



IRVING CONVENTION CENTER AT LAS COLINAS

EMERGENCY GUIDEBOOK

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800-268-3682

IMPORTANT PHONE NUMBERS

Emergency.....	911
Convention Security Office	(972) 401-7793 Or Ext 7793
Director of Operations	(972) 401-7742 Or Ext 7742
Safety Manager	(972) 401-7743 Or Ext 7743
Fire / Police / Ambulance (Emergency).....	911
Irving Police Department	(972) 273-1010
Irving Fire Department.....	(972) 721-2514
Dallas County Sheriff	
Non-Emergency.....	(214) 749-8541
Emergency	(214) 749-8641
Poison Control Center	1 (800) 222-1222
Weather Forecast	(817) 429-2631

For further information or explanation of duties under this Emergency Plan, you may contact:

Corey Goode
Safety Manager
(972) 401-7743
cgoode@irvingconventioncenter.com

**IMPORTANT
PHONE NUMBERS**

GENERAL INFORMATION

It is the responsibility of every employee to report any emergency condition, or suspected emergency condition. Notification of an emergency is best done through the Facility Safety Office, which will become the Emergency Operations Center (“EOC”) and/or by dialing 911. The highest-ranking Facility management team member on-site will be designated as the Emergency Director (“ED”). The Emergency Director is responsible for implementing emergency procedures, taking protective actions recommended by local or state authorities and disseminating accurate information to all emergency response personnel. All emergency response activities will generally originate from the EOC.

Response to an emergency affecting the Facility is a cooperative effort between on-site departments and their staff as well as local governmental agencies. The Emergency Plan will use event-related personnel as well as other employees. This is intended to allow for strong lines of communication and the performance of duties that are similar to normal event operations.

The Facility obtains basic security and first aid services from outside sources for most events. These services are intended to serve as the first line of defense in the event of an emergency. Local government authorities, depending on the severity of the situation, may supplement emergency response forces. The Emergency Director will notify local authorities, when necessary, of the emergency.

EMERGENCY ALERT

1. An emergency is defined as any condition that exists (or is likely to exist) that endangers the safety of occupants in the Facility and/or could cause property damage.
2. The most probable conditions requiring the activation of the Emergency Plan are anticipated to be medical, fire, civil disturbances, severe weather and bomb threats. However, chemical and hazardous material incidents, mass disasters, terrorism or other emergency conditions may arise that could require the use of these emergency procedures.
3. The Facility may receive notice of emergency information via NOAA weather radio, the Emergency Alert System, outdoor warning siren system, cable television, the Internet, internal alarms, or from various Federal, State, or local agencies, including the Department of Homeland Security, Texas, Emergency Management Division, Dallas County or the Irving Police Department.
4. Upon any staff member receiving information regarding any type of emergency that may require the activation of the Emergency Plan and/or the partial/total evacuation of the Facility, the highest-ranking on-site member of management will be notified immediately in person or via hand-held radio or telephone.
5. Emergencies should be reported by use of the radio system, telephones, the public address system or the manual pull box alarm located in the Safety Office. Wherever stationed, all employees should familiarize themselves with the closest location of any emergency notification equipment.

EMERGENCY ALERT

CHAIN OF COMMAND

The decision to activate the Emergency Plan will be made by the following (by decision-making rank):

- 1. General Manager
- 2. Asst. General Manager
- 3. Director of Operations
- 4. Safety/Security Manager
- 5. Building Chief Engineer
- 6. Operations Manager
- 7. Building Engineer
- 8. Director of Events
- 9. Director of Finance
- 10. F&B Director
- 11. Director of Sales
- 12. Events Manager
- 13. Sales Manager

CHAIN OF COMMAND

ACTIVATING THE EMERGENCY PLAN

Once the Emergency Director has evaluated the situation, it will be determined if an emergency exists that requires the activation of the Emergency Plan. If an emergency exists, an Emergency Response Team (“ERT”) will be notified by best means available to meet near the incident first, or if not possible, then in the EOC. Local police and fire should also be notified by calling 911.

EMERGENCY RESPONSE TEAM (ERT) PERSONNEL

The following individuals, if present in the Facility, are involved in the ERT:

- 1. General Manager/Asst. General Manager
- 2. Director of Operations
- 3. Safety Manager
- 4. Operations Manager
- 5. Building Engineer
- 6. Director of Events
- 7. Director of Finance
- 8. F & B Director
- 9. Director of Sales
- 10. Events Manager
- 11. Sales Manager
- 12. Facility Parking Manager
- 13. Senior Event Staff Supervisor(s)
- 14. Local Government Authorities (Police/Fire/EMS, etc.)

