

# MOSCONE CENTER

Moscone West

## EMERGENCY PREPAREDNESS PLAN

Moscone Center, 800 Howard Street, San Francisco, CA 94103  
Telephone (415) 974-4000, FAX (415) 974-4073 [www.moscone.com](http://www.moscone.com)  
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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 West 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 facility.

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 facility, 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 that 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 Moscone Center is minutes away from the City's theaters, nightclubs, and business community. The Moscone Center anchors the central blocks of the 87-acre Yerba Buena Center, a major development devoted to public use 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 West is located at 800 Howard Street and includes:

## First Floor

Lobby	27,540 square feet
Exhibit Hall	96,660 square feet

## Second Floor

Lobby	28,261 square feet
Meeting Rooms 2000-2024	99,716 square feet

## Third Floor

Lobby	28,261 square feet
Meeting Rooms 3000-3024	99,716 square feet

## Basement Level

Loading Docks	9
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# Moscone Center Emergency Telephone Numbers

San Francisco Central Fire Station (All Fire).....	<b>911</b>
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
<b>Telephone Problems:</b>	
AT&T.....	(800) 303-0103
Telephone Switch – Avaya (Denver) #SL2685764.....	(800) 242-2121
<b>Fire Extinguishers:</b>	
Ace Fire Equipment.....	(650) 321-7440
<b>Diesel Fuel:</b>	
Flyers Energy.....	(530) 885-0401
<b>Department of Emergency Services</b> .....	(415) 558-2700
Duty Officer, Pager #866.298-4514	
<b>San Francisco Health Department</b> .....	(415) 252-3900
<b>Red Cross</b> .....	(415) 427-8000
<b>Sheriff’s Department</b> .....	(415) 544-7225
<b>Elevators/Escalators (all facilities, Kone)</b> .....	(877) 276-8691
<b><u>FIRE ALARM SUPERVISION SYSTEMS</u></b>	
<b>Moscone North and South:</b>	
Convergint, Account #CT-0139 (Charlie Tango).....	(800) 458-4519
<b>Moscone West:</b>	
TYCO (Fire Alarm Supervision) System #H02291036.....	(800) 289-2647

# Reporting an Emergency

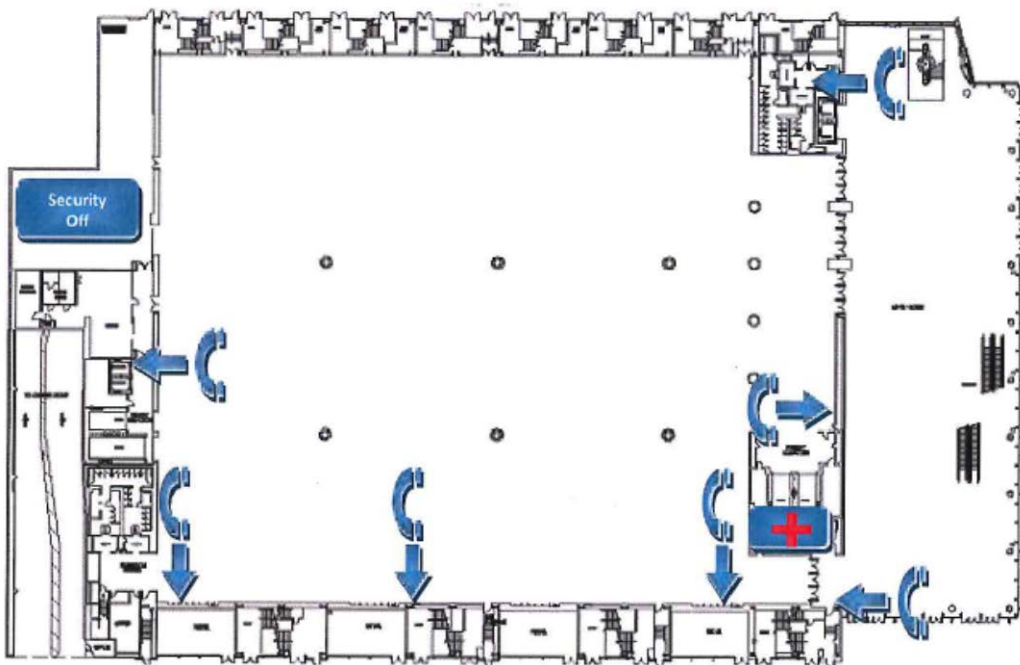
IN THE EVENT OF AN EMERGENCY, THERE ARE TWO OPTIONS:

1. Use the white house phones located on each floor in Moscone West (see diagram). You can report an emergency to Moscone Security Control by picking up a white house phone and dialing **x511**.
2. Activate the red fire alarm pull station located adjacent to each emergency stairway.

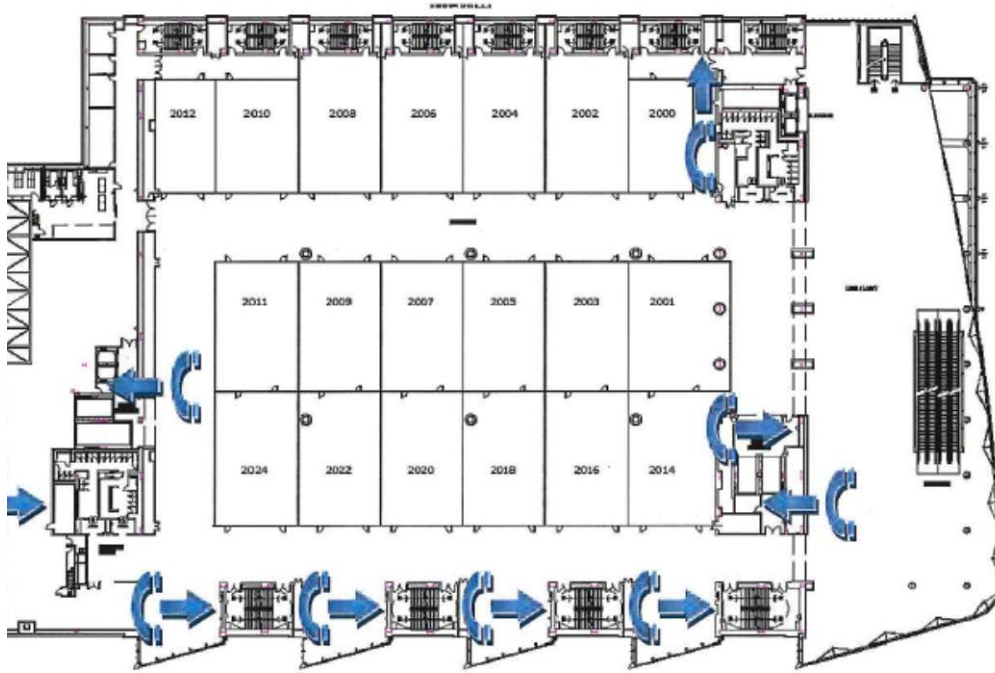
## House Phone Procedures

1. Go to the white house phone closest to the emergency.
2. Dial Moscone Center's Security Control at **x511**.
3. Wait for an answer.
4. Calmly explain the emergency, including the specific location.
5. Replace the receiver after reporting the emergency.
6. If safe, wait at the white house phone for emergency personnel to arrive and direct them to the emergency.

