction of the General Manager or designee, evacuation of the facility may be necessary. Facility personnel must be prepared to assist in the evacuation effort before announcement to guests and visitors.

Familiarize yourself with the location of the fire exit and exit stairwells nearest you and an alternative route.

IMPORTANT: ONLY AUTHORIZED PERSONNEL WILL ANNOUNCE AN EVACUATION.

There are two types of evacuations:

1. Not Controlled – Individuals that proceed to leave building on their own
2. Controlled – Coordinated evacuation conducted by personnel
 - a. A controlled evacuation will occur if visitors/guests are in the building by which HCC personnel will assist in the evacuation.
 - b. **UNLESS THERE IS IMMEDIATE DANGER OF DEATH OR BODILY HARM, ALL HCC EMPLOYEES SHOULD ASSIST IN THE EVACUATION OF GUESTS AND VISITORS.**

General Evacuation Tips:

1. Listen to announcements and follow instructions of facility personnel
1. Know and Go to the nearest immediate exit
2. DO NOT use elevators or escalators
3. If time and condition permit, secure workplace area and take personal valuables, essentials and medication
4. Remain calm, and Walk
5. Check doors for heat before opening (fire or bomb related)
6. Watch for falling objects and debris
7. DO NOT return to the area once evacuated.
8. Emergency Property Site Command Director will give "All Clear", when safe to re-enter

EVACUATION PROCEDURES

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, **Dial "0"**

EVACUATION REPORTING PROCEDURE

1. Identify **location** evacuated
2. Identify **who and how many people** are being evacuated
3. Observe and **report any injuries** of guests or employees

EVACUATION CATEGORY OF PERSON

A Evacuation of **Able-Bodied Persons**:

All able-bodied persons will leave area and report to designated safety zones based on the type of emergency.

B Evacuation of **Disabled Persons**:

People with crutches, canes, or walkers classified as injured. Place the individual on a sturdy armed chair. Follow non-ambulatory person's procedures.

Many stairwells designed to provide for temporary protection from fire or other dangers. An able-bodied volunteer will remain with wheelchair user in platform/stairwell area, while second person notifies of location.

If **immediate evacuation** is necessary:

- Wheelchairs with movable parts are not designed to withstand stress or lifting
- Remove chair batteries, life support equipment attached
- Wheelchairs not used to descent stairwells, if at all possible
- Non-ambulatory persons with respiratory complications- remove from smoke or fumes immediately
- Check evacuation routes for obstruction before assisting the person to exit
- Delegate other volunteer to bring unoccupied wheelchair separately
- Reunite person with wheelchair when safe

C Evacuation of **Visually Impaired Persons**:

Visually impaired people are familiar with their immediate work area. In a crisis, describe the nature of the emergency and act as a "sighted guide," -offer elbow and escort. Describe to visually impaired where you are and what obstacles are ahead.

D Evacuation of **Hearing Impaired Persons**:

Because people with impaired hearing may not hear emergency alarms, an alternate warning technique is required:

- Write a note describing the emergency and nearest evacuation route (example: Fire. Go out the emergency exit. Now)

- Turn light switch off and on to gain attention, and indicate through gestures what is happening, and what to do

POST-EVACUATION AND RELOCATION

A Upon completion of evacuation, note placed on door: "Room Evacuated & Empty" indicating the room is clear and empty, which aids First Responders in search and rescue efforts.

B Proceed to **Evacuation Assembly Area**:

1. **Fire & BCR Evacuation Area:** Clients & Guests

Widened Sidewalk Fronting 1833 Kalakaua Avenue between Ala Wai Boulevard and Ena Road across the Ala Wai Canal Bridge (back of the Hawai'i Convention Center Building)

2. **Fire & BCR Evacuation Area:** HCC Employees & Contractors

On grassy area of Ala Wai Boulevard lined with trees from Kalakaua Avenue to Lipeepee Street. Across the Ala Wai Canal Bridge (back of the Hawai'i Convention Center Building)

3. **Bomb Threat & Building Collapse Relocation Area:**

The Mauka/Diamond Head corner of Ala Moana Beach Park as a minimum of 1,200 feet of evacuation space is required

4. **Urgent & Distant Tsunami Vertical Evacuation Relocation Area:**

Urgent Tsunami: All persons on property relocate immediately to Kalākaua Ballroom and Rooftop Garden

Distant Tsunami: If time permits, all who want to leave, or who live in low-lying area can proceed home and evacuate their families. All remaining on property evacuate to Kalākaua Ballroom and Rooftop Garden with minimum one (1) hour prior to first wave arrival