EMERGENCY RESPONSE
TEAM (ERT) PERSONNEL

ERT RESPONSIBILITIES

All ERT members should assist in monitoring the emergency, providing timely reports to the EOC or Emergency Director and helping to account for all personnel. The Emergency Director will assign the responsibilities of any ERT member not on-site to an on-site ERT member by the.

1. GENERAL MANAGER / ASST. GENERAL MANAGER

- Control procedures and decision-making activities related to the Facility
- Supervise the ERT, making recommendations as necessary
- Implement evacuation procedures, if necessary
- Act as liaison to outside Incident Commander, once on-scene
- Assist in media communications

2. DIRECTOR OF OPERATIONS

- Activate the Emergency Plan
- Alert local authorities via telephone
- Advise the ERT on conditions concerning the emergency
- Work with Chief Engineer on activities involving physical systems, including the shutdown of systems or utilities, if necessary
- Work with Senior Event Staff Supervisors if evacuation is needed
- Appoint and activate personnel from other departments to assist as needed

3. OPERATIONS MANAGER

- Work with ticket office staff to secure the ticket office(s)
- Record verified damage information

continued ►

ERT RESPONSIBILITIES *continued*

- Assist in maintaining a written record of all events that occur, including actions taken, decisions made, by whom, persons involved, and cost incurred

4. SAFETY MANAGER

- Monitor and advise ERT on the warning systems in the Facility
- Operate emergency P.A. system, if required
- Coordinate with the police, fire and medical personnel
- Coordinate overall and incident site security

5. BUILDING ENGINEER

- Assess damage to physical plant
- Monitor the Facilities systems for proper function and/or operate them as directed
- Set up all maintenance and repair activities, including activities that would involve outside contractors
- Provide for debris clearance, if needed
- Provide necessary damage inspection reports

6. EVENT MANAGER

- Alert tenant or client in the Facilities
- Evacuate, direct or relocate patrons, including guests with disabilities, in a safe and orderly manner, as required
- Notify EOC when evacuation is complete
- Assist with overall and incident site security

continued ►

ERT RESPONSIBILITIES *continued*

7. DIRECTOR OF EVENTS

- Oversee the activities of the event staff
- Evacuate, direct or relocate patrons, including guests with disabilities, in a safe and orderly manner, as required
- Notify EOC when evacuation is complete
- Assist with overall and incident site security

8. DIRECTOR OF SALES

- Communicate with Emergency Director to provide assistance as needed

9. F&B DIRECTOR

- Coordinate shutdown of food service equipment and securing of food service areas
- Oversee the activities and evacuation of the food service staff
- Communicate with Emergency Director to provide assistance as needed

10. FACILITIES PARKING MANAGER

- Oversee the activities of the parking staff
- Assist in evacuating or directing patrons in a safe and orderly manner, as required
- Communicate with Emergency Director to provide assistance as needed

11. SALES MANAGER

- Secure a hand-held radio from EOC
- Oversee the activities and evacuation staff

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ERT RESPONSIBILITIES *continued*

- Perform other duties as needed
- Communicate with Emergency Director to provide assistance as needed

12. DIRECTOR OF FINANCE

- Security a hand-held radio
- Station at Command Center
- Perform other duties as needed

13. LOCAL GOVERNMENT-POLICE/FIRE/MEDICAL

- Make recommendations to the Emergency Director
 - Provide assistance as needed
 - Provide on-duty NCFD or NCPD personnel to act as Incident Commander
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OFF-SITE TEMPORARY COMMUNICATIONS CTR

In the event the Facility is evacuated, a Temporary Communications Center (“TCC”) may be established outside of the Facility. The Emergency Director will determine the location. All communications following an evacuation, especially those involving the media, will be directed through the Temporary Communications Center.

The City of Irving may be able to assist in establishing a Temporary Communications Center through the use of the City Mobile Command Post. Availability of this vehicle would be coordinated with City of Irving Police Department through dispatch at 911.

MEDIA COMMUNICATIONS

While media personnel should always be dealt with courteously, under no circumstances should any Facility personnel give any statement on or off the record to media/press personnel. Direct all media questions to the General Manager or the ICVB Director of Marketing & Communications.

Media personnel should be directed to the temporary press area as established by the ICVB Director of Marketing & Communications.

RADIO COMMUNICATIONS

All communication should be clear and precise. We no longer use codes, state all communications in a calm clear voice. All emergencies shall be communicated to the security office. If there is an emergency and you change over to the security channel do not start to talk until all radio traffic is clear. The security channel is the emergency channel for the Irving Convention center.

You should make sure to monitor your volume on your radio so that others cannot overhear the transmissions.

