



MOSCONE CENTER

Moscone North & South

EMERGENCY PREPAREDNESS PLAN

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Introduction

The following Moscone Center Emergency Preparedness Plan is in accordance with the standards set forth by the California Department of Industrial Relations ("Cal-OSHA")- California Code of Regulations, Title 8 (T8CCR), Subchapter 7, Group 1, Article 2, §3220: Emergency Action Plan.

It is the intent of the Moscone Center and SMG's management team to provide our clients, visitors, employees, and the City and County of San Francisco with a comprehensive emergency management plan to aid in ensuring maximum safety in the event of an emergency situation at the Moscone Center. The full plan consists of several documents, with each document outlining an action program appropriate to a different audience.

This document, **Moscone North & South Emergency Preparedness Plan** is written for the specific purpose of outlining an action plan appropriate for our clients and facility users. Its intent is to provide a general understanding of the roles played by convention center staff and management, as well as outside agencies, in any emergency situation. It is also intended to convey appropriate response measures to be taken by facility users, contractors, and related parties in assuring the greatest responsiveness and care for the safety of everyone in the facilities.

While we have committed to writing a basic guide to be followed during specific emergencies within our facilities, this plan should not be interpreted as the sole solution to all emergencies. Our intent is to minimize the problems of confusion and indecision that often accompany emergency situations. Flexibility and rationality are keys to successfully managing any emergency. We stress human safety above material loss at all times.

In addition to the safety of those within the facilities, the Moscone Center and SMG have made efforts to work cooperatively with City agencies, public and private emergency support providers, and our surrounding neighborhood during emergency situations. We are committed to working cooperatively with the American Red Cross, law enforcement agencies, rescue agencies and neighborhood associations. Through the cooperative efforts of these agencies and the facility, a swift recovery from any emergency can be made safely.

Virtually all of the information in this plan establishes procedures to be followed by facility staff in responding to an emergency. **Your role is equally important in assuring the most effective emergency response to any situation. It is critical that as the facility user, you review this plan with your own staff and you establish an agreed upon location outside the facility for your staff to meet in the event of a building evacuation.** It is the responsibility of our staff to act in the interest of your safety and that of your attendees, exhibitors and employees, and we ask that you assist us by supporting our plan through cooperation and active listening in the event of any emergency.

Overview

The Moscone Center is San Francisco's premier meeting and exhibition facility. Located in the heart of the downtown district, the convention center is minutes away from the City's theaters, nightclubs, and the business community. Moscone North and South anchor the central blocks of the 87-acre Yerba Buena Center, a major development devoted to public use of facilities and parks. Immediately surrounding the convention center are the San Francisco Museum of Modern Art (MOMA), the Metreon, the Center for the Arts, the Yerba Buena Gardens, local businesses, and large residential complexes.

Moscone North and South are located at 747 Howard Street, and includes:

North Hall

Hall D	138,780 square feet
Hall E	42,756 square feet/6 meeting rooms
North Meeting Rooms	10,790 square feet/8 meeting rooms
North Lower Lobby	19,949 square feet
North Upper Lobby	19,436 square feet
North Loading Docks (red)	9

South Hall

Halls A,B,C	250,345 square feet
Gateway Ballroom	24,825 square feet
West Meeting Rooms	11 meeting rooms
South Lower Lobby	9,000 square feet
South Upper Lobby	15,300 square feet
West Loading Docks (green)	4

Esplanade Ballroom

Esplanade Ballroom	42,675 square feet/10 meeting rooms
Folsom Street Loading Docks	1

Moscone West is a separate facility. A separate Emergency Preparedness Plan has been developed for that facility.

Emergency Telephone Numbers

San Francisco All Emergencies.....	911
Moscone Center All Emergencies.....	511
San Francisco Fire Department.....	(415) 558-3200
Fire Department – Dispatch.....	(415) 558-3268
San Francisco Police Department – Southern Station.....	(415) 553-1373
Honeywell.....	(888) 410-8882
San Francisco Water Department.....	(415) 695-2020
San Francisco Sewer Department.....	(415) 695-2096
N.R.G. (Steam).....	(415) 777-3415
PG&E (Gas & Electric), Jack D’Angelo (Mon-Fri 8am-5pm).....	(415) 973-7090
PGE (After Hours).....	Or Cell: (415) 515-7361 (415) 271-9816
Recology - Debris (trash) Hauler.....	(415) 621-3841
Telephone Problems:	
AT&T.....	(800) 303-0103
Telephone Switch – Avaya (Denver) #SL2685764.....	(800) 242-2121
Fire Extinguishers:	
Ace Fire Equipment.....	(650) 321-7440
Diesel Fuel:	
Flyers Energy.....	(530) 885-0401
Department of Emergency Services	(415) 558-2700
Duty Officer, Pager #866.298-4514	
San Francisco Health Department	(415) 252-3900
Red Cross	(415) 427-8000
Sheriff’s Department	(415) 544-7225
Elevators/Escalators (all facilities, Kone)	(877) 276-8691
<u>FIRE ALARM SUPERVISION SYSTEMS</u>	
Moscone North and South:	
Convergint, Account #CT-0139 (Charlie Tango).....	(800) 458-4519
Moscone West:	
TYCO (Fire Alarm Supervision) System #H02291036.....	(800) 289-2647

Reporting an Emergency

Moscone North and South are equipped with white courtesy phones throughout the facility. See maps in the Appendix for all white courtesy phone locations.

The procedure for reporting an emergency is as follows:

1. Go to the white courtesy phone closest to the emergency.
2. Dial **511** to reach Moscone Center Security.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. If safe, wait at the white courtesy phone for emergency personnel to arrive.
7. Direct emergency personnel to the emergency.

Engineering Staff Responsibilities During Emergencies

Control Rooms

The Security and Engineering Control Rooms are located on the West Mezzanine of Moscone South. The Control Rooms are staffed at all times. In the event of an emergency, when it is reported through our computerized monitoring system, the Engineering Control Room is the first place where the emergency is recorded and the first response initiated.

Engineering Staff Responsibilities During Emergencies

The Engineering staff has been trained to deal with many types of emergencies.

When an emergency is reported, the following is a brief guideline how Engineering will respond:

In case of fire or emergency, the San Francisco Fire Department will be notified immediately. Engineers will:

1. Remain calm.
2. Establish the exact location of the emergency.
3. Dispatch personnel to the emergency location to report conditions.
4. Alert all departments of the emergency by radio, and contact Senior Management.
5. Make the necessary Facilities Emergency Announcement(s).
6. In all other emergencies contact the appropriate agency for assistance and/or information.
7. If evacuation is necessary, refer to the **Evacuation/Relocation** section of this guide for further instructions.
8. Interface with Senior Management when they arrive at the Control Room and provide support as necessary.
9. Lend technical assistance to any agency, if requested.

Security Staff Responsibilities During Emergencies

The Security Staff has also been trained to deal with many types of emergencies. Their efforts in the Control Room will be in conjunction with those of Engineering. The following is a basic guideline:

In case of fire or other emergency, the San Francisco Fire Department will be notified immediately. The Security Staff will:

1. Remain calm.
2. Establish the exact location of the emergency.
3. Dispatch personnel to the emergency location to report on conditions.
4. Alert all departments of the emergency by radio, and contact Senior Management.
5. Make the necessary Facilities Emergency Announcement(s).
6. In all other emergencies, contact the appropriate agency for assistance and/or information.
7. If evacuation is necessary, refer to the **Evacuation/Relocation** section of this guide for further instructions.
8. Interface with Senior Management when they arrive at the Control Room and provide support as necessary.
9. Lend technical assistance to any agency, if requested.