C **Remain** at Evacuation Assembly Area

- Remain at designated relocation area, DO NOT LEAVE
- Check in with your immediate supervisor/manager
- Assist as needed. Human Resources or Managers will record individuals present. To ensure staff count, recording of personnel will continue every 10-15 minutes
- As needed and assigned, trained staff may tend to injured and assist in treatment of injuries.
- DO NOT re-enter the building unless given "All Clear" instructions

BUILDING & STRUCTURE EMERGENCIES

FIRE

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, Dial "0"

FIRE SAFETY PROCEDURE (ALL PERSONNEL)

All HCC/AEG personnel are trained to respond to a fire in the following manner:

1. **Call by phone**, speak clearly and slowly, and state the location of the fire, cause of fire, and any injuries
2. **Pull the Fire-Pull** Station Handle. (Red boxes with small black handles located on walls near entrances and exits)
3. Determine the **size** of the fire
4. Find a fire extinguisher and begin **extinguishing the fire**
5. **Evacuate people** from the building
6. Cover your nose and mouth
7. Remain close to the ground
8. DO NOT re-enter the building or any surrounding area until an "all clear" is given

FIRE SAFETY PROCEDURE (SECURITY)

1. Receives report of fire
2. Establishes exact location of fire, establish size of fire; security staff reports to scene immediately
3. Alert "911" – Honolulu Fire Department
4. Dispatch security to meet fire emergency response crew at *nearest location to the building where fire is located*
5. Alert building via fire alarm and broadcast system
6. Coordinate emergency procedures as directed by Fire Chief and HCC/AEG Security & Guest Services Manager)

FIRE SAFETY PROCEDURE (ENGINEERING)

1. Report to site to meet security
2. Chief Engineer to lend technical assistance to Honolulu Fire Department as necessary

FIRE EXTINGUISHER TYPES AND CLASSIFICATIONS DEFINITIONS

The Hawai'i Convention Center has multipurpose A/B/C classification fire extinguishers.

Class A: Ordinary combustibles

Wood, paper, cloth, rubber or certain types of plastics

Class B: Flammable or combustible liquids

Gasoline, kerosene, paint, propane

Class C: Energized electrical equipment

Appliances, switches, panel boxes and power tools

Class D: Certain combustible metals

Magnesium, titanium, potassium, or sodium

Purple K: Kitchen fires, its solution will not cause rust or damage metal surfaces

FIRE PREVENTION INFORMATION

Class A: Ordinary combustibles

- Keep storage and working areas free of trash
- Place oily rags and similar debris in covered metal containers away from any spark or flame producing source
- Empty all trash containers daily

Class B: Flammable liquids or gases

- Use flammable liquids only in well ventilated areas
- Keep flammable liquids stored in tightly sealed, self closing and spill proof container, away from any spark or flame producing source
- Limit portable storage cans to a maximum of five gallons each unless it is in an approved storage container or cabinet
- Make sure outside storage of flammables is at least 20 feet away from other buildings

Class C: Electrical Equipment

- Look for worn or damaged wiring, worn insulation or broken electrical fittings
- Keep motors clean and in good working order to prevent overheating. Don't overload wall outlets. Two outlets should have no more than two plugs
- Use utility lights that have some type of wire guard over them
- Investigate any appliance or equipment that emits a strange odor, this is often the first sign of a fire
- Never install a fuse rated higher than specified for a circuit

Class D: Certain combustible metals

- Follow material handling guidelines of your department when handling combustible metals

EMERGENCY CODES

Emergency codes are used to identify the type of emergency for announcement and broadcast to inform all parties on the type of emergency and response action.

CODE RED (FIRE)

Activation of the center's Fire Alarm System is "**Code RED**".

Security & Guest Services Supervisors and Officers responding to fire will determine type of fire and inform base.

A **small fire determination** is classified as: "**Confirm Code RED – Condition White**". Condition White is a condition in which a small fire exists which is extinguished with in-house fire fighting equipment. It may be deemed necessary to evacuate one floor above and one floor below of the activation site, and Honolulu Fire Department responding.

A **large fire determination** is classified as: "**Confirm Code RED – Condition Blue**". Condition Blue is a life endangering situation, **immediate evacuation of the center** is required. The Fire Alarm System is in General Alarm status and the Honolulu Fire Department is required. All persons in building will follow the Evacuation procedures outlined previously in this manual.

If determined a **false alarm**, base will be informed as "all clear". Security Base will silence the fire alarm system play the "All Clear" message over the fire alarm system.

CODE BLUE (MEDICAL EMERGENCY)

"**Code BLUE**" is any medical emergency in which the victim is unconscious and the automatic external defibrillator (AED) is needed at the scene. Responding First Aid nurse (if on duty), Security & Guest Services Supervisors will determine if City & County Emergency Medical Technicians are required or requested by victim.

