

EMERGENCY PROCEDURES



KAY BAILEY HUTCHISON
CONVENTION CENTER DALLAS



FOR EXTERNAL USE
VERSION 1.1.23

MESSAGE FROM THE KBHCCD EXECUTIVE TEAM

Thank you for selecting the Kay Bailey Hutchison Convention Center Dallas (KBHCCD) as the host facility for your event.

Here in Texas, “Dallas Delivers” and it’s all about your experience. At the KBHCCD, we strive to exceed your expectations in every aspect of your event. We pride ourselves on outstanding customer service and are as equally dedicated to providing a safe and secure environment for our clients, exhibitors, attendees and employees.

Through ongoing staff training and solid relationships with public safety agencies, the KBHCCD is equipped to adeptly handle emergency situations. KBHCCD Security personnel and many staff members are certified in CPR, use of automated electronic defibrillators (AEDs) and crowd management. All employees undergo thorough emergency operations and evacuation training on a regular basis. The KBHCCD’s partnerships with agencies such as the Dallas Police Department, the Dallas Fire Rescue Department and the Department of Homeland Security are strong, ensuring a seamless experience for clients, exhibitors, guests and staff.

Please review our KBHCCD Emergency Procedures Plan with your team and your contracted Event Security Provider.



We assure you that the health and welfare of our guests and employees is always our first priority at the KBHCCD and will be at the forefront throughout the planning and execution of your event. Thank you, again, for choosing to host your event at our venue.

A handwritten signature in blue ink, appearing to read "J. Lopez".

J. Anthony Lopez
General Manager



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OVERVIEW

The Kay Bailey Hutchison Convention Center (KBHCCD) is the fifth-largest convention center in North America. The facility is comprised of nearly 1 million sq ft of contiguous exhibit hall space and encompasses over 2 million sq ft in total. The Center is served by an internal Dallas Area Rapid Transit (DART) light-rail station and serves as the focal point of the busy Convention Center District.

DEFINITIONS

Emergency

The KBHCCD defines an emergency as any incident or situation that affects the safety or security of persons in or near its facility, disrupts the normal facility operation and/or causes damage/destruction to the facility that renders the KBHCCD unable to operate at normal levels for a period of time. Some types of emergencies are listed below.

Active Assailant / Active Shooter

An Active Shooter / Assailant involves an individual(s) actively engaged in killing or attempting to use deadly physical force on other people in a confined and/or populated area.

Bomb Threat

A bomb threat is generally defined as a threat to detonate an explosive or incendiary device to cause property damage, death, or injuries, whether or not such a device actually exists.

Fire

Fires involve the rapid oxidation of a material (the fuel) in the exothermic chemical process of combustion, releasing heat, light, and various reaction products. Numerous common and innocuous products can cause fires under the right circumstances.

Imminent Danger

Imminent Danger is any physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm.

Inclement Weather

Inclement Weather involves any severe weather condition that poses a threat to people or property. This can include, tornadoes, high winds, heavy rain, hail, lightning, snow, sleet,

Lockdown

A Lockdown is a security measure taken during an emergency to prevent people from leaving or entering a building or other location. It is similar to sheltering in place.

Shelter-in-Place

Shelter-in-Place means to take immediate shelter where you are—at home, work, or school. When sheltering in place, the facility or structure where you are located will provide protection from elements outside (debris, chemical release, etc.). A multitude of hazards can require sheltering in place, but in general, sheltering-in-place is appropriate when conditions outside are unsafe, and a higher degree of protection is available inside.

Suspicious package

In this instance, the term suspicious packages is used as a general term to cover a number of articles that could pose a potential threat, to include letters, packages or parcels, and unattended luggage or backpacks. Potential threats include, but are not limited to, IEDs [improvised explosive device] that take any form and can be any size, biological hazards such as anthrax, chemical hazards, and radiological hazards.

PURPOSE

The purpose of our Emergency Procedures is to ensure guest and employee safety is at the forefront of KBHCCD management and staff. These Emergency Procedures have been developed with the KBHCCD's core value of safety in mind and are intended to be a blueprint for the effective management of a crisis or disaster situation at the KBHCCD. While every effort has been made to account for all possible emergencies that might arise at the KBHCCD, some situations may not be covered in the following document. The information in these Emergency Procedures is comprehensive enough in its scope that it can be translated into any emergency situations not addressed specifically. This plan will be updated, adapted, and maintained regularly.