Senior Management Responsibilities During Emergencies

During any emergency, it is the responsibility of the highest-ranking SMG employee to assume the lead. **The Control Rooms which are located on the West Mezzanine in Moscone South are designated as the command center for any emergency.** The following are some general guidelines to assist you in case of an emergency:

1. Remain calm.
2. Remember that during any emergency our personnel will be looking for direction.
3. Report to the Control Room.
4. Assess the emergency and review what has been accomplished with the Engineer and/or Security person on duty in the Control Rooms(s). Insure that emergency pages have been made using the P.A. system and will continue until the situation until is resolved.
5. Organize personnel and equipment (radios, telephones, cellular telephones, flashlights, etc.) to establish the cause and solution. If you feel the situation will not be resolved immediately, proceed with the following:
6. Establish contact with appropriate outside agency. If there is a natural gas interruption, contact PG&E.
7. Take a roll call of all personnel.
8. Assign "operators" to be stationed at the emergency telephones.
9. Dispatch personnel for assessment of the facilities using the Emergency Floor Plan Grid. When dispatching personnel appoint a "leader" that will report back to the Control Room at assigned intervals to a designated telephone number.
10. Contact Senior Management Personnel.

11. Assist outside agencies as they arrive.
12. Do not use the radios as the primary source of communication. Information can be dispatched efficiently if the radio channels remain clear.

After the emergency is successfully managed, insure that the "ALL CLEAR" page is made through the P.A. System.

Specific Tasks for Key Personnel During Emergencies

The following are specific tasks for designated employees:

General Manager/Highest Ranking SMG Employee

1. Notify the General Manager if not on-site.
2. Keep Department Heads apprised of the situation.
3. Keep client apprised of the situation through the Event Manager.
4. Interface with Senior Emergency Personnel regarding assistance and re-entry.

Department Heads

1. Proceed to the relocation area. Receive roll call information from supervisors/managers.
2. Forward missing employee names and last known location to the Control Room at **(415) 974-4021**.
3. Standby for further instructions.

Supervisors/Managers

1. Proceed to the relocation area. Take a roll call of all subordinates.
2. Relay roll call information to your Department Head.

Event Manager

1. Proceed to the client relocation area.
2. Keep client informed of the situation.
3. Update Department Heads of specific client needs.

Chief Engineer

1. Report to the Control Room.
2. Assess emergency, and assist arriving Emergency Personnel.
3. Provide updates when appropriate.

Security Manager

1. Report to the Control Room.
2. Accept Roll Call information.
3. Assist as needed.

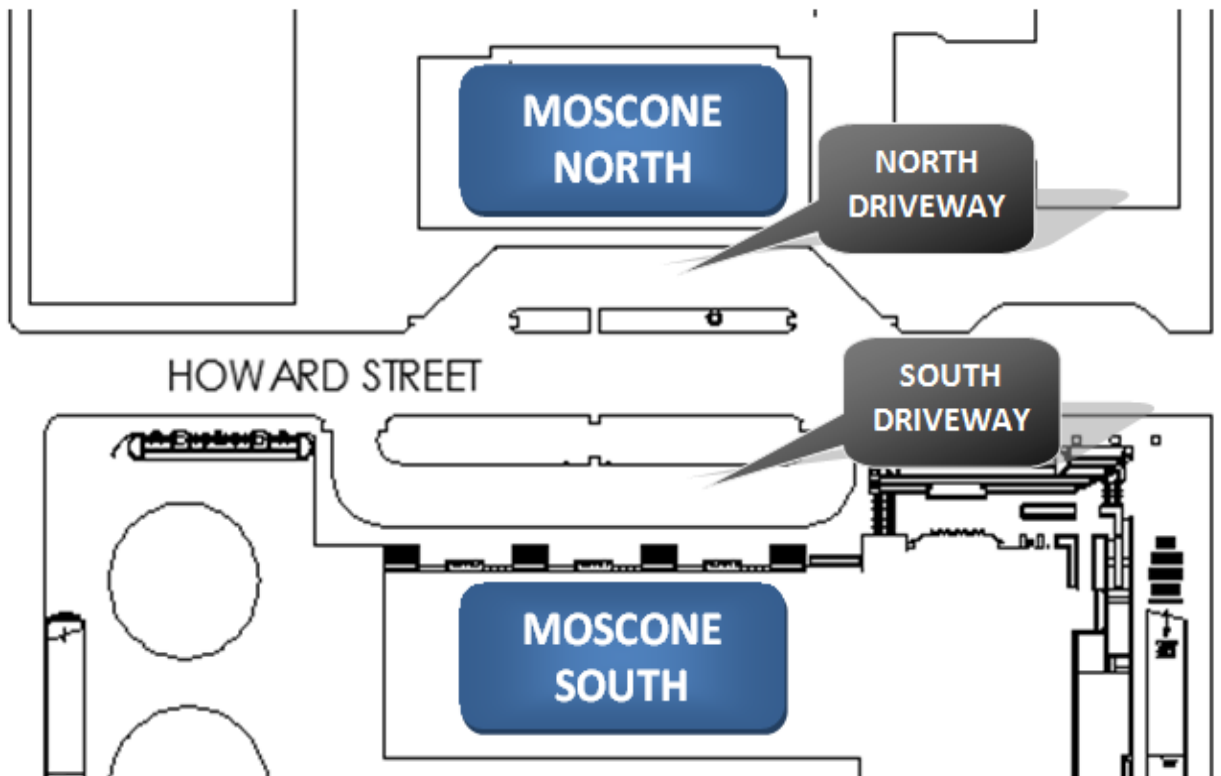
Fire Marshal

1. Report to the Control Room.
2. Assist the General Manager with Emergency Personnel.
3. Assist others as needed.

SMG Employee Evacuation/Relocation Procedures

In the event of an emergency, evacuation of the facilities may be necessary. The emergency personnel on the premises may mandate an evacuation. Emergency personnel are trained and may assist in the evacuation.

The following procedures are for all SMG employees to follow in the event of an evacuation. The designated relocation area for all SMG employees is in the **Moscone North Driveway**.



Evacuation Safety

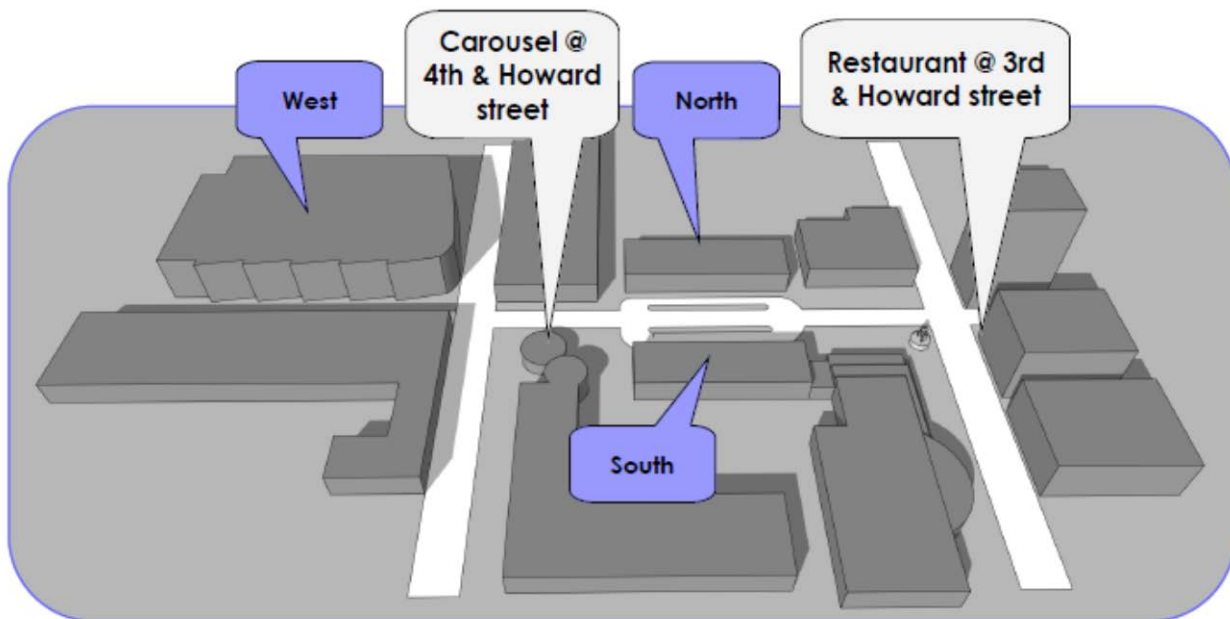
1. Remain calm, courteous, and quiet. Leave the facility immediately through the nearest exit.
2. Do not use elevators.
3. Assist elderly, injured, and disabled persons while you are exiting the facility.
4. Do not attempt to return to your locker room or office, or try to retrieve personal property.
5. Proceed directly to the designated relocation area.
6. Report to your supervisor immediately.
7. Await further instructions via the P.A. system, radio or from your supervisor.
8. Do not re-enter the facility unless instructed to do so.
9. If you are unable to exit (trapped/injured), call **511** with your name and location.