CODE BLACK (BOMB THREAT)

"**Code BLACK**" is a "Bomb Threat". The Security & Guest Services Manager/Supervisor will determine to call a Code BLACK after receiving threat or being informed of what appears to be a legitimate threat. Security Control is responsible to notify all outside agencies: Honolulu Police Department, Honolulu Fire Department, City & County Ambulance, etc.

CODE N.O.R.A. (NEED OFFICER RIGHT AWAY)

Code N.O.R.A. is used when someone is in immediate danger or peril and cannot express their situation. Staff can call Security Base stating "**Is Nora There**".

Security & Guest Services Supervisor or Officer receiving such call will immediately inform all security personnel to respond by being visually present to situation and report to Security Base. The Security & Guest Services Supervisor will decide on course of action based on observation and inform Security Base.

BUILDING/PORTABLE STRUCTURE COLLAPSE

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, Dial "0"

BUILDING/PORTABLE STRUCTURE COLLAPSE

Structural collapse rescue is complex and extremely dangerous. It involves specialized rescue personnel and heavy equipment, which is not readily available to general rescue. If the HCC facility was to collapse, the size, weight, and magnitude of the situation would preclude almost all rescue efforts by facility personnel.

However, the possibility for collapse of a portable structure within the facility (a two-story booth, stage, or display) is possible and would necessitate an immediate response by facility personnel.

TYPE OF COLLAPSES

- **Imploded:** Structures collapse into or onto themselves. This type of collapse is usually congested with a much greater density and depth of debris at the center of the collapse site. This is the most dangerous type of collapses.
- **Exploded:** Structures collapse outward and away from the center of the structure. This type of collapse usually scatters debris around the perimeter of the collapse site. The debris at the center is usually less dense and of much lesser depth.
- **Combined:** An explosion (a bomb explosive) is a large amount of debris blown away from the center of the collapse at first and other surrounding structures collapse back into the center. This type of collapse should be treated similarly to an imploded collapse.

BUILDING/PORTABLE STRUCTURE COLLAPSE PROCEDURE

1. Collapsing building/portable structure identified and reported to Security Base
2. Personnel in area of building collapse pulls fire alarm to notify of emergency
3. Security & Guest Services Department responds, if additional assistance is needed, other personnel requested.
4. Security & Guest Services Manager/Supervisor is the designated command person. The command person will gather information regarding the last known location and activities of those believed to be trapped, under the collapse. Preliminary efforts focused on areas and people last seen or known to be.
5. Security & Guest Services Manager will contact specialized rescue personnel to assist in the rescue and removal of personnel and debris. (Power tools, cutting torches or any other tools will not be used by in-house personnel.) This may result in a dangerous situation such as a gas leak or flammable liquid in or near the collapse site.
6. Search team will attempt to locate survivors by listening for sounds.
7. If survivor is located, do not move the victim unless there is immediate danger, or further collapse. Medical personnel will attend and assist in removal of survivor.

BUILDING/PORTABLE STRUCTURE COLLAPSE TIPS

- If trapped in debris, use flashlight to signal location to rescuers
- Avoid unnecessary movement to prevent injury
- Cover your nose and mouth; such as a dense weave cotton material that acts as a filter
- Tap a wall or pipe so rescuers can locate you
- Use a whistle to signal rescuers

HAZARDOUS MATERIALS

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, Dial “0”

HAZARDOUS MATERIALS

Hazardous materials may be found throughout the convention center for operating and maintaining the operations of the building.

HAZARDOUS MATERIAL EXPOSURE PROCEDURE

1. Hazardous material identified and reported to Security Base.
 - a. Inform location of the spill, type of hazardous material spilled, and volume of material released or extent of the problem
 - b. Report any persons injured or sick
 - c. Inform surrounding persons to evacuate area
2. Security & Guest Services Department responds, if additional assistance is needed, other hazmat trained personnel (Security, Engineering, and Housekeeping) requested. First Aid Station nurse (if on duty) is contacted. External emergency agencies may be contacted as determined.
3. Security & Guest Services Manager/Supervisor will instruct use of Evacuation/Relocation procedure to assigned assembly areas.
4. Security & Guest Services Manager/Supervisor in consult with First Aid Station nurse (if on duty) will provide instructions concerning potential contamination to guests, visitors, and employees. Depending on severity of case, government or external emergency agency will provide further instructions.
5. First Aid Station nurse (if on duty), security and designated HCC personnel will monitor staff, guest, and visitors health condition at the assembly area for medical assessment and determination of hospitalization.

