



**MOSCONE CENTER**

**EMERGENCY  
PREPAREDNESS PLAN**

**Moscone West**

Revised: 11/28/12

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# Introduction

It is the intent of the San Francisco Convention Facilities (SFCF) 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 convention facilities. The full plan consists of several documents, with each document outlining an action program appropriate to a different audience.

This document, **An 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. However, 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 San Francisco Convention Facilities 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 emergencies. **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 convention 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, Sony 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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# Reporting an Emergency

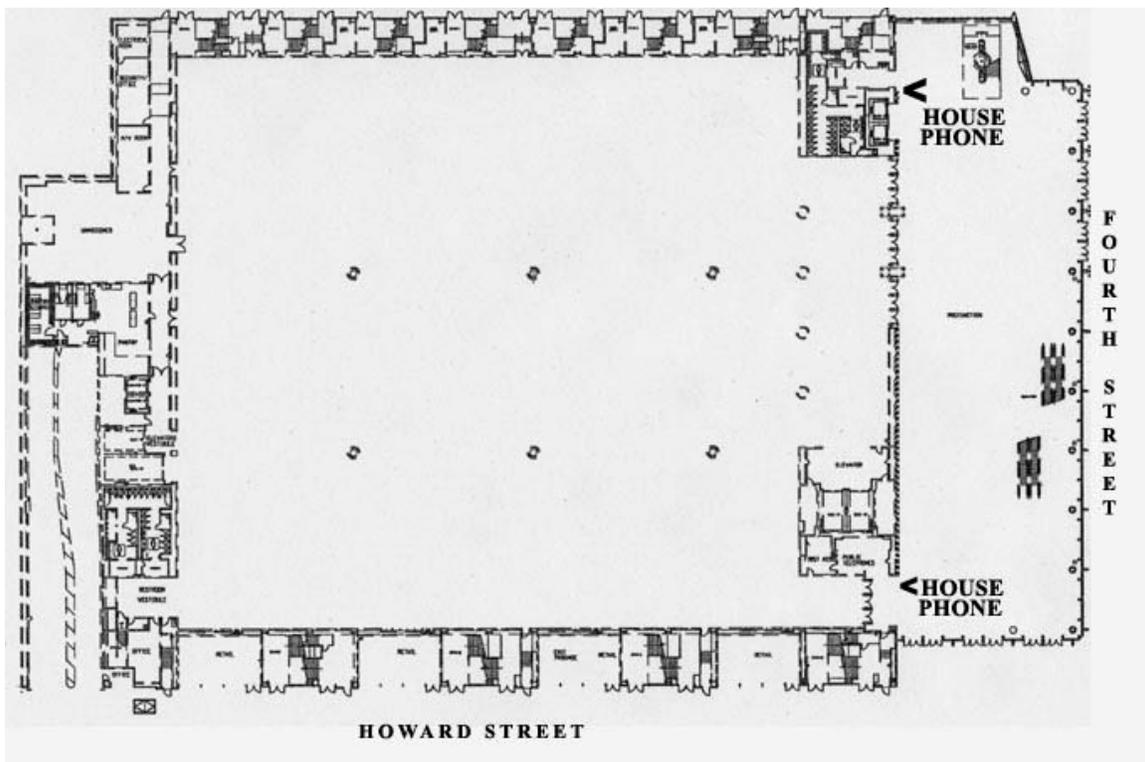
IN THE EVENT OF AN EMERGENCY, THERE ARE TWO OPTIONS:

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 **511**
2. Use a pull station located adjacent to each emergency stairway.