Clients must, at all times, conduct their activities with full regard for public safety and observe and abide by all applicable regulations and requests of Licensor or duly authorized governmental agencies responsible for public safety. Clients will familiarize themselves, their attendees, their contracted vendors and their employees with the safety procedures and regulations governing all parts of the KBHCCD used by the client. Clients shall instruct their contracted vendors and employees about the KBHCCD's evacuation plan in the event of fire or other disaster and formulate a specific plan to evacuate any disabled persons among them. The KBHCCD asks for client assistance by supporting the procedures outlined in this document through cooperation and active listening in the event of any emergency. It is critical that as facility users all clients review this plan with their staff and their contracted Event Security Provider (ESP).

SECURITY DEPARTMENT'S MISSION STATEMENT

The KBHCCD Security Department's goal is to provide a safe and friendly environment for everyone.

SECURITY GENERAL INFORMATION

Building Security

- The KBHCCD maintains twenty-four (24) hour building security in the public halls, corridors, and grounds.
- The Security Command Center (Dispatch) is staffed by KBHCCD security officers twenty-four (24) hours per day, seven (7) days per week.
- All KBHCCD Officers are duly licensed by the State of Texas Department of Public Safety and undergo training in multiple facets including CPR/ First Aid, Crowd Management, Active Shooter, de-escalation techniques, and Fire Safety.
- The KBHCCD Security Department will work with clients during the planning process to ensure that both the Event Security Provider

contracted by the client and the client's security plan meet the standard KBHCCD security requirements.

- Due to the immense size and numerous routes of entry, guests are highly encouraged to call Security Dispatch at 214-939-2942 first for any emergencies. Security Dispatch can then call 911 and direct First Responders to the correct location while simultaneously directing internal responders via radio.

Event Security

The following security guidelines will need to be considered when planning an event at the KBHCCD.

- Clients are responsible for hiring an Event Security Provider to secure leased premises and support areas. This contracted Event Security Provider must be selected from the eligible list available on the KBHCCD's website or enter into an agreement with the KBHCCD to operate within the facility.
- An adequate level of event staffing is required and subject to approval by the KBHCCD Security Department. Event staffing includes door guards and rover position(s) for each exhibit hall, ballroom or theater that is under the client's lease agreement. Medical personnel may also be required as part of a client's event security staffing. Note that event security service staffing levels for events that are open to the public such as youth events, concerts, plays, ride and drives and/or sporting tournaments, may have additional coverage requirements that will be determined on a case-by-case basis and may necessitate the contracting of off-duty Dallas Police Officers.
- Event security staffing coverage must commence at the first minute of move-in and continue through the completion of move-out.
- Event security personnel must be posted before any equipment, show material or freight may be moved into the facility. Twenty-four (24) hour security coverage is required in the exhibit hall and highly recommended in any areas containing valuable property/equipment.
- At least one (1) event security officer must be posted at any open freight door during move-in and move-out. No freight or personnel door(s) will be opened until event-security personnel have been posted. A detailed security plan must be submitted for review to the KBHCCD Security Department no less than forty-five (45) days prior to the beginning of your lease term. The plan will indicate the number of event security personnel and supervisors, dates, times and assigned locations. The KBHCCD may request reasonable modifications to plans and will require that any plan meets the requirements of KBHCCD safety and security regulations.
- We require communications between Event Security Providers and the KBHCCD security personnel. Event security personnel must immediately report any and all incidents to KBHCCD Security. An event security supervisor must be available to take reports on all incidents (theft, injury, etc.) that occur in areas under the care, custody, and control of clients. Copies of all incident reports must be submitted to KBHCCD Security within twenty-four (24) hours of each and every reported incident.
- Licensed law enforcement officers may carry firearms in the facility when performing security duties. Law enforcement officers are required for events that generate large quantities of cash, display products with extraordinary value, require special crowd control and/or heavy traffic flow, or pose harmful or threatening situations. The KBHCCD reserves the right to determine the minimum number of officers and assigned locations based on individual event requirements. Commissioned private security officers MAY NOT carry weapons in the performance of their duties at the KBHCCD.
- Clients and exhibitors in need of armed security shall secure the necessary licensed law enforcement officer services through the contracted Event Security Provider retained for the show.
- Additional event security information is available in the KBHCCD Security Policies & Procedures and/or can be obtained from the KBHCCD Security Department or KBHCCD Event Manager.