HAZARDOUS MATERIALS HANDLING TIPS

- Immediately open all windows and doors to allow air movement into the location
- DO NOT use the elevators
- DO NOT enter the area or touch hazardous material
- DO NOT return to the area until instructed to do so

UTILITY OUTAGE

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, Dial "0"

UTILITY OUTAGE

Power outage can occur in the Center for various reasons. Indicators of power outage can be identified as:

- Electric - lights and electrical equipment not working
- Electric - chilled water, no air conditioning
- Water – toilets not flushing, drinking fountains not working
- Telephone – inability to place outgoing telephone calls
- Steam or Gas – no heat or oven capabilities

GENERAL UTILITY OUTAGE PROCEDURE

If a blackout occurs without warning and there is no imminent life safety danger:

1. Security Department will respond and assist with ensuring guest and employee safety and building operations. Other departments will respond as requested.
2. Engineering Department is primary responder to inspect and determine recovery efforts with the utility company.
3. Security staff and department managers will ensure that all personnel are guided out of dark, hazardous areas to appropriate evacuation relocation site. Will locate and provide flashlights, and account for guests, visitors, and fellow employees.
4. Engineering Manager will inform Security & Guest Services Manager on restored power and return to Center for relocated personnel.

GENERAL UTILITY TIPS

- People trapped in elevators-use intercom phone, located in the elevator to contact Security.
- Occupants on escalator during power outage should hold railing while descending escalator. Exit in direction the escalator going. Go to closest stairwell and use stairs.
- Turn OFF all light switches and other electrical equipment and appliances.
- Increase ventilation by opening nearby windows and doors.
- Keep open communication with Security Control for further instruction.

EMERGENCY GENERATOR

Hawai'i Convention Center/AEG has an emergency generator in event of electricity loss. The generator will produce electrical power for 1-2 days based on the demands of output. The generator will temporarily supply minimal power for emergency lighting throughout the building and may run elevators to Lobby Level for Evacuation only:

- Elevator 1: Lobby, HTA, Administrative, Executive Boardroom, Parking/Garage, 3rd floor Emalani Theatre, 4th floor Mahealani Terrace
- Elevator 2: Lobby, Parking/Garage, 3rd floor next to Business Works, 4th floor Ballroom
- Elevator 3: Adjacent to Security Manager's office, 3rd and 4th floor oceanside
- Elevator 4 or 5: Oceanside (west) side passenger/service
- Elevator 6 or 7: Mountain side passenger service
- Security Control Office

ELEVATOR MALFUNCTIONING

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, Dial "0"

ELEVATOR MALFUNCTIONING

Elevator malfunctioning is a result of utility outage or mechanical system malfunction, which an elevator may become incapacitated or trapped with guests, visitors, or employees inside.

ELEVATOR MALFUNCTION PROCEDURE

1. Use intercom phone located in the elevator to contact Security Control
2. Open panel and press button. If telephone is inoperable, press alarm button to contact Security Department
3. Refrain from touching other buttons in elevator. Wait for further instructions
4. Remain calm and assist others if needed in elevator
5. Security and Engineering Department will respond and coordinate rescue efforts.
 - Refrain from attempting to escape by climbing out of the elevator unless instructed and guided by Security or Engineering personnel.
 - Refrain from forcing the elevator doors to open. It may result in property damage and hinders the ability to open doors
6. Engineering Manager/Supervisor to contact the elevator company to respond and assist with safety, repair and possibly retrieval of passengers.

BROKEN WATER SYSTEM

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, Dial "0"

BROKEN WATER SYSTEM

Broken Water maintenance is the responsibility of Board of Water Supply. The Chief Engineer will work with Board of Water to restore water to the facility as soon as possible.

GENERAL BROKEN WATER SYSTEM RESPONSE PROCEDURE

1. Contact Security Control to report broken water system, line, etc.
2. Refrain from turning on faucets and flushing toilets until water system is restored
3. Security will contact Engineering Department to respond and coordinate efforts
4. Listen for special instructions via two-way radio, PA system or other communication methods on status and availability or use of water system.

GAS LEAK

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, **Dial "0"**

GAS LEAK

Gas is not visible and the odor has a similar smell to rotten eggs.

GAS LEAK PROCEDURE

1. Contact Security Control to report gas leak
2. Security will contact Engineering Manager/Supervisor to respond and coordinate
3. Security will evacuate guests, visitors and employees
4. Respirator equipped personnel will enter buildings to open as many windows and doors as possible
5. Security and First aid station nurse to assess personnel for any sick or injured and report to Security control
6. If outdoors, staff and guests will move upwind from the odor
7. Security and Engineering will determine safe re-entry will be cleared and provide notice for re-entry to building

NATURAL DISASTER EMERGENCIES

HURRICANE, WIND STORM, HEAVY RAIN, FLOOD AND TSUNAMI

Hurricane season in Hawai'i is June through November. During this period, bad weather could result in hurricane, windstorm, heavy rain, flood, and tsunami (year round).

The Center is prepared for natural disaster emergencies. Open areas in the Center posing a concern during natural disasters in the building are lobby, rooftop terrace, driveway entries and exists, and the immediate surrounding neighborhood.