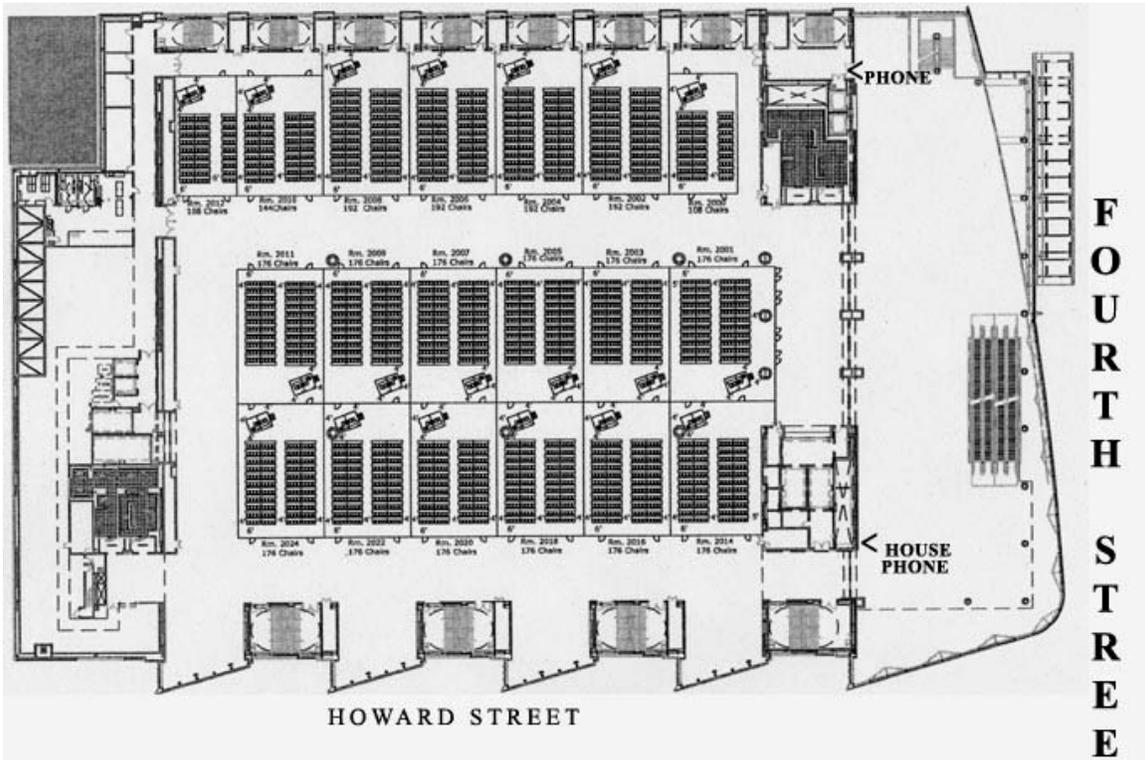
## House Phone Procedures

1. Go to the white house phone closest to the emergency.
2. Dial Moscone Center's Security Control at 511
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.

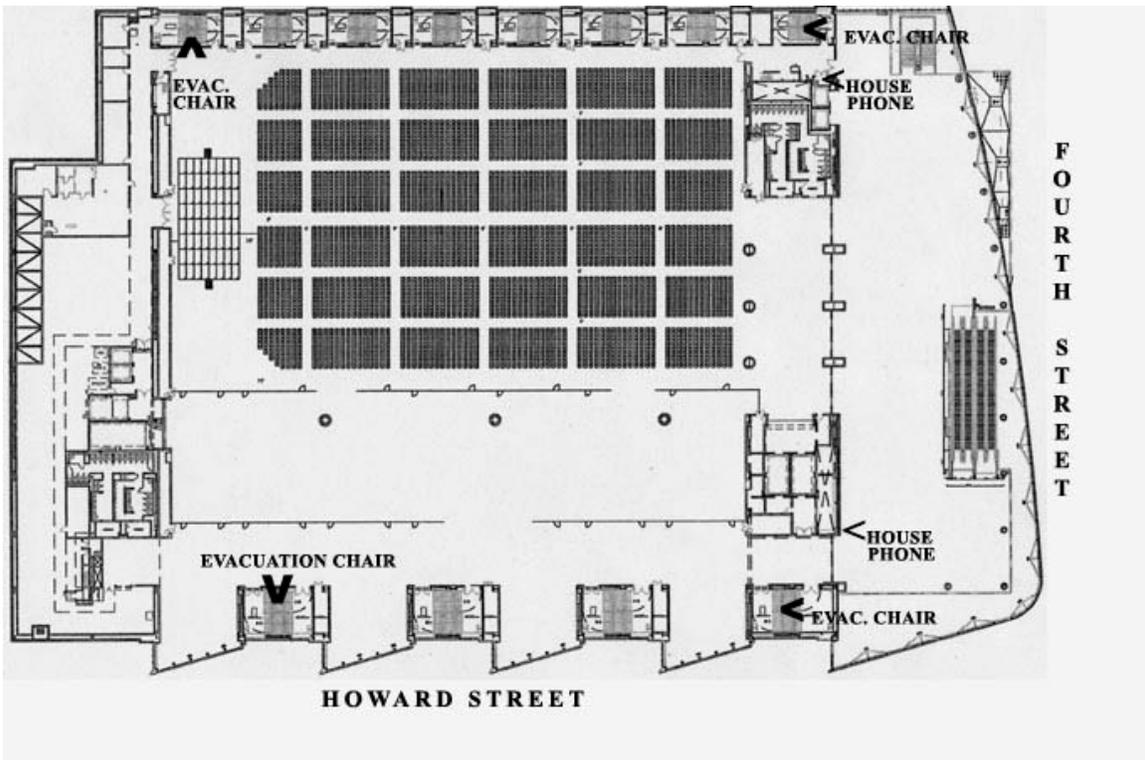
**Moscone West First Floor / Street Level**