Parking, Transportation and Loading Docks

- The KBHCCD currently offers short-term parking in the garage located at the intersection of Memorial Drive and S. Griffin Street. Additional short-term metered parking is available at surrounding parking lots. Please refer to the KBHCCD website for specific information on parking.
- Delivery vehicles destined to loading docks will be asked to provide the following documentation to dock security personnel: driver and passenger identification, bill of lading and other delivery-related information. Additionally, the vehicle may be subject to a search, if warranted.
- Extended vehicle parking is not allowed in the KBHCCD loading dock areas. Vehicles are granted access for loading and unloading for thirty (30) minutes only.
- Trailers left in the KBHCCD loading docks overnight must be empty, open for visual inspection and identifiable.
- The KBHCCD has the right to tow any vehicle which is in violation of its rules and regulations or at the direction of a client or his/her representative. Violations include, but are not limited to, overnight parking in any of the KBHCCD parking lots including the parking garage and flat lots.

Incident Reporting

- In the event of an emergency, please call Security Dispatch at 214-939-2942. Provide details of your location within the facility (i.e. Hall A, Ballroom D1, Meeting Room C140, etc). Dispatch will call 911 as appropriate and direct First Responders to the correct location.
- Security awareness is everyone's responsibility. If you or any members of your staff observe anything that appears suspicious or unusual, please contact your contracted Event Security Provider. Your contracted Event Security Provider will communicate the incident to the KBHCCD Security Department who will determine the appropriate course of action.

“See Something - Say Something”

EMERGENCY PROCEDURES PLAN

Staff Training

All KBHCCD staff members are provided initial training and periodic refresher training on emergency operations. Topics covered in this training include procedures for responding to a variety of emergency situations at the KBHCCD, identification and assignment of personnel to various tasks and responsibilities for emergency response operations and coordination of emergency responses with the local health and public safety agencies.

Emergency Response Team Membership and Functions

The team developed to respond to emergency situations is comprised of KBHCCD personnel and individuals who provide support services to the KBHCCD. Each individual is assigned to specific tasks which correspond with his/her normal day-to-day responsibilities. In some instances, Departments may be realigned to fit the needs of the emergency situation. The following information identifies the emergency team members and their responsibilities.

The Emergency Team is comprised of the following individuals:

1. Executive Team Representative
2. Director of Safety and Security
3. Director of Operations
4. Security Manager

5. Director of Events
6. Marketing Manager
7. Director of Sales

The Emergency Team is responsible for implementing the following activities:

1. Alerting the Dallas Police Department and/or Dallas Fire Rescue Department.
2. Contacting the KBHCCD Marketing Manager
3. Alerting specific KBHCCD staff of the emergency situation, e.g. Managers and Supervisors
4. Alerting clients and their contracted Event Security Provider with events in-house of the emergency
5. Controlling all decision-making activities concerning the emergency
6. Implementing the KBHCCD's emergency plan
7. Ensuring all vital records and information are protected and stored in a safe place
8. Appointing and activating KBHCCD personnel as needed
9. Acting as main coordinator between KBHCCD staff, clients, guests, and all local support agencies
10. Recommending further action as deemed necessary



COMMUNICATIONS DURING AN EMERGENCY

Updates to Clients and Contracted Event Security Providers

The Event Manager(s) responsible for the event(s) in the KBHCCD facility during an emergency will be the designated liaison with clients and their contracted Event Security Provider. Clients and their contracted Event Security Provider will be kept informed in a timely manner concerning all stages of any emergency and will be consulted, when possible, prior to any facility staff actions that would affect any event activity. KBHCCD Security personnel will also provide updates, as appropriate and in coordination with KBHCCD Event Managers, to clients and their contracted Event Security Provider about any emergency situations at the KBHCCD facility.

Public Address System

All public address announcements concerning emergency situations at the facility will be made from the KBHCCD Security Command Center. Prerecorded messages have been created for the emergency situations discussed in this document and should be used as a first option. If the prerecorded announcement system fails, printed copies of the prerecorded statements are available in the KBHCCD Security Command Center and can be used as the script when a live announcement must be made in lieu of using a prerecorded message.

Two-Way Radio Traffic

It is critical to remember that two-way radio traffic is to be kept to a minimum during an emergency. If an emergency command center has been activated and an emergency announced over the public announcement system from the KBHCCD Security Command Center, all two-way radio traffic should end. Once the Security Command Center provides instructions, normal radio communications can resume.