Suggested Client Relocation Procedures

Designate a relocation area for your employees.

1. Evacuate the building immediately upon notification.
2. Walk directly to the designated relocation area.
3. Use crosswalks and only cross with green light.
4. Report to your supervisor immediately.
5. Wait quietly for further instructions.
6. Do not leave the relocation area unless instructed to do so.

Below is a Moscone Center recommended relocation area for clients:



Suggested Evacuation Relocation Areas

Fire

The Moscone Center has many fire prevention features. These include but are not limited to Public Emergency Response Stations (PERS) throughout the building, extensive fire sprinklers in all areas, water reserve of approximately 100,000 gallons and a computerized monitoring system that reports all alarms to a central Control Room which is monitored twenty-four hours a day.

Fire prevention is everyone's responsibility. Do not engage in fire fighting of any type unless you have been properly trained. Fire fighting techniques will not be provided in this guide.

The Fire Marshal advises each organization using the facility to designate an area for staff roll call should an emergency arise.

<p style="text-align: center;">DO NOT ATTEMPT TO EXTINGUISH A FIRE UNLESS YOU ARE PROPERLY TRAINED.</p>
<p style="text-align: center;">IMMEDIATELY REPORT ALL FIRES TO SECURITY CONTROL. CALL 511, PERS, OR RED PULL STATION.</p>

Fire Safety

1. Remain calm.
2. Report the fire immediately. Do not assume that the fire has been reported.
3. Move safely away from the fire and smoke.
4. Stay low to the ground.
5. Do not inhale smoke or fumes.
6. Listen for instructions via the P.A. system.
7. Proceed to the nearest exit and leave the facility.
8. Report to the designated relocation area.

House Phone Reporting Procedures

1. Remain calm.
2. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
3. Speak slowly and clearly.
4. Tell the person in the Control Room:
 - a. There is a fire.
 - b. The location of the fire.
 - c. The type or cause of the fire.
 - d. If there are any injuries.
5. If safe, wait at the location for emergency personnel to arrive. Direct them to the emergency.

Earthquake

In the event of a natural disaster, the Moscone Center is a designated Mass Care Facility for District 3 of San Francisco. On order by the Mayor of San Francisco and the Mayor's Office of Emergency Services, the American Red Cross will utilize the facility for this purpose. SMG will continue full operation of the facility. As a tenant of the facility, the American Red Cross will operate in compliance with all facility rules. SMG assumes no liability for the safety and well being of visitors in care of the American Red Cross.

The Fire Marshal advises each organization using the facility to designate an area for roll call should an emergency arise.

Earthquake Procedures

1. Remain calm.
2. Take cover under a sturdy object or doorway. Avoid all windows and glass.
3. Assist injured and disabled persons.
4. Prepare for aftershocks.
5. Do not use the elevators or escalators.
6. Listen for instructions via the P.A. system.
7. Do not leave the facility unless instructed to do so.
8. Report to the designated relocation area.

Earthquake Emergency Announcement Verbage

The most senior staff member on-site shall determine if an earthquake announcement is needed. If it is determined to be needed, use the following verbage:

"An earthquake has occurred. Do not leave the building unless instructed to do so. Avoid windows and glass walls. Do not use elevators. Leave any area that has been damaged. Aftershocks may occur."

Medical Emergencies

1. The Moscone Center employs medical personnel during all event hours. They are responsible for treating medical emergencies and serve as a liaison to emergency care agencies. The building is equipped with four Automated External Defibrillators (AEDs). They are located outside the three first aid offices and inside the Security Control Room. In addition to the medical staff, many SMG employees have been trained in CPR and AED procedures. The medical staff should be notified of all injuries. All non-emergency injuries should be directed to one of the Health Offices. If there is no medical staff on duty, non-emergencies should be reported to department managers, supervisors or to the Moscone Center Security Security Control Room **(415) 974-4021**. First Aid techniques are not included in this guide.

First Aid Office Locations

South First Aid Office	Exhibit level near Room 106	974-4090
North First Aid Office	Exhibit level near Room 124	974-4096

Eyewash Station Locations:

South:

Engineer Control Room Esplanade Storeroom 320
Engineer Shop Esplanade Holding Kitchen
Forklift Area
Big West Housekeeping
South Cooling Tower
South Chiller Room
Boiler Room
Main Kitchen

North:

North Chiller Room
North Cooling Tower
Hall D Cafe
Alley #8
Ops Storeroom by F Sub

REPORT ALL MEDICAL EMERGENCIES IMMEDIATELY.

Dial 511 on any white house phone. Be prepared to answer some basic questions about the condition(s) of the injured. For example: Is the person breathing? Is the breathing labored? Is the person conscious? Is there any bleeding?, etc.

Reporting Procedures and Injury Safety

1. Remain calm.
2. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
3. Speak slowly and clearly.
4. Tell the person in the Control Room:
 - a. There is a medical emergency.
 - b. The location of the emergency.
 - c. Be prepared to answer general questions as to the condition of the person.
 - d. Wait at the location for emergency personnel to arrive. Direct them to the emergency.
5. Do not move the injured person unless they are in danger of further injury.
6. Keep the person warm and covered.
7. Do not let the injured person see or touch his/her wounds.
8. Do not give an unconscious or semi-conscious person anything to eat or drink.

Power Outage

Although the likelihood of a complete blackout within the Moscone Center is minimal, the possibility still exists. In the event of a power outage, Moscone North is equipped with emergency power by two diesel generators, both of which have a capacity of 2,000 gallons of fuel. Moscone South and the Esplanade Ballroom have three diesel generators, with a total capacity of 5,200 gallons of fuel. The emergency power system is designed to activate within the first few minutes of any power disturbance. Once activated, there is a general level of power provided to those areas affected by power loss.

Power Outage Supply

In the event of a power outage, some of the major areas supplied by the diesel generators are:

- Emergency Lighting
- Life Safety Features
- Smoke Exhaust Fans
- Control Room
- VIES (Voice Initiated Egress System) for announcements
- Refrigerators/freezers
- Sewage and Sump Pumps
- Telephone Service
- Elevators

**POWER OUTAGES ARE DANGEROUS. – DO NOT ATTEMPT TO PROCEED
IF YOU ARE NOT SURE OF YOUR PATH OR OBSTACLES IN FRONT OF YOU.**

General Reporting Guidelines

1. Remain calm
2. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. Listen to special instructions via the P.A. System.

