LONG BEACH
Convention & Entertainment Center

EMERGENCY RESPONSE PLAN

Revised 5-24-2022

ASM GLOBAL

Contents

1.0 PREFACE 4
2.0 POLICY 4
3.0 PURPOSE 4
4.0 GENERAL INFORMATION 4
4.1 EMERGENCY DEFINED 5
4.2 CHAIN OF COMMAND 5
4.3 ACTIVATING THE EMERGENCY PLAN 5
4.4 EMERGENCY RESPONSE TEAM (ERT) PERSONNEL 5
4.5 EMERGENCY RESPONSE TEAM (ERT) RESPONSIBILITIES 8
5.0 COMMUNICATIONS PLAN 13
5.1 MEDIA COMMUNICATIONS 13
5.2 RADIO BROADCAST 13
6.0 EMERGENCY PROCEDURES 17
6.1 EVACUATION 17
6.2 DISABLE EMERGENCY EVACUATION PLAN (D.E.E.P.) 23
6.3 FIRE ALARM 42
6.4 BOMB THREAT PROCEDURE 48
6.5 CHEMICAL, BIOLOGICAL & RADIOACTIVE MATERIAL RELEASE 60
6.6 MEDICAL EMERGENCIES 64
6.7 POWER OUTAGE 66
6.8 CIVIL DISOBEDIENCE 68
6.9 HAZARDOUS MATERIAL SPILL 70
6.10 EARTHQUAKE 72
6.11 TSUNAMI 75
6.12 MALFUNCTIONING ELEVATOR PROCEDURES 79
6.13 FLOODING 80
6.14 ACTIVE SHOOTER 81
6.15 FOOD BORNE ILLNESS 89
6.16 AIRCRAFT CRASH 92
6.17 FACILITY LOCKDOWN 92

6.18 SEVERE HEAT……92
6.19 SEVERE WEATHER……..93
6.20 STRUCTURAL COLLAPSE……..98
6.21 LOST CHILD……98
6.22 WATER SUPPLY……99
6.23 NATURAL GAS SUPPLY……99
6.24 PROPANE EXPLOSION……99
6.25 TERRORISM……..100
6.26 MASS DISASTER……..…102
6.27 ROBBERY…… 103
6.28 COVID-19 / PANDEMIC……104
6.29 CONCERT / FESTIVALS…… 105
7.0 ICS FORMS 108
8.0 FLOORPLANS…… 114

1.0 PREFACE

The policies and procedures contained in this manual will be continually reviewed and updated to provide the appropriate emergency response. This manual should be considered as a guide to provide employees with an overview of their duties and responsibilities during an emergency.

2.0 POLICY

Long Beach Convention and Entertainment Center (LBCEC) will maintain an emergency plan to ensure the safety and best interests of everyone, guests or employees within the facility in the event of an emergency.

3.0 PURPOSE

The purpose of this Emergency Plan is to establish the general guide for responding to emergency situations, to identify and assign personnel responsibilities and to coordinate with governmental authorities. LBCEC will utilizes an Emergency Management System incorporating FEMA Incident Command System (ICS) principles. These principles reflect a standardized management tool for meeting the demands of small or large emergency or nonemergency situations and have become the standard for emergency management across the country.

4.0 GENERAL INFORMATION-EMERGENCY

It is the responsibility of every employee to report emergency conditions. Notification of an emergency should be through Security Control, as it is the initial collection point for emergency information. The Incident Commander will be responsible for implementing emergency procedures, taking protective actions, coordinating with local, county or state authorities and disseminating information (See page 8 sec. 4.5). Emergency response activities will originate from the EOC.

Response to an emergency affecting Long Beach Convention and Entertainment Center is a cooperative effort between on-site departments, contractors and their staff as well as local governmental agencies. The Emergency Plan is for full and part time arena employees as well as employees of contract companies.

Long Beach Convention and Entertainment Center contracts for Event Security, Emergency Medical Services, Long Beach Fire personnel and assigned Long Beach Police Officers as needed. These services are intended to serve as the first line of defense.

4.1 EMERGENCY DEFINED

- An emergency is defined as any condition that exists, that endangers the safety of occupants in the facility, or result in property damage.
- Conditions requiring the activation of the emergency plan are anticipated to be but not limited to, active shooter, bomb threats, civil disturbances, fire, power outage, hazardous material incidents, severe weather, and terrorist threats.
- Long Beach Convention and Entertainment Center may receive notice of emergency information from, local media, and from federal, state, or local agencies.
- Any staff member receiving information regarding an emergency situation will immediately notify the security control for dissemination to the Incident Commander.
- Emergencies should be reported by use of the radio system and/or telephone. All employees should familiarize themselves with the closest locations for emergency equipment.

4.2 EMERGENCY RESPONSE TEAM/ CHAIN OF COMMAND

- The Incident Commander will be the highest ranking on-duty Director with facility knowledge as related to the incident. If no Director is onsite then on duty Event Manager becomes the acting Incident Commander until the on-call Director of the Day is notified (DOD). (See section 4.5 for description of responsibilities)
- After Event hours, if an Incident occurs and no Director or Event Manager is on scene, the Facility Security Supervisor becomes the acting Incident Commander until the on-call Director of the Day is notified (DOD).
- Immediately upon notification of an emergency the Incident Commander will contact the General Manager.

4.3 ACTIVATING THE EMERGENCY PLAN

The Incident Commander will evaluate the situation and determine if an emergency exists. If so, an Emergency Response Team consisting of necessary ERT personnel will be directed to meet in the EOC (Administration Security Office) and if necessary, call 911 for assistance.

4.4 EMERGENCY RESPONSE TEAM (ERT) MEMBERS

General Manager	Director of Food & Beverage
Assistant General Manager(s)	Event Services Manager
Director of Security	Security Manager
Director of Facilities	Finance Controller
Director of Sales	Chief Engineer

Local Government (Law Enforcement, Fire Department, EMS, etc.)

EMERGENCY CONTACTS

LONG BEACH POLICE DEPARTMENT:	(562) 435-6711
LONG BEACH FIRE DEPARTMENT:	(562) 436-8211
ANIMAL CONTROL	(562) 570-3050
MSMI (MEDICAL & SAFETY MANAGEMENT)	(714) 963-4446
ENVIRONMENTAL HEALTH (HAZARDOUS WASTE):	(562) 570-4133
F.B.I. 24-hour Emergency	(310) 477-6562
GAS:	(562) 570-2140
CRYSLER GROUP PR AGENCY	(562) 472-2787
POISON CONTROL	(800) 876-4766
PUBLIC SERVICE:	(562) 570-2700
PUBLIC WORKS:	(562) 570-6383
SELLER'S PERMITS (EXHIBITORS):	(562) 570-6211
ASM RISK MANAGEMENT	(610) 729-1087
STAFF PRO	(714) 230-7200
RECYCLING:	(562) 570-2850
MICHAEL HYNES, LBPD SGT. SPECIAL EVENTS	(562) 570-7462
ERIC LOPEZ	
LB PROPERTY SERVICES MANAGER	(562) 570-5690
S.C. EDISON (ELECTRIC): 24-hour Emergency	(800) 611-1911
STREET MAINTENANCE:	(562) 570-2700
WATER: Emergency operations	(562) 570-2390
*ALL LONG BEACH POLICE AND FIRE EMERGENCY:	DIAL 911

** All notification to THE LONG BEACH POLICE OR FIRE DEPARTMENT should be directed by the Incident Commander.

ASM EMERGENCY MANAGEMENT STAFF

GENERAL MANAGER:

CHARLIE BEIRNE	(562) 499-7575 (562) 254-0331 Cell

ASSISTANT GENERAL MANAGERS:

THEATERS

JOHN BRAUN	(562) 499-7518 (646)246-7350 Cell

OPERATIONS

TRAVON JONES	(562) 499-7541 (562) 794-8180

DIRECTORS

DIRECTOR SECURITY AND PARKING

TOM MARCOUX	(562) 499-7695 (562) 572-4280 Cell

DIRECTOR OF FACILITIES:

RAY BLANTON	(562) 499-7629 (562) 254-3190 Cell

MANAGERS

EVENT MANAGER:

Darlene Burgess (Sr. Event)	(562) 499-7595 (310) 987-5292 Cell

SECURITY MANAGER

Robert Kuroda	(562) 499-7579 (562) 257-8738 cell

IT

DOUG MIYAMOTO	(562) 499-7570 (323) 646-7360

FINANCE CONTROLLER

Mary Ellen Mitchel (562) 499-7555

SECURITY SHIFT SUPERVISOR: 24 HOURS (562) 499-7515

4.5 EMERGENCY RESPONSE TEAM (ERT) POSITIONS AND RESPONSIBILITIES

General Responsibilities

- The ERT is responsible for delegating notification of all necessary emergency agencies and directing all facility and building personnel of their assessment of the emergency, and if needed direct their response.
- It is the responsibility of the ERT to assess the extent of the emergency and the ERT must present and implement the appropriate response.
- The ERT must follow the emergency procedures within this guide; authorize the appropriate response, including a full or partial evacuation if necessary. If possible and without jeopardizing personnel or guest safety, the Director of the Day (DOD) should be advised prior to any evacuation order, (Emergency Evacuation Procedures Sec 6.0 page 18).
- The DOD will make all required notifications to the SEMP Team members as necessary and respond as necessary to any incident which affects business operations.
- Should the DOD respond to the incident, once briefed by the current IC**(see Transfer of Command page 10), they will assume responsibility as the Incident Commander and activate additional Section Chiefs as necessary (see page 11)

Position Responsibilities

The Incident Commander (IC)
The Incident Commander is responsible for overall incident management. The Incident Commander, depending on incident complexity, **may or may not activate any additional positions (see ICS chart page 12). If not activated the Incident commander will assume responsibility for all positions.** Initial Incident Commanders, depending on the time of the incident, will be the **highest ranking on-duty personnel with facility knowledge as related to the incident**. The Incident Commander must notify Security Control that they are assuming command as the Incident Commander.

Incident Commander duties include:

- Ensuring clear authority and knowledge of company policy.
- Ensuring incident safety.
- Establishing an Incident Command Post, (normally EOC) as necessary.
- Establishing immediate priorities.
- Determining incident objectives and strategy to be followed.
- Notification to facility upper management (DOD-Director of Day) depending of the incident complexity
- Establishing the level of organization needed, and continuously monitoring the operation and effectiveness of that organization.

- Managing planning meetings as required.
- Approving and implementing the Incident Action Plan (IAP).
- Approving requests for additional resources or for the release of resources.
- Ordering demobilization of the incident when appropriate.
- Ensuring incident after-action reports are complete.
- Incident Commander is to take direction from Police and Fire who have authority for all public safety decisions made during an emergency.
- The Incident Commander is responsible for notifying the Director of the Day (DOD). DOD is to be notified immediately regarding ANY emergency incident or incidents which impact business operations.

Operations Section Chief (if necessary)

The Operations Section Chief is responsible for managing all tactical operations at an incident. The Incident Action Plan (IAP) provides the necessary guidance. The need to expand the Operations Section is generally dictated by the number of tactical resources involved and is influenced by span of control considerations. Major responsibilities of the Operations Section Chief are to:

- Assure safety of tactical operations.
- Manage tactical operations.
- Develop the operations portion of the IAP.
- Supervise execution of operations portions of the IAP.
- Request additional resources to support tactical operations.
- Approve release of resources from active operational assignments.
- Make or approve expedient changes to the IAP.
- Maintain close contact with IC, subordinate Operations personnel, and other agencies involved in the incident.

Planning Section Chief (if necessary)

The Planning Section Chief is responsible for providing planning services for the incident. Major responsibilities of the Planning Section Chief are to:

- Collect and manage all incident-relevant operational data.
- Provide input to the IC and Operations in preparing the IAP.
- Incorporate Traffic, Medical, and Communications Plans and other supporting materials into the IAP.
- Conduct and facilitate planning meetings.
- Reassign personnel within the ICS organization.
- Compile and display incident status information.
- Establish information requirements and reporting schedules for units (e.g., Resources, Situation Units).
- Determine need for specialized resources.
- Assemble and disassemble Task Forces and Strike Teams not assigned to Operations.
- Establish specialized data collection systems as necessary (e.g., weather).
- Assemble information on alternative strategies.
- Provide periodic predictions on incident potential.
- Report significant changes in incident status.
- Oversee preparation of the Demobilization Plan.

Logistics Section Chief (if necessary)

The Logistics Section Chief provides all incident support needs.

Major responsibilities of the Logistics Section Chief are to:

- Provide all facilities, transportation, communications, supplies, equipment maintenance and fueling, food and medical services for incident personnel, and all off-incident resources.
- Manage all incident logistics.
- Provide logistical input to the IAP.
- Brief Logistics Staff as needed.
- Identify anticipated and known incident service and support requirements.
- Request additional resources as needed.
- Ensure and oversee the development of the Communications, Medical, and Traffic Plans as required.

Finance Section Chief (if necessary)

The Finance Section Chief is responsible for managing all financial aspects of an incident. Not all incidents will require a Finance Section. Only when there is a specific need for finance services will the Section be activated. Major responsibilities of the Finance/Administration Section Chief are to:

- Manage all financial aspects of an incident.
- Provide financial and cost analysis information as requested.
- Ensure compensation and claims functions are being addressed relative to the incident.
- Gather pertinent information from briefings with responsible agencies.
- Develop an operating plan for the Finance/Administration Section
- Meet with assisting and cooperating agency representatives as needed.
- Maintain daily contact with agency(s) headquarters on finance matters.
- Ensure that personnel time records are completed accurately and transmitted.
- Ensure that all obligation documents initiated at the incident are properly prepared and completed.
- Brief agency administrative personnel on all incident-related financial issues needing attention or follow up.
- Provide input to the IAP.

Transfer of Command

The process of moving the responsibility for incident command from one Incident Commander to another is called “transfer of command.” It should be recognized that transition of command on an expanding incident is to be expected. It does not reflect on the competency of the current Incident Commander. There are five important steps in effectively assuming command of an incident in progress.

Step 1: The incoming Incident Commander should, if at all possible, personally perform an assessment of the incident situation with the existing Incident Commander.

Step 2: The incoming Incident Commander must be adequately briefed. This briefing must be by the current Incident Commander and take place face-to-face if possible. The briefing must cover the following:

- Incident history (what has happened)
- Priorities and objectives
- Current plan
- Resource assignments
- Incident organization
- Resources ordered/needed
- Facilities established
- Status of communications
- Any constraints or limitations
- Incident potential
- Delegation of Authority

The ICS Form 201 is especially designed to assist in incident briefings. It should be used when appropriate, as it provides a written record of the incident as of the time prepared. The ICS Form 201 contains:

- Incident objectives.
- A place for a sketch map.
- Summary of current actions.
- Organizational framework.
- Resources summary.

Step 3: After the incident briefing, the incoming Incident Commander should determine an appropriate time for transfer of command.

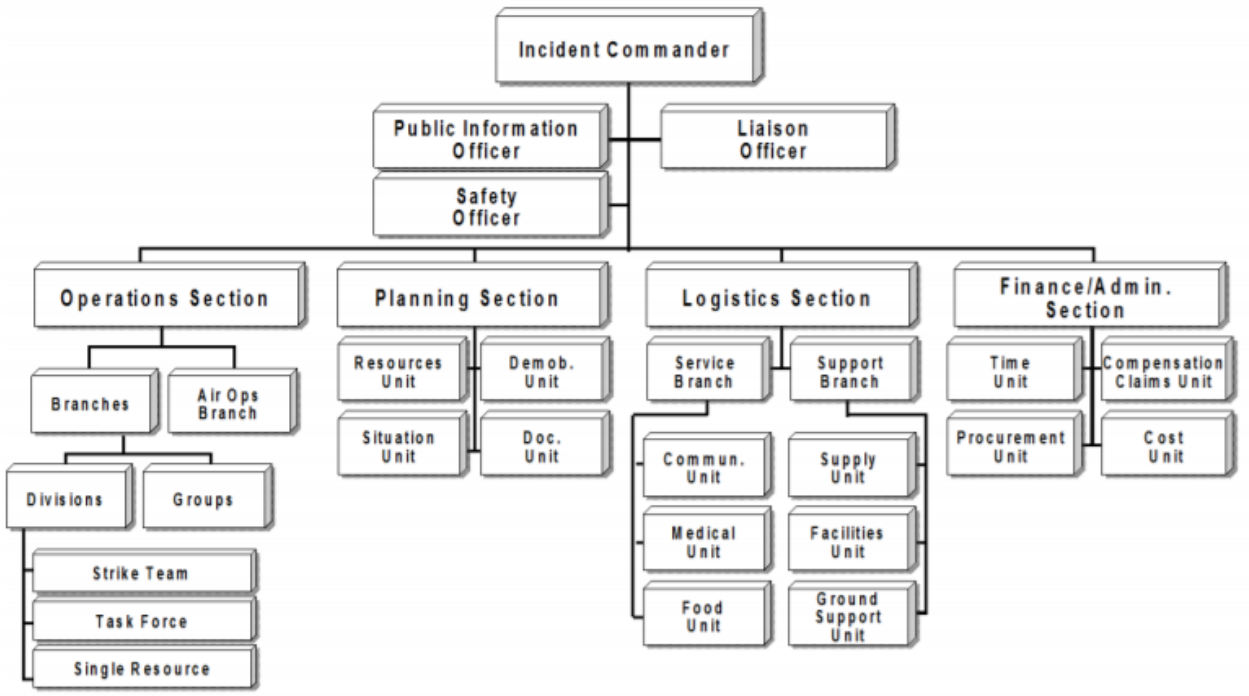
Step 4: At the appropriate time, notice of a change in incident command should be made to:
Agency headquarters (through dispatch).
General Staff members (if designated).
Command Staff members (if designated).
All incident personnel.

Step 5: The incoming Incident Commander may give the previous Incident Commander another assignment on the incident. There are several advantages of this:

- The initial Incident Commander retains first-hand knowledge at the incident site.
- This strategy allows the initial Incident Commander to observe the progress of the incident and to gain experience.

Organization Chart

At each level within the ICS organization, individuals with primary responsibility positions have distinct titles. Titles provide a common standard for all users. The use of distinct titles for ICS positions allows for filling ICS positions with the most qualified individuals rather than by seniority. Standardized position titles are useful when requesting qualified personnel. For example, in deploying personnel, it is important to know if the positions needed are Unit Leaders, clerks, etc. Listed below are the standard ICS titles:



Positions

The Command Staff consists of the Public Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander.

- Section: The organization level having functional responsibility for primary segments of incident management (Operations, Planning, Logistics, Finance/Administration). The Section level is organizationally between Branch and Incident Commander.
- Branch: That organizational level having functional, geographical, or jurisdictional responsibility for major parts of the incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals, by function, or by jurisdictional name.
- Division: That organizational level having responsibility for operations within a defined geographic area. The Division level is organizationally between the Strike Team and the Branch.
- Group: Groups are established to divide the incident into functional areas of operation. Groups are located between Branches (when activated) and Resources in the Operations Section.
- Unit: That organization element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.
- Task Force: A group of resources with common communications and a leader that may be preestablished and sent to an incident or formed at an incident.
- Strike Team: Specified combinations of the same kind and type of resources, with common communications and a leader.
- Single Resource: An individual piece of equipment and its personnel complement, or an established crew or team of individuals with an identified work supervisor that can be used on an incident.

5.0 COMMUNICATIONS PLAN

5.1 MEDIA COMMUNICATIONS

While media personnel should always be dealt with courteously, **under no circumstances** should any Long Beach Convention and Entertainment Center personnel give any statement on or off the record to media/press personnel. The following procedures should be followed when dealing with the media or press:

- Direct all media questions to the General Manager or Assistant General Manager.
- The Incident Commander should designate a Press area for Press to gather it should a high profile incident occur.
- Media personnel should be directed to the temporary press area and a liaison assigned to this area.

5.2 EMERGENCY COMMUNICATION PLAN

RADIO BROADCAST (Facility Radio Only)

The emergency broadcast is the first step to our facility's emergency procedures. The emergency broadcast will only be implemented in the event of a true emergency. This broadcast indicates that you need to take all necessary steps to ensure safety when such event occurs.

When department managers and supervisors become aware of the emergency broadcast they are immediately responsible for notifying all employees on their staff regarding the emergency. To avoid panic the emergency notice to all employees is to be done calmly and discretely. When the facility is occupied by the general public all building personnel should refrain from discussing the emergency situation over the radio, and, stand by for directions given by the Emergency Response Team (ERT). The Director of the Day (DOD) is to be notified immediately. ERT procedures will be immediately implemented and the proper emergency procedures in this manual are to be followed.

- In an emergency, the following radios, can initiate an "All-Call Broadcast" which will be broadcast over all channels simultaneously and override any other transmissions: Security Control, GM, AGM and Director radios (these radios will have added ID marking).
- The Emergency All-Call Broadcast will be programmed in **all** facility radios in **receive mode** only. This allow for all radios in the system to listen to the emergency all-channel broadcast directions.
- During an emergency, the ALL-Call channel will broadcast which channel the situation is being operated on and what departments/personnel need to monitor this channel. All other personnel should remain on their designated channel but restrict non-necessary communication until the emergency situation has concluded.
- The All-Call Broadcast channel is to co-ordinate resources and personnel to the channel the incident is being handled on, it is not to be used as an operational channel for the Incident.
- The Incident Commander (IC), whenever possible, should direct All-Call broadcasts through Security Control to avoid multiple persons attempting an All-Call Broadcast.

- An emergency situation will normally remain on the channel of the primary departments involved. For example: A fire alarm will primarily involve Security and Engineering and operate on channel 3. The Incident Commander will notify Security Control which departments/ personnel are to be directed to the incident channel via the All-Call Broadcast channel.
- All-Call Broadcasts should be general in nature, so as not to be overheard by the public and cause any unnecessary panic, for example; “Security, channel 4, Security channel 4”
- During any emergency, personnel should continue to talk in a normal tone of voice, remembering general transmission procedures.
- **The Security Department will always be directed to the Incident channel**.