Media

All information released to the media about an emergency at the KBHCCD must be issued by the OVGC360 General Manager (or designee). Once/if an

official emergency command center is established, all communications will be routed through the KBHCCD Marketing Manager. The KBHCCD Marketing Manager will also coordinate all communication with area support agencies and the local media.

Types of Emergencies

In the event of any life-threatening emergency at the KBHCCD, Security Dispatch can be contacted at 214-939-2942. Provide details of your location within the facility (i.e. Hall A, Ballroom D1, Meeting Room C140, etc). Security Dispatch will call 911 as appropriate and direct First Responders to the correct location.

At the same time, have someone notify your contracted Event Security Provider of the emergency. Your contracted Event Security Provider will then contact the KBHCCD Security Command Center, which will involve any additional KBHCCD staff and/or agencies as needed.

For non-life-threatening situations. Always contact your contracted Event Security Provider first. Your contracted Event Security Provider will then contact the KBHCCD Security Command Center, which will involve any additional KBHCCD staff and/or agencies as needed.

Imminent danger/threat in the area

Depending on a situation or law enforcement response, the KBHCCD might go into lock down. That decision would be made between the Center's Executive Team and the Dallas Police Department. Clients will be notified regarding those incidents.

Medical Emergencies/Injuries

In the event of any medical emergency at the KBHCCD facility, e.g. heart attack, stroke, or seizure, call Security Dispatch at 214-939-2942. Provide details of your location within the facility (i.e. Hall A, Ballroom D1, Meeting Room C140, etc). Dispatch will call 911 as appropriate and direct First Responders to the correct location.

At the same time notify your contracted Event Security Provider of the emergency. Your contracted Event Security Provider will then contact the KBHCCD Security Command Center, which will involve any additional KBHCCD staff and/or agencies as needed.

For minor injuries, e.g. bruises or blisters, always contact your contracted Event Security Provider first or medical provider if hired. Your contracted Event Security Provider will then contact the KBHCCD Security Command Center, which will involve any additional KBHCCD staff and/or agencies as needed.

All parties should remain at the scene and administering first aid within the scope of their training, if possible. Keep all witnesses at the scene and endeavor to keep everyone calm and the area clear of spectators.

Fire

The KBHCCD has many fire prevention features including an extensive fire sprinkler network, smoke detectors located throughout the facility, a powerful horn, and light alarm system and multiple fire extinguisher units. All are monitored, tested, and serviced for quality assurance on a regular basis. Additionally, the Dallas Fire Rescue Department is strategically located next to the KBHCCD Campus.

Reporting Fires

If there is obvious evidence of a fire at the KBHCCD facility, follow these steps in the order listed:

1. Leave the area of the fire immediately.
2. Call Security Dispatch at 214-939-2942 and report the fire. Be prepared to give as much detail as possible about the fire (e.g. flames, smoke) as well as the location of the fire (i.e. Exhibit Hall, Meeting Room, etc). Security Dispatch will call 911 and direct First Responders to the correct location.
3. Report the fire to your contracted Event Security Provider after calling Security Dispatch.

Once notified of the fire by your contracted Event Security Provider, the KBHCCD Command Center will relay as many pertinent details about the fire as possible to the Dallas Fire Rescue Department e.g. flames, smoke, location of fire, number of functions in the facility, approximate number of attendees and meeting place for Security to meet the fire truck at the facility.

Fire Extinguishers

Fire extinguishers are located throughout the KBHCCD facility and are quality checked on a regular basis. If the client or employee discovering/reporting the fire feels that he/she may be able to extinguish the fire without endangering him/herself or others, then he/she should try to do so. Otherwise, the client or employee should clear the immediate area of building staff, client staff and guests and remain available to point out the fire's location to responding KBHCCD Security and Dallas Fire Rescue Department.

False Alarms

Due to the size and complexity of the KBHCCD facility, the activation of the fire alarm system's horns and lights may not accurately indicate a problem in a specific area. If no obvious evidence of a fire exists, e.g. presence of smoke or flames, then clients should remain in place until announcements are made over the public announcement system either ordering an evacuation or verifying a false alarm. If an emergency notification is made, then all personnel should heed the notification and follow the directions immediately.