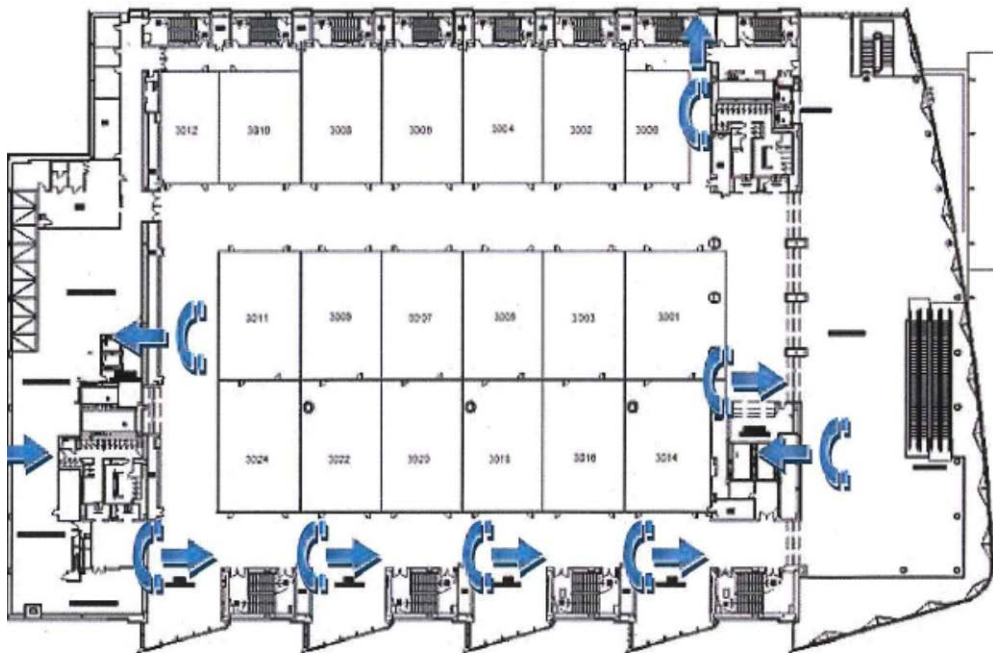
## Moscone West-First Floor/Street Level House Phone Locations



## Moscone West Second Floor House Phone Locations



## Moscone West Third Floor House Phone Locations



# Engineering Staff Responsibilities During Emergencies

## Control Rooms

The Security and Engineering Control Rooms are staffed at all times. In the event of an emergency, the Control Room is the first place where the emergency is recorded and the first response initiated. The Control Room is located on the west side of the first level, adjacent to Minna Street.

## Engineering Staff Responsibilities During an Emergency

The Engineering staff has been trained to deal with many types of emergencies. An Engineer will respond to the Fire Department Control Room, which is located on the N/E side of the first floor adjacent to 4<sup>th</sup> Street. When an emergency is reported, the following is a brief guideline:

**In case of fire or emergency, notify the San Francisco Fire Department immediately.**

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 plan 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 emergency, notify the San Francisco Fire Department immediately.**

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 Security Control Room is designated as the command center for any emergency in Moscone West.** 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 Room(s). Insure that emergency pages have been made using the P.A. system and will continue until the situation is resolved.
5. Organize personnel and equipment (radios, telephones, cell phones, flashlights, etc.) to establish the cause and solution. If you feel the situation will not be resolved immediately, proceed with the following:
  - a. Establish contact with appropriate outside agency. If there is an interruption of natural gas, contact PG&E.
  - b. Take a roll call of all personnel.
  - c. 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.
  - d. Contact Senior Management Personnel.
  - e. Assist outside agencies as they arrive.
6. Do not to use the radios as the primary source of communication. Information can be dispatched efficiently if the radio channels remain clear.