HURRICANE, WIND STORM, HEAVY RAIN, FLOOD AND TSUNAMI PROCEDURE

1. Security & Guest Services Manager will monitor condition of weather (hurricane, wind storm and any natural disasters); update General Manager and Emergency Response Team.
2. The Center's directive is based on civil authority's instructions.
3. Security & Guest Services Manager will direct the evacuation of personnel to highest elevation level in Center (3rd floor) and securing and movement of all furniture and equipment.
4. Emergency Response Team, Security, Engineering, and Housekeeping will respond to assist in evacuation, secure and movement of furniture and equipment. Other personnel will assist as needed.
5. The building will be secured and the remaining employees will exercise vertical evacuation as directed by Department of Emergency Management.
6. If Tsunami wave is:
 - a. Six hours or more away from the Islands, and is imminent, convention attendees would be instructed to return to their hotels and await further notification; non-essential employees sent home
 - b. less than three hours, immediate vertical evacuation
7. Emergency Response Team awaits further instruction.
8. When wave becomes imminent, all utilities will be shutdown.
9. Upon receipt of "all clear", Security & Guest Services Manager will announce.

SEVERE WIND STORM TIPS

- Turn off electrical equipment
- Stay away from windows and large expanses of glass or other flying debris
- If outside of building, move at right angle to storm or lay in a depression on ground, watch for downed power lines
- If inside of building, remain in hallways and inside walls

HURRICANES & TROPICAL STORMS TIPS

- Prepare family emergency plans and survival kits.
- The National Weather Service (NWS) through NOAA weather radio, and local radio and television station issues hurricane or tropical storm WATCHES and WARNINGS. A **WATCH** means there is a threat of hurricane or tropical storm conditions to Oahu within 36 hours. A **WARNING** is issued when a hurricane or tropical storm is expected to affect Oahu in 24 hours or less.
- A **WATCH** means PREPARE. Listen for NWS bulletins and Civil Defense messages on local radio and TV stations.
- When **WARNING** is issued, begin action to protect life and property. Listen to local radio and television stations for weather updates and Civil Defense messages on possible school closures,

employee excusal, and shelter opening schedules. Anticipate siren sounding and evacuation advisories/orders.

- Residents living in or near Tsunami Evacuation Zones (see map in front pages of telephone directory); individuals residing along ridge lines subject to higher wind speeds; those living in low-lying areas subject to flooding; and occupants of wood frame or other lightly constructed buildings should evacuate.
- Residents of multi-story buildings (concrete and steel) at least 300 feet inland from shoreline should evacuate to third floor or above in enclosed rooms, hallways, or stairwells that have load bearing walls and no windows.
- City & County of Honolulu Office of Emergency Management will announce immediate evacuation as directed by radio or television broadcasts or by Police, Fire, or State Civil Defense mobile public address system. Plan to complete evacuation prior to the arrival of sustained 40 MPH winds. Do not evacuate in winds exceeding 40 MPH level.
- Designated evacuation shelter sites available for housing during natural disaster. All evacuees must bring any essential, critical items and a survival kit with food, blankets, and other comfort items. Pets are not allowed into shelters

EARTHQUAKE

Earthquakes can occur without warning and may be unpredictable. The Hawai'i Convention Center has made every effort to ensure the safety of attendees and employees.

The initial notice of an earthquake may be the occurrence of the earthquake itself.

EARTHQUAKE PROCEDURE

An earthquake generally has no notification, however HCC can provide direction and assessment after the initial earthquake has occurred to ensure safety of our employees, attendees and clients.

1. Security & Guest Services Manager monitors condition of earthquake and update General Manager and Emergency Response Team.
2. The Center's directive is based on civil authorities' instructions.
3. Security & Guest Services Manager will notify employees and attendees on specific procedures based on the particulars of the earthquake.
4. Once assessed, evacuation of clients, guests and visitors will be handled by Security and Emergency Response Team and available staff via stairwells and escalators. Elevators are not operational.
5. Report to designated area and wait until instructions are provided by Emergency Command Center or Security & Guest Services Manager.

EARTHQUAKE TIPS

1. Take cover under a table, desk, in an inside doorway, or against the inside walls.
2. Stay away from glass.
3. Refrain from use of candles, matches or other open flames during or after earthquake.
4. If earthquake magnitude causes items on shelves to fall, or if you fall; and after shaking stops, **immediately** evacuate to high ground. We are situated in a tsunami inundation area and need to evacuate to fourth floor of center **immediately**.

5. Don't enter damaged buildings until declared safe.
6. If outside, remain in open. Move away from building and utility lines. Refrain from running through or near buildings due to dangerous falling debris.
7. People in elevators should exit elevator after the earthquake stops to the nearest floor.
8. If the elevator comes to a stop between floors, remain calm and push Emergency Call button/telephone in elevator. The Emergency Call is connected directly to Security Base.