Public Address Announcements

Public address announcements (PA) will be made in accordance with the Emergency Response Procedures for that incident. PA announcements should be read as written in the Emergency Response Procedures to ensure a consistent message is given to all employees and guests. PA announcements maybe made from:

- Security Control- Exhibition Halls A, B, C and Promenade. Employee “All Call” channel
- Arena- Arena Plant Rm 115 across from “M” doors. (mic located inside red fire control panel box on wall)
- Beverly O’Neil Theater-backstage or Bullhorns (located in EE or Security Control and Terrace Theater)
- Terrace Theater-Backstage or Bullhorns (located Terrace Theater House Door #2)

ALTERNATIVE COMMUNICATIONS (BACKUP)

- Public Address System
- ALL Call Broadcast
- Phone lines and Cell phones
- County Radios (Law Enforcement, EMS, Fire, County Emergency Management)
- Long Beach Convention and Entertainment Center Marquee
- Long Beach Convention and Entertainment Center CMS Boards
- Text Message Alert System

RADIO PROCEDURES

All transmissions should be short and to the point. To obtain the most efficient use of the mobile radio equipment, ASM / Premier personnel should adhere to the following principles:

Brevity –Airtime is precious, there are many departments utilizing the same pool of channels. Plan your transmissions; keep it short and to the point. House phones and cellphones should be used for extended communication in order to reserve radio airtime for other departments or emergency use.

Clarity -Speak clearly, using codes and phrases when applicable.

REQUESTS FOR ASSISTANCE

Orange “Distress Button”

ALL radios will have the “distress” button ability. The “distress” orange button in the radios is utilized to send a tone to the Security Control base station. The “distress button” should be depressed for 3 secs to activate this feature. Should the button be activated the following actions will be taken immediately:

Security Control will acknowledge the call and try to contact the initiator of the emergency tone. If there is no response, the Security Supervisor, because all radios have a unique ID, will cross reference the radio against the checkout log in the Employee Entrance (EE) office to determine who activated the distress button on their radio at the same time, the Security Control base will have the ability to open the microphone, for 10 seconds at a time, in the radio that has been activated. This may only be done at the direction of the on-duty Security Supervisor or Security Manager after receiving no response after a distress button has been activated.

An Incident Report detailing the incident will be filed by the involved Security Supervisor prior to the end of their shift and forwarded to the Security Manager for distribution.

RADIO CODES AND PRIORITY RATINGS

Concise and accurate radio transmission are key to any operation whether daily routine or emergency. Radio codes should be utilized whenever possible to relay information in a brief an accurate manner. Additionally, many occurrences / incidents should be prioritized in a clearly understood “in house” rating system to effectively allow ASM / Premier personnel to respond to the situation in a timely manner without communicating unnecessary information to guests or the general public. The following is a list of sample radio transmissions implementing such a rating system, as well as the basic radio codes for daily operations:

Classification of incident priority:

Class 1= immediate priority
(High risk potential for life safety, serious injury or major property damage)

Class 2= medium priority
(Moderate risk potential for non-life-threatening injury or moderate property damage)

Class 3= low priority
(Low risk potential for injury or low priority property damage)

Basic Radio Codes

10-1	Received Poorly
10-2	Received Well
10-4	Acknowledgment
10-7	Out of Service/Off Duty
10-8	In Service
10-9	Repeat Message
10-10	Temporarily Out of Service
10-14	Escort
10-20	Your Location?
10-21	Call Station/Ext.
10-22	Cancel
10-23	Stand By
10-33	Emergency Radio Traffic Only
10-87	Meet officer/person at:
10-97	Arrived on the Scene
10-100	Restroom Break
925	Suspicious Person
961	Take A Report
920	Missing or Found Adult
920-J	Missing or Found Juvenile
904	Fire Department
905	Police Department

Code 7	**Meal Break**
Code 4	**No further assistance ne**
Code Red	**Fire**
Code Pink	**HazMat Spill**
Code Orange	**Active Shooter**
Code Black	**Riot**
Code Blue	**Bomb Threat**
Code White	**Earthquake**
Code Yellow	**Evacuation**

6.0 EMERGENCY PROCEDURES

6.1 Evacuation Procedures-General

The Incident Commander will make all decisions regarding an evacuation of guests and/or employees. The decision to evacuate all or shelter –in-place any portion of the Long Beach Convention and Entertainment Center (LBCEC) will depend upon the nature of the emergency and the area affected. In general, the question that needs to be asked is:

Given the circumstances (or potential circumstances), is the condition of the public improved or likely to improve by having them exiting the LBCEC?

When deciding to evacuate the LBCEC the following should be considered:

- Loss of life or major injuries has occurred or are occurring
- Loss of life or major injuries is likely to occur, unless individuals are evacuated
- Property damage is likely to occur in areas where individuals are located

The evacuation process must take place with the working personnel on hand. Emergency personnel assignments may vary according to the number of personnel that are actually working at the start of the emergency.

When the Emergency Response Team (ERT) determines that evacuation MAY be necessary, that decision shall be communicated to other staff. Other agencies such as the Long Beach Police Department (LBPD) and Long Beach Fire Department (LBFD) should be notified at this time. The decision of when to notify the media is should follow Media Communication (5.0). Under no circumstances should staff release information or answer questions relating to the reason for the evacuation. The General Manager or Assistant General Manager will release all information.

All non-essential communications are to be ceased. Once the emergency radio broadcast is given, the "ERT" will instruct Security (Facility and Contract Event Security) to IMMEDIATELY unlock all of the exits for the facility being used.

Once the exits are unlocked, the decision to evacuate can be communicated to the staff and then to the patrons by one or a combination of the following:

1. Public Address System
2. Paging System.
3. Megaphone.
4. Personal Contact.
5. Media board
6. Alarm- visual and sound

Evacuation Announcement PUBLIC

Evacuation (*Theater/Arena/General Session "Seated" events)*

""Attention, Attention, Due to emergency circumstances, the Event Name will not be resuming. Please immediately walk to the nearest exit. Thank you."

Evacuation (*Trade Shows/Conventions)*

""Attention, Attention, Due to emergency circumstances, the Event Name will not be resuming. Please immediately walk to the nearest exit. Thank you."

Evacuation routes, including ADA routes will be posted in public areas to assist in directing guests and employees during an evacuation.

When Evacuating

1. Remain quiet and alert for additional instructions or directions.
2. Remain calm and offer assistance in exiting patrons.
3. **The elevators should not be used in an evacuation during a fire alarm**. During other evacuations, guest with disabilities may be escorted in the elevators by Event Services, Security and other ASM employees. During a fire alarm Guests Services, Contract and Facility Security and other ASM employees will assist guests with disabilities down the Stairways to the ground level doors. Only Trained personnel should use EVAC -Chairs.
4. If there is smoke, stay low to the ground and keep moving.
5. When exiting staircases at street level, continue moving away from the building.
6. Once patrons exit the facility, try to gather and group them.
7. Always follow Police and Fire department directions.
8. Do not re-enter the building without authorization.

STAFF PROCEDURES / REASPONSIBILITIES:

Event Manager

- All Event Requirement Forms (ER) will include a clearly established and designated ADA and General Public evacuation route that will allow for a usable circulation path.

Emergency Response Team (ERT)

- Determines, with local authorities, if an evacuation is necessary.
- Is responsible for directing overall evacuation operations and all facility resources, including employees
- Informs Security and directs notifications to facility departments
- Determines if the emergency was area-wide such as an earthquake, a check should be made with the CHP and LBPD to ascertain conditions of the freeway and street systems

prior to opening the parking lot exits. Damaged streets and overpasses may not permit traffic movements.

- Confirms that once the LBCEC has been evacuated, a sweep is conducted, and the EOC will be notified with an "**ALL CLEAR"**. At that time, all staff and non- Emergency Response Team personnel should also evacuate the LBCEC and report to the designated outside assembly areas, so that whereabouts may be established. Once outside the LBCEC, **DO NOT RE- ENTER THE BUILDING** for any reason, until approved by the ERT who will be in contact with authorities.

- Determines whether to resume or not resume an event. ERT should take the following into consideration:
  - Depends upon the type of event.
  - Box office, the box office manager should always be consulted about whether ticketed events should be canceled or resumed.
  - If entertainment events in the arena, and/or theaters are involved, the event may not be resumed, due to productions, performers and crowd control issues.
  - Events that are typically resumed are conventions, trade shows and meetings.
  - Evacuations from the Pacific Ballroom that activate the emergency backup battery system have a 90-minute run time. ERT must calculate the amount of battery life of the system before resuming any Event / Show.
- Once the Incident Commander has determined to resume the show and that the building is "Show Ready", show managers and exhibitors should be allowed in and given time to get ready for patrons' re-entry. ***This can only be done after receiving Police and/or Fire Department (s) approval.***

Contract Event Security:

- During Events / Shows has primary responsibility for directing patrons out of facility as quickly and efficiently as possible following the evacuation plan and maps attached for each area.
- If any of the routes are blocked, they must re-route the patrons to the nearest safe exit.
- Assist the injured to first aid area.
- Implements ADA evacuation procedures as necessary (See page 24)

Security:

- Immediately unlock all exits for event area upon request.

- Communicate evacuation decision to personnel that are not within hearing radius of the public announcements.
- Once the entire building has been evacuated, security will make a final check of all public areas as long as safety is not compromised.
- The Facility Security Department usually will be the last entity to leave the building.
- If the event will not be resumed, bullhorns will be used outside, and the public will be directed to leave the facility. No one will be allowed to re-enter the facility. This is necessary to avoid the injuries and/or traffic collision resulting from the reversing flow of pedestrians and vehicles trying to re-enter.
- If the event is to be resumed, security should enter the building first with building departmental personnel as specified by the ERT.

Facility Staff:

- Once the decision to evacuate has been communicated to the patrons;
    - All facility personnel will move to the emergency exit door closest to them and assist communicating and directing patrons to the exits.
    - The public will continue to be directed to depart the facility.
    - There are evacuation routes posted throughout the building and all personnel will be familiar with them and remain aware of their immediate exits at all time.

Parking

- If an Event / Show is evacuated Parking should be contacted to prepare for possible immediate egress. Parking Manager or Supervisor should be directed to use the CMS sign boards to communicate with the public that the facility is closed. This message must be approved by the Incident Commander.

EMPLOYEE EVACUATION PLAN

When employees evacuate the building, they will gather at the pre-designated “Safe Areas”. Managers will account for each of their employees and report this information to their Directors or the Emergency Response Team (ERT). Directors will then notify ASM Security that all employees are accounted for.

All staff will meet at the below listed safe areas. Staff will be accounted for by their respective manager, using staffing lists. Once staff is accounted for, they will be re-assigned to assist with crowd control if necessary.

Staff assistance related to crowd control will consist of keeping guests at least 300’ from emergency services, directing guests to their vehicles if the area around the LBCEC is to be cleared and giving information to guests once directed by the Incident

Commander. Other duties may be assigned depending on the severity of the situation.

TRAINING:

The following employees have been trained in how to conduct this emergency evacuation and assist others in safely exiting the building.

ASM Security / Engineering / Event Services Managers / Staff Pro Security

Safe Areas

Safe Areas – See Attached Map

1. Arena (Elephant) Lot – ASM Conversion Crew, Ch. #2, Premier Ch.#6*
2. Pine Avenue Grand Staircase (street level) – ACE Parking Ch. #4, Premier Ch. #8**
3. Terrace Plaza (Ocean & Long Beach Blvd)–ASM Maintenance/Electricians, Ch. #5, Premier Ch. #9***

Captains

1. **Kandy Grzebyk, Director of Sales***
2. **Tra Jones, Director Creative Initiatives****
3. **John Braun, Assistant General Manager*****

Co-Captains

1. **Darlene Burgess, Senior Event Manager***
2. **Cres Oba , Finance****
3. **Brandon Baello, Finance Admin*****

NOTES: The Incident Commander will direct Security Control to notify, by using the "ALL CALL channel" all departments and in-house contractors to go to Security & Engineering channel and wait for directions. Employees are not to use this channel other than to report information as outlined or directly connected to the emergency. Should Security Control be inoperable, the Incident Commander will direct a member of the ERT to handle radio communications and make announcements on the ALL CALL channel by use of a Directors Radio.

All channel numbers have been removed from this point on in the Evacuation Plan for clarification purposes. Both ASM & Premier Channel descriptions are identical, the numbers are not!

Conversion Crew channel will be assigned to the Arena (Elephant) Lot under the direction of the #1 captain and co-captains. *

Parking channel will be assigned to the Pine Avenue Grand Staircase under the direction of the #2 Captain and co-captains. **

Maintenance channel will be assigned to the “North” Terrace Plaza under the direction of the #3 Captain and co-captains. ***

General Manager, Assistant General Manager and upper Management Personnel will be assigned to Administration channel.

In the case that both captain and co-captains are absent, seniority will prevail in maintaining the accountability of employees.

During an Emergency Evacuation most employees will continue to follow the Normal Chain of Command: (If possible, stay together and travel to safe areas with your working group).

- Workers report to crew leaders
- Crew Leaders report to supervisors

During an Emergency Evacuation Supervisors will report to the following:

- Supervisors report to co-captains or Directors
- Captains reports to the Incident Commander of the Emergency Response Team

The Incident Commander (IC) reports to the local Authorities (Police & Fire) Having Jurisdiction.

During an Emergency Evacuation the Parking truck, Facility truck along with Security carts will be stationed at safe area #1, Arena (Elephant) Lot. The vehicles (if needed) will be used as a form of communication between safe areas.

In the event that the Emergency Evacuation is due to Fire or a Chemical Release the location of any safe area may be diverted in order to be Up-Wind of the hazard. Once the Engineering Department has appropriately completed FLSS and ventilation requirements within the Fire Control Room they are to report to their safe area.

Personnel Department Staff for ASM, Premier, and “On Site Contractors” are required to bring “Master Copies” of weekly work schedules to their respective safe areas. Supervisors are to bring independent department work schedules and note break times of employees under you and within the chain of command.

<u>When any portion of the facility is occupied with show attendee’s and they have evacuated the building for any emergency reason, Building Security is to announce to the attendee’s when it is clear to re-enter.</u>

EMPLOYEE RESCUE OR MEDICAL DUTIES:

No ASM employees will be involved in rescue. Average response time from the City Fire Department is 3 minutes or less. All rescue operations will be performed or coordinated by Long Beach Fire Department (LBFD) and /or Long Beach Police Department (LBPD), and any medical needs will be addressed by LBFD.

6.2 Disabled Emergency Evacuation Plan (D.E.E.P.)

General Information

The D.E.EP. is the primary means by which Long Beach Convention and Entertainment Center provides protection for its disabled employees, patrons, and assets. The purpose of a D.E.E.P. is to facilitate employer and employee actions during a workplace emergency making sure all disabled guests, visitors and patrons are accounted for. Active implementation and vigilance in accordance to OSHA and the Best Practices narrative provided will increase employee productivity, reduce turnover, reduce accidents and their associated costs, and better the venue product.

D.E.E.P. Responsibilities

Facilities

1. Ensure the entire full-time staff and event staff are trained to execute all Emergency Evacuation Plans. An annual fire drill/evacuation that includes the D.E.E.P. is recommended.
2. A detailed description of the Facility's structure, highlighting Usable Circulation Paths, Primary and Secondary and potential problem areas for people with disabilities.
3. D.E.E.P. provided to all Local Emergency Response Personnel for review, recommendations and comments.
4. Inventory of emergency signage and any equipment that is relevant to the evacuation of any disabled person (e.g. wheelchairs, carts, EVAC+CHAIRS).
5. D.E.E.P facility diagrams showing emergency exit routes.

Human Resources

Identify the venue's employee population with disabilities and make sure they have the training and materials needed for a proper evacuation.

Event Services

- Identify the venue's event guest population with disabilities and making sure they have the materials needed for a proper evacuation.
- All Event Requirement Forms (ER) will include the established and designated ADA Evacuation route that will allow for a usable circulation path*.

*An ADA circulation path is considered a *usable circulation path* if it meets one of the following criteria:

- A person with disabilities is able to travel unassisted through it to a public way.
- A person with disabilities is able to travel unassisted through that portion of the circulation path necessary to reach an area of refuge**.

**An area of refuge serves as a temporary haven from the effects of a fire or other emergency. A person with a severe mobility impairment must have the ability to travel from the area of refuge to the public way, although such travel might depend on the assistance of others. If elevation differences are involved, an elevator or other evacuation device might be used, or others might move the person by using a wheelchair carry on the stairs or EVAC-Chair.

Long Beach Fire Department

Will assist all Disable individuals when they are on site. LBCEC Staff will inform Long Beach Fire Dept. when they arrive where the individual is and they will assist those individuals.

Procedures

Employee Population with Disabilities

The Administrators have identified one current full time employee with disabilities; however everyone will be provided the opportunity to inform management of any issue they might have with regard to special needs in an evacuation.

Contract Event and Facility Security:

- During Events / Shows, Contract Event Security, has primary responsibility for directing ADA patrons out of facility as quickly and efficiently as possible.
- Contract Security will direct patrons following the ADA evacuation plan and maps attached to the Event Requirement Form (ER) for each show.
- Contract Security Supervisors will review, with all security guards working the Event / Show, the evacuation routes for all patrons including ADA prior to the start of any Event / Show.

- Guests attending Events / Shows on the 2nd level of the Pacific Ballroom will be directed to one of the 4 Areas of Refuge located on either side of 2nd level concourse. These rooms will serve as a holding area until patrons can be evacuated by Emergency Response personnel or security personnel trained in EVAC-Chair operations.
- Guests attending Events / Shows in other portions of the facility will be directed to the ADA emergency evac routes as identified in ER.
- All contract security and facility security will be trained in EVAC-Chair operations and will respond to the ADA areas of refuge as identified in the ER.

Facility Staff:

- Contract Security, Facility Security and any facility employee that is aware of any ADA evacuation need is to immediately notify the Emergency Response Team through Security Control.
- For events, all event staff will act as Building Evacuation Assistants. As they direct patrons to the exits, any disabled person(s) in their section or area should be approached and escorted to the nearest available exit, following the protocols of the D.E.E.P.

Equipment, Storage and Signage

The Long Beach Convention & Entertainment Center has 8 wheelchairs that can be used to maneuver patrons to safety outside of the building and are available upon request through Emergency Medical Services (EMS). They are located in the EMT Rooms of the Convention Center.

EMT Room Locations:

Arena	In “A” Line
Seaside	Across from Elevators 1 and 2 and Room S1.
Promenade	Across from X-Hall “A” and “B” escalator
Brick line	X-Hall “C” “C-2” entrance

The Long Beach Convention & Entertainment Center has 7 EVAC+CHAIRS that can be used to maneuver patrons down stairways.