Elevator Stoppage

Procedures for a stuck elevator with passengers are as follows: An engineer shall be dispatched to the scene. Engineering or Security personnel shall maintain communications with the occupant until extrication. If necessary, put the occupant on hold. Do not hang up! If the engineer is unable to reset the elevator and free the passenger, notify the San Francisco Fire Department and the elevator contractor immediately.

Power Outage Verbage

"A power outage has occurred and we are evacuating the facility (area). This is not an emergency. Please remain calm, and leave the building in an orderly fashion.

Bomb Threat

Bomb Threat Safety Guidelines

1. Notify the Interim General Manager, Security Manager, Event Manager, and Director of Operations by telephone.
2. Using the P.A. system, recall all SMG managers to the Security Control Room. Alert all personnel that radio silence is required.

P.A. Script: *"Your attention please, all Moscone Center Managers report to the Security Control Room. All Moscone Center Managers report to the Security Control Room."*

3. Dispatch a rover to meet the San Francisco Police Department. Notify them of the location of the Security Control Room.
4. Complete the attached Bomb Threat Checklist as soon as possible.

* BOMB THREAT CHECK LIST *

Callers Voice:		Questions To Ask:
<input type="checkbox"/> Accent	<input type="checkbox"/> Familiar	When is the bomb going to explode?
<input type="checkbox"/> Angry	<input type="checkbox"/> Laughter	
<input type="checkbox"/> Calm	<input type="checkbox"/> Lisp	
<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Loud	Where is the bomb?
<input type="checkbox"/> Coughing	<input type="checkbox"/> Normal	
<input type="checkbox"/> Cracking	<input type="checkbox"/> Nasal	
<input type="checkbox"/> Crying	<input type="checkbox"/> Raspy	What does it look like?
<input type="checkbox"/> Deep	<input type="checkbox"/> Ragged	
<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Slow	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Slurred	What kind of bomb is it?
<input type="checkbox"/> Distressed	<input type="checkbox"/> Soft	
<input type="checkbox"/> Excited	<input type="checkbox"/> Stutter	
<input type="checkbox"/> Other:		What will make it explode?
<input type="checkbox"/> Familiar? Who?		
Background Noise:		Did you place the bomb?
<input type="checkbox"/> Animals	<input type="checkbox"/> Music	Why?
<input type="checkbox"/> Baby	<input type="checkbox"/> Office	
<input type="checkbox"/> Bar	<input type="checkbox"/> P.A. System	
<input type="checkbox"/> Cellular	<input type="checkbox"/> Pay Phone	What is your name?
<input type="checkbox"/> Clear	<input type="checkbox"/> Plane	
<input type="checkbox"/> Cordless	<input type="checkbox"/> People	
<input type="checkbox"/> Factory	<input type="checkbox"/> Static	Where do you live?
<input type="checkbox"/> Home	<input type="checkbox"/> Street	
<input type="checkbox"/> Long Distance	<input type="checkbox"/> Voices	
<input type="checkbox"/> Motor	<input type="checkbox"/> In-house	
<input type="checkbox"/> Other:		Is there a way to contact you?
Threat Language:		
<input type="checkbox"/> Educated	<input type="checkbox"/> Incoherent	Exact wording of threat:
<input type="checkbox"/> Foul	<input type="checkbox"/> Message read	
<input type="checkbox"/> Irrational	<input type="checkbox"/> Taped	
<input type="checkbox"/> Other:		
Caller Description:		
<input type="checkbox"/> Male	<input type="checkbox"/> Female	
Age: _____	Race: _____	
<input type="checkbox"/> Other:		
Call Received by:		
Name: _____	Date: _____	
	Time: _____ a.m./p.m.	
Position: _____		
Phone #: _____		# Threat Received at: _____
		Time: _____ a.m./p.m.

Social Disturbances

Disturbances can range from two people arguing to many angry protestors in or outside of the facility. Most disturbances are non-violent protests outside of the building. However, occasionally protesters will enter the building.

**NOTIFY SECURITY IMMEDIATELY
OF ALL DISTURBANCES.**

Social Disturbance Procedures

1. Remain calm.
2. Do not attempt to enter into, defend a position, or subdue anyone involved in a disturbance.
3. If disturbance turns violent, call **911**.
4. Do not loiter. Leave the area immediately. Return to the facility if you are outside.

General Reporting Guidelines

1. Remain calm
2. From the nearest white courtesy phone, dial 511 to reach the Moscone Center Security Control Room.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. Listen for special instructions via the P.A. system.

If it is safe to do so, wait at the white courtesy phone for emergency personnel to arrive. Direct them to the emergency.

Building/Portable Structure Collapse

Structural collapse of any kind is an often complex, confusing, and extremely dangerous situation. This type of emergency frequently requires specialized rescue personnel and heavy equipment not readily available.

The collapse of a portable structure within the facility is possible and would necessitate an immediate response by emergency personnel.

**DEBRIS ARE UNSTABLE. IMMEDIATELY FOLLOWING A COLLAPSE,
DO NOT ENTER A COLLAPSED AREA.**

General Collapse Guidelines

1. Remain calm
2. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. Listen to special instructions via the P.A. System.

STAY CLEAR OF THE AREA

Toxic/Chemical Emergencies

Although the Moscone Center does not allow large quantities of flammable materials, dangerous chemicals, or undocumented toxic substances in the facility, there still exists the possibility of a toxic or chemical emergency.

ALL CHEMICALS USED IN THE FACILITY HAVE SDS (SAFETY DATA SHEETS) DOCUMENTATION AVAILABLE AT THE CONTROL ROOM, FIRST AID OFFICES, PURCHASING AND OPERATIONS OFFICES.

ALL CHEMICALS BROUGHT INTO THE FACILITY MUST HAVE CURRENT SDS INFORMATION AND BE REGISTERED WITH THE EVENT MANAGER IN CHARGE OF THE EVENT

Toxic Emergency Safety

1. Stay clear of the affected area. Assume the substance to be a health hazard.
2. Do not inhale fumes, gases or smoke. Do not touch the substance.
3. Evacuate the general area if the substance does not dissipate easily into the air or a strong odor persists.
4. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
5. Do not attempt to clean spills or extinguish flames until the proper disposal or extinguishing method has been identified on the chemical's SDS (Safety Data Sheet).
6. Move all injured persons away from the hazard.
7. Keep all visitors away from the affected area.
8. Follow instructions emergency personnel or the highest ranking manager.
9. Evacuate if necessary.

DO NOT TREAT INJURIES IF THE OFFENDING SUBSTANCE IS UNKNOWN.

TOXIC/CHEMICAL EMERGENCIES (Cont.)

Chemical Reporting Procedures

1. Remain calm.
2. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
3. When Security Control answers, tell the Security Officer:
 - a. There is a chemical emergency.
 - b. The location of the chemical emergency.
 - c. The type or cause of the chemical emergency.
 - d. If there are any injuries.
4. If safe, wait for help to arrive.

911 Toxic Emergency Reporting Procedures

1. If not possible to call **511** on white courtesy phone, then call **911** directly.
2. Speak slowly.
3. Tell the Operator:
 - a. There is a chemical emergency at the **Moscone Center - 747 Howard Street**.
 - b. The location of the chemical emergency within the building.
 - c. The type or cause of the chemical emergency.
 - d. If there are any injuries.
4. If safe, wait for help to arrive.