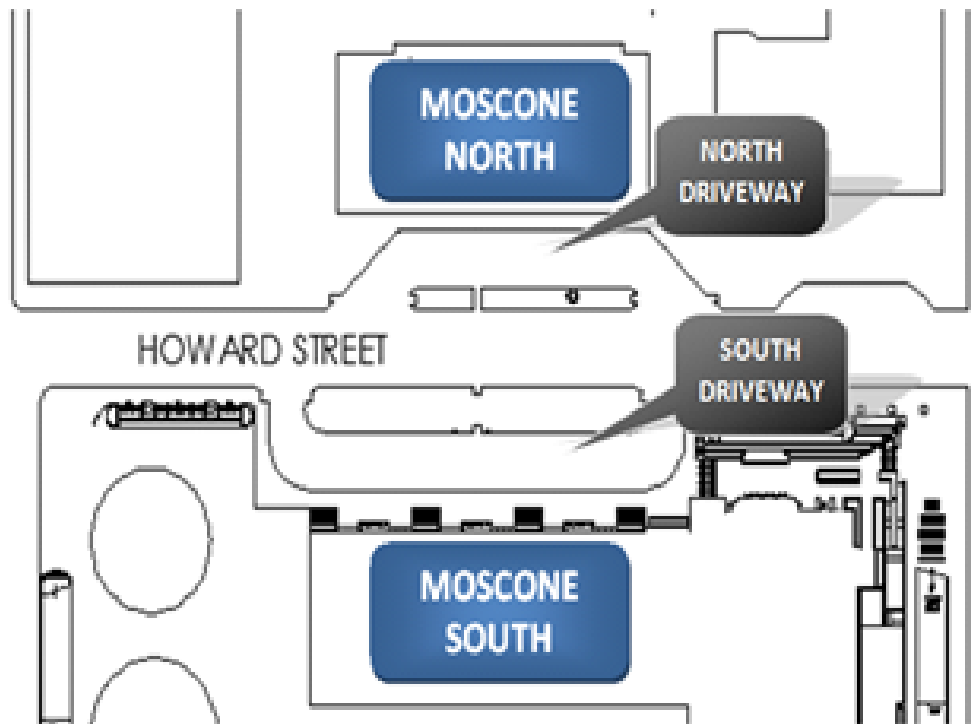
**After the emergency is successfully managed, insure that the "ALL CLEAR" page is made through the P.A. system.**

# 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 with the evacuation.

Our Fire Life Safety System is programmed with a prerecorded message which instructs attendees to evacuate the building. The recording is triggered by the system automatically when the system detects an emergency.

The following are procedures 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. Be 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. Listen for further instructions via the P.A. system, radio or from your supervisor.
5. Do not attempt to return to your locker room or office or try to retrieve personal property.
6. Proceed directly to the designated relocation area.
7. Report to your supervisor immediately.
8. Do not re-enter the facility until instructed to do so.
9. If you are unable to exit (trapped/injured), call x511 with your name and location.

## Specific Tasks for Designated SMG Employees

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 the 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 **x511**.
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.