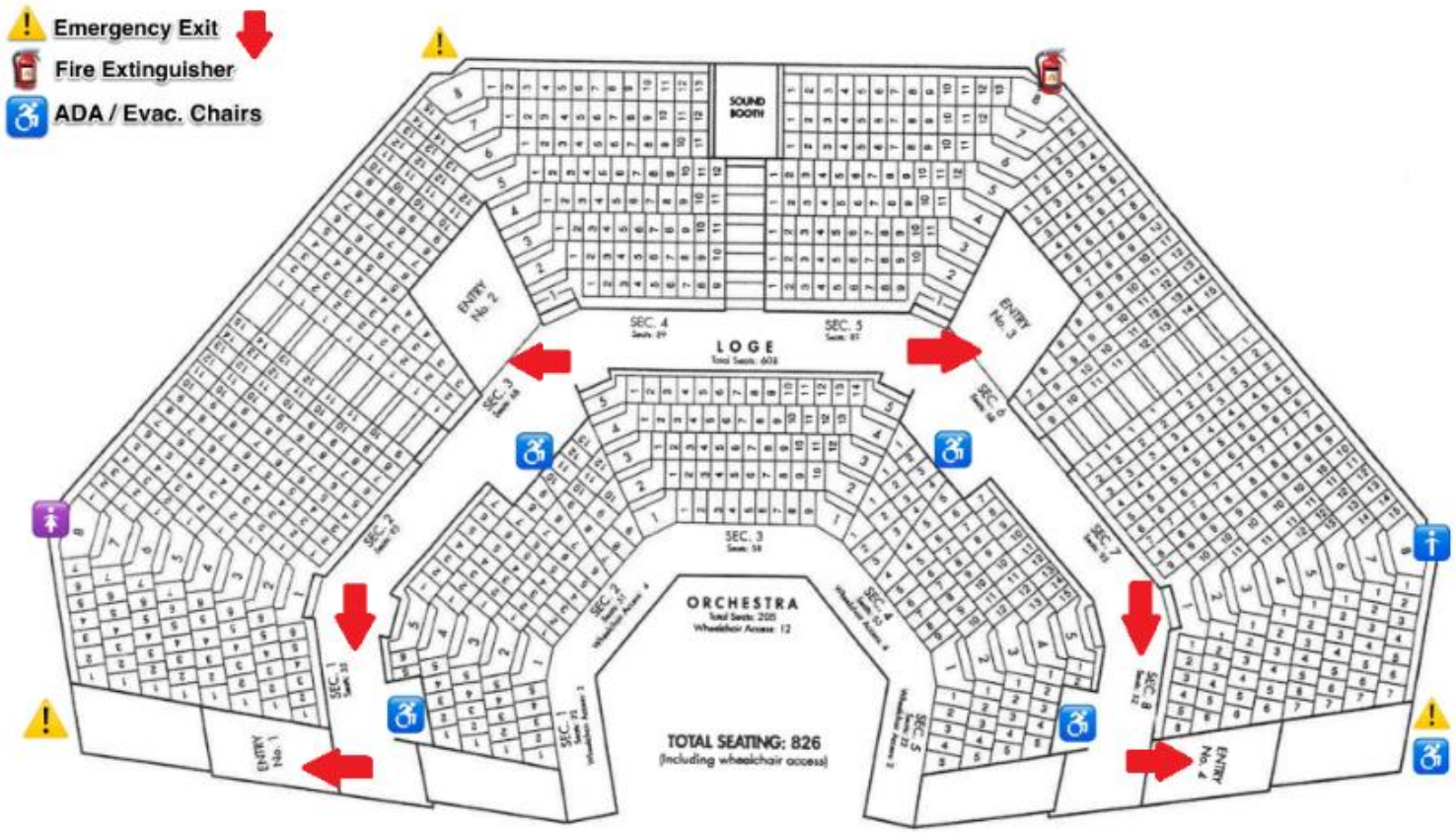
EVAC+CHAIR Locations:

Arena's Safe Rooms:	Top of stairs No. 2 and No. 8. (2)
Beverly O'Neill Theater:	Across from Men's Restroom. (2)
Promenade:	Between Room 204 and Elevator 15. (1)
Terrace Theater:	Balcony level, emergency stairs across from Elevators 3 and 4 (1)
	Lodge level, emergency stairs across from Elevators 1 and 2 (1)

EMERGENCY EVACUATION ROUTE

Seaside Meeting Rooms Evacuation Routes

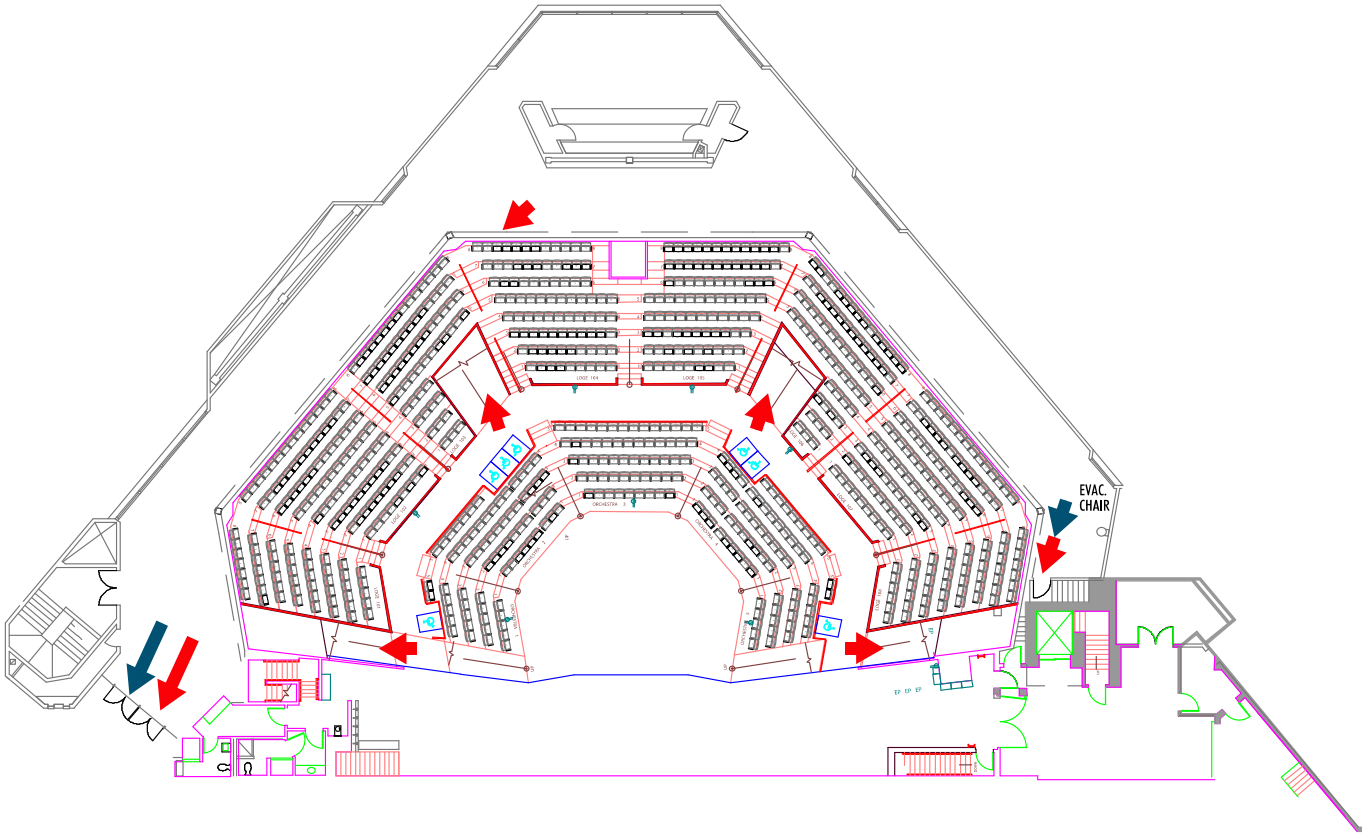
Lobby, service corridors and Exit Stairwell (4) are to be used as evacuation routes.



Beverly O'Neil Theater 🎭

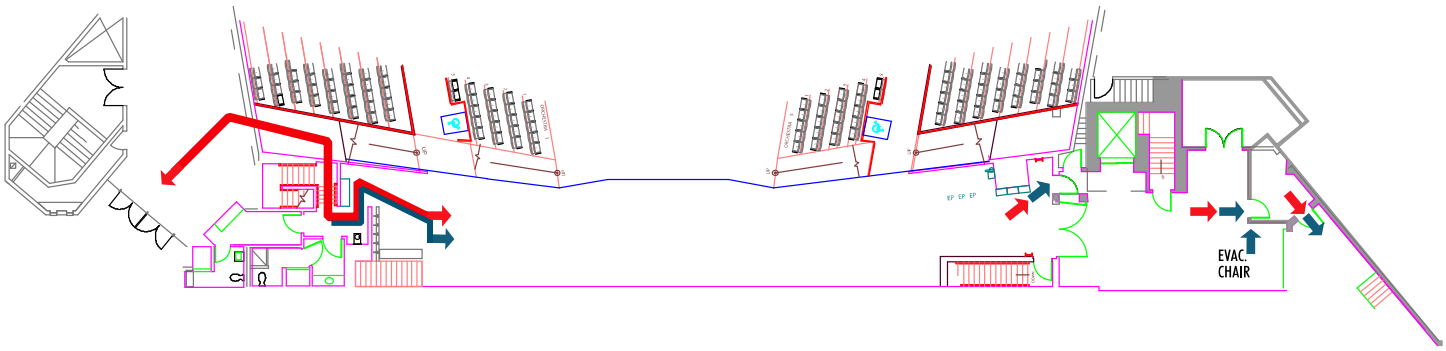
Beverly O'Neill Theater Evacuation Routes – House and Lobby

Lobby, service, corridors and Emergency Exit Stairwell (3) are to be used as evacuation routes.



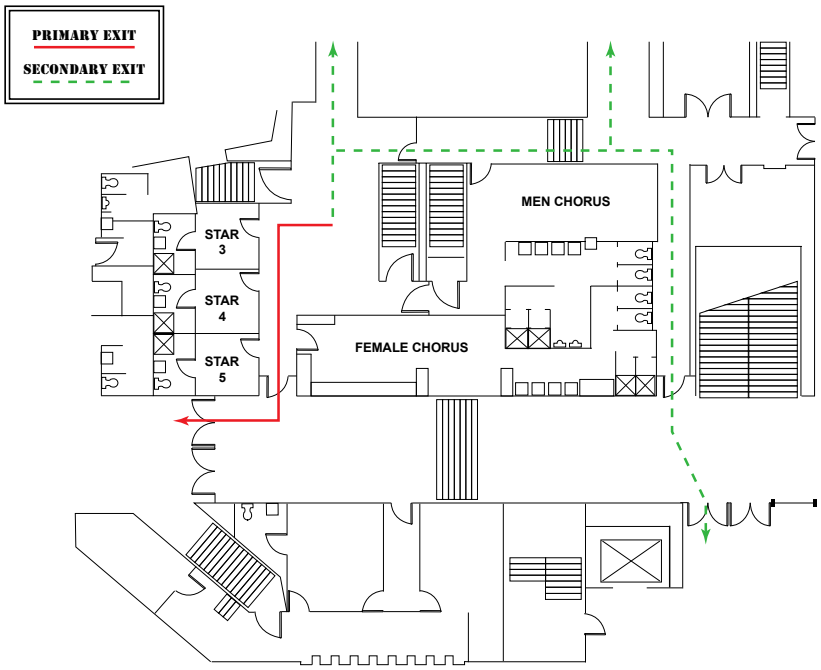
Beverly O'Neill Theater Evacuation Routes– Onstage Dressing Rooms

Door to vomitorium for Door 1 to Lobby, down stairs to lower dressing room level, or crossing stage are to be used as evacuation routes.



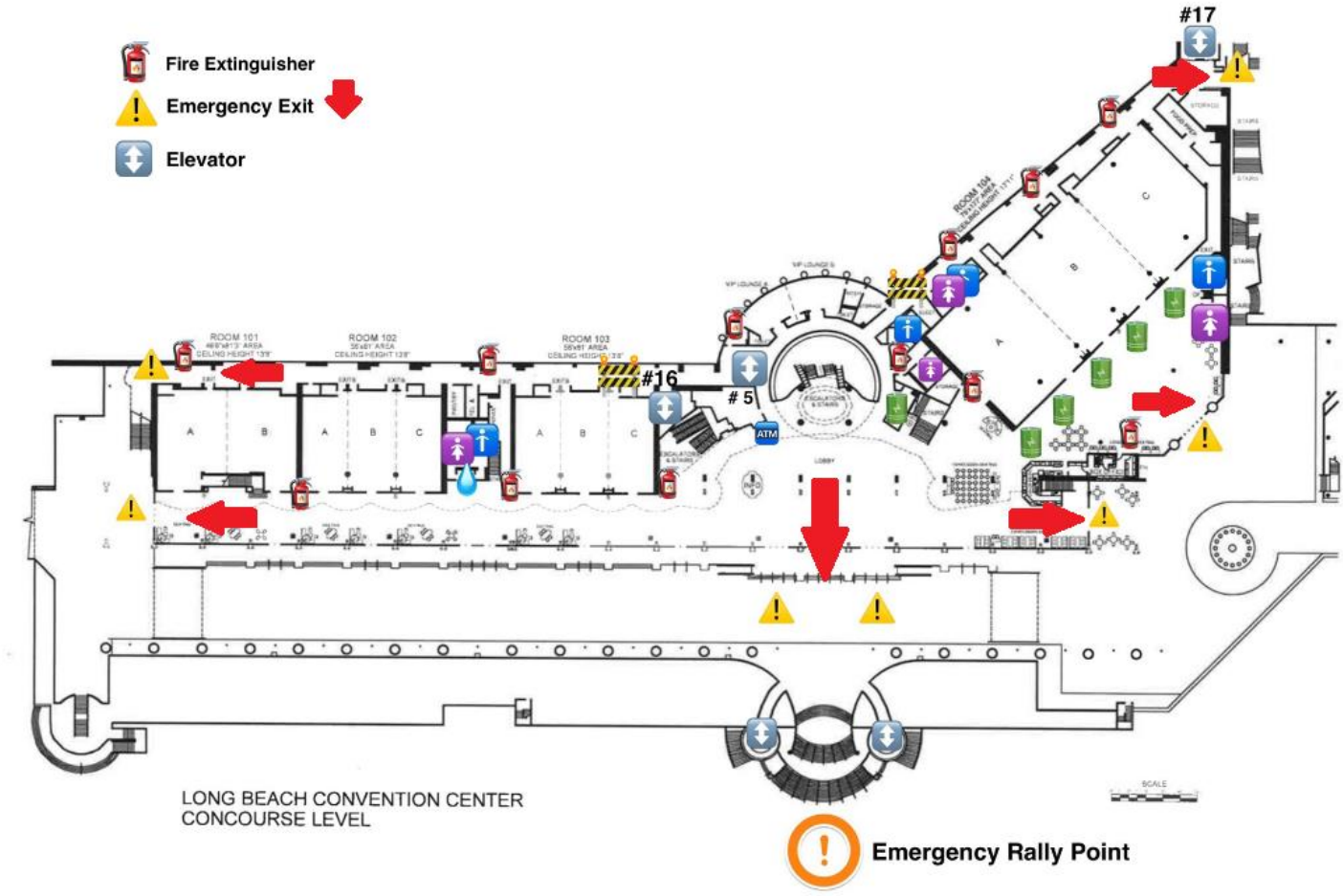
Beverly O'Neill Theater Evacuation Routes– Down Stairs Dressing Rooms

Doors to East Arcade area or crossing to doors to West side of dressing room area and using West Arcade doors or A are to be used for evacuation routes.



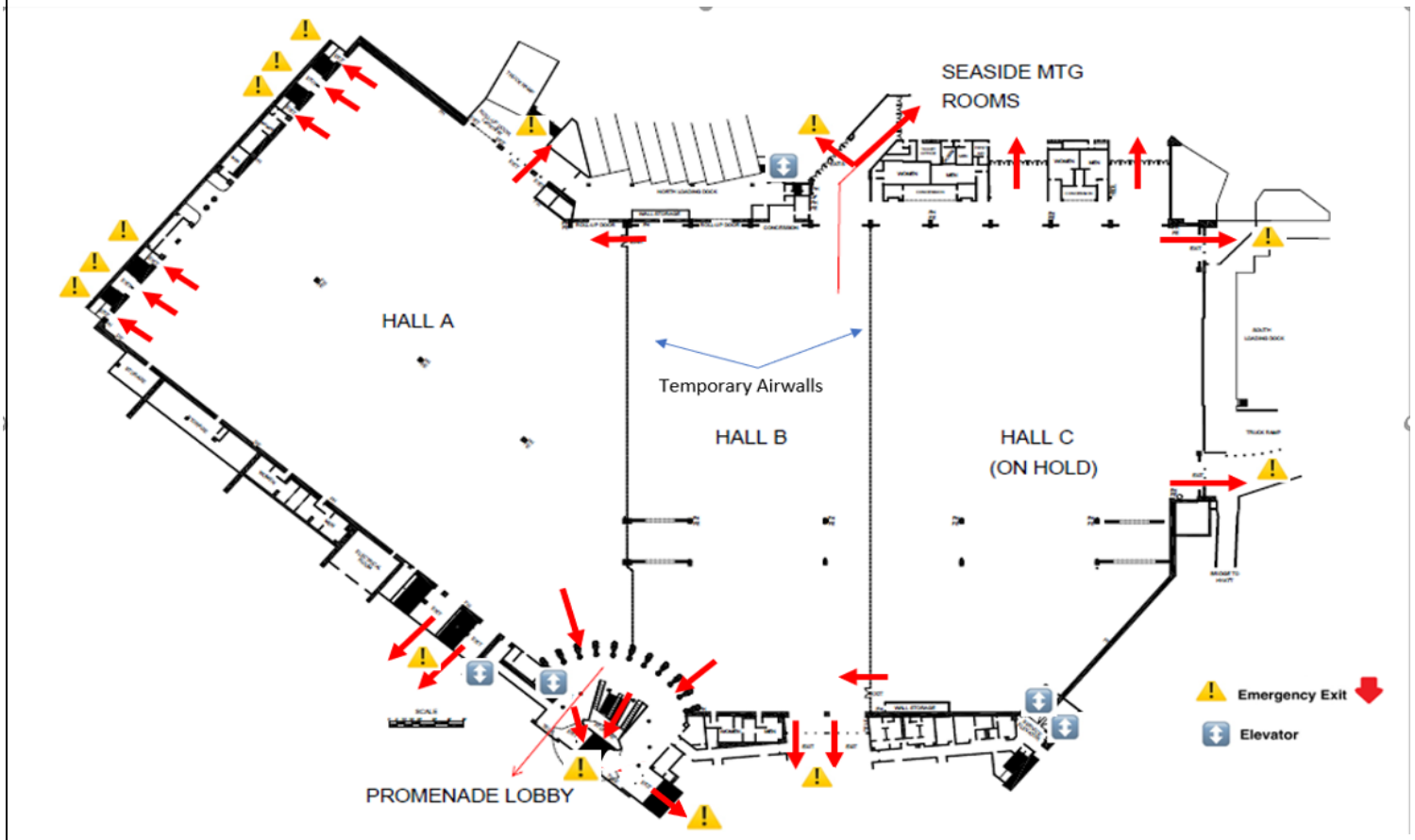
Promenade Evacuation Routes

Lobby, Service Corridors and Emergency Exit Stairwell are to be used as evacuation routes.

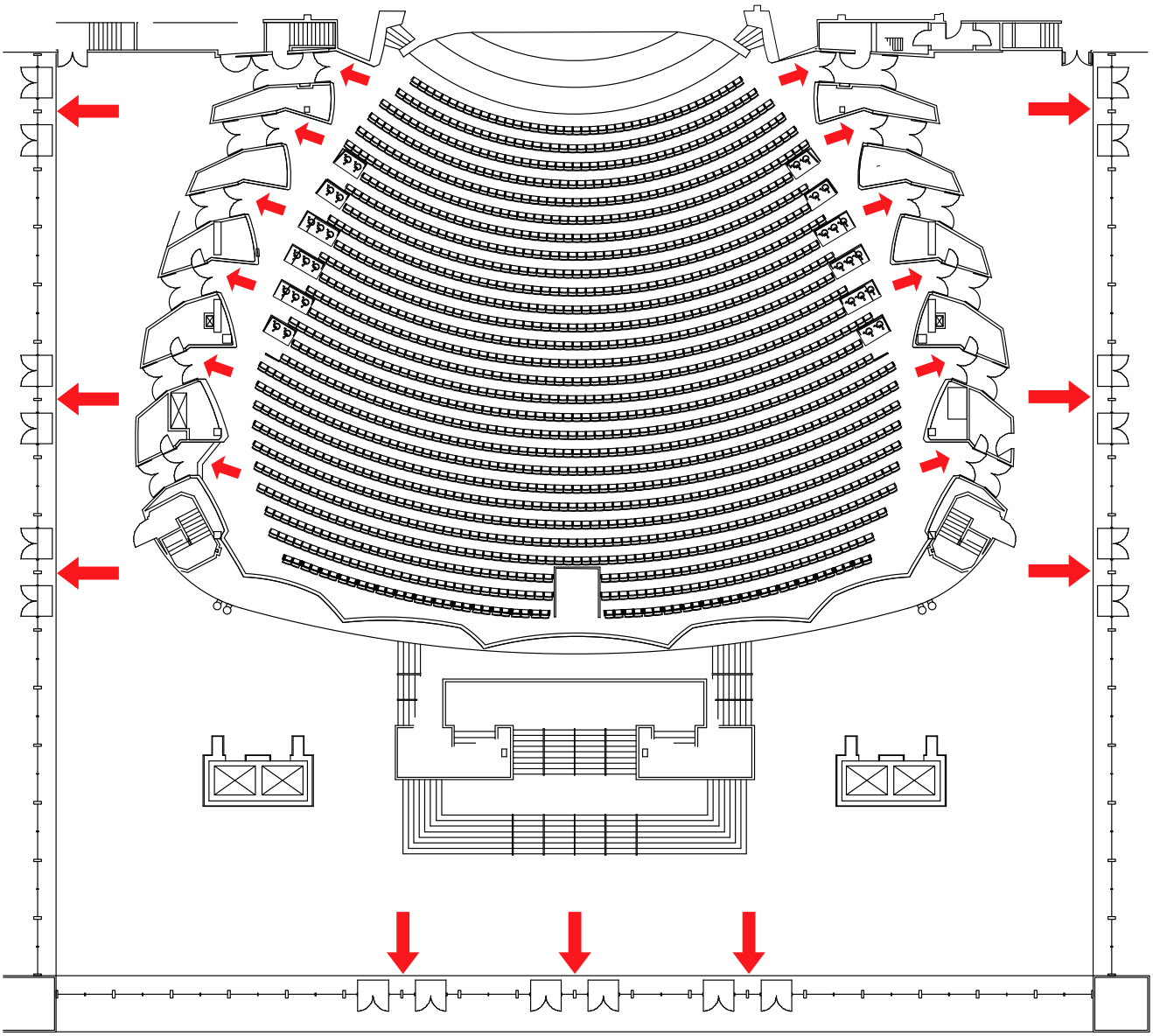


Exhibition Hall A, B, C Evacuation Routes

Emergency Exit are to be used as evacuation routes.