Toxic Injury Procedures

1. Isolate all persons affected by the toxic hazard.
2. Do not touch the affected area.
3. Do not attempt to perform first aid techniques if SDS (Safety Data Sheets) are not available to you.
4. Emergency responders will identify the toxin and proceed appropriately.
5. Do not let the injured person see or touch his/her wounds.
6. Do not give an unconscious or semi-conscious person anything to eat or drink.
7. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
8. When help arrives, stand clear of the area. Lend assistance only if asked.

Flood

Although the possibility of a major flood inundating the Moscone Center is remote, the dangers associated with water related emergencies are real and should be prepared for. Since portions of the Moscone Center are located below the water table and within the flood plain, there exists the possibility of water related emergency situations within the facility.

General Reporting Guideline

1. Remain calm
2. From the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.

If safe, wait at the white courtesy phone for emergency personnel to arrive. Direct them to the emergency.

**FLOODS ARE DANGEROUS - USE CAUTION WHEN
APPROACHING ANY WATER HAZARD - DANGER OF DROWNING,
ELECTROCUTION AND ACCIDENTS CAN OCCUR.**

Hostile Intruder

This section has been added to provide basic guidelines for SMG Administrators, Employees, Clients, and Guests should a hostile intruder enter the facility.

If a hostile intruder enters the facility:

1. Move to a safe location within the building, such as an interior room or behind large equipment or furniture. Stay out of view and away from windows.
2. Close doors and lock, if possible.
3. Remain calm and quiet.
4. Try to warn others without endangering yourself.
5. If it is safe to do so, call **911** or if possible, from the nearest white courtesy phone, dial **511** to reach the Moscone Center Security Control Room.
6. Do not pull the fire alarm. A fire alarm activation would signal all occupants to evacuate the building, placing individuals in jeopardy as they attempt to exit.
7. Remain in a safe place until law enforcement or Senior Management Personnel give the "All Clear."

Elevator-Trapped Passenger Notification Procedure

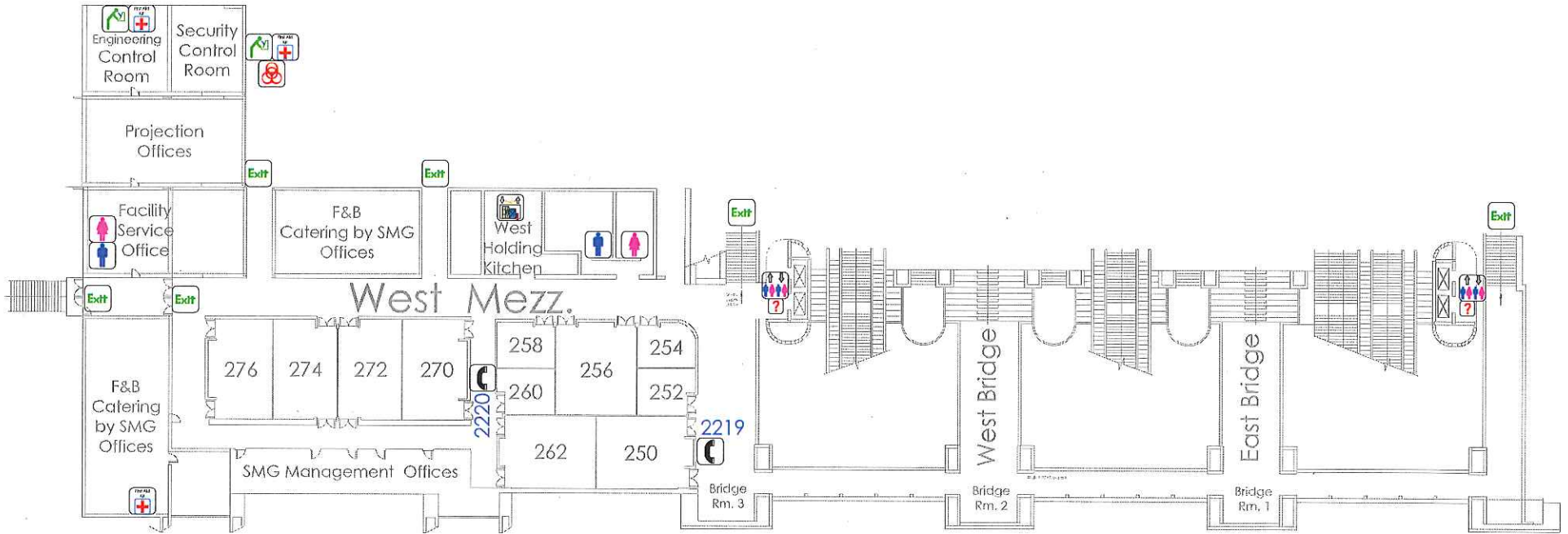
Upon notification of a trapped passenger in any elevator, Security Control is to immediately contact **911** to report the incident and request a response.

1. Engineering Control will then dispatch an engineer to the scene to attempt to open the elevator and release the passenger. Security Control will dispatch a security officer to the scene to assist. Security Control (or its designate) will maintain contact with the trapped passenger until they are released.
2. If the elevator cannot be opened by the engineer:
 - a. Engineering Control will contact Kone, advise them that "Fire" has been contacted to respond to the trapped passenger and request their emergency response.
 - b. The engineer will stand-by until "Fire" (and/or Kone) arrives and opens the elevator.
3. Security will comfort the released passenger and facilitate medical assistance if necessary.
4. The security officer will prepare an incident report and immediately forward it to Moscone Center Human Resources for passenger follow up.
5. If the elevator can be opened by Engineering:
6. Security Control should cancel "**911**".
7. If the engineer determines that the elevator is operating properly, Engineer Control will contact Kone and reduce the emergency request to a timely inspection.

White Courtesy Phone Locations and Maps

1. Moscone South Upper Lobby and West Mezzanine
2. Esplanade Ballroom
3. Moscone South Lower Lobby, Gateway Ballroom and adjacent rooms
4. Moscone South Exhibit Halls A, B and C
5. Moscone North Upper Lobby
6. Moscone North Lower Lobby and North Meeting Rooms
7. Moscone North, Hall D

See following pages for corresponding maps.