MEDICAL EMERGENCIES

Individuals with minor medical problems of the “band aid” type should be directed to the nearest Convention Safety Officer. Individuals with more serious problems should not be moved; notify Safety Office and or call 911. Be sure to give them complete information as to where you are located in the Facility.

First Aid kits are located in the:

1. Convention Safety Office
2. Maintenance Office
3. Kitchen 4th floor
4. Café
5. 1st floor administrative break room
6. 2nd floor administrative break room
7. 3rd floor business center

AEDs are located in the:

8. Convention Safety Office
9. 3rd floor business center
10. 4th floor Kitchen

GENERAL RESPONSE

1. When calling for help, report:
 - The location of the emergency.
 - The phone or location calling from.
 - What happened?
 - How many people are involved and their approximate ages
 - What is already being done?

continued ►

MEDICAL EMERGENCIES *continued*

2. Note - Employees are not expected to render direct first aid to an individual unless properly trained to do so. At most events at the Facility there is Medical staff that has the primary responsibility to render first aid.
3. Employees who are injured should report any injury to their supervisor.

The nearest hospital(s) to the Facility are:

Las Colinas Medical Center

6800 N Macarthur Blvd, Irving, TX 75039 (972) 969-2000

Baylor Health Center At Irving

1901 N Macarthur Blvd, Irving, TX 75061

Parkland Health & Hospital Sys


5201 Harry Hines Blvd, Dallas, TX 75235 (214) 590-8000

FIRE

Due to the size and complexity of the Facility, the activation of the fire alarm system's horns and lights may not accurately indicate a problem in your area. Even so, it is the policy of the Irving Fire Department that when a fire alarm sounds all occupants (employees and guests) must evacuate immediately unless the employee has a specific job to do in relation to the emergency, such as; responding to fight a fire, responding to the area indicated by the fire alarm system to determine the size of the fire and extent of the emergency, to activate life safety systems, or to assist in evacuation. If there is evidence of a fire, take the steps outlined below.

Learn the location of the closest telephone, radio or other emergency notification device in your area, and make sure you know how to operate it. Learn the location of the closest emergency exit in your area, and identify alternate emergency exit routes to use in the event that the exit closest to you is blocked. While fire extinguishers are provided throughout the Facility, you should use them only if you are trained or familiar with their use.

Remember the **PASS** Word

P Pull Pull the pin (or other motion) to unlock the extinguisher.	
A Aim Aim at the base (bottom) of the fire and stand 6 - 10 feet away.	
S Squeeze Squeeze the lever to discharge the agent.	
S Sweep Sweep the spray from left to right until the flames are totally extinguished.	

continued ➤

GENERAL RESPONSE

1. If obvious evidence of a fire exists, dial 911 and/or notify the Convention Safety Office. Escort any occupants out of the danger area in a calm, orderly manner. Do not attempt to put out a fire yourself, unless you are trained to do so.
2. You need to provide the following information when notifying 911/ Convention Safety Office:
 - Your name and the exact location of the fire.
 - Type of material burning - paper, electrical, oil, etc.
 - How widespread the fire is.
 - Exact location of the nearest entrance to the fire.
3. Unless instructed otherwise or in imminent danger, all personnel should remain at their assigned areas to help prepare for a possible evacuation.
4. If employees are to evacuate, they should insure that all guests are clear from their area and proceed to exit the Facility at the closest exit. After the evacuation of guests, employees should report to their designated outside assembly area, so that whereabouts may be established. Once outside the Facility, **DO NOT RE-ENTER THE BUILDING** for any reason, until approved by the appropriate authorities.
5. All staff will meet in the following designated outside assembly area: South East corner of the building (corner of Las Colinas Blvd and Promenade).

Assigned staff will remain in their assigned position to keep guests outside the Facility assembled East of the building in vacant field until an “ALL CLEAR” is given. Staff will be accounted for by their respective manager, using staffing lists. Once staff is accounted for, they will be re-assigned to assist with crowd control.

6. Convention Safety Officer should meet the Emergency Departments upon their arrival and direct them to the proper location if needed.

It is the responsibility of occupants at Irving Convention Center to be aware of possible fire hazards and/or safety hazards that may be encountered. If such hazards are observed, please notify the Convention Safety Office at **972-401-7793** immediately so corrective measures can be implemented.

Listed below are some of the items that you as Occupants can help prevent from becoming potential hazards.