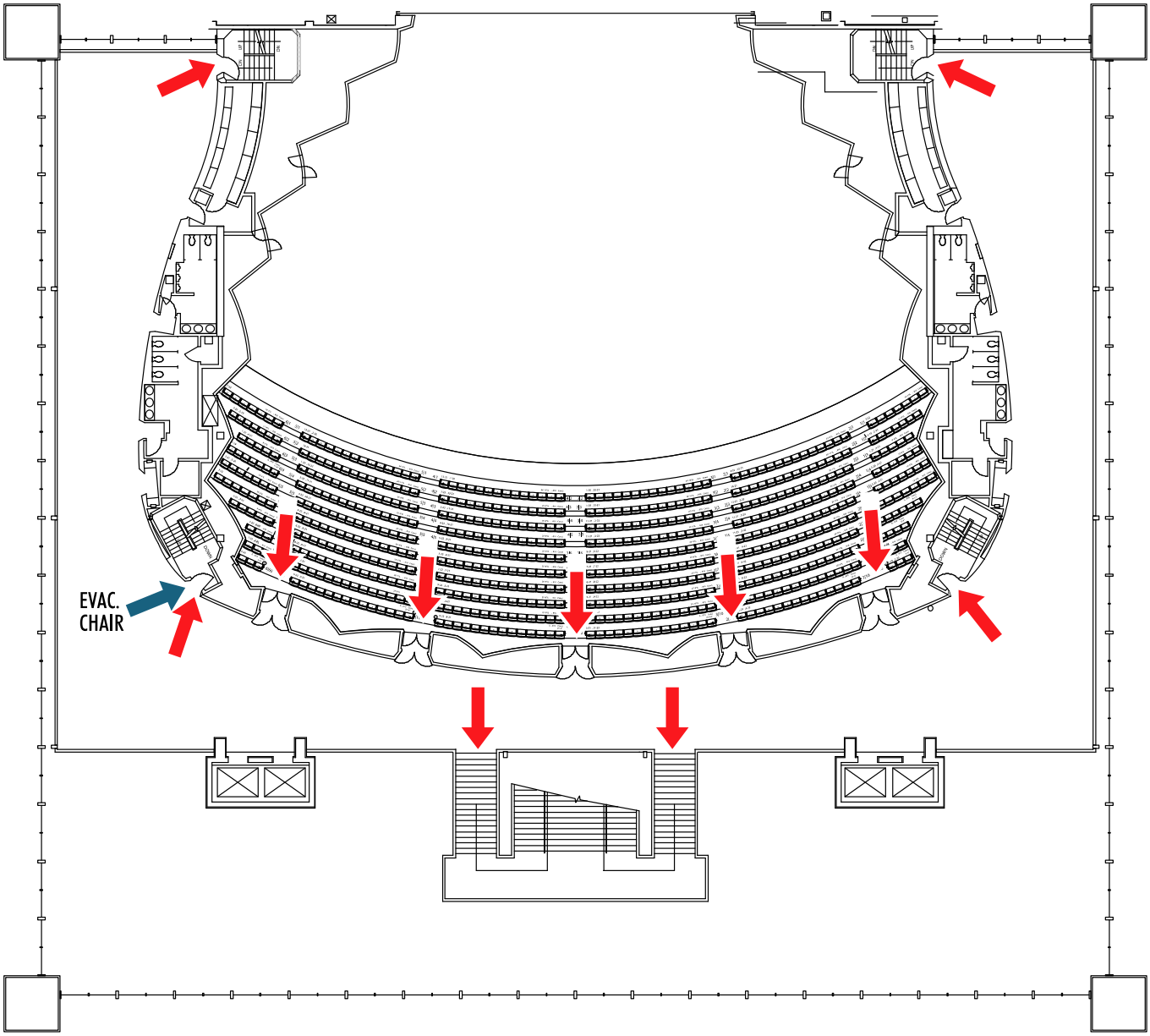


Terrace Theater Evacuation Routes – Orchestra Level and Lobby
Exit through house doors (12) and then proceed out Lobby glass doors**.**



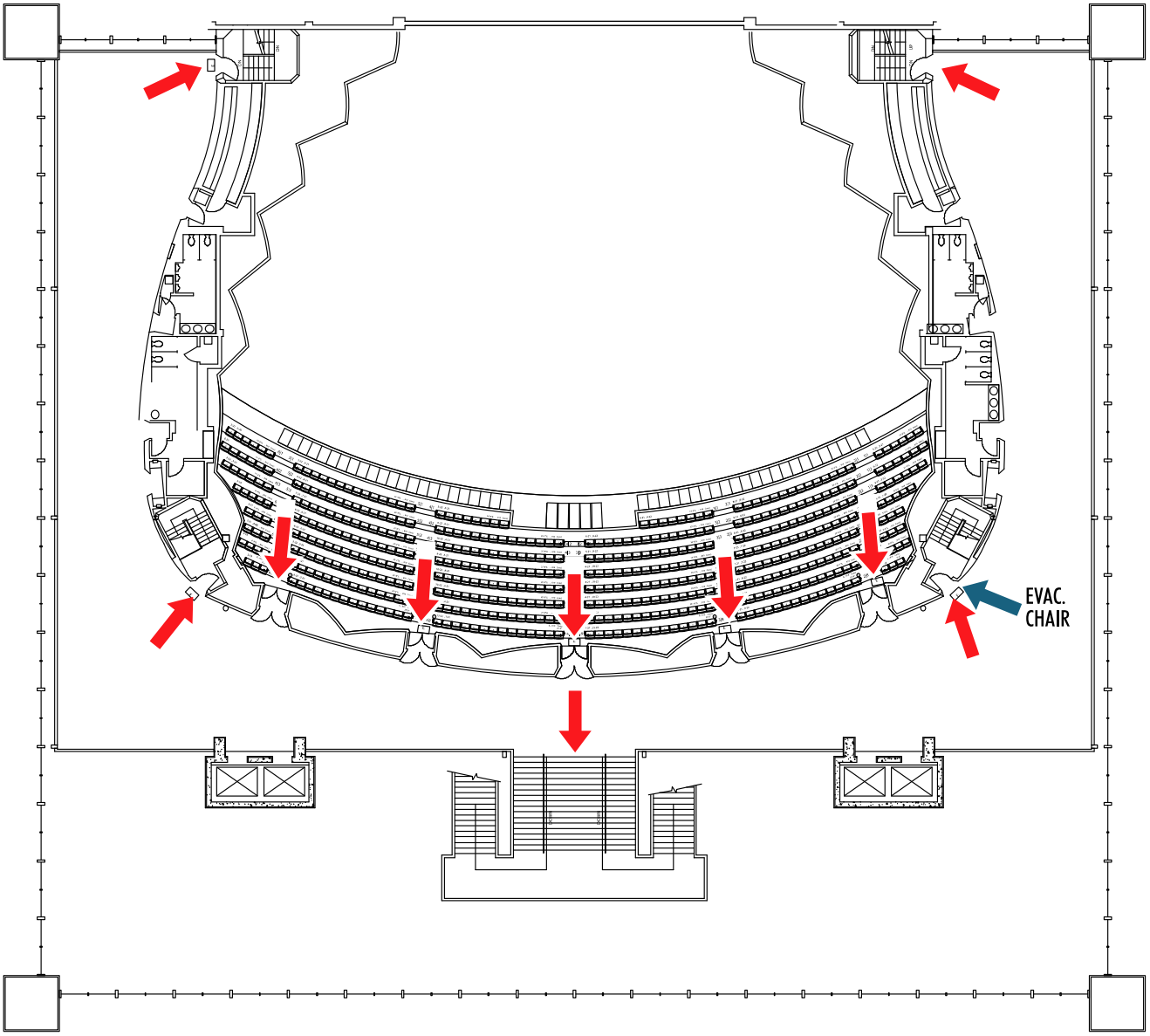
Terrace Theater Evacuation Routes – Loge Level and Lobby

Exit through house doors and proceed to appropriate stairwells. Please note stairwell equipment with an Emergency Evac Chair.



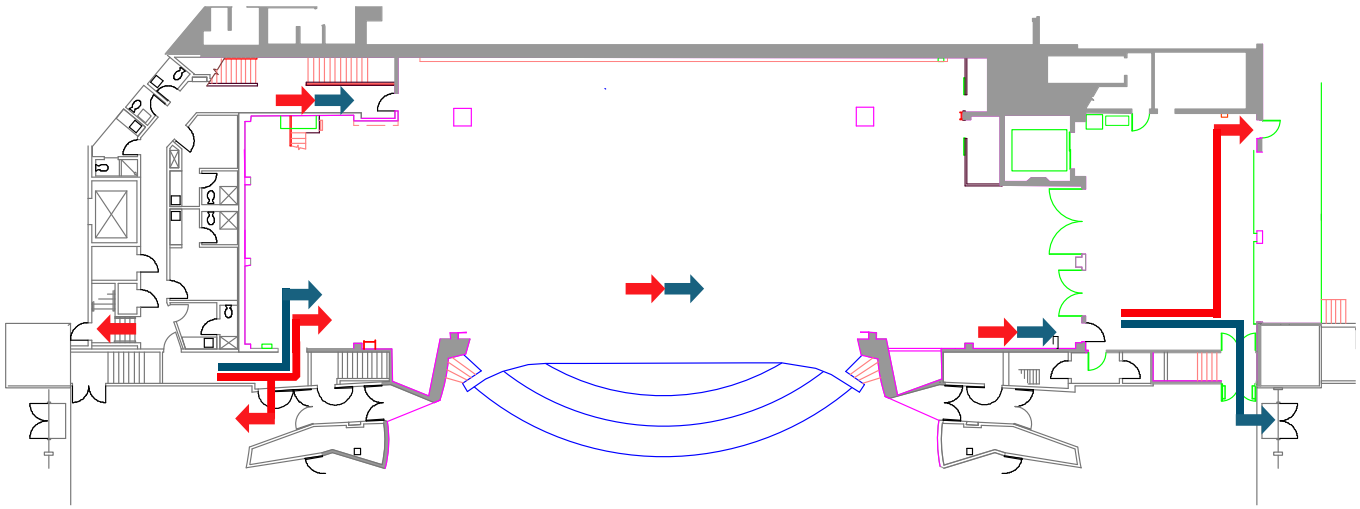
Terrace Theater Evacuation Routes – Balcony Level and Lobby

Exit through house doors and proceed to appropriate stairwells. Please note stairwell equipment with an Emergency Evac Chair.



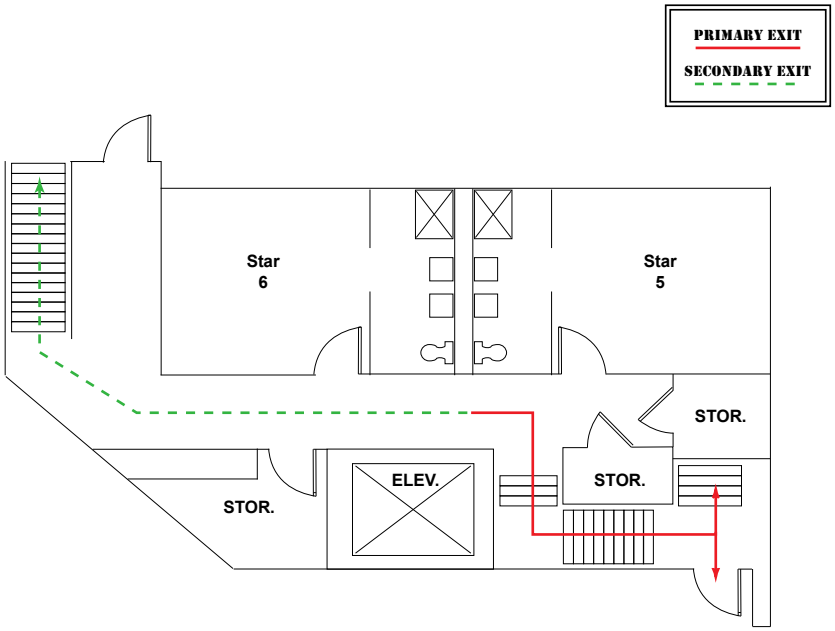
Terrace Theater Evacuation Routes – Onstage Dressing Rooms

Use corridors to stage, entrance to lobby, or Emergency Exit to Beverly O'Neill Theater patio as evacuation routes.



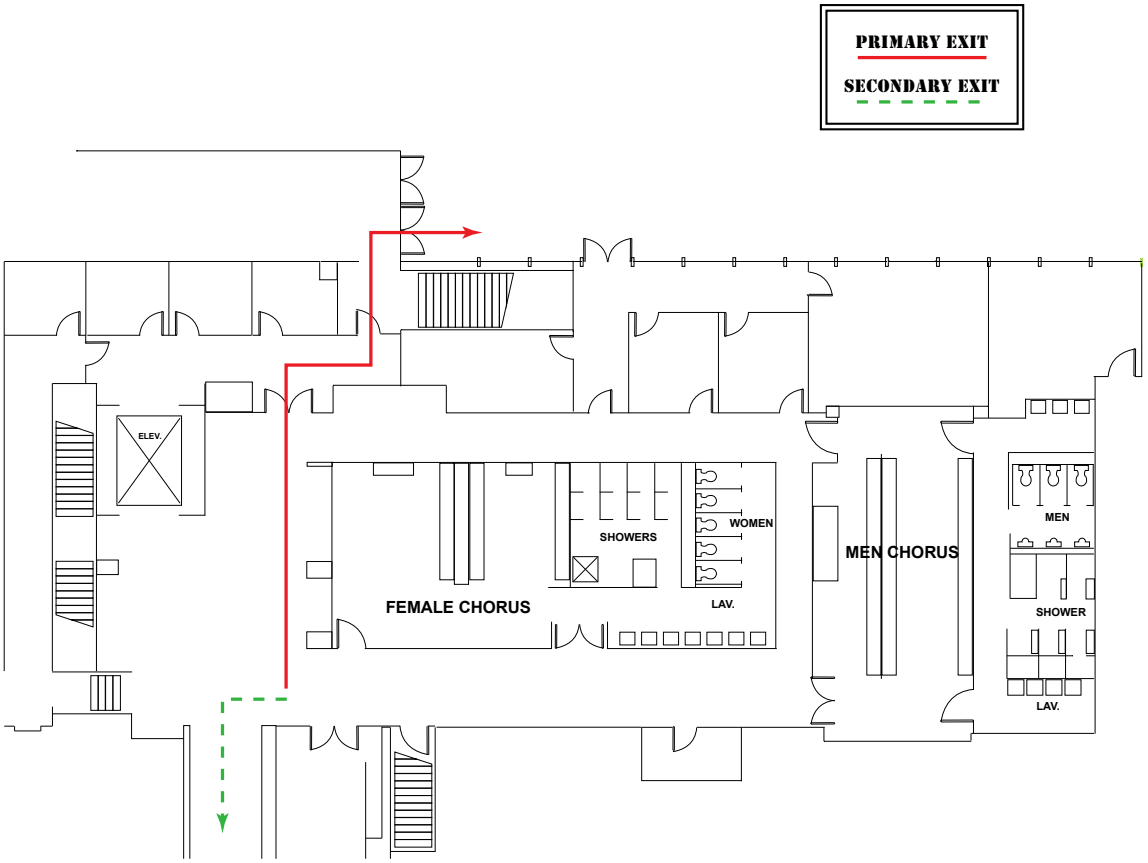
Terrace Theater Evacuation Routes – Mezzanine Dressing Rooms

Use corridors to stage, stairwell to onstage dressing room level, or exit to Beverly O'Neill Theater patio as evacuation routes.



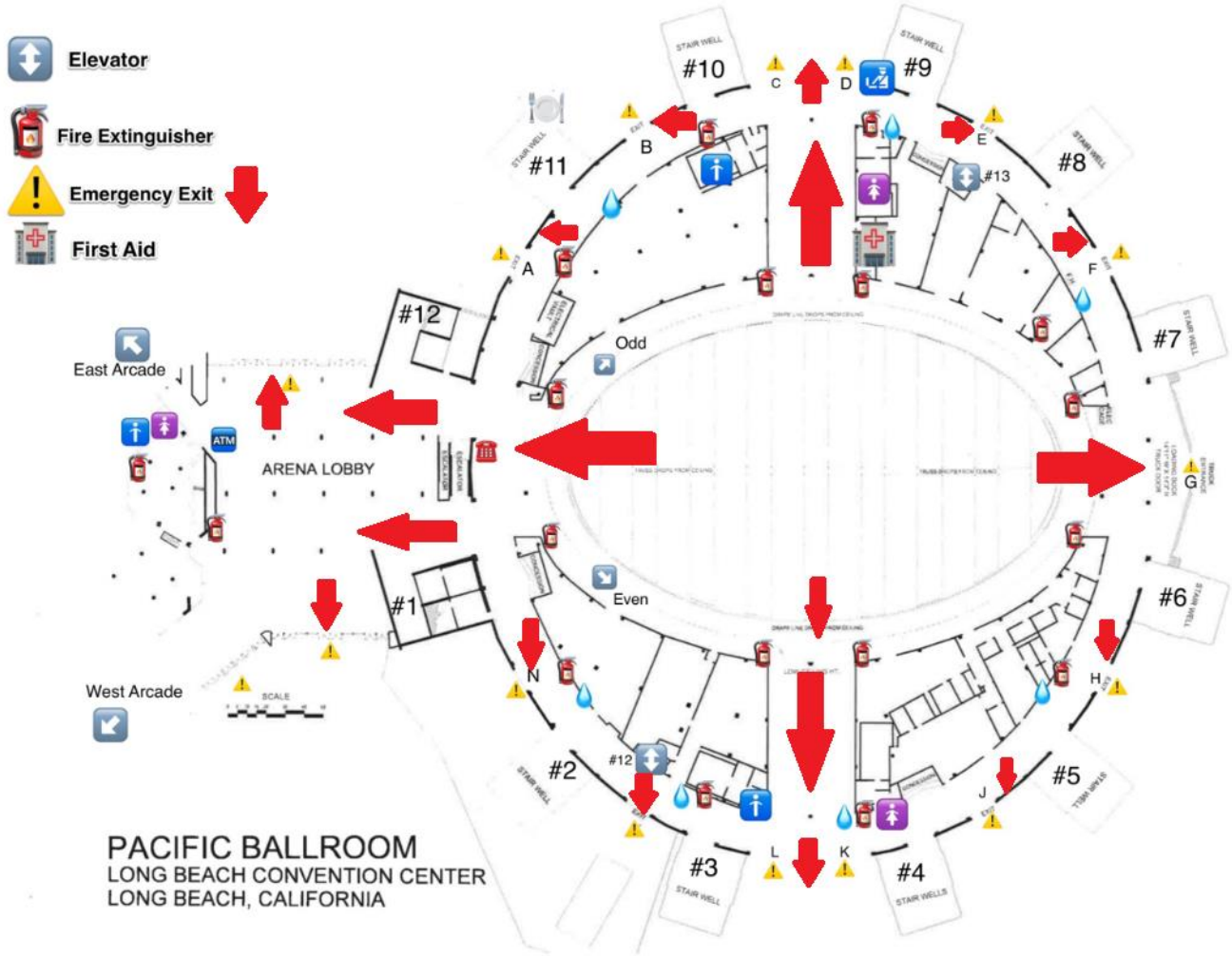
Terrace Theater Evacuation Routes – Chorus/Lower Level Dressing Rooms

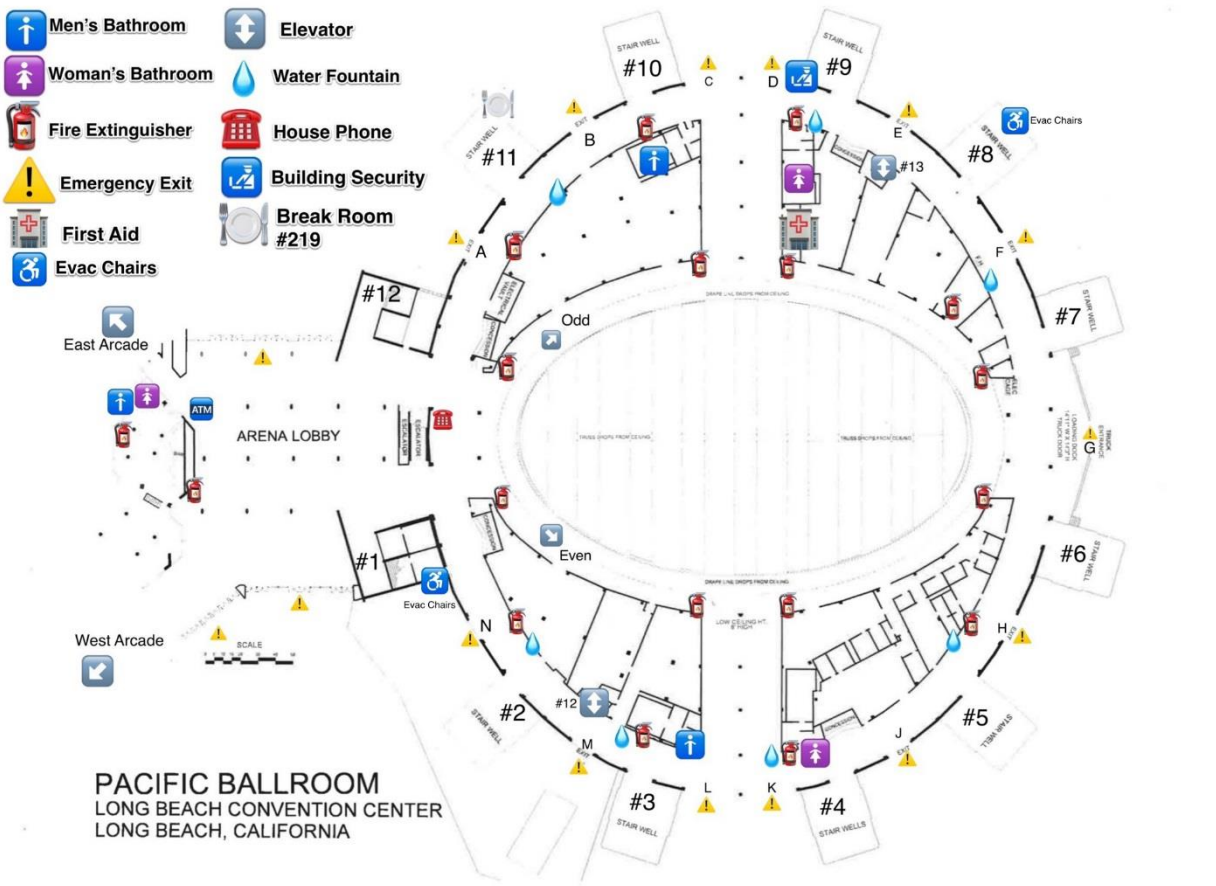
Use corridors to West Arcade doors, Artist Entrance, stairwell to Stage Level or Seaside Level, or cross dressing room area to East Arcade doors as evacuation routes.