EARTHQUAKE INFORMATION

- Everything will shake and rattle; lots of noise; items will fall and break (such as ceiling tiles, bookcases, file cabinets, desks and other furniture).
- The motion may be severe - if standing, you may be thrown to the ground. Utilities will stop working (lights, telephones, elevators, and air conditioning). Exterior windows will probably break, causing shattered glass.
- The shaking may last for a minute or two. There may be number of after shocks during the following days, weeks, and months.

POST EARTHQUAKE PROCEDURE

1. All employees are to carefully survey their assigned work areas to determine and report any person who may require medical assistance.
2. All employees are to verify physical state of their area and immediately report to Emergency Command Center, any damage and dangerous conditions. Fire, smoke, loose wires, ruptured water pipes and other conditions will require immediate attention.
3. Engineering Department will form a team which will survey and correct dangerous conditions that can be handled by team. This includes stabilizing shelved and piled material and isolating dangerous areas etc. Other dangerous conditions will be handled by external sources.
4. Post assessment conducted with senior management for liability and cost analysis.

VOLCANO ERUPTION

Volcanic eruption is hot solid and molten rock fragments and gasses exploding. Ash flows occur on all sides of the volcano and ash can fall hundreds of miles downwind. The island of O'ahu has dormant sites and the Big Island of Hawai'i has active sites. However, due to nature's unexpected behavior, a dormant volcano can become active.

VOLCANO ERUPTION PROCEDURE

1. Security & Guest Services Manager will monitor conditions of volcanic eruption and update General Manager and Emergency Response Team.
2. The Center's directive is based on civil authority's instructions.
3. Security & Guest Services Manager will direct evacuation of personnel and attendees if needed. All room doors, windows, and dampers closed immediately by staff.
4. Emergency Response Team, Security, Engineering, and Housekeeping will respond to assist in evacuation. Other personnel will assist as needed. All assisting evacuation must wear protective gear such as dust mask, goggles if available.
5. Emergency Response Team awaits further instruction.

6. If deemed safe and no eminent danger, attendees and non-essential employees can return to their hotels or sent home.
7. Upon receipt of "all clear", Security & Guest Services Manager will announce.

POST VOLCANO ERUPTION DISASTERS

After a volcanic eruption, other natural disasters may occur. The applicable emergency procedure will be directed to follow by the Security & Guest Services Manager.

- Mudflows and flash floods
- Landslides and rock falls
- Earthquakes
- Ash fall and acid rain
- Tsunami

HEALTH CRISIS EPIDEMICS & EMERGENCIES

HEALTH CRISIS (Epidemics/Illnesses)

The Hawai'i Convention Center is attended by a large number of out of state and foreign people. Due to the number of attendees, there could be potential health concerns.

The health epidemic, pandemic or outbreak is monitored by local and federal health agencies such as Hawai'i State Department of Health (HDOH), State Civil Defense under the direction of the Governor. The pandemic is communicated through an alert system from the World Health Organization (WHO). The alert system has six (6) phases: Phase I is the lowest risk of human cases and Phase 6 posing the greatest risk.

Depending on the severity and pandemic phase, the activities of Center may be redirected or shut down. If redirected or shutdown, Sales and Event Management will handle all necessary arrangements with client.

SYMPTOMS

Some of the symptoms are identical and cannot be attributed to one infection. One symptom or two symptoms are only indicators of a potential problem, indicating that the person has such a health concern.

- Fever
- Flu like symptoms
- Cough
- Sore Throat
- Muscle aches
- Headache
- Vomiting

HEALTH CRISIS (EPIDEMICS/ILLNESSES) PROCEDURE:

Depending on phase level, the procedure may include or substituted based on alert:

1. Emergency Response Chief Command informed by state agencies such as Hawai'i Department of Health Operations Center Concept of Operations (HDOH) and Hawai'i Tourism Authority (HTA) on level of phase, to determine the planning and handling of such outbreak.

HDOH is the lead State agency to coordinate the medical and public health response in the state of Hawai'i during an influenza pandemic.

2. Property Site Command – Director of Operations and Security & Guest Services Manager will begin securing facility to establish triage command posts.
 - a. **Triage Post 1:** Convention Center lobby handicapped door located nearest to Atkinson and Kahakai corner;
 - b. **Triage Post 2:** Parking lot front main entrance at Cashier Booth.
3. All employees, contractors, visitors, guests and attendees will enter through designated triage posts.
4. Security and other designated personnel will operate triage post and conduct symptom and temperature checks for employees and visitors.
 - a. If symptom and temperature checks result in a possible case, person will be directed to their physician or nearest county hospital for medical attention.