1. Smoking is not allowed inside this building. Smoking must be in designated areas outside the building at least 25 feet from an entrance. Outside the building, do not discard smoking material into the flower beds or planters.
2. Investigate electrical equipment that is not working properly or smells strange. Unusual odors from appliances or cords can be a first sign of a fire.
3. If you use an extension cord, plug only one appliance into it. Unplug extension cords when not in use. If you are using a power strip, ensure that appliances plugged in conform to U.L. listed ratings. NEVER overload the outlet, extension cord, or power strip.
4. Make sure all appliances are turned off prior to leaving the property. In your office area, assign at a minimum of two people to insure this is done on a nightly basis.
5. Some personnel may want to use a space heater to supplement the building heating system. Space heaters are **NOT ALLOWED** on the property. Due to the high amount of fires caused each year by poorly maintained and non-U.L. rated space heaters.

FIRE *continued*

6. Never leave any cooking unattended.
 7. In areas designated as “storage” all boxes and equipment per the fire code regulations must NOT be within 18” from the ceiling. If boxes or equipment exceed the height requirement, it greatly reduces the effectiveness of the sprinkler system and is fineable by the fire department.
 8. Insure all trash is properly disposed of. This can be used as fuel by a fire.
 9. Stairwell doors on all floors and lobby doors on floors must be kept closed at all times.
 10. If obstacles impede pathways, this will reduce the effectiveness of personnel to move quickly or not at all in the event of an evacuation. Notify the Building management immediately if these conditions exist in your area.
 11. All propane bottles not in use will be locked in the storage cabinet located at the loading dock.
 12. All flammable materials will be locked in the flammable storage locker.
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FIRE ALARMS

Upon hearing a fire alarm, your response can vary depending if it is an event time or a non-event time.

Non-Event Policies

Any time an alarm is sounded during non-event times, you should evacuate the building immediately. If we are testing the alarms, we will make an announcement or send a memo in advance. Absent of hearing an announcement or seeing a memo, you should assume the alarm is real and respond accordingly (until told otherwise). Non-event alarms should be phoned in to the Fire Department (by the Safety Office).

Event Policies

It is the policy of the Irving Fire Department that when a fire alarm sounds, all occupants (employees and guests) must evacuate immediately unless the employee has a specific job to do in relation to the emergency such as; responding to fight a fire or responding to the area indicated by the fire alarm system to determine the size of the fire and extent of the emergency, to activate life safety systems, or to assist in evacuation.

General Policies

1. Any time you hear an alarm, play it safe and evacuate the building.
2. When exiting a building, do not prop open doors. This will only serve to add oxygen to the fire and make matters worse. Make sure that all doors are closed behind you.
3. Always exit a safe distance away from the building, reporting to your designated assembly area.
4. Assist in determining who is present at your location and who might be missing (but DO NOT go back to look).
5. Stay at your designated assembly area until you receive an "ALL CLEAR" to return to the building.

REMAIN CALM AND FOLLOW THE INSTRUCTIONS YOU ARE GIVEN.

BOMB THREAT

Convention Safety Office or the Emergency Director will notify key members of staff that are present, the City of Irving Police and Fire Departments. Following a thorough review of the threat AND search of the Facility, the credibility of the threat will be assessed, and the Emergency Director will decide whether the building should or should not be evacuated, whether there is a full or partial evacuation, and the duration of the evacuation.

A bomb threat should be classified as:

- Specific – less common in occurrence, though it likely involves an actual explosive device. The person provides information regarding the bomb, its placement, rationale for the attack, when the bomb is to explode, etc.
- Non-specific – more common, a generic threat that a bomb has been placed.

Threat by telephone.

Step 1. Refer to the bomb threat telephone log located at the Reception Desk. It will prompt the direction of the conversation and allows you to jot down notes.

Step 2. While on the phone, attempt to notify any staff personnel as to the nature of the call. Try to keep the caller talking.

Step 3. Make note of any background noises, tone of voice, approximate age, gender and general attitude.

Step 4. Once the caller hangs up, if the Safety Office has not been notified, call them immediately.

Step 5. The Emergency Director, working with Safety, will contact the Event Managers to inform them of the threat and possible evacuation.

Written Threat.

Upon realizing the content of a written threat, the employee should avoid

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BOMB THREAT *continued*

continued touching or handling of the envelope.

Step 1. Immediately notify the Safety Office or supervisor by telephone and NOT by radio.

Step 2. Turn off all electronic equipment (cell phones, radios, etc.).

Step 3. Clear the immediate area without causing any undue alarm or panic, and wait for further instructions by the ERT, including possible evacuation.

Suspicious Package.

If a suspicious package (i.e., unattended backpack, box with no return address, etc.) is found, the employee should avoid any handling of the package.

Step 1. Immediately notify the Safety Office or supervisor by telephone and NOT by radio.

Step 2. Turn off all electronic equipment (cell phones, radios, etc.).

Step 3. Clear the immediate area without causing any undue alarm or panic, and wait for further instructions by the ERT, including possible evacuation.