Inclement / Severe Weather

Texas is subject to sudden severe weather. In the event of a tornado or any other weather-related emergency, KBHCCD Security staff will work to protect clients, guests and staff of any bodily harm, minimize the disruption to normal facility operations and event activities and reduce property losses.

Tornado Preparedness Action Plan

KBHCCD Security will take the following actions to ensure guest safety with relation to a tornado or other weather-related natural disaster:

Communications

- Brief clients and clients' contracted Event Security Provider (via KBHCCD Event Manager or KBHCCD Security Manager) with upcoming and in-house events on the facility's action plan for a severe weather
- Brief personnel who will be on duty at the time of a projected severe weather
- Advise guests and employees to refrain from moving their vehicles until conditions are deemed safe
- Track storm and report on progress to Executive Team, staff, clients, and clients' contracted Event Security Provider

- Monitor all HAZMAT conditions and report any problems promptly to the Dallas Fire Rescue Department and KBHCCD Facilities Department

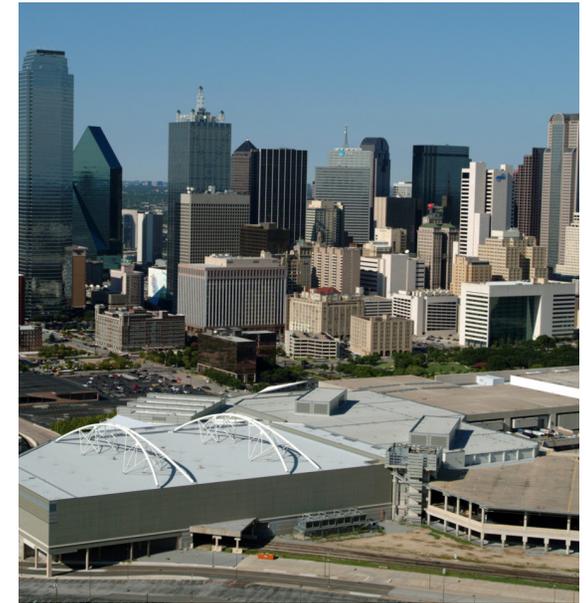
Structures, Equipment and Property

- Assess infrastructure safety
- Secure all vehicles, equipment, materials, and guest property. Check parking lots for loose debris
- Inspect fire protection equipment
- Check and ensure that all emergency exits are clear and free from obstructions
- Fill all KBHCCD Security gas powered-vehicles with gasoline
- Charge all KBHCCD Security electrical powered-carts and store in an exhibit hall
- Inspect all section radios, batteries, and flashlights to ensure that they are in good working order

Tornado Safety Tips

In the event of a tornado, KBHCCD guests and employees should avoid the following areas:

- Spaces Adjacent to Exterior Glass Panels, Exterior, or Loading Docks
- Catwalks
- Elevators
- Escalators
- Electrical Rooms



The KBHCCD Security Management team, members of the KBHCCD Emergency Response Team, the assigned KBHCCD Event Manager will remain in constant contact with clients and clients' contracted Event Security Provider during any tornado activity or weather-related emergency. Clients and their staff are guests are encouraged to contact their contracted Event Security Provider or KBHCCD Security if weather conditions worsen, leaks are detected, etc.

If a tornado evacuation is ordered, all personnel should move to the parking garage, or C100/D100 meeting room areas by the most efficient route.

Hazardous Materials

Many materials are regulated for their use, handling, storage, transport, and disposal. Regulated materials may be classified as hazardous, non-hazardous, and biomedical. These materials are defined by Texas Administrative Code Title 30 and the Code of Federal Regulations 40 CFR 261. Regulated materials include a wide range of gaseous, corrosive, ignitable, reactive, toxic, biomedical, and potentially infectious materials.

Some examples of regulated materials include, but are not limited to, the items listed below:

Oils/Fuels	Reactives
Spent Plating Wastes	Flammable Gases
Pesticides	Lead-Acid Batteries
Acids/Bases	Ink
Sludges	Dru Cleaning Residue
Printing Byproducts	Solvents
Heavy Metals/Inorganic Compounds	Biomedical

If a client or exhibitor intends to bring a regulated material into the KBHCCD, they must notify the KBHCCD Event Manager prior to move in and provide all documentation required by the related regulation governing that material. The client and their exhibitor are both expected to be knowledgeable about the regulations governing the materials brought into the KBHCCD and comply with those regulations. The client and their exhibitors must ensure that contractors involved in the use, handling, transportation, storage, and disposal of any regulated material are knowledgeable with the related regulations and complies with them at all times.