Pacific Ballroom Evacuation Routes

Lobby, Corridors and Emergency Exit Stairwell (12) are to be used as evacuation routes**.**




Men's Bathroom
Woman's Bathroom
Fire Extinguisher
Emergency Exit
First Aid
Evac Chairs
Elevator
Water Fountain
House Phone
Building Security
Break Room #219
#10
#9
#11
#8
#13
#12
#7
East Arcade
Odd
ARENA LOBBY
ATM
#1
#6
Even
Evac Chairs
West Arcade
#2
#12
#5
#3
#4
PACIFIC BALLROOM
LONG BEACH CONVENTION CENTER
LONG BEACH, CALIFORNIA

Google maps
90802
Search Maps
Safe Area #3
Safe Area #2
Safe Area #1

6.3 FIRE ALARM

GENERAL INFORMATION

Learn the location of the closest emergency exit in your area and identify alternate emergency exit routes to use in the event that the exit closest to you is blocked. While fire extinguishers are provided throughout Long Beach Convention and Entertainment Center (LBCEC), you should use them only if you are trained or familiar with their use.

Unless instructed otherwise or in imminent danger, all personnel should monitor the facility radios for "All Call" broadcast to help prepare for a possible evacuation. Security should meet the Fire Department to direct them to the proper location.

1. Alarms should be followed by PA and "All Call" channel announcements directing guests and Employees if you hear an alarm run for an extended period of time, evacuate the building.

2. When exiting a building, **do not** prop open doors, this will only add oxygen to the fire. Close all doors behind you when exiting.

3. Always exit at a safe distance away from the building reporting to the designated assembly area.

4. Assist in determining who is present at your location and who might be missing. **DO NOT** go back into the building.

5. Stay at the designated assembly area until you receive an "**ALL CLEAR**" to return to the building.

REMAIN CALM AND FOLLOW THE INSTRUCTIONS YOU ARE GIVEN.

FACILITY SPECIFIC RESPONSE

All personnel are to remain Fire and Safety conscious at all times.

The occurrence of a fire is always a possibility. Personnel are to be alert for the danger at all times. If you discover a fire, stay calm and call security control on a two-way radio and ask them to transfer to channel three on the radio.

If you do not have channel three use the nearest house line and call Security Control Center (ext. @515) or 911 only if Security Control cannot be reached. Report your situation in and give the exact location. Channel 1 is not to be used for any Fire emergency unless Channel 3 is inoperable or unless the LBFD instructs personnel to do so.

- **NEVER** assume that an alarm is false!
- **ALWAYS** take safety precautions.
- Never enter a closed space without feeling the door first with the back of your hand for heat, look for smoke and running water. Sometimes a fire may smolder for a long time in a closed area because the oxygen supply is limited. When a door is opened, the oxygen needed to make a flame is supplied by the inward rush of air. The fire may flare up with the force of an explosion. Check for smoke seepage through door cracks.
- When evacuating stay low because heat rises, and hot air can scorch the lungs. Smoke may contain poisonous fumes that can cause death. Take short breaths and breathe through the nose. Cover your face with a damp cloth when available.
- The first line of fighting a fire is communication. If you find a fire notify security control center before you take any action to extinguish the fire. Escort any occupants out of the danger area in a calm, orderly manner. Do not attempt to put out a fire yourself, unless you are trained to do so.
- In some situations, the fire can be contained by your own actions. Fire extinguishers are provided throughout Long Beach Convention and Entertainment Center (LBCEC), you should use them only if you are trained or familiar with their use. In these cases, take the appropriate measures to extinguish the fire and then call the Security Control. Don't be afraid to ask for help. All fires shall be reported to the Director of the Day (DOD) and Security whether they are active or extinguished.
- All fire extinguishers located in the facility are the A-B-C type. These can be used on any type of fires. Never use water-based fire extinguishers on electrical fires. Class A-B-C fire extinguishers are located throughout the facility.

When it is obvious that a fire situation exists

- The Emergency Response Team, under direction of the Incident Commander, may implement Emergency Evacuation procedures (Sec 6.0 pg 18).
- Building security and any other investigating personnel are to relay as much information about the fire as possible to the Engineer on Duty so that he may relay that information to the LBFD.

- Remember, these guidelines are established in order to protect the public from a panic situation and to establish a clear path for open communications. This also allows the unaffected areas of the facility to continue its normal operation.
- The LBFD is not to be called or instructed to not roll to the scene by any personnel other than Security Control Central and the Incident Commander must authorize the call to be made.
- Security Control personnel must have authorization from the Incident Commander notifying our Emergency Alarm Response Company not to respond to the LBFD.

If in the event of a false alarm, building security and the Engineer on Duty must evaluate the situation and come to the following conclusions. Something such as dust or cigarette smoke caused the smoke device to activate, or, the device is faulty.

These guidelines have been set to keep fire awareness and safety a priority. In no case should you not report a fire situation.

SECURITY/ ENGINEERING DEPARTMENT

FIRE ALARM ACTIVATION

- Security Control will notify engineering of the alarm activation and all information on the fire alarm panel in security control.
- Security posted in EE is to immediately notify the Director of the Day (DOD.)
- Security Officers and all available management staff will respond to the alarm area and relay any information to the engineer, (i.e., signs of smoke, smell of fire, etc.,)
- Once security or management staff are <u>on site</u> in the alarm area, based on information provided, the Engineer will determine if the system can be silenced and public “stand by” announcements made via the public-address system and “All Call Channel”.
- Security Control will standby until the on-duty engineer silences the audible alarm, if appropriate for the situation, and advises to start making the initial public announcement.
    - *Security Supervisor makes announcements if audible is in Pacific Ballroom/Arena. Arena / Pacific Ballroom audible PA system is located Arena - Arena Plant Rm 115 across from “M” doors. (mic located inside red fire control panel box on wall)
- Announcements should be repeated every 2 minutes or until Fire Control Center states they will take over control of the announcements. These announcements will only be given in areas were an audible Fire Alarm has activated.
- Security Supervisor will check to see that announcements can be heard in affected areas.

Standby Announcement

Fire Alarm (*Theater/Arena/General Session "Seated" events)*

"Ladies and Gentlemen, please remain calm and in your seats. We have an alarm activation and are currently investigating, as a precaution the Fire Department has been notified. Please stand by for further instructions. Thank you for your cooperation."

Fire Alarm *(Trade Shows/Conventions)*

"Ladies and Gentlemen, please remain calm and stay in the immediate area. We have an alarm activation and are currently investigating, as a precaution the Fire Department has been notified. Please stand by for further instructions. Thank you for your cooperation."

Security or management staff are on site in the alarm area and NO immediate safety threat is observed.

- Fire Command Center (FCC) may advise Security Control to cease the announcement and the investigation will continue until the device in alarm is located.
- The engineer may also direct Security Control to cease the announcement and the engineer can reactivate the audible alarm if deemed necessary.
- EE will advise the General Manager, Asst. General Manager or their designees of the alarm activation and status.
- The security supervisor will contact the event manager and relay information

Security or management staffs are on site in the alarm area and there IS an immediate safety threat.

- The Incident Commander (See sec. 4.5, page 8) will then determine whether to evacuate the entire facility or a portion thereof.
- Long Beach Fire Department if on scene will have override authority on any fire alarm activation.
- The Incident Commander may determine to evacuate the entire facility or a portion thereof.
- The Incident Commander will direct Security Control and security, depending on the location, to make the following announcement via public address systems and the "All Call channel".

Evacuation Announcement PUBLIC

Evacuation (*Theater/Arena/General Session "Seated" events)*

"*Attention, Attention*, *Due to emergency circumstances, the Event Name will not be resuming. Please immediately walk to the nearest exit. Please contact your Ticket Purchasing Agent for information regarding redemption of your ticket. Thank you."*

Evacuation (*Trade Shows/Conventions)*

"*Attention, Attention*, *Due to emergency circumstances, the Event Name will not be resuming. Please immediately walk to the nearest exit. Please contact your Ticket Purchasing Agent for information regarding redemption of your ticket. Thank you."*

- The Incident Commander will direct evacuation procedures as outlined in Sec. 6.1, page 18.
- Security supervisor will direct EE to contact the event manager and relay information.

POST-FIRE ALARM - Non-Emergency announcement

Should the cause of the alarm be determined and NOT require the event be evacuated the following announcement should be read:

"Ladies and Gentlemen thank you for your co-operation, all systems have been checked and there is no danger, please feel free to resume all activities. Once again, all systems have been checked and there is no danger. Thank you for your co-operation and enjoy the show.

ALARM NOTIFICATIONS

The Security Supervisor will e-mail the Incident Report to the following personnel:

General Manager
Asst. General Manager
Director of Event Services
Director of Facilities
Director of Security

Security "EE"
Will notify the General Manager and Asst. General Manager of the audible alarm activation. Notification should include:

1. Is the area is occupied? If so are announcements being made and how are the guests reacting, (calm, panic etc.,)
2. Any fire or danger seen?

3. Is fire enroute?
4. How would they like additional updates, phone call or e-mail? Whenever possible these updates should come from the security supervisor.

6.4 BOMB THREAT PROCEDURE

General Information

The Long Beach Convention and Entertainment Center (LBCEC) has developed the following Bomb Threat procedures based on review of the Department of Homeland Security (DHS) reference guides as well as review with the Long Beach Police Department.

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine the credibility of the threat.

6.4.1 RECEIVING A BOMB THREAT

If You Receive a Bomb Threat

Follow these procedures:

- Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly but remain calm and if possible complete the DHS Bomb Threat Checklist (page 58), available at EE, Security Control, Share Drive and the operator desk in Administration.

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 notify your onsite manager immediately if no manager onsite, notify the security supervisor.
   a. They will Immediately notify the General Manager and the Director of Security or their designee(s) by radio or cell phone.
   b. **Security supervisor** will direct security control to notify LBPD and the DOD
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 _Director of the Day ,# in Security control ext 515

Handle note as minimally as possible.

If a bomb threat is received by e-mail:

Call _ Director of the Day, # in Security control ext. 515

Do not delete the message.

6.4.2 BOMB THREAT EVALUATION

Receptionist and all other persons who answer published telephone numbers shall be briefed on the procedures for handling bomb threats and will have Bomb threat Check list at their desk. Bomb threat checklist forms will be distributed to all employees and kept available for use.

DEFINITIONS

Bomb: An explosive device fused to detonate under specified conditions; explosive and incendiary by type.

Threat: An indication of something impending, an expression to inflict fear, injury or damage.

Search: To look on, in and around furniture, chairs, closets, drawers, etc.

THE MOST COMMON REASON FOR MAKING A BOMB THREAT ARE:

The caller wants to create an atmosphere of anxiety and panic, which will, in turn result in a disruption of normal activities at the LBCEC.

The caller has definite knowledge of the bomb and wishes to minimize risk of injury to others.

NON-SPECIFIC THREATS:

Non-specific threats are the most common type. The caller simply advises there is a bomb in the LBCEC.

SPECIFIC THREAT:

A specific threat is less common, but more likely to involve an actual explosive device. This type of threat usually provides information regarding the bomb, its placement, its construction, the rationale behind the attack, or the detonation time. The caller may also indicate knowledge of or about the physical layout of the site, particulars of LBCEC business, relay information about remote control switches, name an individual as a target or identify themselves as a representative of a terrorist organization. When a specific threat is received, serious thoughts should be given to the possibility of an actual explosive device.

All threats should be carefully evaluated. One must consider the facts and the context, and then conclude whether there is a possible threat.

Low Risk

Lacks Realism: A threat that poses a minimum risk to the victim and public safety. Probable motive is to cause disruption.

- Threat is vague and indirect.
- Information contained within the threat is inconsistent, implausible, or lacks detail.
- Caller is definitely known and has called numerous times.
- The threat was discovered instead of delivered (e.g., a threat written on a wall).

Medium Risk

Increased Level of Realism: Threat that could be carried out, although it may not appear entirely realistic.

- Threat is direct and feasible.
- Wording in the threat suggests the perpetrator has given some thought on how the act will be carried out.
- May include indications of a possible place and time.
- No strong indication the perpetrator has taken preparatory steps, although there may be some indirect reference pointing to that possibility.
- Indication the perpetrator has details regarding the availability of components needed to construct a bomb.
- Increased specificity to the threat (e.g., "**I'm serious!**" or "**I really mean this!**").

High Risk

Specific and Realistic: Threat appears to pose an immediate and serious danger to the safety of others.

- Threat is direct, specific, and realistic; may include names of possible victims, specific time, and location of device.
- Perpetrator provides his/her identity.
- Threat suggests concrete steps have been taken toward carrying out the threat.
- Perpetrator indicates they have practiced with a weapon or have had the intended victim(s) under surveillance.

6.4.3 BOMB SEARCH GUIDELINES NON-EVENT DAYS

General Response Procedures

Should the Facility receive a bomb threat the Emergency Response Team (ERT) (see sec. 4.5, page 8) will be immediately activated. Initial Incident Commander will immediately notify the General Manager, Assistant General Manager or onsite Director, if none of these persons are on site, immediately notify the Director of the Day (DOD). The following procedures will be implemented:

- The IC will notify the ERT to meet at the Emergency Operations Center (EOC) located in Administration. If the EOC is compromised, due to the threat, the IC will establish an alternate EOC.
- The Incident Commander will ensure immediate notification to the Long Beach Police Department (LBPD).
- **CODE Blue** is the radio code that should be used at all times when referring to a bomb threat
- The ERT will also determine which employees should assist in the search if available and meet at the EOC. The department employees assigned to the search by the ERT will be notified by radio to report to the EOC. They will be given a Bomb Threat Checklist to complete upon their arrival along with flashlights (to be returned).

Search Teams

- Each department will be assigned a coordinator and a check list to search the facility. Once the search is complete of each area, a determination will be made to call LBPD or call all clear. Incident Command will make the call.
- Personnel familiar with the LBCEC facility will conduct the bomb search. All search activities should be conducted with two-member teams (if enough personnel are present), under the direction of the Incident Commander.
- Each team will be assigned designated area(s) to search, following the Bomb Search Checklist. In addition to specific public and/or personnel work areas, all restrooms, concession stands, storage rooms, janitor closets, waste receptacles, fire extinguishers, stairways and hallways in each assigned area should be searched
- Use of radio communications is NOT Recommended unless an area has been searched and cleared.
- When searching for a suspected bomb, look for any object that is out of place or doesn't belong in that particular area. While conducting the search, also be watchful of any suspicious acting person(s).
- When conducting searches in view of the public, try to appear as calm and nonchalant as possible so as not to alert guests to what is occurring. Conduct your search under the pretext of an inventory of products or equipment repair.
- As the search of each area is completed, an "all-clear" report should be reported to the EOC. Unless instructed otherwise, all search personnel should return their paperwork to the EOC and see if additional help is needed.

NOTE: It is important to understand this is a bomb search plan and **NOT** a bomb disposal plan. **NOBODY** but a bomb disposal expert should ever touch a suspected bomb.

- If a suspicious object or package (see page 44) is located, the search team should not touch, move or jar it in any way. The removal or disarming of a bomb must be left to the experts. **DO NOT:** ***Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.***
- Upon discovery of a suspicious object or package, team members will secure the area, begin an orderly evacuation of the immediate area and maintain a minimum distance of 300 feet from the object with a concrete barrier in between if possible. The other team member will notify the Incident Commander or Law Enforcement official on scene by use of a house (landline) phone.
- If Law Enforcement is not on Scene, the Incident Commander (IC) will notify LBPD a suspicious package was found. The IC will direct a lock down of the entire facility or any portion of the facility. Upon LBPD arrival they may take over command.

If the building is placed on lock down:

- Box office will place pre-printed signs in their window indicating temporally closed.
- The administration office will also place a sign at the entrance indicating we are temporally closed.
- Parking Department will close all lots to ingress traffic and place "Parking Lot Closed" on all CMS message boards.
- Never say *"Bomb"* or *"Bomb Threat"* over the radio. Use "**Code Blue**"
- The General Manager or their designee will handle all media request.

Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.

6.4.4 BOMB SEARCH GUIDELINES PRIOR TO EVENT DOORS

General Response Procedures sec. 6.4.3 will be followed, including:

- An assessment will be made to determine if the LBCEC Pre-event K-9 search has been conducted and an additional search needed
- If needed an announcement will be made over the outside speakers stating, "The opening of the doors has been delayed due to unforeseen circumstances and we will open as soon as possible".

6.4.5 BOMB SEARCH GUIDELINES DURING EVENT

General Response Procedures sec. 6.4.3 will be followed, including:

- An assessment will be made to determine if the LBCEC Pre-event K-9 search has been conducted and an additional search needed.
- When conducting searches in view of the public, try to appear as calm and nonchalant as possible so as not to alert guests to what is occurring. Conduct your search under the pretext of an inventory of products or equipment repair.

6.4.6 BOMB SEARCH GUIDELINES NON-EVENT DAYS

General Response Procedures sec. 6.4.3 will be followed, including :

- Personnel familiar with the LBCEC and its contents will conduct the bomb search. All search activities should be conducted with two-member teams (if enough personnel are present), under the direction of the Incident Commander.
- **NOTE:** It is important to understand this is a bomb search plan and **NOT** a bomb disposal plan. **NOBODY** but a bomb disposal expert should ever touch a suspected bomb.

6.4.7 IF YOU FIND A SUSPICIOUS ITEM

If you see something that is suspicious, out of place, or doesn't look right, say something.
If You See Something, Say Something.

Suspicious item
Is any item (e.g., bag, package, vehicle, etc.) that is reasonably believed to contain explosives, an improvised explosive device (IED), or other hazardous material that requires a bomb technician and/or specialized equipment to further evaluate it. Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors. Generally speaking, anything that is hidden, **obviously** suspicious, and not typically (**HOT**) should be deemed suspicious. In addition, potential indicators for a bomb are threats, placement, and proximity of the item to people and valuable assets.

NOTE: Not all items are suspicious. An **unattended item** is an item (e.g., bag, package, vehicle, etc.) of unknown origin and content where there are no obvious signs of being suspicious (see above). Facility search, lock-down, or evacuation is not necessary unless the item is determined to be suspicious.

Signs of a suspicious package:

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

DO NOT:

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

You may encounter a suspicious item unexpectedly or while conducting a search as part of the facility's Bomb Threat Response Plan. If it appears to be a suspicious item, follow these procedures:

- Remain calm.
- **Do NOT** touch, tamper with, or move the package, bag, or item.
- **Do NOT Use** two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Redirect all vehicle traffic, guests and non-necessary facility personnel away from the immediate area, so they cannot, touch, tamper with, or move the package, bag, or item
- Notify your supervisor and Security Control, who will notify authorities immediately:
- Check to see if Long Beach Police are working onsite at the facility.
- Call 9-1-1 or your local law enforcement only if no facility supervisor or Security Control is available.
- Explain why it appears suspicious.
- Follow instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding shelter-in-place or evacuation.
- If no guidance is provided and you feel you are in immediate danger, calmly evacuate the area. Distance and protective cover are the best ways to reduce injury from a bomb.
- Be aware. There could be other threats or suspicious items.

Every situation is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine if a real risk is posed and how to respond.

SPECIFIC BUILDING PROCEDURES

Should the Facility receive a bomb threat the Emergency Response Team (ERT) (see page 8) will be immediately activated. Security Control will notify the Director of the Day immediately if no Director or above level management is on site.

Emergency Response Team (ERT) Responsibilities

- Immediate and total evacuation of an area may appear to be the obvious solution, however, if handled incorrectly this can be both inefficient and dangerous.
- It is extremely important that all discussion about the bomb threat is kept among the Emergency Response Team (ERT) do not discuss on radio. All radio transmission should use the **CODE BLUE** designator for Bomb Threats
- The ERT will immediately notify the LBPD and LBFD.
- The Incident Commander and the ERT shall work with the police and/or fire department to implement this bomb threat procedure.

If it has been decided that a bomb threat does truly exist:

- The Incident Commander will need to contact all ERT personnel and request that they report to the EOC.
- Security will be advised via telephone that a bomb threat is in effect and that all radio channels will cease to operate.
- The telephone will be used to communicate.
- All available QUALIFIED personnel will be utilized to prevent any additional persons from entering the identified bomb area or the entire building.
- The ERT will make the decisions to evacuate or not to evacuate the facility based upon the advice and counsel of the police and/or fire departments.
- If time permits, and if the general area of the bomb's location has been identified by the caller, a search should be made of the area. All key employees contacted by the ERT should make the search.
- Since the police and/or fire departments had been contacted from the building, those officials would probably assist in the search and bomb squad officers would be on standby notice.
    - If a decision is made to evacuate follow evacuation procedures (Sec. 6.0 page 18).
    - The DHS-DOJ Bomb Threat Guidance (page 43) is included for reference

Search Teams General

While each team begins the area search, one person in the search team should be designated to note all items searched in his teams' area. In the event that no bomb is found, the subsequent decision to re-enter will be influenced mostly by the confidence in the search procedure.

- The usual search sequence is to start on the outside and work to the inside. Once inside, start at the lowest level and work upward.
- Availability of master keys is important because limited access is a common obstacle to speedy search operations. The person in charge should have available a set of such master keys (located in Security Control and the EOC).
- The order of the search sequence begins with a thorough search of outside areas (shrubs, trash containers, ornamental structures, vehicles parked around the building); building entrances and lobbies; and public areas (ramps, restrooms and stairways). Due to their accessibility, these areas should be checked very carefully, with special caution being exercised when checking doors for the presence of booby-traps and anti-disturbance switches.
- Once external and public areas have been cleared, the search on the inside begins in the basement or sub-basement.
- Prior to a physical room search, a visual search should be made with the room divided into areas of responsibility. Both the visual and physical searches should progress in stages (i.e. floor to waist, waist to eye level, eye level to ceiling and under false or suspended ceiling.) The physical search sequence starts at the sides of the rooms and progresses toward the center. As a room or floor is cleared, chalk or tape should be used to indicate that the area has been searched.
- Searches of utility closets and basement areas which contain machinery should be guided by maintenance personnel familiar with the facility.
- When entering an area where the lights are off, it is advisable to leave lights off. (Search teams should use flashlights or improvised lanterns.) Booby-trapped switches can be improvised for use in many seemingly innocent ways. Once in the room, searchers should stop and listen to identify and/or classify background noises as either usual or unusual.