### Moscone West Second Floor



### Moscone West Third Floor



# Facility Staff Responsibilities During Emergencies

## Control Rooms

The Security and Engineering control rooms are staffed twenty-four a day 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.

## Engineer's Responsibility 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 first floor. When an emergency is reported the following is a brief guideline:

***In case of fire 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 conditions.
4. Alert all departments of the emergency by radio, if appropriate.
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 (on page 9) of this guide for further instructions.
8. Interface with Senior Management when that person arrives at the Control Room and provide support as necessary.
9. Lend technical assistance to any agency, if requested.

# Security Responsibilities During Emergencies

The Security Staff has also been trained to deal with many types of emergencies; their efforts in the Control Room will basically be in conjunction with those of Engineering.

The following is a basic guideline:

***In case of fire 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, if appropriate.
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 that person arrives 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 person 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:

- Remain calm.
- Remember that during any emergency our personnel will be looking for direction.
- Report to the control room.. These telephones will need "operators" appointed to answer or to make calls. **One telephone line will always be dedicated for open communication with Show Management.**
- 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. and will continue until the situation is resolved.
- Organize personnel and equipment (radios, telephones, cellular telephones, flashlights, etc.) to establish the cause and solution. If you feel the situation will not be resolved immediately proceed with the following:
  - 1) Establish contact with appropriate outside agency. If there is an interruption of natural gas contact P.G &E
  - 2) Take a roll call of all personnel
  - 3) Assign "operators" to be stationed at the emergency telephones.
  - 4) 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.
  - 5) Contact Senior Management Personnel
  - 6) Assist outside agencies as they arrive.
- Try not to use the radios as the primary source of communication. The radios will be the quickest way to get critical information to everyone involved if the channels remain clear.

**After the Emergency is successfully managed, ensure that the "ALL CLEAR" page is made through the P.A. System.**

# Evacuation/Relocation

In the event of an emergency, evacuation of the facilities may be necessary. Only the highest-ranking emergency personnel on the premises may authorize evacuations.

Emergency personnel are trained to assist in 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.

**DO NOT PUBLICALLY ANNOUNCE AN EVACUATION UNTIL  
ALL SFCF PERSONNEL ARE INFORMED AND PREPARED**

## Evacuation Safety

1. Be calm, courteous, and quiet.
2. Do not use elevators or escalators.
3. Assist elderly, injured, and disabled persons.
4. Listen for further instructions via the PA system, radio or from your supervisor.
5. Leave the facility through the nearest exit.
6. Do not return to the locker room or your office. Do not retrieve personal property.
7. Do not loiter or wait for others.
8. Watch for incoming firefighters and other emergency personnel. Do not try to assist them unless asked.
9. Proceed directly to the designated relocation area.
10. Report to your supervisor immediately.
11. Do not try to re-enter the facility.