DO NOT attempt to open, touch or move the suspicious package.

BOMB THREAT CHECKLIST

CALL 911

Remain calm and try to keep caller on the line

EXACT WORDS OF CALLER: _____

Questions to ask caller:

- 1. When is the bomb going to explode?
- 2. Where is the bomb right now?
- 3. What does the bomb look like?
- 4. What kind of bomb is it?
- 5. What will cause the bomb to explode?
- 6. Did you place the bomb? Why?
- 7. Where are you?
- 8. What is your name?
- 9. What organization do you represent? _____

VOICE

- ☐ Loud
- ☐ Soft
- ☐ Intoxicated
- ☐ High Pitched
- ☐ Deep
- ☐ Accent

MANNER

- ☐ Calm
- ☐ Coherent
- ☐ Angry
- ☐ Emotional
- ☐ Laughing
- ☐ Other

BACKGROUND NOISE

- ☐ Street
- ☐ Bar/Restaurant
- ☐ Factory
- ☐ Subway
- ☐ Office
- ☐ Other

continued ►

**BOMB THREAT
CHECKLIST**

BOMB THREAT CHECKLIST *continued*

Was caller male or female? _____

Was caller's voice familiar? _____

Did caller read a prepared statement? _____

Was caller well spoken? _____

What was approximate age of caller? _____

Telephone number where call was received: _____

Time call received: _____

Date call received: _____

Your name: _____

Your position: _____

Your telephone number: _____

ACTIVE SHOOTER

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

2. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.

continued ►

ACTIVE SHOOTER *continued*

If the active shooter is nearby:

- Lock the door.
- Silence your cell phone and/or pager.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 911, if possible, to alert police to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

3. Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
 - Throwing items and improvising weapons.
 - Yelling.
 - Committing to your actions.
-

EARTHQUAKE PROCEDURES

Evacuation should NEVER be automatic in the event of an earthquake.

- There may be more danger outside your building or facility than there is inside.
- There may be no safe exit routes or assembly areas to the exterior of the building.
- The only lighting on the interior, will probably be emergency lighting only.

GENERAL RESPONSE

1. **Before the decision is made to attempt to evacuate, the Emergency Director (ED) must verify the following:**
 - That there is a safe exit route out of the building
 - That there is a safe assembly place on the exterior of the building
2. **Look for potential post-earthquake hazards inside the building that may hinder your exit route:**
 - Pendant light fixtures
 - Large exterior or interior windows.
 - Tall bookcases, cabinets or other objects that may topple.
 - Stairwells and overhead roll up doors.
 - Storage areas for cleaning, painting or other hazardous materials.
 - Gas, water and electrical supply lines and boxes.
 - Evacuation routes that have large or unstable objects that need to be negotiated.
 - Any area that has spills, trip hazards, sharp objects or layers of debris.
3. **Look for potential post-earthquake hazards outside the building:**
 - Damaged power lines
 - Damaged trees
 - Areas near buildings that may have fallen debris such as trees, roof tiles, glass, etc.
 - Avoid routes that pass any brick or concrete block walls.
 - Hazardous materials storage areas, such as the kitchens or loading docks.
 - Avoid exit routes that have broken water lines, fire hydrants or potential gas lines.

continued ►

EARTHQUAKE PROCEDURES *continued*

Off Duty Personnel

*It is not necessary to come in to work in the event of a minor-to-moderate earthquake. However, you should have your cell phone available and monitor radio and TV broadcasts for emergency information.

EVACUATION

THE EMERGENCY DIRECTOR WILL MAKE ALL DECISIONS REGARDING AN EVACUATION OF GUESTS AND/OR EMPLOYEES. The decision to evacuate all or part of the Facility will depend upon the nature of the emergency and the area affected. In general, the question that needs to be asked is:

Given the circumstances (or potential circumstances), is the condition of the public improved or likely to improve by having them exiting the Facility?

Generally, there are no clear-cut criteria that can be used in deciding to evacuate the Facility. However, the following should be considered:

- Loss of life or major injuries has occurred or are occurring
- Loss of life or major injuries is likely to occur, unless individuals are evacuated
- Property damage is likely to occur in areas where individuals are located

The evacuation process must take place with the working personnel on hand. Emergency personnel assignments may vary according to the number of personnel that are actually working at the start of the emergency.