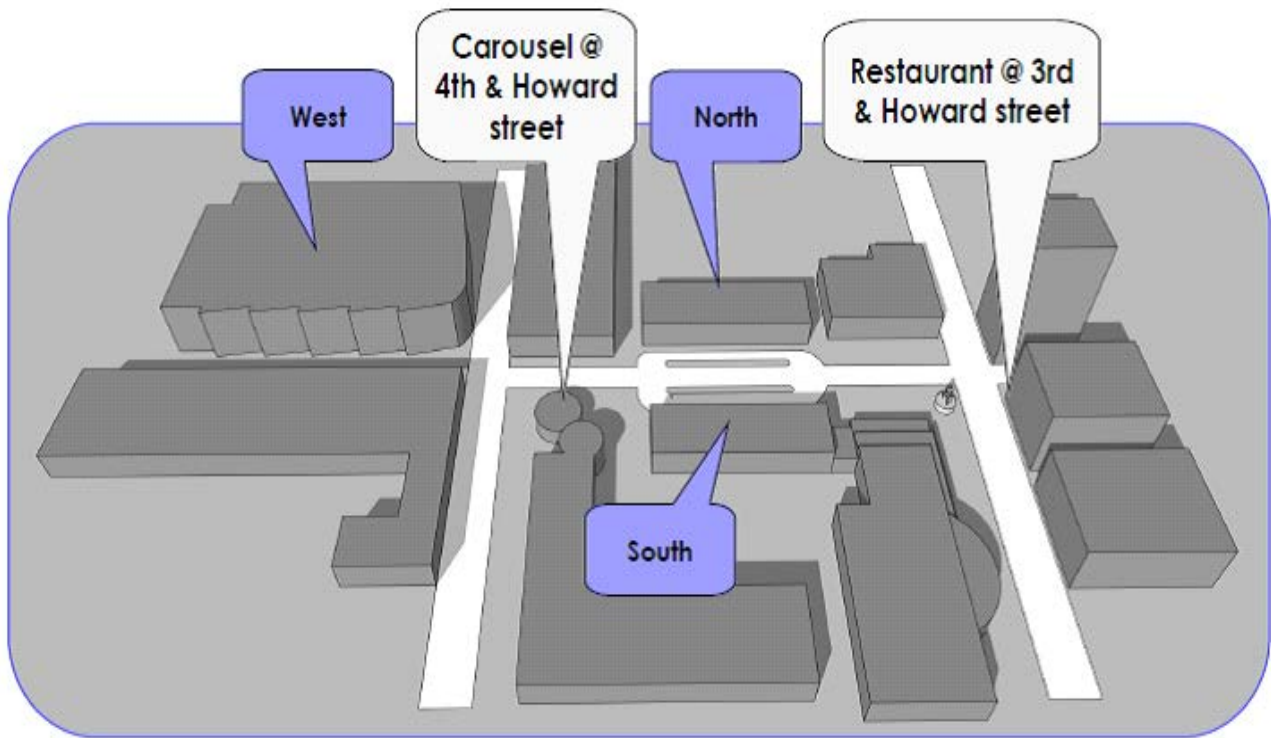
# Client Evacuation/Relocation Procedures

**We strongly urge that the client designate a relocation area for their employees.**

The designated evacuation relocation area for all Moscone West clients is in the Children's Carousel area located on the S/E corner of 4<sup>th</sup> and Howard Streets.

1. Evacuate the building immediately upon notification.
2. Walk directly to the designated relocation area.
3. Use crosswalks and only cross on 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 are the Moscone West designated relocation areas:



**Evacuation Relocation Area**

# Fire

Moscone West is a fully fire sprinklered building and has many fire and life safety features. This facility is monitored by a state-of-the-art Simplex Fire Alarm System located in the Fire Control Room. The Fire Control Room is situated on the N/E corner of the building adjacent to 4<sup>th</sup> Street. This system includes a full function public address and automated evacuation message, emergency strobe lights, and emergency lighting. The building is also equipped with four (4) Automated External Defibrillators (AED's). Their locations are listed in the **Medical Emergencies** section of this plan. The facility also has a water reserve of approximately 100,000 gallons and a computerized monitoring system that reports all alarms to a central Control Room which is monitored 24 hours a day.

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

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

**DO NOT ATTEMPT TO EXTINGUISH A FIRE  
UNLESS YOU ARE PROPERLY TRAINED.**

**REPORT ALL FIRES TO SECURITY  
CONTROL (X511) IMMEDIATELY.**

## 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 designated relocation area.

## House Phone Reporting Procedures

1. Call the Security Control Room at **x511**.
2. Speak slowly and clearly.
3. 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.
4. 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 designated as a Mass Care Facility for District 3 in 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 of the American Red Cross.

## Earthquake Procedures

1. Remain calm.
2. Take cover under a sturdy object or doorway. If possible, head towards the west or north hard walls of the building. 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.

## Earthquake Emergency Announcement Verbiage

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 verbiage:

"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

Moscone West schedules medical personnel during all event hours. The medical staff is responsible for treating medical emergencies and serves as a liaison to emergency care agencies. The building is equipped with four Automated External Defibrillators. In addition to the first aid staff, many Moscone Center employees have been trained in CPR and AED protocols. 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 Security Control Room (x4021). First Aid techniques are not included in this plan.