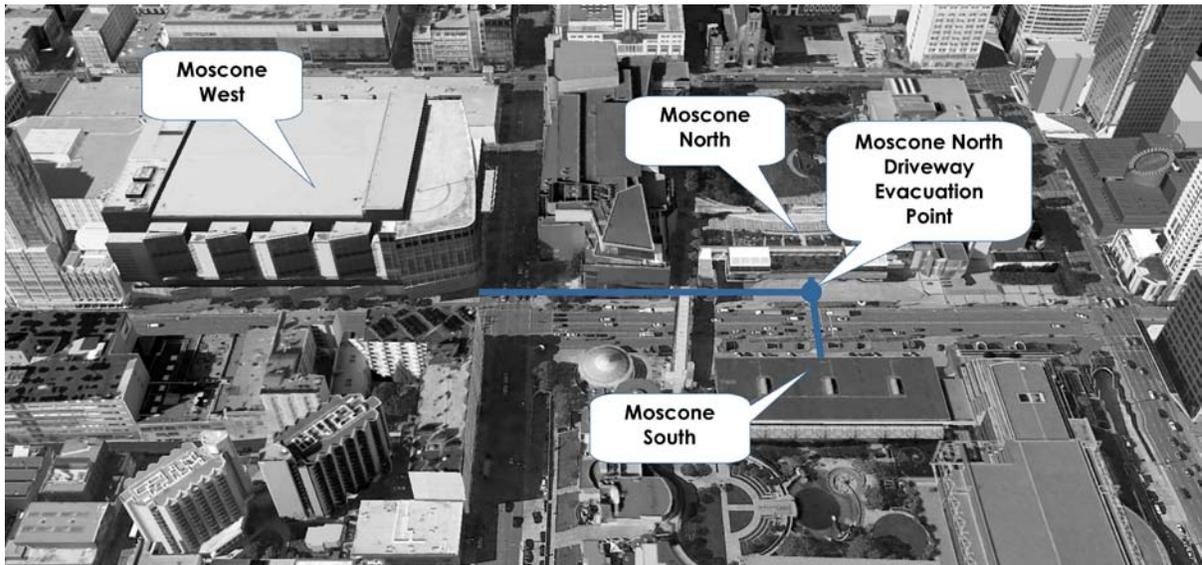
# Relocation Procedures

## Designate a relocation area for your employees

The designated evacuation relocation area for all Moscone Center occupants is in the Moscone Center North Driveway.

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

Below is the Moscone Center designated relocation area.



**Evacuation Relocation Area**

**Moscone North Driveway**

# Fire

Moscone West has many fire prevention features. These include extensive fire sprinklers in all areas, water reserve of approximately 100,000 gallons and a computerized monitoring system that reports all alarms to a central control room which is monitored twenty-four hours a day.

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

**The Fire Marshall 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 (511) 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 PA system.
7. Proceed to the nearest exit and leave the facility.
8. Report to designated assembly area.

## House Phone Reporting Procedures

1. Call the Security Control Room at 511 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 fire.
  - b) The location of the fire.
  - c) 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

## 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 PA system
7. Do not leave the facility unless instructed

# 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 Guideline

1. Go to the House phone closest to the emergency to call the Security Control Room at 511 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,  
ELECTRICUTION, AND ACCIDENTS IS VERY PREVALENT**

# 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. In addition to the first aid staff, many SFCF employees have been trained in CPR. 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 (x 4021). First Aid techniques are not included in this guide.

## Moscone West First Aid Office Location

West First Aid Office	1st floor near Howard Street entrance.	974-4159
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## Automatic External Defibrillator (AED) Locations at Moscone West

1. Basement Level: Main Kitchen
2. 1<sup>st</sup> Floor: West First Aid Office
3. 1<sup>st</sup> Floor: Security Control Room
4. 3<sup>rd</sup> Floor: Northwest Corner, adjacent to the restrooms

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

**To report a medical emergency, call “511” 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.**

**DO NOT ATTEMPT TO ADMINISTER FIRST AID TECHNIQUES  
IF YOU ARE NOT TRAINED TO DO SO**

### **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 drink.

### **House Phone Reporting Procedures**

1. Call the Security Control Room (at 511 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.
  - b) The location of the emergency.
  - c) Prepare yourself 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 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:

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

**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 guideline

1. Remain calm
2. Go to the house phone closest to the emergency or call the Security Control Room at x4021 or on a cell phone, dial (415) 974-4021.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. Listen to special instructions via the PA Systems.

# Bomb Threat

## Bomb Threat Safety Guidelines

### MAINTAIN RADIO AND ELECTRONIC SILENCE

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

#### PA SCRIPT:

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

2. By telephone, notify the General Manager, Assistant General Manager, Security Manager, Event Manager, and Director of Operations.
3. Using the PA system, recall all SFCF personnel to the Exhibit Level Security Control Room.

#### PA SCRIPT:

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

4. Dispatch a Rover to meet the Police Bomb Squad. Direct them to the Security Control Room.
5. Complete the attached Bomb Threat Checklist as soon as possible.