<u>If a device or suspect device is located, do not touch it and do not assume it to be the only one.</u> Note its location, description, and proximity to utilities (gas lines, water pipes, and electrical panel.) Relay this information to the ERT. Then clear and secure the area. Only trained personnel should handle the device. A discovery of a device does not end the search, more devices may be present and search efforts must continue until the entire

facility has been checked. Should a bomb be located, Police officers will be notified. Request the presence of a bomb unit to facilitate the removal and investigation of the bomb.

IF AN EXPLOSION OCCURS

Do not tamper with the debris. Call for help. Remove any casualties and secure the area until the bomb technicians arrive. A blast might loosen or weaken adjacent structures. Exercise caution to avoid additional injuries from such post-explosion hazards.

If a bomb is not found, and the building has been evacuated, then the decision to let the public re-enter will be made by the ERT after assessing the factual circumstances with the LB Police and/or Fire departments.

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 handwritten
- 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
☐ **Female**	☐ Animal noises	☐ Incoherent
☐ **Male**	☐ House noises	☐ Message read
☐ Accent	☐ Kitchen noises	☐ Taped message
☐ Angry	☐ Street noises	☐ Irrational
☐ Calm	☐ Booth	☐ Profane
☐ Clearing throat	☐ PA system	☐ Well-spoken
☐ Coughing	☐ Conversation	
☐ Cracking voice	☐ Music	
☐ Crying	☐ Motor	
☐ Deep	☐ Clear	
☐ Deep breathing	☐ Static	
☐ Disguised	☐ Office machinery	
☐ Distinct	☐ Factory machinery	
☐ Excited	☐ Local	
☐ Laughter	☐ Long Distance	
☐ Lisp		
☐ Loud	**Other Information:**	
☐ Nasal		
☐ Normal		
☐ Ragged		
☐ Rapid		
☐ Raspy		
☐ Slow		
☐ Slurred		
☐ Soft		
☐ Stutter		

LONG BEACH Convention & Entertainment Center

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SEARCH AREA_____

Date /Time _____

Team Leader_____

1. **Scribe / note taker**_____
2. **Searcher**_____
3. **Searcher**_____
4. **Searcher**_____

NOTES_____

_____

_____

_____

6.5 RELEASE OF CHEMICAL, BIOLOGICAL AND RADIOLOGICAL MATERIAL

General Information

Radiological Dispersion Device (RDD) Event (Dirty Bomb)

A radiological attack is the spreading of radioactive material with the intent to do harm. Radioactive materials are used every day in laboratories, medical centers, food irradiation plants, and for industrial uses. Radiological Dispersal Devices, a.k.a. Dirty Bombs A “dirty bomb” is one type of RDD that uses a conventional explosion to disperse radioactive material over a targeted area. A Dirty Bomb Is Not a Nuclear Bomb. Most of the radioactive particles dispersed by a dirty bomb would likely fall to the ground within a few city blocks or miles of the explosion.

Immediate Impact to Human Health Most injuries from a dirty bomb would probably occur from the heat, debris, radiological dust, and force of the conventional explosion used to disperse the radioactive material, affecting only individuals close to the site of the explosion. At the low radiation levels expected from an RDD, the immediate health effects from radiation exposure would likely be minimal.

If there is a chemical, biological or radiological release outside the facility we will follow the following procedures to minimize exposure to guests and employees.

DURING (RDD) EVENT (DIRTY BOMB)

While the explosive blast will be immediately obvious, the presence of radiation will not be known until trained personnel with specialized equipment are on the scene.

If the explosion or radiological release occurs inside, get out immediately and seek safe shelter. Otherwise, if you are:

OUTDOORS

- Seek shelter indoors immediately in the nearest undamaged building.
- If appropriate shelter is not available, cover your nose and mouth and move as rapidly as is safe upwind, away from the location of the explosive blast. Then, seek appropriate shelter as soon as possible.
- Listen for official instructions and follow directions.

INDOORS

- If you have time, turn off ventilation and heating systems, close windows, vents, exhaust fans, and clothes dryer vents.
- Seek shelter immediately, preferably underground or in an interior room of a building, placing as much distance and dense shielding as possible between you and the outdoors where the radioactive material may be.
- Seal windows and external doors that do not fit snugly with duct tape to reduce

infiltration of radioactive particles. Plastic sheeting will not provide shielding from radioactivity nor from blast effects of a nearby explosion.

- Listen for official instructions and follow directions.

AFTER AN RADIOLOGICAL DISPERSION DEVICE (RDD) EVENT

After finding safe shelter, those who may have been exposed to radioactive material should decontaminate themselves.

- Remove contaminated clothes as soon as possible; place them in a sealed container such as a plastic bag (isolate the bag away from you and others). The clothing could be used later to estimate a person's exposure.
- Gently wash skin to remove possible contamination; people should make sure that no radioactive material enters the mouth or is transferred to areas of the face where it could be easily moved to the mouth and ingested. For example, don't eat, drink, or smoke.
- Stay away from any obvious plume or dust cloud.
- Seek medical attention after officials indicate it is safe to leave shelter.

Contamination from an RDD event could affect a wide area, depending on the amount of conventional explosives used, the quantity and type of radioactive material released, and meteorological conditions.

FOLLOW THESE ADDITIONAL GUIDELINES AFTER AN RDD EVENT:

- Continue monitoring messages from Security Control, whether you have evacuated or sheltered-in-place.
- Do not return to or visit an RDD incident location for any reason.

Questions such as when it's safe to leave a building or return home, what is safe to eat and drink and when, and how children will be cared for if they are separated from their parents would be answered by authorities who would have to make decisions on a case-by-case basis depending on the many variables of the situation.

EVACUATION

Decisions regarding evacuation as a plume is passing could result in greater exposures than sheltering in place. The best course of action will be provided by emergency officials who may use computations from models of plume travel and potential radiation health effects. Reducing contamination contaminated individuals can expose or contaminate other people with whom they come in close contact and should avoid contact with others until they are decontaminated. People who have inhaled or ingested radioactive material require assistance by medical personnel. Antidotes there are no reliable antidotes once radioactive material is inhaled or ingested; however, symptoms can be treated

AFTER A CHEMICAL EMERGENCY

Do not leave the safety of a shelter to go outdoors to help others until authorities announce it is safe to do so. A person affected by a chemical agent requires immediate medical attention from a professional. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others.

DECONTAMINATION GUIDELINES ARE AS FOLLOWS:

- Use extreme caution when helping others who have been exposed to chemical agents.
- Remove all clothing and other items in contact with the body.
- Cut off clothing normally removed over the head to avoid contact with the eyes, nose and mouth.
- Put contaminated clothing and items into a plastic bag and seal it.
- Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate them and then rinse and dry.
- Wash hands with soap and water.
- Flush eyes with water.
- Gently wash face and hair with soap and water before thoroughly rinsing with water.
- Proceed to a medical facility for screening and professional treatment.

DURING A BIOLOGICAL THREAT

The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to determine exactly what the illness is, how it should be treated, and who is in danger.

FOLLOW THESE GUIDELINES DURING A BIOLOGICAL THREAT:

- Watch TV, listen to the radio, or check the Internet for official news and information including signs and symptoms of the disease, areas in danger, if medications or vaccinations are being distributed and where you should seek medical attention if you become ill.
- If you become aware of an unusual and suspicious substance, quickly get away.
- Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing. Examples include two to three layers of cotton such as a t-shirt, handkerchief or towel.
- Depending on the situation, wear a face mask to reduce inhaling or spreading germs.
- If you have been exposed to a biological agent, remove, and bag your clothes and personal items. Follow official instructions for disposal of contaminated items.
- Wash yourself with soap and water and put-on clean clothes.
- Contact authorities and seek medical assistance. You may be advised to stay away from others or even quarantined.
- If your symptoms match those described and you are in the group considered at risk,

immediately seek emergency medical attention.
- Follow instructions of doctors and other public health officials.
- If the disease is contagious expect to receive medical evaluation and treatment.
- For non-contagious diseases, expect to receive medical evaluation and treatment.
- In a declared biological emergency or developing epidemic avoid crowds
- Wash your hands with soap and water frequently.
- Do not share food or utensils.

AFTER A BIOLOGICAL THREAT

Pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand.

The basic public health procedures and medical protocols for handling exposure to biological agents are the same as for any infectious disease. It is important for you to pay attention to official instructions via radio, television, and emergency alert systems.

Visit the Centers for Disease Control and Prevention for a complete list of potential agents/diseases and appropriate treatments.

6.6 MEDICAL EMERGENCIES

General Response

Individuals with minor medical problems of the "band aid" type should be directed to the nearest First Aid/ EMT Office. Individuals with more serious problems should not be moved; notify Security Control on **channel 3.**

Staff response

What to do if someone is injured or needs medical assistance.

1. Identify yourself. The person may be upset and informing the individual you are a (location) employee may help to reassure the individual.

2. Ask the individual if he/she needs assistance. If he/she refuses assistance try to obtain as much information as possible such as a name, age, and what may have happened in regard to the accident, illness or incident. Take note of other witnesses. Notify your supervisor as soon as possible concerning the incident who should then advise event management or the EMS on duty.

3. If medical assistance is needed, have someone remain with the individual and notify event management and the EMS on duty. Give your name, exact location and a brief description of the emergency (i.e. “My name is “_____’. I am in the promenade lobby, in front of 104. A 25-year-old female has passed out and needs medical assistance”).

When calling for help, report:

- The location of the emergency.
- The phone or location calling from.
- What happened?
- How many people are involved and approximate age(s).
- What is already being done?

4. Return or remain at the scene and assist as needed.

5. *Do not attempt to render first aid or medical assistance unless you are qualified to do so and directed to by the ERT.

**Note - employees are not expected to render direct first aid to an individual unless properly trained to do so. At most events at Long Beach Convention and Entertainment Center, there is medical staff that has the primary responsibility to render assistance as needed.*

6. It is important for security to complete an Injury Report of all reported medical emergencies, accidents and injuries. A complete report is to be completed prior to the

dispatched security officer ending their shift. Pictures should be taken of the involved area whenever possible.

7. Employees who are injured should report any injury to their supervisor.

   Nearest hospitals are:

   Hospitals

   St. Mary's Hospital

   1050 Linden Ave

   Long Beach Ca

   90813

   562-491-9000

   Memorial Medical Center

   2865 Atlantic Ave

   Long Beach Ca

   90806

   562-933-2000

6.7 POWER OUTAGE

General Response

In the event of a power outage, Emergency backup systems in the facility will be automatically activated to provide safety lighting throughout the facility.

The Arena is backed up by a 90-minute battery system while the remainder of the facility, such as Exhibition Halls and Promenade are backed up by diesel generators.

The EOC, located in the Administration building, is scheduled to be on emergency power, if operational it will remain operational for use by the Emergency Response Team (ERT)

It is possible during a power outage that only certain parts of the facility be affected. Telephones may not work in the section of the facility with the power outage. If this occurs and your office phones are not operating, go to either “EE” or Security Control to make the appropriate phone calls.

If the power is out in the entire facility, the General Manager’s office has an emergency phone that will not be affected by the power outage. The Emergency Response Team (ERT) will then assign an employee to man the phone and make the necessary calls.

Radio Communications

Facility radios repeaters are plugged into electrical outlets tied to the emergency power system and radio communications will remain operational. Individual radio batteries must be charged at outlets not affected by the power outage. Security Department radio batteries will be charged at Security Control. Administration radio batteries will be charged in the EOC (EOC is on Emergency Power)

Facility Staff Response

- **Emergency Response Team**

  Procedures (Sec 4.5 page 8) will be implemented.

- **Engineering**

  The senior Building Engineer will notify Southern California Edison of the difficulty and try to receive an estimate as to when power might be restored. The Building Electricians will be on standby to assist Engineering with any electrical requirements.

- **Event / Show Procedures**

  Once a power outage has occurred, Security, upon direction from the Incident Commander, will make the following announcement over the Public Announcement Systems:

PUBLIC ADDRESS ANNOUNCEMENTS

Temporary Power Outage (*Theater/Arena/General Session "Seated" events)* –

"Ladies and Gentlemen, please remain calm and in your seats. We have experienced a power outage. Emergency power will be coming on momentarily. Under no circumstances, should you attempt to leave your seat at this time. Again, emergency power will be coming on momentarily.

Thank you for your cooperation."

Temporary Power Outage (*Trade Shows/Conventions)* –

"Ladies and Gentlemen, please remain calm and stay in the immediate area. We have experienced a power outage. Emergency power will be coming on momentarily. Under no circumstances, should you attempt to leave the immediate area at this time. Again, emergency power will be coming on momentarily. Thank you for your cooperation."

These announcements should be repeated and given the appropriate time interval, this is to reduce the possibility of panic.

If the problem **cannot** be located and repaired within a reasonable amount of time, and the decision is made by the "ERT" to cancel the event, the announcement to evacuate the facility should be made over the Public Announcement System and evacuation procedures followed (Sec 6.0 page 18).

The Incident Commander will direct Security to make the following announcements:

Evacuation Announcement PUBLIC

Evacuation (*Theater/Arena/General Session "Seated" events)*

"Ladies and Gentlemen, thank you for your cooperation. Due to circumstances beyond our control, the Event Name will not be resuming. Please stand and walk quietly to the nearest exit. Please contact your Ticket Purchasing Agent for information regarding redemption of your ticket. Thank you."

Evacuation (*Trade Shows/Conventions)*

"Ladies and Gentlemen, thank you for your cooperation. Due to circumstances beyond our control, the Event Name is now closed. Please walk quietly to the nearest exit. Please contact a Show Management Representative for information regarding future show dates. Thank you."

6.8 CIVIL DISOBEDIENCE / RIOTS

General Response

There are numerous potential causes and circumstances which can lead to a riot or civil disobedience. Facility related issues include, but are not limited to, unhappy patrons, unauthorized persons on premises, crowd control issues, a canceled event, gang problems, demonstrators or demonstration on the premises “protesters”. A verbal altercation or fight could turn into a riot if enough people become involved or if a person or persons are trying to insight a disturbance.

The LBCEC often has defined “Free Speech Zones” depending upon the event. These locations are identified in the ER for that event. Authorities or Security will ask groups to congregate in this area if demonstrating.

Employee Response

If you observe such disturbances:

- Call the Security Control who will dial 911, if necessary.
- Do not provoke or become part of the disturbance
- Secure your work area, log off computers and secure sensitive files
- Remain inside and away from doors and windows if the disturbance is outside.

At first indication that a situation may escalate beyond the control of Event or Facility Security, the ERT (Sec. 4.5 page 8) will immediately direct Security Control to notify the Long Beach Police Department for assistance.

Security Response

Security Control will immediately notify the Security Director, General Manager, Assistant General Manager or onsite Facility Director, if none of these persons are on site, immediately notify the Director of the Day (DOD), at first signs of any situation which could lead to a potential riot / civil disobedience. Security response will be directed by the Incident Commander.

Incident Commander Responsibilities

Determine the following:

- Location of the incident
- Danger to public / employee safety
- Potential facility damage
- Event / Show potential for interaction
- Can the situation be isolated safely?

If LBCEC Event related:

- If possible, security (contract Security or Facility Security, depending on location of disturbance) should attempt to separate the person or persons causing the disturbance and move them out of the area.
- If security is unable to safely remove the person or persons involved, they should then isolate the people causing the disturbance by moving other patrons away, notify LBPD.
- If the situation is outside, close the doors and contain the situation following the same above guidelines, and do not let patrons enter or exit into the area.
- The protection of patrons, exhibitors, performers/VIPs, show managers and employees are the major concern. Do not let them stand and watch, as they could become involved.
- Everyone not involved should be moved to a safe distance until the situation is contained or the ERT decision is made to implement evacuation procedures
- If the situation escalates to the point that it cannot safely be contained, the ERT will determine if the event is to be stopped or canceled and an evacuation of all persons carried out in accordance with policy (Sec.6.0 page 17).
- Security will file an Incident Report and all video / pictures will follow Documentation Procedures for the facility.

If Civil Unrest is possible and not related to LBCEC onsite Event:

- Designate a liaison (Security Manager should be 1st option if available) with LBPD to obtain situational awareness
- Contact Event Manager to be liaison with onsite show management
- Identify facility show entrances and exits that could be impacted by civil unrest, if necessary, minimize or change these entrance /exits to restrict unauthorized persons from entering facility
- Have Facility Security immediately do an outside facility risk assessment and secure all items that maybe used by crowd to inflict injury to persons or damage to the facility, Examples are unsecured bike rack barricades (remove or cable lock together) lightweight signage that can be easily used as a weapon, easily movable trashcans or trashcan lids. etc.,
- Move all departments to channel 3 for better communication and situational awareness
    - Evaluate parking ingress / egress routes to minimize traffic flow merging with civil unrest.
    - Move employee vehicles away from impacted area.

- Secure all facility equipment, i.e., lifts, facility trucks, electric carts, etc., to prevent vandalism.
- Plan for employee notification to workers reporting to shifts during civil unrest.
- Contact engineers to monitor all potential hazards such as HVAC, FLSS, etc.,
- Plan for potential LBPD staging area on site

6.9 HAZARDOUS MATERIAL SPILL

General Response

Hazardous materials are defined as any solid, liquid or contained gaseous material that may cause serious problems (such as personal injury, death and or pollution of land, air or water) if handled improperly. Federal and state public health and environmental safety laws currently regulate materials considered hazardous. The Port of Long Beach is a major shipping embarkation point for numerous hazardous chemical compounds. Therefore, the risk of a major incident involving these materials is ever present.

Depending on the size and location of the hazardous material incident and the direction the hazardous material may be blowing, either evacuation or sheltering could be used. The incident could be a transportation accident, explosion, fire or release of toxic materials, causing environmental contamination and injury or loss of life to persons coming in contact with or inhaling the material. A hazardous material spill does not need to be nearby to present a hazard to the facility. A spill on I-710 freeway (Long Beach Freeway) when the wind is blowing towards the facility could blow a gas cloud into this area.

In the event that management is notified by the LBPD, CHP, LBFD or other official sources that there has been a hazardous material incident which endangers those at the facility, several decisions must be made whether there is an event or not

If anyone has reported to them, or personally observes, any hazardous material incident that occurs **on-site**, Security Control and local government agencies should be immediately notified. These individuals should remain available to the Fire Department to answer questions on what they saw.

Emergency Response Team (Sec. 4.5 page 8)

Immediate determination must be made regarding the following:

- The type of incident.
- How long before the impact of the incident will be felt on the premises.
- How long will the danger last; will it affect events in the near future if there are no events in progress.

- Based on the type of incident, what is the recommended course of action-should immediate evacuation take place? Should people be moved to a protected area? Should ventilation from outside of the building be blocked?
- What is the prescribed course of action to take for anyone who has been contaminated by the substance?

The Incident Commander will notify **911** with the following information:

- The nature of the incident.
- Location and area affected.
- Name of the material(s) released, if known, and quantity.
- Injuries and/or property damage.
- All ERT decisions will be based upon recommendations made by the Long Beach Fire Department.
- If conditions warrant, protective sheltering (Shelter in place) and/or evacuation may be initiated. If an evacuation is initiated, individuals from the affected areas must be quarantined in a location separate from unaffected individuals until they can be questioned, decontaminated, or released.

  If protective sheltering (Shelter in place) is warranted, the Security Control will notify emergency personnel to close and lock all doors, turn off the ventilation system and notify all guests and workers to remain indoors until it is safe to go outside.

If the decision is made to evacuate, it should be done according to the facility Evacuation Procedures (Sec. 6.0 page 18).

6.10 EARTHQUAKE

General Information

Earthquakes are sudden, violent shakings of the earth's crust. They are caused when the earth's tectonic plates move, rub, collide or break apart. Earthquakes aren't predictable, so the best practice is to always be prepared.

Most injuries from earthquakes come from objects falling onto people. By dropping to the floor, covering your head under a sturdy piece of furniture, and holding on until the shaking stops, you will drastically reduce the likelihood of being hurt by falling objects. Make sure the shaking has completely stopped before proceeding.

During an Earthquake

If you are inside a building:

- Drop down onto your hands and knees so the earthquake doesn't knock you down. Drop to the ground (before the earthquake drops you!)
- Cover your head and neck with your arms to protect yourself from falling debris.
- If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table.
- If no sturdy shelter is nearby, crawl away from windows, next to an interior wall. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Hold on to any sturdy covering so you can move with it until the shaking stops.
- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.
- In a stadium or theater: Stay at your seat or drop to the floor between rows and protect your head and neck with your arms. Don't try to leave until the shaking is over.
- Then walk out slowly watching for anything that could fall in the aftershocks.
- If getting safely to the floor to take cover won't be possible:
- If getting safely to the floor will be difficult, actions before an earthquake to secure or remove items that can fall or become projectiles should be a priority to create spaces.
- Identify an away from windows and objects that could fall on you. The Earthquake Country Alliance advises getting as low as possible to the floor. People who use wheelchairs or other mobility devices should lock their wheels, bend over, and remain seated until the shaking stops. Protect your head and neck with your arms, a pillow, a book, or whatever is available.

IF YOU ARE OUTSIDE WHEN YOU FEEL THE SHAKING:

- If you are outdoors when the shaking starts, move away from buildings, streetlights, and utility wires. Once in the open, “Drop, Cover, and Hold On.” Stay there until the shaking stops.

IF YOU ARE IN A MOVING VEHICLE WHEN YOU FEEL THE SHAKING:

- It is difficult to control a vehicle during the shaking. If you are in a moving vehicle, stop as quickly and safely as possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that the earthquake may have damaged.

AFTER AN EARTHQUAKE

- When the shaking stops, look around. If the building is damaged and there is a clear path to safety, leave the building and go to an open space away from damaged areas.
- If you are trapped, do not move about or kick up dust.
- If you have a cell phone with you, use it to call or text for help.
- Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you.
- Once safe, monitor messages sent by SCC, local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.
- Check for injuries and provide assistance if you have training. Assist with rescues if you can do so safely.
- Use extreme caution during post-disaster clean-up of buildings and around debris. Do not attempt to remove heavy debris by yourself. Wear protective clothing, including a long-sleeved shirt, long pants, work gloves, and sturdy, thick-soled shoes during clean-up. Do not do any clean up until given the go ahead by emergency responders.
- Be prepared to “Drop, Cover, and Hold on” in the likely event of aftershocks.