## Moscone West First Aid Office Location

West First Aid Office                      1st floor near Howard Street                      (415) 974-4159  
entrance

## Automatic External Defibrillator (AED) Locations at Moscone West

Basement Level:    Main Kitchen  
1<sup>st</sup> Floor:            West First Aid Office  
1<sup>st</sup> Floor:            Security Control Room  
3<sup>rd</sup> Floor:            Northwest corner, adjacent to the restrooms

## Eyewash Station Locations

Basement Level:    Chiller Room  
                          Engineer Shop  
                          Housekeeping Storeroom  
                          Kitchen Dish Room

Level 2:            Cart Charging Area  
Level 3:            Cart Charging Area

### **REPORT ALL MEDICAL EMERGENCIES IMMEDIATELY.**

To report a medical emergency, call x511 on any house/show phone. Please 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.

## MEDICAL EMERGENCIES (Cont.)

### Injury Safety

1. Remain calm.
2. Report emergency immediately.
3. Do not move the injured person unless they are in danger of further injury.
4. Keep the person warm and covered.
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.

### House Phone Reporting Procedures

1. Call the Security Control Room at **x511**; or on a cell phone, dial (415) 974-4021.
2. Speak slowly and clearly.
3. Tell the person in the Control Room:
  - a. There is a medical emergency in Moscone West, 800 Howard Street.
  - 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.



# Power Outage

Although the likelihood of a complete blackout within Moscone West is minimal, the possibility still exists. In the event of a power outage, Moscone West is supplied with emergency power by diesel generators, with a capacity of 2,000 gallons of fuel. The emergency power system is designed to activate within seconds 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:

1. Emergency Lighting
2. Life Safety Features
3. Smoke Exhaust Fans
4. Control Room
5. VIES (Voice Initiated Egress System) for announcements
6. Refrigerators/Freezers
7. Sewage and Sump Pumps
8. Telephone Service
9. 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. Go to the house phone closest to the emergency or call the Security Control Room at x511.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. Listen for instructions via the P.A. system.

## Elevator Stoppage

Procedures for a stuck elevator with passengers inside 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 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 Announcement Verbiage

"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

**MAINTAIN RADIO AND ELECTRONIC SILENCE.**

1. Alert all personnel that radio silence is required via the P.A. system.

**P.A. SYSTEM SCRIPT:**

*"May I have your attention, please observe radio silence until further notice. I repeat, please observe radio silence until further notice."*

2. Notify the General Manager, Assistant General Manager, Security Manager, Event Manager, and Director of Operations by telephone.
3. Using the P.A. system, recall all Moscone Center Senior Management to the Security Control Room.

**P.A. SYSTEM SCRIPT:**

*"Your attention please, all Moscone Center Senior Managers report to the Security Control Room. All Moscone Center Senior Managers report to the Security Control Room."*

4. Dispatch a Rover to meet the San Francisco Police Department Bomb Squad. Notify them of the location of the Security Control Room.
5. Complete the Bomb Threat Check List on the next page as soon as possible.

## BOMB THREAT CHECK LIST

<b>Callers Voice:</b>		<b>Questions To Ask:</b>
Accent	Familiar	When is the bomb going to explode?
Angry	Laughter	
Calm	Lisp	
Clearing Throat	Loud	Where is the bomb?
Coughing	Normal	
Cracking	Nasal	
Crying	Raspy	What does it look like?
Deep	Ragged	
Deep Breathing	Slow	
Disguised	Slurred	What kind of bomb is it?
Distressed	Soft	
Excited	Stutter	
Other:		What will make it explode?
Familiar? Who?		
<b>Background Noise:</b>		Did you place the bomb?
Animals	Music	Why?
Baby	Office	
Bar	P.A. System	
Cellular	Pay Phone	What is your name?
Clear	Plane	
Cordless	People	
Factory	Static	Where do you live?
Home	Street	
Long Distance	Voices	
Motor	In-house	
Other:		Is there a way to contact you?
<b>Threat Language:</b>		
Educated	Incoherent	<b>Exact wording of threat:</b>
Foul	Message read	
Irrational	Taped	
Other:		
<b>Caller Description:</b>		
Male	Female	
Age:	Race:	
Other:		
<b>Call Received by:</b>		
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 large groups of angry protestors inside or outside of the facility. Most disturbances are nonviolent protests outside of the building. However, occasionally protestors will enter the building.