## 💣 BOMB THREAT CHECK LIST 💣

### Callers Voice:

- |  |                                   |
|--|-----------------------------------|
| <input type="checkbox"/> Accent          | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Angry           | <input type="checkbox"/> Laughter |
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Lisp     |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Loud     |
| <input type="checkbox"/> Coughing        | <input type="checkbox"/> Normal   |
| <input type="checkbox"/> Cracking        | <input type="checkbox"/> Nasal    |
| <input type="checkbox"/> Crying          | <input type="checkbox"/> Raspy    |
| <input type="checkbox"/> Deep            | <input type="checkbox"/> Ragged   |
| <input type="checkbox"/> Deep Breathing  | <input type="checkbox"/> Slow     |
| <input type="checkbox"/> Disguised       | <input type="checkbox"/> Slurred  |
| <input type="checkbox"/> Distressed      | <input type="checkbox"/> Soft     |
| <input type="checkbox"/> Excited         | <input type="checkbox"/> Stutter  |
| <input type="checkbox"/> Other: _____    |                                   |
| <input type="checkbox"/> Familiar?       |                                   |
| Who: _____                               |                                   |

### Background Noise:

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Animals       | <input type="checkbox"/> Music     |
| <input type="checkbox"/> Baby          | <input type="checkbox"/> Office    |
| <input type="checkbox"/> Bar           | <input type="checkbox"/> PA System |
| <input type="checkbox"/> Cellular      | <input type="checkbox"/> Pay Phone |
| <input type="checkbox"/> Clear         | <input type="checkbox"/> Plane     |
| <input type="checkbox"/> Cordless      | <input type="checkbox"/> People    |
| <input type="checkbox"/> Factory       | <input type="checkbox"/> Static    |
| <input type="checkbox"/> Home          | <input type="checkbox"/> Street    |
| <input type="checkbox"/> Long Distance | <input type="checkbox"/> Voices    |
| <input type="checkbox"/> Motor         | <input type="checkbox"/> In-house  |
| <input type="checkbox"/>               |                                    |
| Other: _____                           |                                    |

### Threat Language:

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Educated     | <input type="checkbox"/> Incoherent   |
| <input type="checkbox"/> Foul         | <input type="checkbox"/> Message read |
| <input type="checkbox"/> Irrational   | <input type="checkbox"/> Taped        |
| <input type="checkbox"/> Other: _____ |                                       |

### Caller Description:

- |                               |                                 |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| Age: _____                    | Race: _____                     |
| <input type="checkbox"/>      |                                 |
| Other: _____                  |                                 |

### Questions To Ask:

When is the bomb going to explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What will make it explode?

Did you place the bomb?

Why?

What is your name?

Where do you live?

Is there a way to contact you?

**Exact wording of threat:**

### Call Received by:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Position: \_\_\_\_\_

Time: \_\_\_\_\_ am/pm

Phone #: \_\_\_\_\_

# Threat Received At: \_\_\_\_\_

# Social Disturbances

Disturbances can range from two people arguing to large groups of angry protesters inside or outside of the facility. Most disturbances are nonviolent protests outside of the building. However, occasionally protesters will enter the building.

## Security: Social Disturbance Procedures

**NOTIFY SECURITY IMMEDIATELY  
OF ALL DISTURBANCES**

1. Remain calm.
2. Notify the Security Control Room at 511 or on a cell phone, (415) 974-4021.
3. Do not attempt to enter into, defend a position, or subdue anyone involved in a disturbance.
4. If disturbance turns violent call 911.
5. Do not loiter. Leave the area immediately. Return to the facility if you are outside.

## General reporting guideline

1. Go to the house phone closest to the emergency or call the Security Control Room at 511 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.

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 an often 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 COLLAPSE AREA.**

1. Go to the House phone closest to the emergency to call the Security Control Room at 511 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. If safe, wait at the house phone for emergency personnel to arrive. Direct them to the emergency.

**STAY CLEAR OF THE AREA UNTIL EMERGENCY PERSONNEL ARRIVE.**

# 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 AT THE CONTROL ROOM,  
HEALTH, 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 in to the air or a strong odor persists.
4. Notify the Security Control Room immediately by phone at 511 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 chemicals' 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 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 511 or on a cell phone, dial (415) 974-4021.
- If Security Control answers, tell the person:
- a) There is a chemical emergency.
  - b) The location of the substance.
  - c) Type or cause chemical.
  - d) If there are any injuries.
5. 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) Type or cause of the chemical emergency.
  - d) If there are any injuries.
5. If safe, wait for help to arrive

## Toxic Injury Procedures

1. Relocate 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 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.