GENERAL RESPONSE

1. The Emergency Director will notify staff of the emergency situation and alert staff to prepare for either a total or partial evacuation. All management staff will monitor the radio for further instructions.
2. Assigned staff will be instructed to clear all obstructions from the entrances and open all exit doors and make sure area is clear for an evacuation.
3. When the Facility has been prepared for an evacuation, an announcement will be made instructing guests to exit the Facility. If possible, the highest-ranking member of management should make this announcement in full view of the guests. See Sample Emergency Evacuation scripts.
4. Once the announcement has been read, assigned staff should position themselves to assist guests in the evacuation. When necessary, special assistance will be provided to guests with disabilities.

continued ►

EVACUATION *continued*

5. The elevators should not be used in an evacuation. Staff will be stationed at accessible platforms to will assist guests with disabilities to, and down, the exit ramps or through the ground level doors.
 6. Once the Facilities have been evacuated, a sweep will be conducted, and the EOC will be notified with an “ALL CLEAR”. At that time, all staff and non-Emergency Response Team personnel should also evacuate the Facility and report to their designated outside assembly area, so that whereabouts may be established. Once outside the Facility, DO NOT RE-ENTER THE BUILDING for any reason, until approved by the appropriate authorities.
 7. All staff will meet in the following location:
 - Field south of parking garage, SW corner of Las Colinas Blvd. and Lake Carolyn Parkway.Assigned staff will ensure all guests will remain outside the Facility located in the field east of the Convention Center, NE corner of Las Colinas Blvd. and Lake Carolyn Parkway, until an “ALL CLEAR” is given. Staff will be accounted for by their respective manager, using staffing lists. Once staff is accounted for, they will be re-assigned to assist with crowd control.
 8. Staff assistance related to crowd control will consist of keeping guests at least 100’ from emergency services, directing guests to their vehicles, if safe.
 9. Under no circumstances should staff release information or answer questions relating to the reason for the evacuation. The Emergency Director or the Director Sales & Booking will release all information.
 10. If we should receive repeated bomb threats (in a short time period) and we evacuate each time, we may need to alter our pattern of where people go once outside the Facility. This could help prevent putting them in danger outside the Facility.
-

HAZARDOUS MATERIAL/BIOLOGICAL INCIDENT

Hazardous/Biological materials are defined as any solid, liquid or contained gaseous material that may cause serious problems (such as personal injury, death and or pollution of land, air or water) if handled improperly. Federal and state public health and environmental safety laws currently regulate materials considered hazardous.

Depending on the size and location of the hazardous material incident and the direction the hazardous material may be blowing, either evacuation or sheltering could be used. The incident could be a transportation accident, explosion, fire or release of toxic materials, causing environmental contamination and injury or loss of life to persons coming in contact with or inhaling the material.

Notification of a hazardous material incident occurring off-site that may affect the Facilities will be received from local government agencies.

If anyone has reported to them, or personally observes, any hazardous material incident that occurs on-site, the EOC and local government agencies should be immediately notified. These individuals should remain available to the Fire Department to answer questions on what they saw.

GENERAL RESPONSE

1. The Convention Safety Office or the Emergency Director will notify the Irving Fire Department with the following information:
 - The nature of the incident.
 - Location and area affected.
 - Name of the material(s) released, if known, and quantity.
 - Injuries and/or property damage.
2. All EOC decisions will be based upon recommendations made by the Irving Fire Department.
3. If conditions warrant, protective sheltering and/or evacuation may be initiated. If an evacuation is initiated, individuals from the affected areas must be quarantined in a location separate from unaffected individuals until they can be questioned, decontaminated or released.
4. If protective sheltering is warranted, the EOC will notify emergency personnel to close all doors, turn off the ventilation system and notify all guests and workers to remain indoors until it is safe to go outside.

ELEVATOR EMERGENCY PROCEDURES

1. Use elevator telephone to communicate with the Convention Safety Office via the elevator telecommunication system.
2. Give the Convention Safety officer the location of the elevator and floor number if known.
3. Remain calm.

DO NOT try to force open the elevator door. Stay in the car.

Convention Safety Officer and or Maintenance will respond and will be in communication with you via the elevator telecommunication system or from outside the elevator. You will be assisted in leaving the elevator as soon as possible. An elevator repair technician will respond to repair the elevator. For routine problems (lights out, elevator does not stop at the desired floor, etc.) please notify the Convention Safety Office or Maintenance.

POWER OUTAGE

1. Remain calm.
2. If possible, call the Safety Office.
3. If you are in an unlit area, proceed cautiously to an area that has lighting. Provide assistance to others in your area that may be unfamiliar with the space.
4. If instructed to evacuate, proceed cautiously to the nearest exit.

Note: The facility is equipped with an emergency lighting system that will provide enough illumination in main corridors and stairways for safe exiting.