5. Emergency Response team reports to Emergency Operations Center at Show Manager Room 3 to plan stages of pandemic and prepare necessary internal/external arrangements.
6. Monitoring of pandemic and direction provided by Chief Command. Communication of changes or phase change will be communicated to all employees, visitors and attendees.

BLOODBORNE PATHOGENS

CALL SECURITY CONTROL IMMEDIATELY
In-house phone, Dial "0"

BLOODBORNE PATHOGENS

Blood borne pathogens are germs, which may be present in the human blood and bodily fluids that can cause diseases in humans. Primary concerns are Hepatitis B Virus (HBV), Hepatitis C Virus (HCV), and the Human Immunodeficiency Virus (HIV), which causes Acquired Immunodeficiency Syndrome (AIDS). HCC/AEG has established procedures for handling of any blood borne pathogens present in the Center.

BLOODBORNE PATHOGEN HANDLING PROCEDURE

1. Employees, visitors and attendees who notice human blood and/or bodily fluids must contact Security base. Inform of location, and if any injuries.
2. Security base will contact Housekeeping Manager/Supervisor to clean fluids. If Housekeeping staff not available, Security staff will assume responsibility of cleaning fluids.

TRAINED PERSONNEL (HOUSEKEEPING & SECURITY DEPARTMENT) BLOODBORNE HANDLING PROCEDURE

1. Designated blood borne cleaning kit located on 1st floor, Stairwell 14. (Key to access cabinet is located at Housekeeping Office and Security Control)
2. Proper cleaning solution and personal protective equipment; latex or non-latex hand gloves, protective masks, disposable gown and red blood borne bag for discarded soiled items
3. Soiled area must be properly and thoroughly sanitized to kill any possible existing germs.
4. Housekeeping will discard in accordance with the Board of Health regulation guidelines. Blood borne pathogens discarded in hazardous waste containers.
5. Upon completion of disposing of waste, wash hands thoroughly with antibacterial soap and hot water.

VIOLENCE, TERRORISM & BOMB THREATS

VIOLENCE, TERRORISM & BOMB THREATS

CALL SECURITY CONTROL IMMEDIATELY

In-house phone, Dial "0"

VIOLENCE

Hawai'i Convention Center maintains a zero tolerance policy to ensure a safe and violence free environment.

Violence is any action or verbal threat that may threaten the safety, life, health, well-being, or family or another person; that could result in physical aggression damage to property or equipment; result in any form of harassment (including personal or sexual harassment); any verbal or physical behavior that makes another person feel unsafe.

Types of aggression could be gang violence, gun shots, assaults on a person, stalking of a possessive person, intoxicated or mentally ill who becomes aggressive towards others or him/herself, threatening a person with a knife, gun or instrument that is used as a deadly weapon.

Any unusual behavior or action will be addressed immediately by Security & Guest Services personnel. Call Security control immediately as outlined above.

HARASSMENT

The Hawai'i Convention Center does not tolerate harassment of attendees, guests and employees by any person.

Harassment is any unwelcome advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature. Any form of harassment is reported to Security Control by dialing "0" on an in-house phone.

TERRORISM (BIOLOGICAL & CHEMICAL TERRORISM)

Terrorist attacks have been occurring with some degree of frequency in different parts of the world. Terrorist events can occur anywhere and may occur with little or no warning, and involve one or more variety of tactics. Examples of possible scenarios include bombing, arson device, assassination, hostage taking, or the use of weapons of mass destruction, (deliberate release of nuclear, biological, or chemical materials).

A biological attack is the deliberate release of germs, toxic gas, liquid or solid or other chemical poisons that can make you seriously sick or cause death. Signs of chemical agent threat: numerous people suffering from watery eyes, twitching, choking, trouble breathing, and loss of coordination; many sick or dead birds, fish or animals.

TERRORISM (BIOLOGICAL & CHEMICAL TERRORISM) PROCEDURE

1. Cover mouth and nose with cloth or hand and remove self or others from area.
2. Call Security Control by dialing "0" on an in-house phone.
3. Notification of a threat against The Hawai'i Convention Center/AEG guest, visitors or employees, may be received by telephone, mail, or message at any time.
4. Security & Guest Services Manager notified by person or party receiving threat.
5. Security & Guest Services Manager notifies Security Supervisor and Security Base to:

- a. Inform police department and FBI
 - b. Inform General Manager & Executive Office
 - c. Inform Emergency Response Team
6. Receiver of threat call will record detailed accurate information of call and respond to government investigative team and Security & Guest Services Manager.
7. Upon assessment, and if necessary, police and fire officials at scene will determine necessity of search or evacuation.
8. Security & Guest Services Manager will inform Emergency Response Team to activate search and/or evacuation procedure and announce building-wide directions.
9. Manager with employees conducts visual search of area.
10. Evacuation of all attendees, guests and employees to designated assembly area – Ala Moana Beach Park. Designated Emergency Response Team members and/or departments will provide assistance to attendees.
11. Managers account for staff at Assembly area and provide information to Human Resources or Security & Guest Services Supervisor (during non-business / normal hours).
12. Security & Guest Services Manager under the direction of the Chief Command and government officials will authorize and announce re-entry to Center.

