### 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
- Meet 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)

### 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

### 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

### 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 West 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 Groscoast, 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
Natural Products Expo West 2019 Emergency Plan

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 Grosost

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):
  o Station Insert # 3 (1717 S. Clementine, Anaheim, CA 92805) (0.7 Distance miles away)
  o Station Insert # 6 (1330 Euclid St, Anaheim, CA 92805) (2.1 miles away)

The Level 1 Trauma Center
• 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:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 3/5/18</td>
<td>8:00-5:00</td>
</tr>
<tr>
<td>Tuesday 3/6/18</td>
<td>8:00-5:00</td>
</tr>
<tr>
<td>Wednesday 3/7/18</td>
<td>8:00-5:00</td>
</tr>
<tr>
<td>Thursday 3/8/18</td>
<td>7:00-8:00</td>
</tr>
<tr>
<td>Friday 3/9/18</td>
<td>7:00-8:00</td>
</tr>
<tr>
<td>Saturday 3/10/18</td>
<td>7:00-8:00</td>
</tr>
<tr>
<td>Sunday 3/11/18</td>
<td>7:00-8:00</td>
</tr>
</tbody>
</table>

**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.

**PROCEDURES** - 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
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:_____________________________________________________________________________

______________________________________________________________

______________________________________________________________
Natural Products Expo West 2019 Emergency Plan

THREAT LANGUAGE:  ☐ Message read by threat maker  ☐ Well Spoken
(educated)
☐ Irrational  ☐ Foul  ☐ Taped  ☐ Incoherent

Name of person taking call: _________________________________  Date: ______________
Title: _________________________________  Cell Phone: __________________________