Facility Response

Should an earthquake occur while an event is in progress:

- Remain calm and attempt to keep patrons calm and orderly. Should they wish to leave, direct them to the nearest exit and urge them to walk, not run.
- Whenever a major tremor occurs, expect one or more aftershocks of varying intensity, including the possibility of numerous, major earthquakes in the same area.
- Security and the Emergency Response Team (ERT) will coordinate a search of the facility following an earthquake and look for any damage. All facility walls, ceiling, glass, doors, floors, columns, temporary exhibits, and overhead structures, balconies, loading docks,

patios, parking structures, trees, light poles, and walkways need to be thoroughly checked for any structural damage caused by an earthquake.

- If a decision is made to evacuate the premises, it should be done following the evacuation procedure established in this guide (Sec 6.0 page 18).
- If a hazardous leak or fire is discovered, then the guidelines set forth in this guide on these subjects should be followed. Remember, unlike most other emergencies, our facility may not be able to get immediate help from outside sources such as the fire department.
- Be patient in phoning outside our facility. Because of an overload of calls directly after an earthquake.
- Evacuation must be accomplished following the guidelines in this guide. All personnel including Contract Event Security and Facility Security will assist the crowd in an orderly exit. The amount of light that is provided by the backup sources is enough to allow patrons to leave safely.
- If someone is stuck in an elevator or the escalator has stopped operation, notify the Building Electrician, via radio, or extension 652 on a house phone. Also contact building security. If the problem is with the elevator, the Building Electrician may dispatch an elevator service contractor. If someone is stuck in an elevator follow Malfunction Elevator procedure (Sec 6.12 page 78).

6.11 Tsunamis

General Information

A Tsunami is a series of large ocean waves generated by either large earthquakes which deform the ocean floor, or landslides within or falling into the ocean. Any disturbance in the ocean that causes the displacement of large amounts of water could result in a tsunami. Not all earthquakes generate a tsunami.

Near and Distant Source Tsunamis

After an event on the ocean floor (earthquake, landslide) displaces water, a wave is formed which travels out from where the event occurred. Some of the water travels across the ocean basin. Scientists refer to this event as a “distant source tsunami”. Distant source tsunamis usually provide more time than near source tsunamis for warning and preparation.

During distance source tsunamis, you may receive official instructions from your local government officials through the media.

Near source tsunamis are caused when a subduction zone (such as Cascadia) is immediately offshore from your location. They can be more dangerous as they are closer to shore and can reach your shoreline within minutes of the originating earthquake. They may also be larger than a wave coming from across the ocean when they do strike, as their energy has not had time nor distance to dissipate. Near source tsunamis provide little to no time for warning, evacuation, first responder preparation and dangerous circumstances for response.

For near source tsunamis, do not wait for official warnings to evacuate. Strong shaking and other natural warning signs are your indicators that a tsunami could be on the way.

Real Time Tsunami Information

Unlike for earthquakes, natural warnings may occur prior to a tsunami. In such cases, however, the warning indication may occur only a few minutes prior to tsunami impact. Knowing what to watch for, how to react and where to go in the event of a tsunami is the most effective way to know how to protect yourself and your family. The bottom line is…

1. When at the coast know where safe, high ground is located.
2. When you are near the shore and feel a strong ground shaking that lasts a long time, drop, cover and hold on until the shaking stops, then move to higher ground.
3. If you see the water recede out to sea, abnormally far from shore, move to higher ground.
4. If you hear a load ocean roar, move to higher ground.
5. If you observe any of these natural warning signs, a tsunami may arrive in minutes and last for eight hours or longer.
6. Never return to the shore until you are given the “all clear” from a reliable source.

Knowing this information will allow you to react more quickly and safely when a tsunami is expected. Please visit our partner websites for more information.

Understanding Tsunami Signage

Most emergency management agencies responsible for areas along the California coast went through a vigorous process to identify tsunami hazard zones and then placed signs in specific areas to delineate the perimeter of the inundation zone, evacuation routes and appropriate action to be taken by individuals when an earthquake occurs.

In California, the signs shown below were approved by the California Department of Transportation for use in tsunami inundation areas.

If you see a Tsunami Hazard Zone sign, you are in an area that could, potentially, be inundated by a tsunami. Upon seeing this sign, identify possible locations to which you will travel when the water starts moving.

The Tsunami Evacuation Route sign is used with arrows to direct individuals toward a safe area. When evacuating after an earthquake, follow the arrows until reaching an evacuation site. These signs can be found on state highways as well as local streets and roads.

The signs indicating you are in a tsunami hazard zone and should go to high ground or inland in the event of an earthquake are generally located near the immediate coastline, in parking lots, at parks and beaches. When seeing this sign, be prepared by taking note of the location to which you will go after an earthquake. In most cases, safe, high ground is reachable by foot.

The Entering/Leaving Tsunami Hazard Zone sign is used to delineate the boundary of defined inundation areas on State highways, local street and roads. You are considered safe, and out of the tsunami hazard zone, if moving inland away from the coast, from these signs.

Signs designating an Evacuation Site may be used to direct road users (including pedestrians and bicyclists) to safe areas. Such a sign is further confirmation that you've reached safe, high ground.

Did you Know?

- Most tsunamis are not one big breaking wave that overruns the shore. They are usually a series of waves behaving similar to a rapidly rising high tide that can continue repeatedly over many hours, and even days.
- In most cases, the first in the series of waves is not the biggest. A tsunami may start small, relatively speaking, and develop over time. People have been killed most often by subsequent waves, coming hours after the “start of tsunami.”
- Tsunamis travel faster over the open ocean than they do toward land. In the open ocean the travel a speeds of up to 600 mph, about the speed of a jet
- Not all tsunamis are recognizable by the fast recession of water from the shore. Only about 40% of tsunamis produce this natural warning sign.

During an Event or Show

All patrons in the flooding area should be re-directed towards Ocean Blvd. away from the affected area, to prevent injuries.

- The ERT will authorize the use the evacuation guidelines when security is directing patrons to the higher ground at Ocean Blvd. The ERT will direct Engineering and Electrical departments to minimize all potential facility damage by turning off “Non-Essential” power or equipment.

6.12 MALFUNCTIONING ELEVATOR PROCEDURES

At times the facility elevators may malfunction with guests or employees inside. Should this occur, Security is usually notified by another guest / worker or Security Control via the elevator phone. The following procedures should be implemented if this occurs:

Security Control

- Immediately notify Building Electrician and obtain an ETA
- Notify the Security Supervisor
- Remain on the phone with the subject inside the elevator and obtain the following information.
- Name
- Age
- Are they in any distress?
- Any health issues?
- Notify the person that help is on the way the building electrician has been notified
- Relay the information to the Security Supervisor.
- Keep person on the line and attempt to keep calm
- Document what time the call came in and monitor how long person has been inside elevator

Security Supervisor

- Confirm ETA of Building Electrician
- Confirm that the subject is in no distress
- If subject is a minor contact parent immediately
- Monitor actual time subject is inside the elevator.

Notify Long Beach Fire Department immediately under the following circumstances:

  - Subject is a minor (under 18 years old),
  - Subject indicates **any** signs of distress,
  - Subject has any potential health problems that may need immediate attention including claustrophobia or anxiety attacks.
  - Subject has been inside elevator for 10 minutes
  - Building electrician will be delayed in responding
- Notify Director of the Day (DOD) and on duty senior management

Only General Manager, Asst. General Manager or DOD may override decision to call LBFD.

6.13 FLOODING

General Response

Floods can occur in and around the facility, for many reasons. The most common type of flood is leakage from a broken water pipe. Maintenance, Engineering and the Director of the Day (DOD) should be called to see if the leak could be repaired in-house. If not, an outside plumber will be called to fix the leak. Housekeeping personnel should also be called to clean up water.

Flooding can also be caused by large storm fronts moving into the area. When notified through monitoring weather advisories that a large storm front is moving in the Emergency Response Team should be activated and facility personnel from the facility need to strategically place sandbags in potential flood areas. All Storm drains need to be cleared and checked for proper drainage.

During an Event or Show all patrons in the flooding area should be re-directed in a safe direction away from the affected area, to prevent injuries.

If there is an area-wide flood that has the potential for injury, patrons should be moved to the highest part of the facility in the surrounding area to ensure safety. The ERT will authorize the use the evacuation guidelines (Sec. 6.0 page 18) when security is directing patrons to the higher ground. Higher ground includes the Upper Arena, and Theater seating, the Terrace Plaza, and Ocean Blvd. If the outside of the facility is flooded, it may be safer for the patrons to stay inside the facility. The ERT will direct Engineering and Electrical departments to minimize all potential facility damage by turning off “Non-Essential” power or equipment.

6.14 ACTIVE SHOOTER

General

The Long Beach Convention Center Active Shooter Emergency Response Plan is based on the U.S. Department of Homeland Security" Active Shooter-How to Respond" practices.

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation. Unless otherwise directed by law enforcement or other emergency personnel, the decision to stay or leave is something best determined by the individual, depending on their individual circumstances.

Run, Hide, Fight Procedures, see below, are the primary response procedures as related to an active shooter

Once it has been determined that an active shooter situation exists Security Control or the Security Supervisor, if Security Control is unable, will notify LBPD via 911 immediately, see below.

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

Employee / Guest Best Practices for coping with an Active Shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door

- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

POINTS TO CONSIDER

- Attempt to rescue people only if it can be accomplished without further endangering self or others
- The safety of the masses is more important than the safety of the few
- If you decide to flee because you are in the open and cannot find a safe place or because you decide it is safer to flee:
- Have an escape route and plan in mind (see attached photos)
- Do not carry anything with you

CALL 911 WHEN IT IS SAFE TO DO SO!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. **Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.**

1. **Evacuate If there is an accessible escape path, attempt to evacuate the premises**.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

• Be out of the active shooter's view

• Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)

• Not trap you or restrict your options for movement

• Prevent an active shooter from entering your hiding place:

• Lockable door

• Blockade the door with heavy furniture

If the active shooter is nearby:

• Lock the door

• Silence your cell phone and/or pager

• Turn off any source of noise (i.e., radios, televisions)

• Hide behind large items (i.e., cabinets, desks) • Remain quiet If evacuation and hiding out are not possible:

• Remain calm

• Dial 911, if possible, to alert police to the active shooter's location

• If you cannot speak, leave the line open and allow the dispatcher to listen

3. **Take action against the active shooter as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:**

• Acting as aggressively as possible against him/her

• Throwing items and improvising weapons

• Yelling

• Committing to your actions

Reactions of Managers During an Active Shooter Situation

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be prepared to:

• Take immediate action

• Remain calm

• Lock and barricade doors

• Evacuate staff and customers via a preplanned evacuation route to a safe area Assisting Individuals with Special Needs and/or Disabilities

• Ensure that EAPs, evacuation instructions and any other relevant information address to individuals with special needs and/or disabilities

.

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

• Officers usually arrive in teams of four (4)

• Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment

• Officers may be armed with rifles, shotguns, handguns

• Officers may use pepper spray or tear gas to control the situation

• Officers may shout commands, and may push individuals to the ground for their safety How to react when law enforcement arrives:

• Remain calm, and follow officers' instructions

• Put down any items in your hands (i.e., bags, jackets)

• Immediately raise hands and spread fingers

• Keep hands visible at all times

• Avoid making quick movements toward officers such as holding on to them for safety

• Avoid pointing, screaming and/or yelling

• Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Law Enforcement Response

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until

the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Incident Commander (see Sec. 4.5, page 8)

- Direct Security Control to make a **"All Call**" announcement that a **CODE ORANGE** (Active Shooter) situation exists, and the area of the **CODE ORANGE** will be announced.
- If Security Control is unable all ASM Directors and Event Managers have this feature on their assigned radios and the Incident Commander will ensure this notification is made immediately.

*Example: "Attention, Attention, all employees we have a **CODE ORANGE** (LOCATION),*

- Confirm Police have been notified.
- Determine the best evacuation route based on:
    - Location of the shooter, are they roaming or stationary?
    - Location of Show attendees and where is their primary parking (will they circle back into danger area)
    - Evacuation routes should not unnecessarily expose people to the shooter(s)
- Determine what doorways can be secured to deny shooter access
- Announcement Procedures, Bullhorn, Fire Alarm (followed by directional Evacuation route info)
- **Direct Facility Security and Event Security to ensure evacuation routes are open and direct guests / employees who wish to leave through these locations and notify guests of the situation.**
- **Remember that, unless otherwise directed by law enforcement or other emergency personnel, the decision to stay or leave is something best determined by the individual, depending on their individual circumstances.**
- Security and /or Security Control will be directed to make the below listed emergency evacuation announcement. Guests should be directed to exit away from the Code Orange location, keeping in mind that depending on the location, guests may not see or hear any shots fired.

"Ladies and Gentlemen, we have an emergency situation, Please immediately proceed to the nearest exit and follow Security's direction. Move away from the facility. Thank you."

Incident Commander Additional Responsibilities

- Coordinate with the Facility Security Department and Event Contract Security (all are able to be contacted thru the All-Call emergency system) to ensure the physical security of the location

- Be prepared to assist 1st responders in regard to floor plans, entrances and exits for emergency responders
- After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

• An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured

- After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

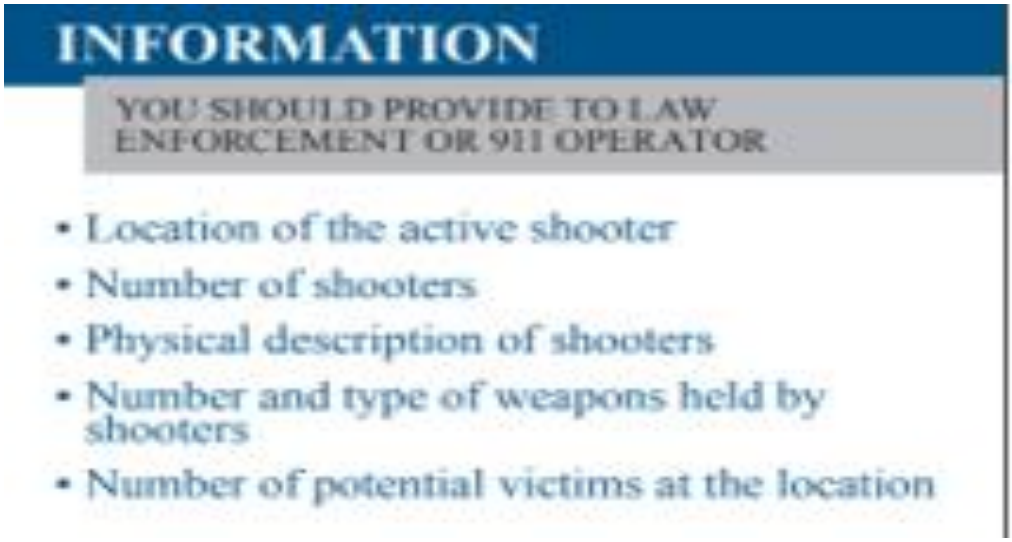
• Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties

• Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly

- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

Event Managers

Ensure The below listed pocket guides are available to all Show managers for distribution to their guests



Pocket guide

(See following page)

HOW TO RESPOND

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

1. RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. HIDE

- 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

- 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

HOW TO RESPOND

WHEN LAW ENFORCEMENT ARRIVES

- 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

INFORMATION

YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

- 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

COPING

WITH AN ACTIVE SHOOTER SITUATION

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort

Contact your building management or human resources department for more information and training on active shooter response in your workplace.

PROFILE

OF AN ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

CHARACTERISTICS

OF AN ACTIVE SHOOTER SITUATION

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

CALL 911 WHEN IT IS SAFE TO DO SO

6.15 FOOD BORNE

A. Receive complaint and complete Foodborne Illness Complaint Report in the SEMP Communications Plan. PLEASE NOTE: Fill out a separate complaint form for each complainant's call.

1. Remain polite and concerned during conversation.
2. Get as much pertinent information as possible without excessive pressure.
3. Don't argue, but don't admit or deny liability. For example:
   - Do Say: I'm am sorry you're are not feeling well.
   - Do Not Say: I'm sorry our food made you sick.
4. Let the person tell the story. Don't introduce symptoms.
5. Don't diagnose or play doctor.
6. Thank the person for their time and cooperation. Let them know you will respond.

B. Isolate product in question.

1. Refrigerate any remaining product in question. Store separately and clearly label "Do Not Use."
2. Retrieve any original packaging if possible, for manufacturer information, batch number, etc.

C. First contact the facility's General Manager and Shaun Beard, Senior Vice President - SAVOR (610-729-7916) or Paul Tazar, Vice President, Premier (858-926-2880). Then:

1. Contact Regional Manager Food & Beverage
2. Contact Risk Management, Bill Helmig 610-729-1087
3. Forward the Foodborne Illness Complaint Report and Form C to corporate.

D. Evaluate the complaint.

1. Examine report for consistency.
2. Did complainant eat all or part of suspect food? Severity and duration of illness is often related.
3. How many other people were served or portions sold of suspect food?
4. Were there any other complaints?

E. Respond to complaint.

1. Review food production process and make corrections as needed.
2. Decide whether the complaint is valid.
3. If it is determined to be an unrelated incident, decide if any good will should be

extended.

4. If complaint is considered to be valid, obtain outside help for the rest of investigation as needed. Consult with your Regional Manager to determine the appropriate parties to contact: Local Health Department Corporate Attorney, Risk Management Insurance Agent City Officials

F. File complaint report for future reference.
G. Follow all ASM guidelines for communications with media regarding the crisis or complaint.

SMG Food & Beverage

Foodborne Illness Complaint Record

Facility Name: _____

Complainant Name: _____ Phone Number (home): _____

Address: _____ Phone Number (work): _____

_____ _____

Suspect Food Item: _____

Onset of Symptoms - Date/Time: _____

Symptoms: ___ Nausea ___ Fever ___ Blurred Vision

___ Vomiting ___ Dizziness ___ Cramps

___ Diarrhea ___ Headache ___ Chills

Other foods/beverages consumed before or after suspect meal:

Date: _____ Date: _____

Time: _____ Time: _____

Location: _____ Location: _____

Description: _____ Description: _____

Other agencies notified?

Agency: _____ Agency: _____

Contact Person: _____ Contact Person: _____

Phone: _____ Phone: _____

Call Placed By: _____ Call Placed By: _____

Medical Treatment:

Physician: _____ Time: _____

Clinic/Hospital: _____ Date: _____

Address: _____ Phone: _____

Remarks: _____

_____

_____

Report Completed By: _____ Date: _____ Time: _____

6.16 AIRCRAFT CRASH

In the event of a plane crashing into the facilities, the two immediate problems would be to quell the panic and to treat the injured.

Reaction will need to be immediate. The public-address system should be utilized to urge the crowd to be calm.

The injured that are mobile should be assisted/directed to the First Aid Station/EMS. Those too seriously injured to be moved should be made as comfortable as possible until medical assistance arrives. Injured persons will be transported as quickly as possible to hospitals for treatment. The pickup would depend on the area of the crash.

6.17 FACILITY LOCKDOWN

Emergency Facility Lockdown: In the case of an emergency where it is deemed by Security Director / Incident Commander that the facility should lock down the following will occur:

- Security Control is notified of the emergency or monitors the suspicious activity through surveillance.
- Law Enforcement and General Manager / DOD is notified of the emergency situation.
- All exterior doors/gates are locked and outside access will be denied.
- All employees are informed through the all call alert system and email.
- Employees will remain in the building until given the all clear by Security

6.18 SEVERE HEAT

We will go into severe heat response if the heat index is going to be 100 degrees. There will be the highest risk when guests or staff are outside for prolonged periods of time.

Staff: For staff working outside in extreme heat we will do the following:

- We will provide water for staff to take to their deployments.
- Ten by ten tents, golf carts and other ways to create a shady area will be used to limit sun exposure.
- Staff will be given more frequent breaks

EMERGENCY ACTION PLAN (EAP) FOR SEVERE WEATHER

INTRODUCTION:

Purpose. The purpose of this emergency action plan is to ensure the safety and well-being of all staff, attendees, and exhibitors in the event of severe weather. It is a proactive approach that minimizes risks and maximizes preparedness for unpredictable and rapidly changing weather events.

Objective: This EAP for Severe Weather outlines the procedures to be followed during any weather outlooks, watches, warnings & advisories issued by the National Weather Service, County of Los Angeles Public Health and/or the Long Beach Department of Health and Human Services that potentially could impact normal operations at the Long Beach Convention & Entertainment Center. This plan shall be activated by the General Manager, the Assistant General Manager, or their designee at any time.

WEATHER NOTIFICATION

Outlook, Watches, Warnings, and Advisories: These important terms are used by NOAA's National Weather Service (NWS) to communicate the potential impact of severe weather events to the public. The Long Beach Convention & Entertainment Center will use this information for ongoing risk assessments before, during and after a severe weather event.

A. Severe Weather Outlook:

- Issued by NOAA's National Weather Service, Storm Prediction Center.
- Describes potentially severe weather conditions effecting regions within the United States in the near term within one to seven days.

B. Weather Advisory:

A weather advisory is issued when conditions are expected to cause significant inconvenience or potential hazards but are not as severe as those indicated by a warning. Examples include:

- Heat Advisory – sustained heat index (temperature and humidity) values above 90°.
- Wind Advisory - sustained winds = 31-39 mph for an hour or more; gusts = 58 mph.

C. Severe Weather Watch:

Conditions are favorable for a specific severe weather event to occur. It alerts to the possibility of severe weather but does not indicate that the event is imminent. Examples include:

- Flood Watch - atmospheric conditions are conducive to flooding.
- Heat Watches - issued when conditions are favorable for an excessive heat event in the next 24 to 72 hours and its occurrence and timing is uncertain.