## Social Disturbance Procedures

**NOTIFY SECURITY IMMEDIATELY  
OF ALL DISTURBANCES.**

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. Go to the house phone closest to the emergency or call the Security Control Room at **x511**, or on a cell phone, dial (415) 974-4021.
2. Wait for an answer.
3. Calmly explain the emergency.
4. Replace the receiver after reporting the emergency.
5. Listen for instructions via the P.A. system.

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

# Building/Portable Structure Collapse

Collapse of any kind is often a complex, confusing and extremely dangerous situation. It frequently involves specialized rescue personnel and heavy equipment not readily available.

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

## General Collapse Guidelines

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

1. Go to the house phone closest to the emergency to call the Security Control Room at **x511**.
2. Wait for an answer.
3. Calmly explain the emergency.
4. Replace the receiver after reporting the emergency.
5. If safe, wait at the house phone for emergency personnel to arrive. Direct them to the emergency.

**STAY CLEAR OF THE AREA!**

## Toxic/Chemical Emergencies

Although Moscone West 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 MSDS DOCUMENTATION AVAILABLE IN THE CONTROL ROOM, HEALTH SERVICES, PURCHASING AND OPERATIONS OFFICES.**

**ALL CHEMICALS BROUGHT INTO THE FACILITY MUST HAVE CURRENT MSDS 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. Notify the Security Control Room immediately by phone at **x511**, or on a cell phone, dial (415) 974-4021.
5. Do not attempt to clean spills or extinguish flames until the proper disposal or extinguishing method has been identified on the chemical's MSDS sheet.
6. Move all injured persons away from the hazard.
7. Keep all visitors away from the affected area.
8. Upon the direction of the emergency personnel or the highest ranking manager, evacuate if necessary.

**DO NOT TREAT INJURIES IF THE OFFENDING SUBSTANCE IS UNKNOWN.**

## House Phone Chemical Reporting Procedures

1. Lift the receiver of a white house phone and dial Security Control at **x511**, or on a cell phone, dial (415) 974-4021.
2. When Security Control answers, tell the person:
  - 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.
3. If safe, wait for help to arrive.

### 911 Toxic Emergency Reporting Procedures

1. Call 911.
2. Speak slowly.
3. Tell the Operator:
  - a. There is a chemical emergency at **Moscone West-800 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 perform first aid techniques you are not trained in.
4. Do not perform first aid techniques until the MSDS sheets are available.
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. Notify the Security Office, the Nurse, and 911 as soon as possible.
8. When help arrives, stand clear of the area. Lend assistance only if asked.

# Flood

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

## General Reporting Guidelines

1. Go to the house phone closest to the emergency to call the Security Control Room and call x511 or dial Security Control at (x4021).
2. Wait for an answer.
3. Calmly explain the emergency.
4. Replace the receiver after reporting the emergency.

If safe, wait at the house 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 is 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. Notify Security at x511.
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.  
Remain in a safe place until law enforcement or Senior Management personnel

## 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:
3. Engineering Control will contact Kone, advise them that "Fire" has been contacted to respond to the trapped passenger and request their emergency response.
4. The engineer will stand-by until "Fire" (and/or Kone) arrives and opens the elevator.
5. Security will comfort the released passenger and facilitate medical assistance if necessary.
6. The security officer will prepare an incident report and immediately forward it to HR for passenger follow up.
7. If the elevator can be opened by Engineering:
8. Security Control should cancel "911".
9. If the engineer determines that the elevator is operating properly, Engineering Control will contact Kone and reduce the emergency request to a timely inspection.
10. Security will comfort the released passenger and facilitate medical assistance if necessary.
11. The security officer will prepare an incident report and immediately forward it to HR for passenger follow up.