



IN CASE OF EMERGENCY DIAL: 714-765-8975, or 8975

EVACUATION

- Remain Calm
- Do not use elevators or escalators
- Listen for PA announcements
- Do not loiter; **Evacuate Immediately**; use nearest exit
- Clear the way for emergency personnel
- Do not attempt to re-enter the building
- Met team at predetermined meeting point and make sure everyone is accounted for

MEDICAL EMERGENCY

- Remain Calm
 - Contact Security via phone **714-765-8975**, or any **House Phone** at ext. 8975.
- Observe the following:
- Is the victim breathing
 - Is his/her breath labored
 - Is the person conscious
 - Is he/she bleeding
- Do not administer First Aid; wait for EMT staff
 - Do not move the injured person
 - Do not let the victim see or touch his/her wounds
 - Complete an Incident Report (Informa OS22)

BOMB THREAT

- Take all threats seriously
- Do not use walkie-talkies to communicate
- Use cellular phone only when necessary
- Alert Security immediately via phone **714-765-8975**, or any **House Phone** at ext. 8975.
- Listen for emergency announcements
- Evacuate if necessary

Bomb Threat Check List

Be prepared to ask the following questions in the event a bomb threat is called in:

- Where is the bomb?
- When is it going to explode?
- What kind of bomb is it; what does it look like?
- Who placed the bomb and why?
- Information about caller (gender, name, etc.)
- Record the date and time the call was received and the number it was called into
- Listen for any distinctive background noise
- Record the exact wording of the threat
- Record the number the call came from

EARTHQUAKE

Inside a Building:

- Remain calm
- Stay indoors and seek shelter under a sturdy object (desk, chair or table)
- Avoid windows and glass
- Do not use elevators or escalators
- Be prepared for aftershocks

Outdoors:

- Move to an open area
- Do not attempt to go inside
- Crouch down and protect your body
- If you are in an automobile, come to a full stop and remain in the vehicle until the shaking has stopped

Aftermath:

- Listen for PA announcements - Evacuate if necessary
- Do not use telephones or cell phones
- Proceed with caution
- Prepare for additional aftershocks

TORNADO

Inside a Building:

- Remain Calm
- Proceed to 1st Floor; take shelter away from windows
- Crouch down and cover head

Outdoors:

- Lie down in nearest ditch, ravine or culvert
- Use hands to shield head

Aftermath:

- Listen for PA announcements
- Evacuate if necessary

FIRE

- Remain Calm - Do not inhale smoke
- Proceed to nearest Fire Exit and evacuate
- Hold your breath as much as possible, stay low
- Do not attempt to re-enter the building
- Met team at predetermined meeting point and make sure everyone is accounted for
- When the fire event has been resolved by the Fire Department, the Convention Center Security staff will notify all patrons of the "all-clear" via the PA system and bullhorns



Natural Products Expo West 2019 Emergency Plan

Natural Products Expo Wes Emergency Response Team Members (ERMT):

Setup a text group and email group for the Emergency Response Team Members (ERMT) prior to the event.

- **24 Hour Natural Products Contacts**
 - 1st Contact: **Lacey Gautier, Cell 303-909-7136**
 - 2nd Contact: **Kimberly Shaw, Cell 215-850-0880**
 - 3rd Contact: **Suzanne Gregory, Cell 303-503-7463**
 - 4th Contact: **Sharon Zittle, Cell 303-503-8128**
- **Security: Dan Taylor, Cell, 702-219-5678**
- **Security: Kim Taylor, Cell 702-612-1548**
- **Venue Security Manager - Richard Groscost, 714-944-2413**
- **Event Manager - Tamiko Tinker, (714) 240-9124**

Contact Protocol:

It is imperative that ACC Security Control be notified **FIRST** for any life/death emergency. They are able to dispatch emergency personnel and they are responsible for notification to outside responders (Police, Fire Dept. Ambulance, etc.)

- ACC Security Control may be contacted at **714-765-8975 or 8975** from any house phone.
- **DO NOT** call 911 directly
 - Calls to "911" by show management only delays response -
 - Security is better able to direct the arrival of the ambulance and Fire/Rescue to an area closest to the patient. Many attendees do not know their exact location in the building
 - All ACC Security Officers are certified in CPR/AED
 - Then contact 1st, 2nd, 3rd or 4th contact above until one is reached

Messages and Communication:

Three types of messages need to be communicated for an emergency:

1. Public Message (for communication to media, exhibitors, members and attendees)
2. Instructional Messages (staff members, show offices, facilities)
3. Pre-recorded (voicemail box for attendees and staff, Customer Service Department)
4. Press contact for the Natural Products - **Lacey Gautier, Cell 303-909-7136**
5. Setup a text group and email group for the Emergency Response Team Members (ERMT) prior to the event



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Note: all communication about the emergency should be made via hard-wired telephone or cellular phone. In the event of a bomb threat, cellular phone and radio communication should cease and communication should only be made via hard-wired phones to ensure that over-the-air signals do not detonate the bomb.