In the event of a regulated material leak, the Dallas Fire Rescue Department will be contacted and advised of the situation if it is determined by the on-scene KBHCCD Security and supervisory staff that the leak, spill, or accident cannot be contained and/or corrected by KBHCCD employees.

If the nature of the incident is severe enough, it may be decided by the General Manager (or authorized designee) or the Dallas Fire Rescue Department on-site Incident Commander or Dallas Police Department on-site Incident Commander that an evacuation of an area or the entire facility, is necessary.

Partial or Catastrophic Loss of Electrical Service

In the event of a power outage, the KBHCCD is supplied emergency power by generators. These generators will 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.

In any power outage event, guests and employees are advised to stay in place until power returns or security or public safety personnel arrive to assist.

For example, the following steps should be followed in the event of a partial or catastrophic loss of electrical services:

1. Clients or show office staff members experiencing the loss of power are to call their contracted Event Security Provider. Caller and colleagues should remain calm and stay in place until help arrives or power returns.
2. The client's contracted Event Security Provider will contact the KBHCCD Security Command Center. The KBHCCD Security Command Center will contact KBHCCD Facility Maintenance with verification of the extent of the affected area.
3. KBHCCD Facility Maintenance will make the initial contact with the priority outage departments at Oncor.

4. KBHCCD Facility Maintenance and/or KBHCCD Security will guide Oncor unit(s) to the affected area. After Oncor identifies the cause of the outage, an assessment of the time required for full restoration of power will be made.
5. KBHCCD Facility Maintenance will update KBHCCD Event Managers and KBHCCD Event Security with the electrical power restoration action plan. KBHCCD Event Managers and KBHCCD Security will brief clients and contracted Event Security Providers with in-house activity.

Bomb Threat

Bomb threats should always be taken seriously. The following steps should be taken in the event of a bomb threat:

1. Remain calm.
2. Do not get upset or hang up on the caller.
3. Be careful not to say or do things that will scare the caller away.
4. Record the time the call is received and the exact extension/number that was called.
5. Keep the caller talking by asking specific questions about the bomb. The KBHCCD has a bomb threat checklist available which clients can request for show office use.
6. Try to identify the caller.
7. Upon termination of the phone call, immediately notify your contracted Event Security Provider and the KBHCCD Security Command Center.
8. Do not tell anyone else about the call.

Your contracted Event Security Provider will contact the KBHCCD Security Command Center, which will notify the Dallas Police Department and KBHCCD Executive Team, Department Directors, and any Event Managers with in-house events.

During a bomb threat situation, please refrain from two-way radio usage and listen to the overhead public announcement system for any evacuation instructions.

Active Shooter/Active Assailant

As a large public facility, the KBHCCD has the potential for a large loss of life in an active shooter situation. By its nature, the KBHCCD is considered a soft target for an active shooter.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly hand written
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____

The KBHCCD subscribes to the Department of Homeland Security’s philosophy of “RUN, HIDE, FIGHT”. The following steps should be taken in the event of an active shooter on campus:

<https://www.fbi.gov/video-repository/run-hide-fight-092120.mp4/view>

Run:

1. Remain calm.
2. If you’re a safe distance away from the shooter, quickly and quietly exit the building you’re located in and completely leave the KBHCCD grounds. Take anyone in the immediate area with you.
3. Call 911 and provide the dispatcher with as much information about the suspect as possible: race, sex, clothing, weapons, location, etc.
4. Have another person call Security Dispatch at 214-939-2942.
5. Upon termination of the phone call, immediately notify KBHCCD Security at (214) 939- 2942 if someone else hasn’t done so already.

Hide:

1. If you’re in close proximity of the shooter, hide and find safety out of his/her eyesight. Lock and barricade any doors/windows.
2. Call 911 and report your specific location on campus and details of what you’re seeing or hearing, i.e., number of guns, number of shooters, his/her most recent location and where he/she was heading.
3. Comply with all instructions given to you by 911 personnel.
4. Upon termination of the phone call, immediately notify KBHCCD Security at (214) 939-2942.
5. If you cannot leave, remain hidden and safe until you’re verbally and visually given the “all clear” by law enforcement.