F&B



Elevator



Exit



Eye Wash Station



First Aid Kit



Defibrillator



Bio Hazmat Kit



Fire Hose



Women Restroom



Men Restroom



Water



Fire Extinguisher



First Aid Office



In House Phone

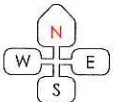


Freight Elevator

All Emergencies

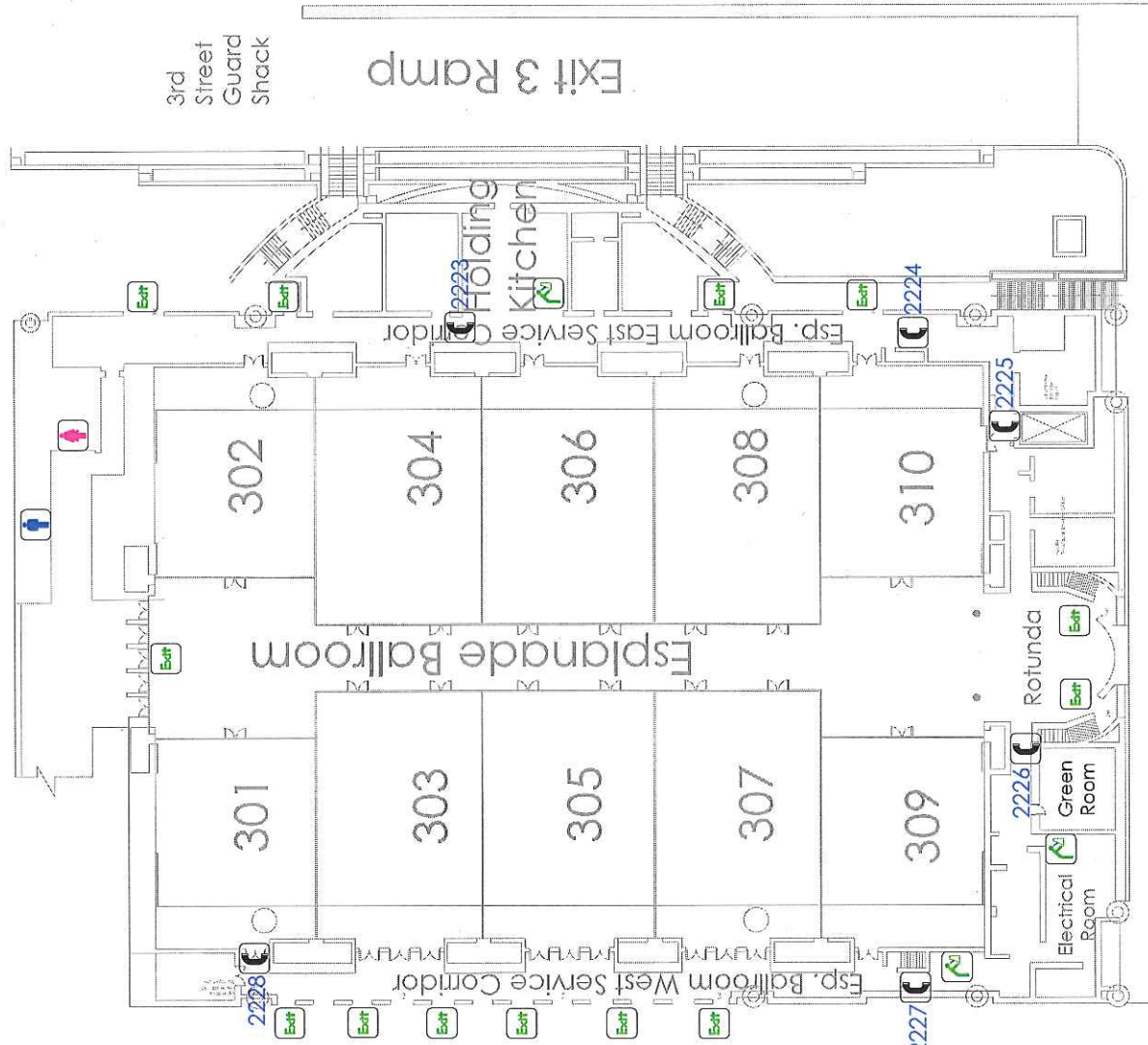
Call 511 from any White or In-House Phone

date: 01 13 17



Howard Street

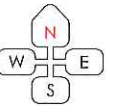
Folsom Street

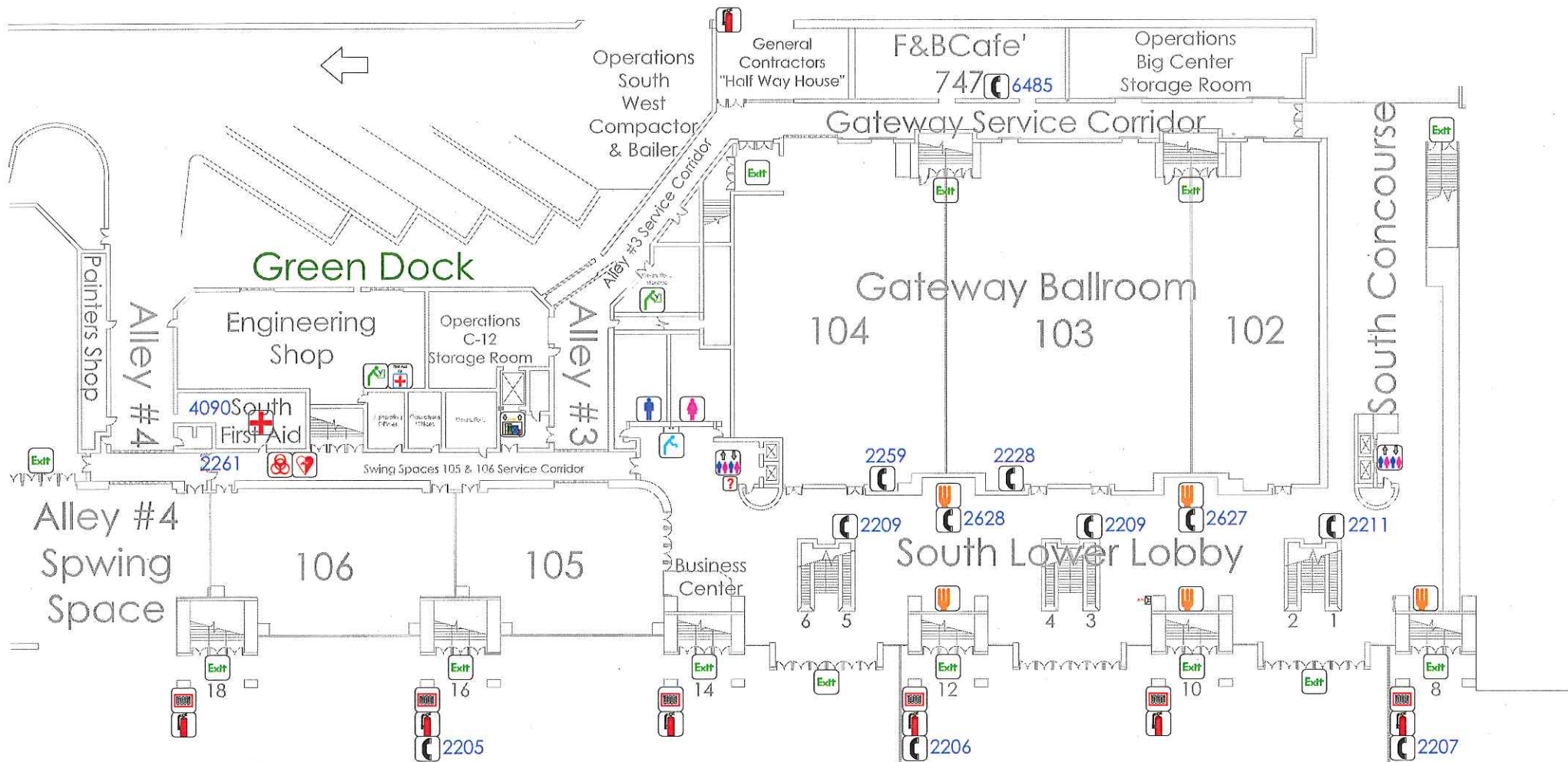


-  F&B
-  Elevator
-  Exit
-  Eye Wash Station
-  First Aid Kit
-  Defibrillator
-  Bio Hazmat Kit
-  Fire Hose
-  Women Restroom
-  Men Restroom
-  Water
-  Fire Extinguisher
-  First Aid Office
-  In House Phone
-  Freight Elevator