Emergency Response Team Members (ERMT) will assemble:

- If an emergency occurs which may require the Show team to make a decision regarding building evacuation
- An evacuation has been determined necessary by local authorities and is underway
- An event occurs that needs to be addressed to the media
- As determined ACC Event Manager Tamiko Tinker and Security Manager Richard Groscost

Locations for ERMT assembly:

1. Show Office room 201A
 - a. Should have emergency supplies such as first aid kits, blankets, flashlights, batteries and small toolkit
2. Car Park 5

Codes:

- Code **BLUE** – Bomb Threat
- Code **RED** – Fire Emergency
- Code **ADAM** – Lost Child

Medical

Nearest Hospital for Emergencies

- Anaheim Global, 1025 S. Anaheim Blvd, Anaheim, CA 92802
- Telephone: 714-533-6220

Nearest 24-hour Pharmacy

- CVS Pharmacy
1803 South Harbor Blvd, Anaheim, CA 92802
Telephone: (714) 817-9116
- Walgreens Pharmacy
1803 S. Harbor Blvd., Anaheim, CA 92802
- Telephone: (714) 808-0126

Security/First Aid Dispatch:

- **714-765-8975 Phone or 8975** from any house phone to contact the control center

Anaheim Fire & Rescue (AFD)

- Average response time to Insert Venue is Insert Time is 3-7 Minutes
- The responding stations are located (Listed closest to furthest away):
 - Station Insert # 3 (1717 S. Clementine, Anaheim, CA 92805) (0.7 Distance miles away)
 - Station Insert # 6 (1330 Euclid St, Anaheim, CA 92805) (2.1 miles away)

The Level 1 Trauma Center



Natural Products Expo West 2019 Emergency Plan

- UCI Medical Center
- Telephone: (714) 456-7890

Definition of LEVEL 1 Trauma Center - A trauma center is a hospital equipped to provide comprehensive emergency medical services to patients suffering traumatic injuries. Trauma centers grew into existence out of the realization that traumatic injury is a disease process unto itself requiring specialized and experienced multidisciplinary treatment and specialized resources.

First Aid

A First Aid Station can be found in the Insert Locations and will be staffed on the dates and times listed below:

Monday 3/5/18	8:00-5:00
Tuesday 3/6/18	8:00-5:00
Wednesday 3/7/18	8:00-5:00
Thursday 3/8/18	7:00-8:00
Friday 3/9/18	7:00-8:00
Saturday 3/10/18	7:00-8:00
Sunday 3/11/18	7:00-8:00

Emergency Situations – Bomb Threat

If a Bomb Threat occurs, consider the following: As a part of established EMERGENCY Procedures, a Bomb Threat Call checklist is provided in order to ascertain as much information as possible in the event a threat is received by telephone

PRODECURES - A Bomb Threat Call Checklist will be provided to all clerical personnel and made a part of established EMERGENCY Procedures:

- In the event a bomb threat is received, the Checklist should be readily available and as much information should be gained as possible from the caller
- DO NOT PANIC
- Listen carefully, note exact time
- Remember exact words, IE: type of threat (bomb, fire, threat of bodily harm, treat of death)
- Remember details of times stated, locations within the building, name of intended targets, and reason for threat
- Keep caller on the line, if possible. Obtain details or repeat of previous details
- Listen to speech characteristics CAREFULLY, IE: accents, slang expressions, list, whisper, and slur of speech possible caused by alcohol
- Listen for background noise, IE: street noise, bar or lounge, TV (in a home), possibility of long distance, etc.
- Notify the Event Security Office immediately: Then write down brief description of the telephone encounter. Short concise sentences are more effective. Speak only to CMT personnel
- Reports of Bomb Threat Calls should be made immediately in person to the following persons, as they are available ACC Security/Local Law Enforcement



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QUESTIONS TO ASK CALLER

1. When is bomb going to explode? _____
2. Where is it right now? _____

3. What does it look like? _____
4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? ☐ Yes ☐ No
Why? _____
7. What is your name? _____

8. What is your address? _____

9. Are you calling from a payphone? ☐ Yes ☐ No
10. Location and/or number? _____

11. Sex of caller? ☐ Male ☐ Female
12. Race of caller? _____
13. Age of caller? _____
14. Exact wording of threat: _____
15. Number call received at and is their number visible? _____
16. If voice is familiar, whom does it sound like? _____

CALLER'S VOICE: ☐ Calm ☐ Angry ☐ Excited ☐ Slow ☐ Rapid
☐ Soft ☐ Loud ☐ Crying ☐ Deep ☐ Nasal ☐ Raspy
☐ Lisp ☐ Accent ☐ Laughter ☐ Slurred ☐ Distinct ☐ Disguised
☐ Ragged ☐ Normal ☐ Stutter ☐ Familiar ☐ Clearing Throat
☐ Cracking Voice ☐ Deep Breathing

BACKGROUND NOISE: ☐ Street Noises ☐ Subway/Train ☐ Voices
☐ PA system ☐ Music ☐ House Noises ☐ Office Machines ☐ Motor
☐ Factory Machinery ☐ Clear ☐ Animal Noises ☐ Static
☐ Other: _____



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THREAT LANGUAGE: ☐ Message read by threat maker ☐ Well Spoken
(educated)

☐ Irrational

☐ Foul

☐ Taped

☐ Incoherent

Name of person taking call: _____ Date: _____

Title: _____ Cell Phone: _____