Fight:

1. If you are confronted by the suspect it is an individual decision to fight or not. If no avenue of escape is available and the decision to fight is made then the maximum force possible should be used. Throw anything at the attacker: chairs, fire extinguishers, books, pipes, etc. Use any object at available to strike and subdue the attacker or allow you to escape.

KBHCCD Security will make contact with the Dallas Police Department and assist them by providing as much intelligence on the suspect’s location, weapons, etc. KBHCCD Security personnel are not trained or equipped to engage an active shooter. Their primary responsibility is to evacuate the area and provide intelligence to responding law enforcement.

Suspicious Letters, Packages or Objects

The following procedure should be followed in any instance of a letter, package or object that appears suspicious:

HOW TO RESPOND	HOW TO RESPOND
WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY	WHEN LAW ENFORCEMENT ARRIVES
1. RUN <ul style="list-style-type: none">• Have an escape route and plan in mind• Leave your belongings behind• Keep your hands visible	<ul style="list-style-type: none">• Remain calm and follow instructions• Put down any items in your hands (i.e., bags, jackets)• Raise hands and spread fingers• Keep hands visible at all times• Avoid quick movements toward officers such as holding on to them for safety• Avoid pointing, screaming or yelling• Do not stop to ask officers for help or direction when evacuating
2. HIDE <ul style="list-style-type: none">• Hide in an area out of the shooter’s view• Block entry to your hiding place and lock the doors• Silence your cell phone and/or pager	
3. FIGHT <ul style="list-style-type: none">• As a last resort and only when your life is in imminent danger• Attempt to incapacitate the shooter• Act with physical aggression and throw items at the active shooter	
CALL 911 WHEN IT IS SAFE TO DO SO	INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR <ul style="list-style-type: none">• Location of the active shooter• Number of shooters• Physical description of shooters• Number and type of weapons held by shooters• Number of potential victims at the location

1. Do not move or touch the object.
2. Report the suspicious object to your contracted Event Security Provider. Two-way radios increase the chance of detonation and are not a secure communication line so should not be used. Share with your contracted Event Security Provider what about the envelope, package or object is suspicious, e.g. no return address, unknown odor or leaking emanating from within, looks bulky or oddly-shaped.
3. Keep the immediate area clear of guests and employees until the responding security or specialized personnel arrive and can take control of the area.
4. Your contracted Event Security Provider will notify the KBHCCD Security Command Center of the suspicious package situation. The KBHCCD Security Command Center will coordinate, as needed, assistance from the Dallas Police Department.
5. Your KBHCCD Security will notify the KBHCCD Executive Team, Department Directors, and Event Manager(s) with in-house events. Further instructions will be issued from one of these parties.

Social Demonstrations

Social demonstrations can range in size and intensity from a small confrontation to a large crowd of protesters located inside or outside the facility. The majority of disturbances at the KBHCCD are nonviolent demonstrations held outdoors or at City Hall Plaza.

If a demonstration occurs in leased space, clients should contact their contracted Event Security Provider. The contracted Event Security Provider will then notify the KBHCCD Security team who will coordinate assistance, as needed, from the Dallas Police Department.

If a demonstration occurs outside leased space, clients should contact KBHCCD Security directly. The KBHCCD Security Manager will coordinate assistance, as needed, from the Dallas Police Department and will update the client's contracted Event Security Provider.

If a disturbance turns violent at any time, call Security Dispatch at 214-939-2942 and provide details of your location within the facility (i.e. Exhibit Hall, Meeting Room, etc). Security Dispatch will call 911 as appropriate.

As a government-owned, public facility, the KBHCCD does not have designated demonstration areas. However, KBHCCD Security will comply with the wishes of clients in all social demonstration situations at the facility including protests. At the client's request, KBHCCD Security personnel will ask any individual (or individuals) whose activity is contrary to the protocol of events in-house to cease and desist the following actions:

1. Distribution of materials, programs, pamphlets.
2. The formation of a protest and/or demonstration.

Additional demonstration situations will be addressed on an as needed basis. Individuals who fail to obey KBHCCD Security's cease and desist instructions may be issued an official trespassing warning.

Pandemic/Infectious Disease

The KBHCCD dedicated to reducing the risk of infectious disease within its facility. The KBHCCD has implemented programs for identifying and complying with all current legal requirements associated with cleaning, disinfecting, and infectious disease prevention. The KBHCCD Operations Department is responsible for updating all legal requirements associated with cleaning, disinfecting, and infectious disease prevention within the KBHCCD's. All

KBHCCD employees, business partners, and vendors/contractors are responsible for upholding federal, state, county, industry guidelines, and local legal requirements. In addition, OVG360 corporate office provides additional guidelines and support through its Corporate Reopening Plan.