MASS DISASTER

Mass disaster can include Facility damage, numerous injuries and/or deaths, and a high level of confusion and hysteria. Such an occurrence might be caused by weather conditions, accidental structural collapse, and fires or by human accident or design. As a result, local government agencies, medical units and volunteers, along with all working personnel are needed to effectively handle the situation. Triage areas, along with additional disaster service locations, will be established in key areas throughout the Facility to accommodate guests as well as employees.

ASSUMPTIONS

1. Tornadoes, floods, blizzards and other kinds of natural disasters can affect the Facility
2. Major accidents such as plane crashes; explosions and accidental releases of hazardous materials (see the section on Hazardous Materials) are occurrences that can affect the Facility.
3. Civil disturbance and other forms of public disorder can affect the Facility.
4. The Irving Police and Fire Department will serve as the local government agency responsible for the coordination of all outside government assistance.

GENERAL RESPONSE

Notification and direction for a mass disaster affecting the Facility will come through the EOC.

1. The Convention Safety Office or the Emergency Director will immediately activate the EOC.
2. Irving Police and Fire Departments notified.
3. The EOC will instruct all working personnel to assume their preplanned emergency assignments.
4. The EOC will call in other personnel as needed.
5. Triage areas will be set up as needed by Emergency Medical Service.

ROBBERY

1. In the Event of a Robbery

- Always remember that your safety, the safety of co-workers, and that of patrons is the most important consideration in a robbery and that cash can always be replaced. Therefore, take no action that will jeopardize personal safety. Don't argue with the suspect or try to stop him/her
- Consider any firearms displayed by the suspect(s) to be loaded
- Try to remain calm and do exactly what is demanded by the suspect(s)

2. During a Robbery

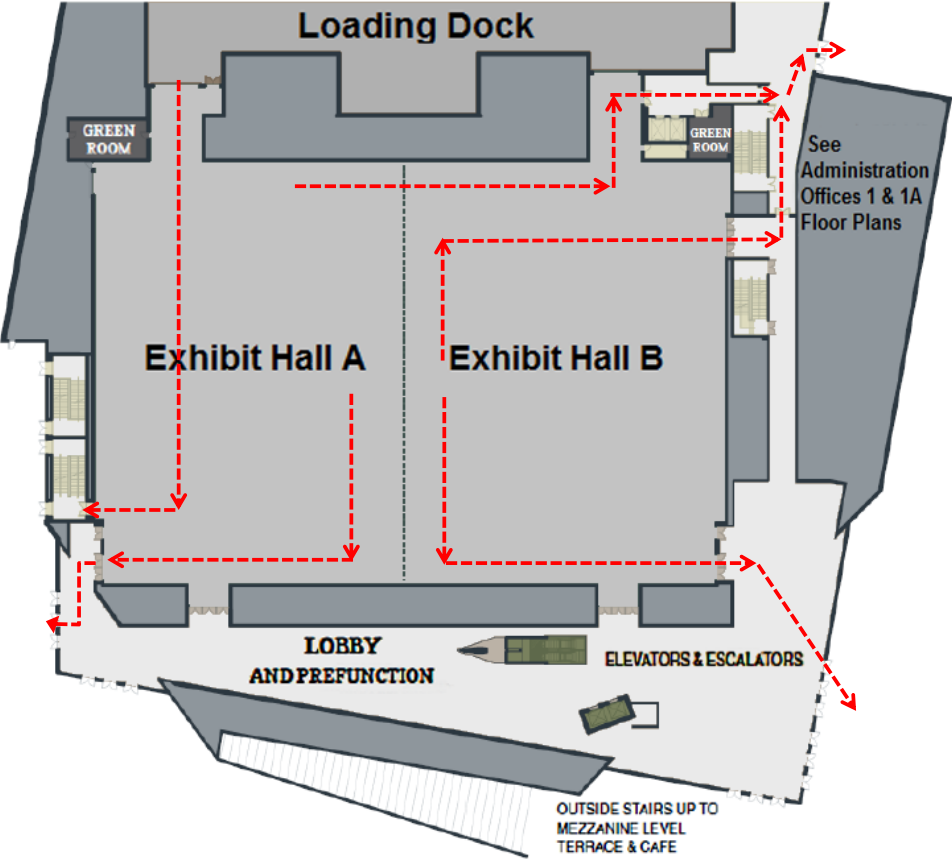
- Observe all physical characteristics of the robbery suspect:
 - Facial characteristics, complexion, hair
 - Clothing worn, head to foot
 - Speech, mannerisms
 - Scars, deformities
 - Suspects(s)'s method(s) of operation
- Note method/direction of travel and description/license plate of vehicle used
- Describe types of weapons used if any were displayed.
- If more than one suspect is involved, study the nearest one. Don't try to observe all suspects in detail. Do not stare at suspects, this might alert suspect to your actions