All Emergencies
 Call 511 from any White or In-House Phone

date: 01 13 17



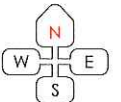


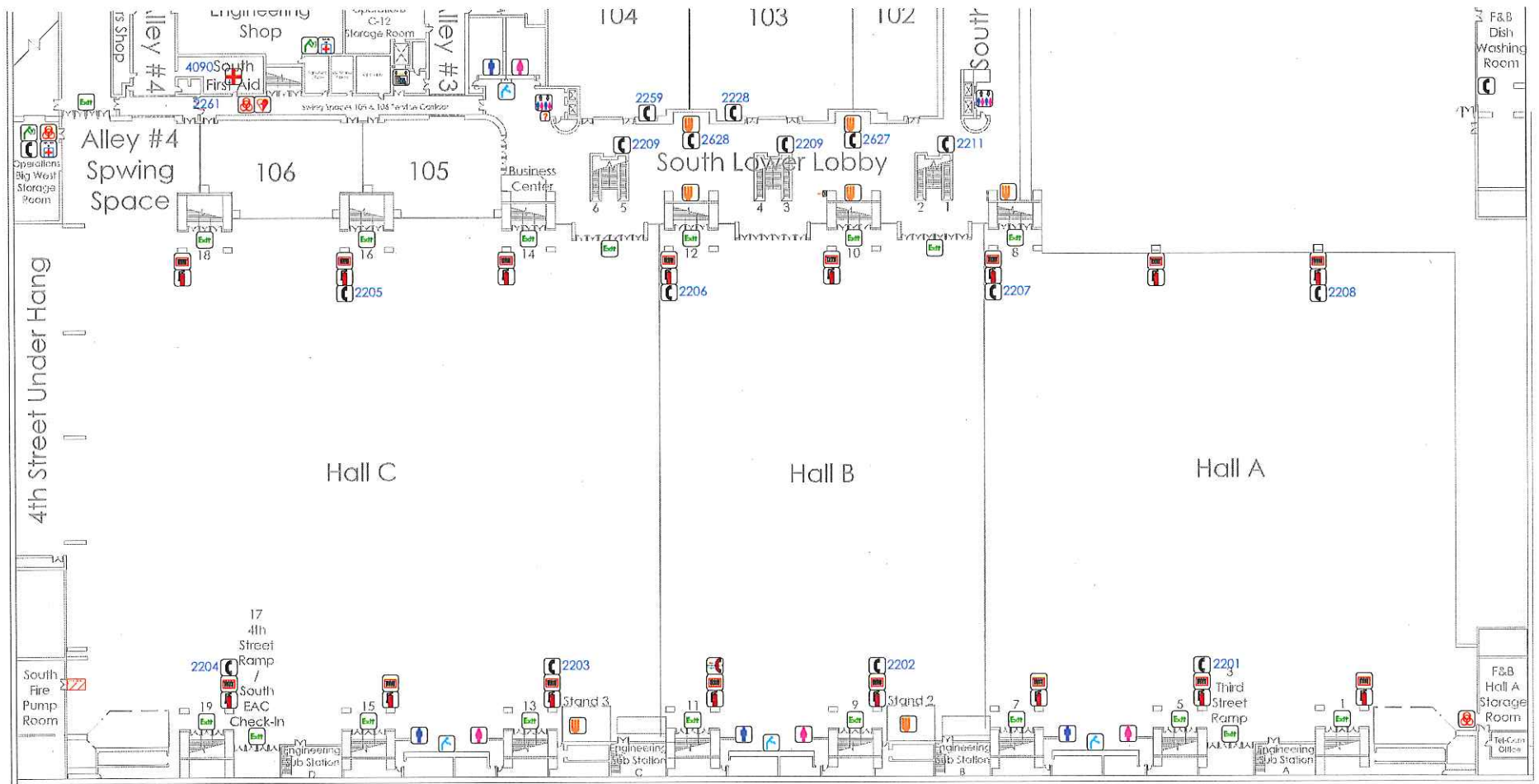
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-  Exit
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-  Defibrillator
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All Emergencies

Call 511 from any White or In-House Phone

date: 01 13 17





Folsom Street
(above)

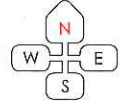


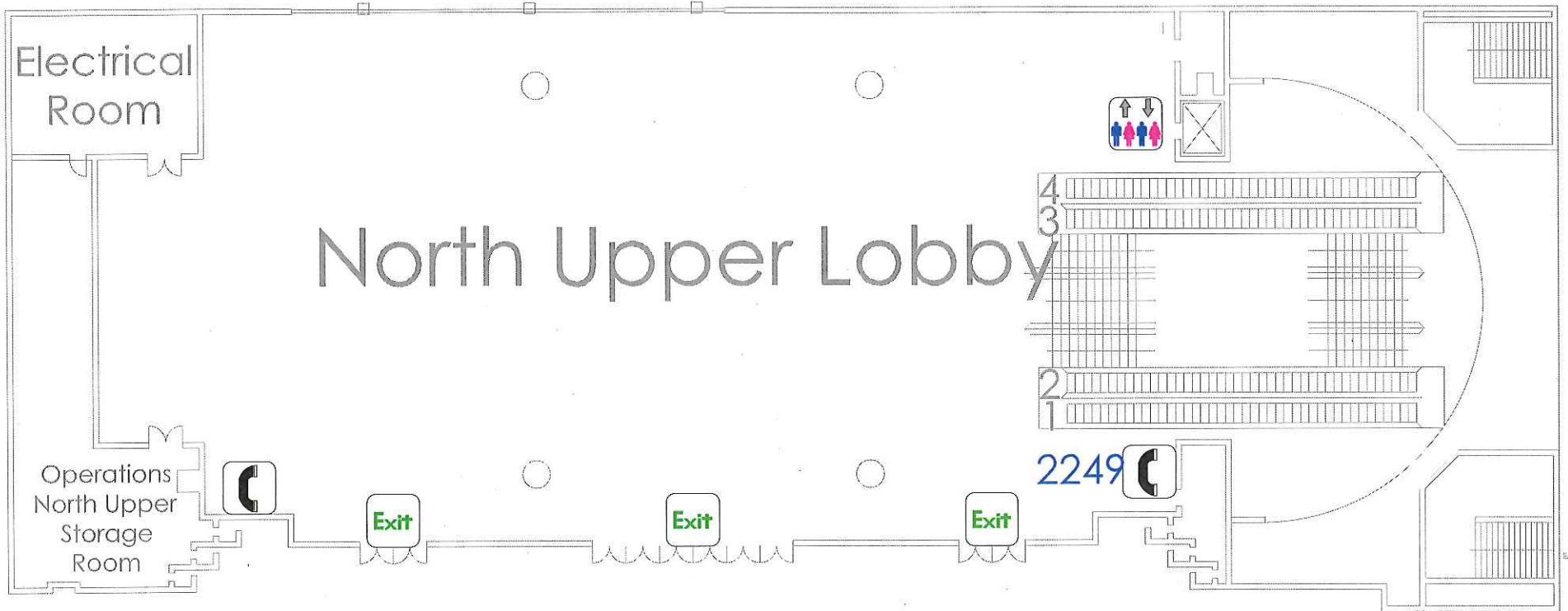
- 
F&B
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Elevator
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Exit
- 
Eye Wash Station
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First Aid Kit
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Defibrillator
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Freight Elevator

All Emergencies

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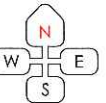