CIVIL DISTURBANCES/RIOTS/PROTESTORS

Disturbances range from two people arguing to hundreds of angry protestors rushing the facility. Most disturbances are non-violent protests outside the building. However, occasionally protestors can become violent or enter the building forcibly.

CIVIL DISTURBANCES/RIOTS/PROTESTORS PROCEDURE

1. Do not attempt to enter into, defend a position, or subdue anyone involved in a disturbance.
2. Leave the area immediately. Return to the facility if you are outside.
3. Call Security Control on in-house phone by dialing "0"
4. Security & Guest Services Manager/Supervisor to respond, assess situation, and maintain assistance.

SUSPICIOUS MAIL/PACKAGES

A letter or box that appears to be suspicious; no return address, unknown odor coming from within, or if it looks and feels bulky may contain dangerous explosives or possible biological agent.

SUSPICIOUS MAIL/ PACKAGE PROCEDURE

1. Remove self from suspicious mail/package. Do not touch, move or open mail/package.
2. Call Security Control "0" on in-house phone.
3. Security & Guest Services Manager/Supervisor investigates suspicious item to determine status.
4. Security Control Inform police department.
5. Inform General Manager & Executive Office.
6. Upon assessment and if necessary, police and fire officials at scene will determine next steps.

BOMB THREAT/ EXPOSURE

Bomb threats are not common but a possibility. Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that

they are designed or intended to explode. Most bombs are homemade and are limited in design only by the imagination of, and resources available to, the bomber.

Most of the bombings in this country are attributed to vandalism or mailbox bombings. Professional terrorists, on the other hand, look for targets that symbolize their causes and that will gain them maximum attention: government buildings, corporations, banks, airports, embassies, cultural landmarks, and tourist attractions.

The majority of threats are called in to the target. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording.

BOMB THREAT CODE

"Code Black" indicates bomb threat.

BOMB THREAT PROCEDURE

1. Receipt of Bomb threat immediately communicated to Security Control by dialing "0" on an in-house phone.
2. Security Control immediately notifies Security & Guest Services Manager/Supervisor for immediate investigation and notification of Chief Command to determine necessary evacuation.
3. Convention Services Supervisor or Security Base Officer announces a "Code Black" over the Simplex Grinnell Fire Alarm Public Address System. CODE BLACK is "bomb threat".

"Code Black" announcement informs all to turn off immediately all two way radios, cellular telephones, any other electronic device & Wireless Internet Access.

- a. The frequency emanations from these devices could trigger the electric initiator of an explosive device.
 - b. Thereafter, all communications must be made by the Fire Alarm System, Public Address System, landline (telephone) or messenger (runner), through the Command Post.
4. Respective Divisions and Departments will implement a cursory search of their immediate areas as outlined in this procedure. **DO NOT EVACUATE AT THIS TIME.**
5. Security Control notifies Emergency Response Command Team to convene at Command Center (Show Manager Room 3).
6. Security Base contacts 911 and notifies the Honolulu Police Department of the threat.
7. The Emergency Response Command Team evaluates the threat to determine if immediate evacuation of the facility is needed due to the presence of an explosive device or a highly credible threat.
8. If immediate evacuation is not required, all departments will conduct a covert internal search of the center.

9. If a device or suspected device is located, attendees and staff may respond to a partial evacuation of immediate area around the device, or total evacuation of facility may be required.
10. Attendees, guests, and employees will evacuate to assembly area – Ala Moana Beach Park and remain until device is inspected and cleared by Honolulu Police Department personnel.
11. Upon clearance, the Security & Guest Services Manager will give an “All Clear” to return to the Hawai‘i Convention Center to resume normal activity and operations.
12. All communications will be through landline, public address, fire system audible, or in person. Under no circumstances can cell phones or 2–way radios be used, as these methods could detonate a bomb.

EXPLOSIONS

Explosions may be due to a faulty mechanical system or a human error. Explosions can occur with faulty wiring, combustible materials, and other causes.

Explosion Procedure

1. Take shelter or remove self and others from area.
2. Call Security Control; dial “0” on an in-house phone to inform of incident, and injuries.
3. Security & Guest Services Manager/Supervisor to contact Engineering management staff for investigation of explosion and determination.
4. Inform General Manager & Executive Office.