3. After the Robbery

The ability of the police to arrest the robbery suspect is largely dependent on how quickly they are notified. You should:

- Call 911 immediately
- Notify the Convention Safety Office.
- Lock all doors to the premises to prevent the suspect(s) from returning if confronted by the police
- Ask witnesses to the robbery to stay inside the premises until the police arrive
- Do not discuss suspect description(s) or actions with other witnesses
- Note and protect any evidence left by the suspect(s)

EMERGENCY EXITS
LEVEL ONE
Exhibit Hall



continued ►

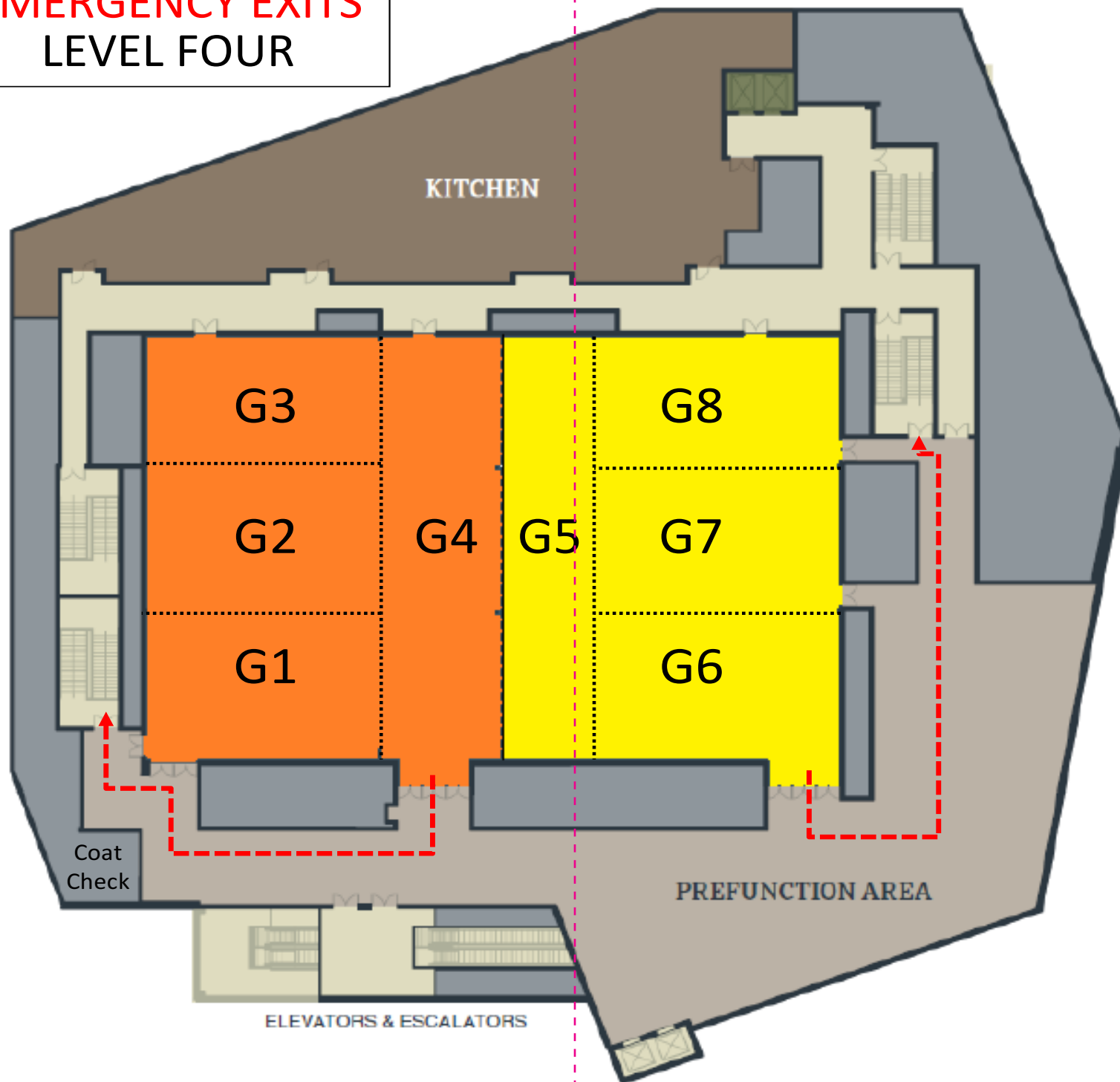
EMERGENCY EXITS

LEVEL THREE



continued ►

EMERGENCY EXITS
LEVEL FOUR



INSIDE BACK COVER

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SAY
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