The KBHCCD is committed to upholding every protocol to clean, sanitize, and disinfect the facility through in accordance with its corporate guidance and procedures. This commitment will provide the safest environment possible for each employee, client, attendee, and partner who enters the building.

The procedures KBHCCD will implement include an infection and disease prevention program that will diminish the risk of infections, including SARS-CoV-2. Every employee will adhere to the necessary cleaning, disinfection, and disease prevention responsibilities. Additionally, each process will be adequately defined, documented, and communicated to the employees that must perform each task associated with the duties. Senior management is responsible for overseeing the processes to ensure that they are up to the best industry standards.

EVACUATION AND ASSEMBLY PLAN

The Emergency Evacuation and Assembly Plan procedures for the KBHCCD are intended to provide safe evacuation guidelines to protect life and property.

Authority

The OVG360 General Manager (or designee) is the only person who can authorize the evacuation of the KBHCCD due to an emergency prior to the arrival of responding authorities called in to handle the emergency situation.

Responsibilities

The KBHCCD Security Department will be responsible for the exercise and conduct of the evacuation procedures during emergencies in the facility. KBHCCD staff is responsible for assisting in the execution of emergency procedures, the safe evacuation of guests and employees and the safeguard of equipment to minimize loss of life and property. Clients and their contracted Event Security Providers are responsible for assisting in the evacuation of their exhibitors, attendees, staff, and guests.

Evacuation Plan

In the event an emergency is announced over the public announcement system or a fire alarm is sounded, guests and employees should follow these evacuation procedure safety steps:

1. Be calm, courteous, and quiet.
2. Immediately evacuate the work or meeting area following the exit plan posted on the wall.
3. Only use stairs and exit doors. Do not use elevators or escalators.
4. Guests and employees should refrain from moving their vehicles until advised to do so by KBHCCD Security. This is to ensure that emergency vehicles will have clear access to the facility.

Assembly Plan

Customized evacuation route maps are available on the KBHCCD website or in the Security Policies and Procedures. In the event of an evacuation, guests and employees should refer to these route maps and exit the building as quickly as possible. Announcements will be made over the facility public announcement system and KBHCCD Security staff will be on-hand to assist with directing guests and employees to a safe location.

1. Immediately evacuate the building by the most expeditious route upon notification of an emergency.
2. Walk directly outside and away from the building.
3. Use crosswalks and only cross with green light. If a Dallas Police Officer is present at a crosswalk, his/her instruction supersedes traffic light/crosswalk indicator.
4. Wait quietly for further instructions.
5. Do not leave the relocation area unless instructed to do so.

Every manager and supervisor will ensure that all personnel are knowledgeable about these Evacuation and Assembly Plan procedures. KBHCCD Event Managers and KBHCCD Security personnel will discuss evacuation plans with clients and clients' contracted Event Security Provider. Clients should make evacuation and assembly planning, including the establishment of an agreed upon location outside the KBHCCD facility in the event of a building evacuation, part of their team on-site orientation at the KBHCCD.

Maps of the KBHCCD Assembly Areas can be found at:

https://global-uploads.webflow.com/5ba5264be783e25ab7301a49/5bdcc09493bdcbae2715fa2d_SafetyGuide_Final.pdf

Command Center Staging For Certain Emergencies

KBHCCD staff are prepared to activate and stage around the campus to direct guests and fellow employees where to go in the case of an emergency or evacuation.

Depending on the situation, the KBHCCD Executive Team and other leaders will also establish a command center that will serve as the hub for all activity and communications during a crisis.

Once a command center is activated, that team of employees will gather all relevant information as it pertains to the situation and work with local law enforcement leaders, as necessary, to safeguard and protect everyone on our campus. This group of employees will gather and share information with KBHCCD employees.

Specifics of who is part of that plan and the thresholds in which that command center will be activated have been established, as well as technical details of the plan designed address vulnerabilities related to the prevention of or response of terrorism, may be exempt from public records laws. All requests for such information should be may through the City of Dallas' Open Records Request.



KAY BAILEY HUTCHISON
CONVENTION CENTER DALLAS