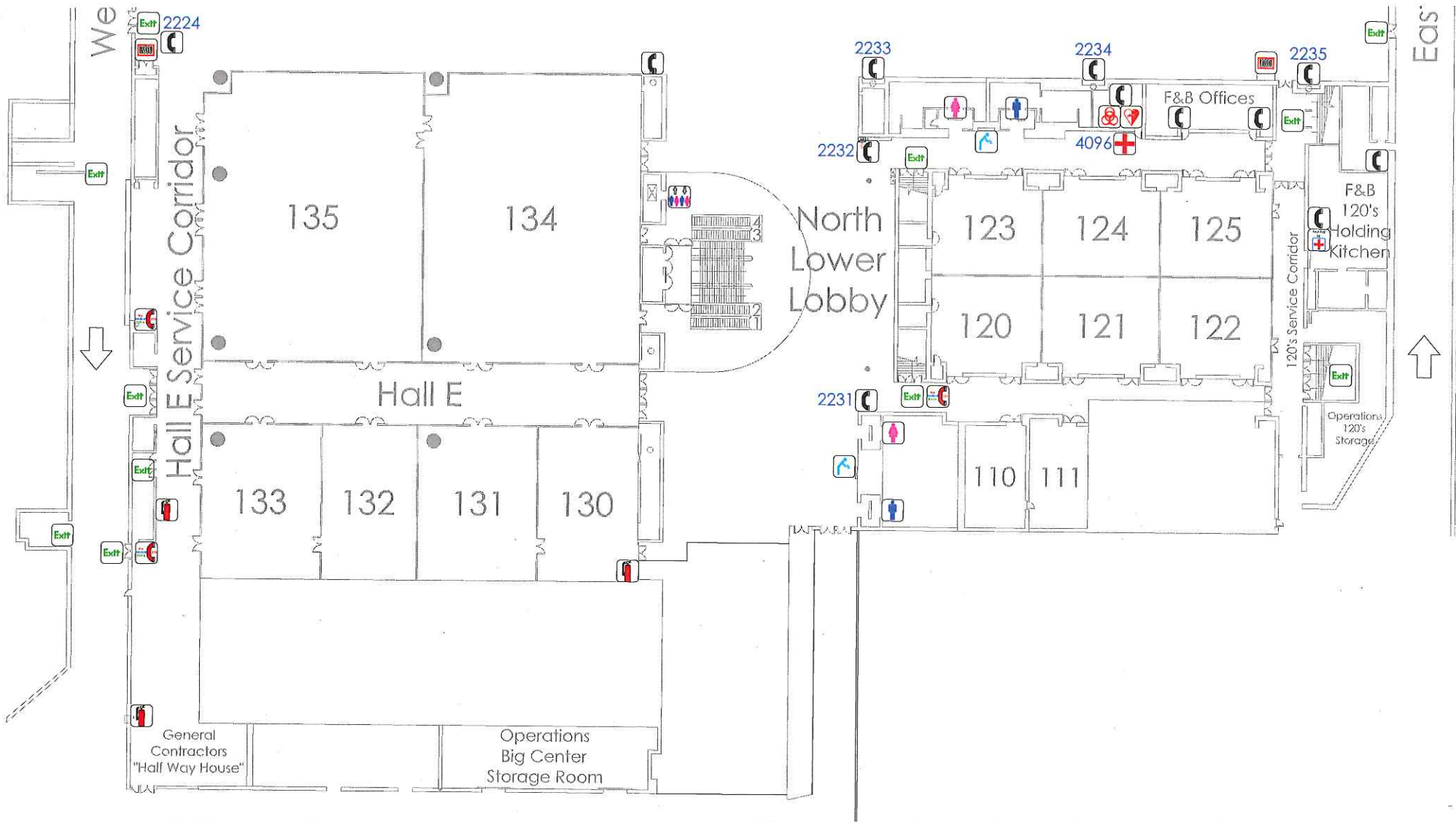


-  F&B
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All Emergencies
 Call 511 from any White or In-House Phone

date: 01 13 17

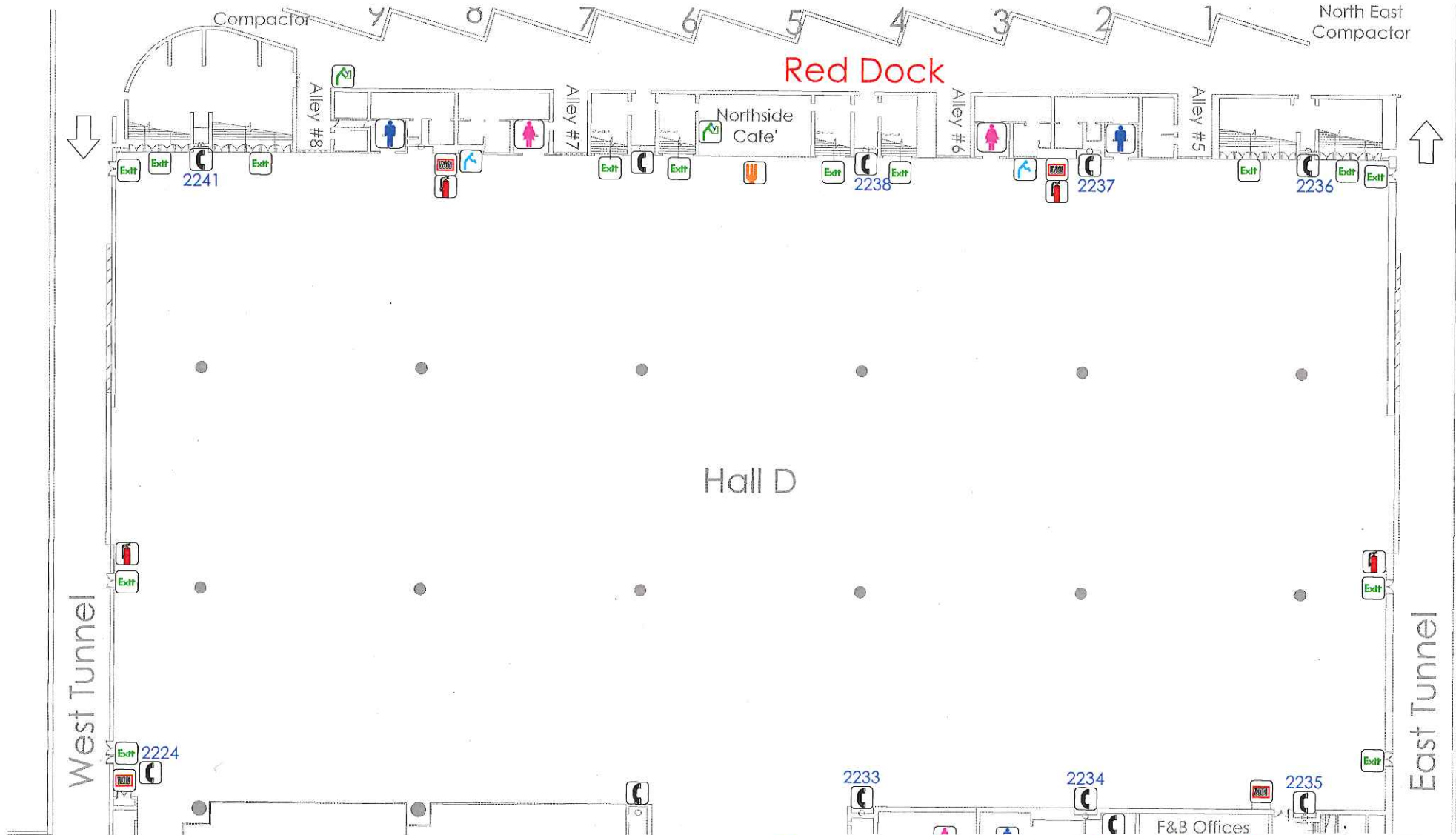




-  F&B
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-  In House Phone
-  Freight Elevator

All Emergencies
 Call 511 from any White or In-House Phone

date: 01 13 17 



Red Dock

Hall D



- F&B
- Elevator
- Exit
- Eye Wash Station
- First Aid Kit
- Defibrillator
- Bio Hazmat Kit
- Fire Hose
- Women Restroom
- Men Restroom
- Water
- Fire Extinguisher
- First Aid Office
- In House Phone
- Freight Elevator

All Emergencies
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date: 01 13 17