D. Severe Weather Warning:

A specific severe weather event is imminent or has been detected by radar, satellite, or other monitoring systems. It focuses on specific counties, cities, communities, streams, or localized areas. Warnings are more urgent than watches and indicate that the event is happening or is about to happen. Examples include:

EMERGENCY ACTION PLAN (EAP) FOR SEVERE WEATHER

- Flash Flood Warnings - issued when flash flooding is imminent or occurring.
- Areal Flood Warning - flooding that develops more gradually, usually from prolonged and persistent moderate to heavy rainfall.
- Excessive Heat Warning - issued within 12 hours of the onset of extremely dangerous heat conditions. Usually when the maximum heat index temperature is expected to be 105° or higher for at least 2 days and the nighttime air temperatures will not drop below 75°.

PREPAREDNESS

Venue Preparation. Preparation is a team approach. Severe weather can pose significant risks to individuals in and around the convention center. Having a well-prepared plan can significantly reduce the potential for injuries, damage, and losses during severe weather events. It allows for quick and coordinated responses and helps minimize confusion. Predicated on the nature of the threat, the Emergency Preparedness Team (EPT) will meet several days prior to the projected impact of the threat to review specific responsibilities and plans for the potential threat.

A. Emergency Preparedness Team

1. Members:
   - Assistant General Manager
   - Director of Security
   - Director of Sales
   - Director of Finance
   - Director of Facilities
   - Director of Theater Production
   - Senior Event Manager
   - Security/Parking Manager
   - Health, Safety and Sustainability Manager
   - Conversion/Logistics Manager
   - Environmental Services Manager
   - IT Manager

2. Roles & Responsibilities:
   - The Director of Security or their designee is responsible for communicating Emergency Preparedness Team alerts, updates, and instructions to employees.
   - Review applicable Outlooks, Watches, Warnings, and Advisories issued by the National Weather Service and any local severe weather emergency information to determine how it may impact normal business operations.
   - Perform ongoing outdoor and indoor risk assessments and determine appropriate hazard control and/or hazard elimination measures. Collaboration with local emergency preparedness officials may be required.
   - Determine if activation of the Emergency Operations Center is needed.
   - Apprise the General Manager of all information regarding the severe weather event.
   - Work with clients to develop event contingency plans for severe weather scenarios to include rescheduling, relocating, or modifying event activities. E.g., outdoor activities.

B. Communication Channels:

1. The Director of Security and Safety or their designee will establish clear communication channels for emergency notifications from local emergency managers and stay informed about their recommendations and guidance.
2. Utilize email, text messages, public address systems, and social media to keep staff, attendees, and exhibitors informed about the situation and any necessary actions.
3. Event managers shall inform show clients of any changes to normal business operations and items deemed necessary by the Emergency Preparedness Team.

4. To prevent misinformation and uniform communication, event managers shall be notified by the EPT/IC whenever any warnings are issued during event hours.
5. Prior to releasing any information, the event managers shall consult with the EPT. They shall be provided with any updates and any instructions to share with their clients as needed.
6. Site visits may need rescheduling.

C. Considerations:

1. Temporary structures (tents), stages, platforms and rigging constructed onsite and to its specific wind rating. This information shall be obtained from the contractor and should be certified by a structural engineer. All are considered outdoor locations and usually require permitting from the Long Beach Fire Department when applicable.
2. Any temporary outdoor structures are not considered lightning protection.
3. Weather conditions can adversely affect outdoor aerial work platform lifting activities. Special efforts may be required to ensure adequate warning is provided to operators to secure their equipment and avoid a sudden storm disrupting a lift in progress.
4. No aerial lift shall be operated outside of the manufacturer's operational manual weather ratings unless approved by the manufacturer in advance.
5. In the absence of the manufacturers' specific written instructions, serious consideration shall be given to postponing the use of the lift if the wind speed/gust is in the range of 19-24 mph. Above 24 mph use of the lift must be canceled.
6. The LBC&EC is owned by the City of Long Beach. Possible requisition at their discretion.

D. Flooding Potential

1. Specific departments may need to increase staffing levels. E.g., Housekeeping.
2. Wet areas prone to slip and fall injuries shall be emphasized for prevention of these injuries.
   - Wet floor caution notification signage shall be placed prior to and upon entry into the building.
   - Anti-slip mats shall be placed in these locations.
   - Housekeeping patrols shall be increased for these locations to minimize water buildup.
3. Remove any debris in and around all drains.
   - Confirm any perimeter parapet drains are clear.
   - Confirm that all parking lot\loading dock\driveway area storm drain grates are clear of any debris.
3. Open cell cooling towers - confirm that overflow drains are clear.
4. Relocate or tie down any loose equipment that is stored outside that may float away.
   - Trash receptacles which can be moved inside for duration of the storm.
5. Utilize HVAC system to create positive building pressure in the facility which can help minimize water entry into the building.
6. Confirm that floor scrubbing equipment, flashlights, radios, cell phones, are all fully charged pre-storm.
7. Fill emergency generator fuel tank prior to storm arrival.
8. Cover all open top trash containers.
9. Purchase or confirm operation of a small sump pump with enough discharge hose to drain any barrel that is needed to catch potential roof leaks.
10. Utilize trash cans/barrels/buckets to contain roof leaks.
11. Tarp(s) available to divert any leakage away from sensitive electronic equipment.
12. Ensure scissor/boom lifts are fully charged or fueled.
13. If catering company or tenants have equipment stored outside, have them remove or relocate to minimize any potential damage to building by it blowing around.
14. Place sandbags in areas to divert water away from buildings/structures.
15. Additional supplies and/or equipment may be needed for building leaks.

D. Wind Potential – utilize the Beaufort Wind Scale

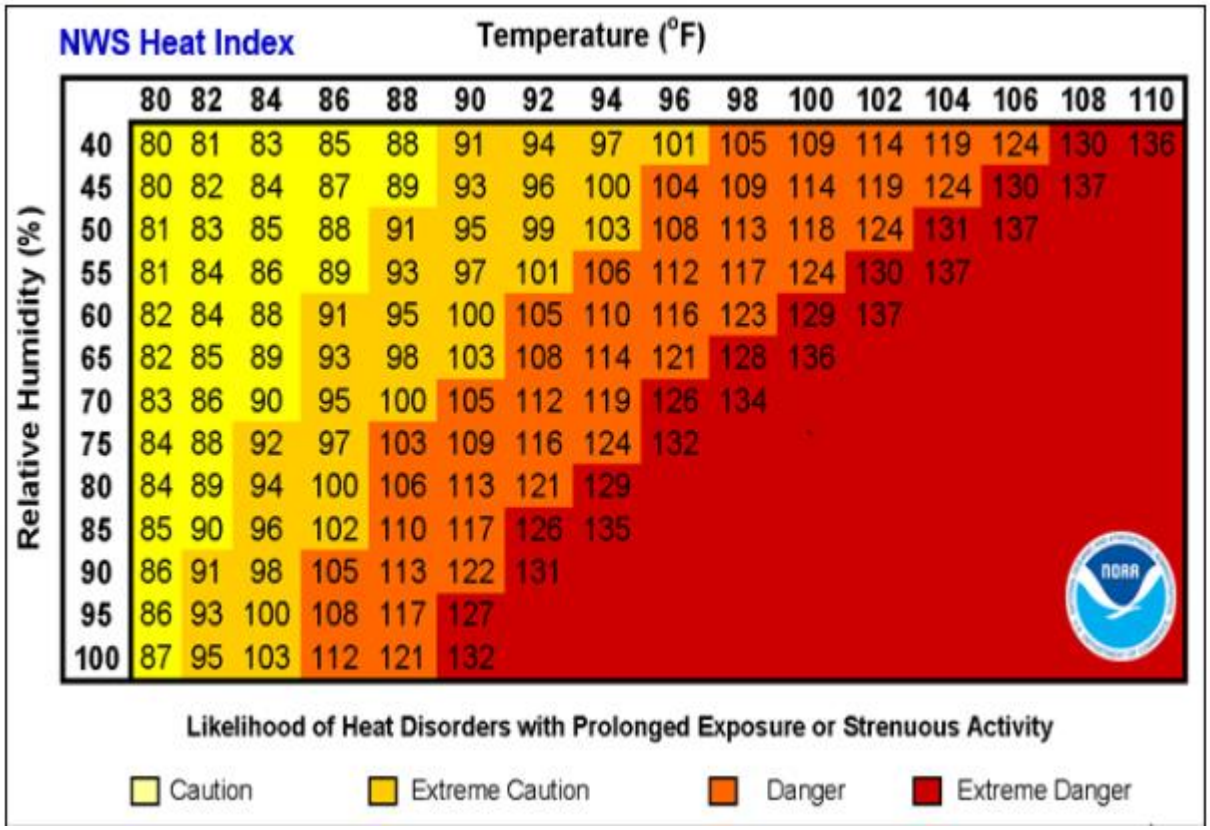
EMERGENCY ACTION PLAN (EAP) FOR SEVERE WEATHER

- Secure Outdoor Items. Store or secure outdoor signage, equipment, and temporary structures to prevent potential damage from high winds.
- Consider removing any banners attached to buildings.
- All boom and scissor lifts shall be operated per manufacturer specifications. Consult operational manual for wind speed rating. In the absence of a manual, above 24 mph use of the lift must be canceled.

Beaufort Wind Scale			
0	0-1	Calm	Calm: smoke rises vertically.
1	1-3	Light Air	Direction of wind shown by smoke drift, but not by wind vanes.
2	4-7	Light Breeze	Wind felt on face; leaves rustle; ordinary vanes moved by wind.
3	8-12	Gentle Breeze	Leaves and small twigs in constant motion; wind extends light flag.
4	13-18	Moderate Breeze	Raises dust and loose paper; small branches are moved.
5	19-24	Fresh Breeze	Small trees in leaf begin to sway; crested wavelets form on inland waters
6	25-31	Strong Breeze	Large branches in motion; whistling heard in telegraph wires; umbrellas used with difficulty.
7	32-38	Near Gale	Whole trees in motion; inconvenience felt when walking against the wind.
8	39-46	Gale	Breaks twigs off trees; generally, impedes progress.
9	47-54	Severe Gale	Slight structural damage occurs (chimney-pots, slates and roof tiles removed)
10	55-63	Storm	Trees uprooted; considerable structural damage occurs.
11	64-72	Violent Storm	Accompanied by wide-spread damage.
12	72-83	Hurricane	Very rarely experienced; accompanied by wide-spread damage

EMERGENCY ACTION PLAN (EAP) FOR SEVERE WEATHER

E. Heat Potential



- Heat Prevention Measures - Employees expected to work outdoors.
  - Wear light loose-fitting clothing, if possible.
  - Drink plenty of fluids.
  - Shade – canopies, carts, trees, buildings.
    - If safe to do so, access to shade or equivalent shall be provided whenever temperature exceeds 80° F. E.g., misters instead of canopies.
    - Timely access to shade shall be provided when an employee requests it.
    - Encourage employees to take preventative cool-down rest in the shade or air-conditioned space.
- Preventative cool-down rest period.
  - Monitored and asked if they are experiencing heat illness symptoms.
  - Employees return to work only after signs/symptoms are abated.
- High heat procedures expected temperature > 95° F.
  - Drink plenty of fluids. Supervisors shall ensure water is accessible to all employees and where the water source is located. Sports drinks are encouraged while caffeinated beverages are discouraged. In addition, attendees are encouraged not to drink alcohol.
  - Communication procedures – buddy system, radio/cell phone. Employee's supervisor will periodically contact employee to check on them.
  - Consider assigning a 911 emergency caller at the worksite. Employees should call 911 whenever they or any employee is experiencing heat related illness.
  - Employee observation for alertness and signs and symptoms of heat illness.
    - Heavy sweating
    - Muscle cramps
    - Weakness, Tiredness, dizziness
    - Headache
    - Nausea or vomiting
    - Paleness.

- Experiencing Heat Related Symptoms:
  - Relocate victim(s) to a shady/air-conditioned space and remove clothing if possible.
  - Give cool sports drinks. You may have to assist the victim. Do not give liquids with caffeine or alcohol. Discontinue liquids if victim is nauseated.
  - Provide cooling measures. by placing them in a cool shower or bath, or by applying cool, wet cloths.
  - Call 911 whenever symptoms are not improving or if symptoms are severe.
    - Extremely high body temperature above 103°F
    - Hot dry red skin
    - Rapid strong pulse,
    - Headache, dizziness, nausea,
    - Confusion
    - Unconsciousness

- Guests: For guests waiting outside in extreme heat we will do the following:
  - We will provide water jugs outside for guests to stay hydrated.
  - Staff will monitor the crowd to check for heat related illnesses.
  - We will encourage guests not to line up outside or go to areas of the building with shade.
  - If management deems it necessary based on the event EMS will be brought in early to help react to any heat related illnesses.

DURING SEVERE WEATHER EVENT

A. General

The safety of individuals is the highest priority. Weather and building risk assessments are continually performed throughout a severe weather event. Conducting ongoing risk assessments ensures accurate, up-to-date information to make critical decisions, implement emergency plans effectively, and prioritize the safety of all individuals on the premises.

These updated assessments help identify potential hazards or risks that may have emerged since the initial assessment. Any employee identifying a potential or existing hazard shall report it to their supervisor/manager. The supervisor/manager shall notify the specific department to control or eliminate the hazard in a timely manner. Communication between departments is crucial during severe weather events.

Ongoing risk assessments allow for:

A. Changing weather conditions.
B. Real-time monitoring.
C. Timely decision-making.
D. Personal safety.
E. Adjusting emergency plans.
F. Communication and alerts.
G. Resource allocation.
H. Evacuation timing.
I. Liaison with authorities to respond appropriately and provide necessary support.
J. Minimizing damage.

K. Learning and Improvement.

B. Safe Areas

Arena – 2nd Levels

- Stairwell 2
- Stairwell 8
- Stairwell 5
- Stairwell 11

C. Considerations:

- During lightning, use of the Promenade Lobby first floor should be discouraged due to steel frame.
- Advise all individuals to remain indoors.
- Stay away from windows and exterior doors.

D. Power Outage

1. **Impacts:** A power outage can have significant impacts on normal operations affecting staff and attendee safety, comfort, communication, revenue, and the attendee experience. Impacts include:

    1) **Lighting and Visibility**: Without power, lighting throughout will be compromised, leading to reduced visibility, especially in large halls and corridors. Security control to place portable lights inside restrooms in event areas.
    2) **Audio-Visual Equipment:** Presentation equipment, sound systems, projectors, screens, and microphones may be inoperable, affecting events, presentations, and performances.
    3) **Communication Systems:** Communication systems such as phones, intercoms, and public address systems may be unavailable, making it challenging to relay information to attendees and staff. Manual bullhorns should be considered.
    4) **HVAC and Climate Control:** Heating, ventilation, and air conditioning (HVAC) systems will stop working, affecting indoor comfort levels, and potentially causing discomfort for attendees.
    5) **Elevators and Escalators:** Elevators and escalators will be inoperative, causing difficulties for individuals with mobility challenges and impacting accessibility. Allied shall use Evacuation Chairs and assist those with mobility challenges.
    6) **Exhibitor Booths and Displays:** Exhibitor booths will have reduced lighting, impacting visual displays, branding efforts, and interactions with attendees.
    7) **Point of Sale and Registration:** Point-of-sale systems, ticketing, and registration processes may be disrupted, affecting transactions and entry processes.
    8) **Food and Beverage Services:** Food preparation, refrigeration, and payment processing for concessions and catering services could be affected.
    9) **Digital Infrastructure:** Wi-Fi, internet connectivity, and digital signage systems may be unavailable, impacting information dissemination and communication.
    10) **Business Continuity:** The interruption of normal operations can impact the continuity of events, exhibitions, conferences, and other scheduled activities.
    11) **Guest Experience:** Attendees' experiences could be negatively affected due to the inability to participate in scheduled sessions, navigate the facility, or access essential services.

12) **Financial Impact:** Financial losses due to disruptions, refunds, rescheduling, and potential reputational damage may occur.
13) **Data and Information:** Loss of power could affect data centers, digital records, and information systems, potentially causing data loss or delays in accessing crucial information.

2. **Emergency Power Backup Systems:** Consideration shall be given to the length of power provided by these systems and the time it takes to evacuate attendees.

1) Arena
   - Battery Backup – 90 minutes.
   - Emergency lighting only.

2) Exhibition Halls and Promenade
   - Diesel Generator
     - Duration?
     - May require tank refill at 1/3 full?
     - Evacuation started at ¼ full?
   - Emergency circuits only.

3) Terrace Theater E-Power Coverage?

3. **Facility Staff Response**

1) Emergency Response Team

   - Activation of the ICS and assigning the Incident Commander should occur for a power outage greater than 30 minutes.
   - The IC shall be the only person in contact with the Director of Facilities/Building engineer. Minimize the call volume from various departments. Control

2) Engineering

   - The Building Engineer will notify Southern California Edison of the difficulty and try to receive an estimate as to when power might be restored. Updates shall be given to IC and event managers.
   - The Building Electricians will be on standby to assist Engineering with any electrical requirements.

3) Event / Show Procedures

   - Managing efforts and responses during an outage can be challenging. Event managers should coordinate with event representatives and inform them of backup power limitations and updated information received from the IC and/or EPT to ensure everyone is on the same page.

4) Security Control/Security/Stagehands

Announcements over the Public Address System are crucial during a power outage. Announcements are made to convey information to attendees to maintain order and reduce the likelihood of a panic situation.

- Should be repeated every 10 minutes or sooner as needed.
- Arena – Building Security
- Terrace Theater – Stagehands
- Exhibition Halls and Promenade – Security Control

Announcements for Temporary Power Outage:

- Theater/Arena/General Session "Seated" events
  "Ladies and Gentlemen, please remain calm and in your seats. We have experienced a power outage. Emergency power will be coming on momentarily. Under no circumstances, should you attempt to leave your seat at this time. Again, emergency power will be coming on momentarily. Thank you for your cooperation."

- Trade Shows/Conventions
  "Ladies and Gentlemen, please remain calm and stay in the immediate area. We have experienced a power outage. Emergency power will be coming on momentarily. Under no circumstances should you attempt to leave the immediate area at this time. Again, emergency power will be coming on momentarily. Thank you for your cooperation."

Evacuation

An evacuation of the building/location shall occur whenever the severe weather event has caused significant damage to the facility that is deemed an "Internal Disaster" and/or the risk assessment indicates a significant life hazard exists without adequate hazard control measures, or for an extended power outage. Upon consultation with the General Manager or their designee, the Incident Commander shall notify the event manager and security control to begin evacuation of the affected building/location.

Power Outage Evacuation Triggers: These trigger points are designed to allow enough time for a full evacuation of the affected area. Evacuation is a last resort, and every attempt should be made to evacuate people during a lull in the severe weather event.

- Arena – evacuated after 45 minutes.
- Promenade and exhibition halls
  - Generator dependent
  - Consultation with the building engineer

If power cannot be restored within a reasonable amount of time, and the decision is made to cancel the event, the announcement to evacuate the facility should be made over the Public Address System and evacuation procedures followed. See Evacuation EAP. The IC will direct Security to make the following announcements:

- Evacuation Announcement PUBLIC - (Theater/Arena/General Session “Seated” events)

  “Ladies and Gentlemen, thank you for your cooperation. Due to circumstances beyond our control, the [Event Name] will not be resuming. Please stand and walk quietly to the nearest exit. Please contact your ticket purchasing agent for information regarding redemption of your ticket. Thank you.”

- Evacuation (Trade Shows/Conventions)

  “Ladies and Gentlemen, thank you for your cooperation. Due to circumstances beyond our control, the Event Name is now closed. Please walk quietly to the nearest exit. Please contact a Show Management Representative for information regarding future show dates. Thank you.”

Re-Entry: If an evacuation order occurs, reentry shall occur once the facility is deemed safe and local authorities have given the all-clear.

POST-STORM ASSESSMENT:

Post-storm actions for all other departments will be dictated by the extent of damage and the speed with which business operations can be restored. All staff will follow instructions from their immediate supervisor to ensure staffing during the clean-up and restoration efforts are maximized.

- A thorough safety inspection/damage report should be performed by engineering and security Departments to identify any damage or hazards. A Post Incident Assessment Team may be created depending on incoming damage reports.
- Post Incident Assessment Team shall be comprised of personnel that remain on site throughout the incident and generally will be the following personnel:
  - Incident Commander
  - Facilities Director or Maintenance Manager
  - Security Department
  - Chief Engineer
- Upon the resumption of daily business, each department head will be responsible for conducting an evaluation of their areas of responsibility for any other non-visible damages/failures. All damages/failures should be reported to the Director Facilities or the Maintenance Manager. Engineering shall ensure all physical plant equipment and spaces are safe and operational.
- Due to insurance procedures, no repairs/replacements should take place without the written approval of both the GM, AGM, and or Director of Finance.
- We currently have two post-event Emergency Services Recovery companies who we’ve retained to provide emergency remediation and recovery in the facility. Coordination with the GM, AGM, and or Director of Finance and approval from City Economic Development Department is required prior to activation of either of these companies.
- LBC&EC has agreements with additional companies to provide emergency responses for recovery needs.
  - Puro Clean Property Restoration – Lic# 1038935
    Toll Free: 844.528.PURO (7876)
    Office: 562.528.3454

dakins@puroclean.com
www.puroclean.com/ppr-ca

- BMS CAT of Arizona, LLC
  Cell: (817) 319-8466
  Bond, Danielle dbond@bmsmanagement.com

- Current Remediation Company on File, PuroClean – (844)-528-7876
- A debriefing session shall occur to review the effectiveness of the EAP and identify areas for improvement.

TRAINING AND EDUCATION:

Conduct regular training exercises and drills to ensure that all individuals are familiar with evacuation procedures and safety protocols.

- Dress code will be relaxed to be able to wear clothing that will protect them from the heat.
- Supervisors will check on staff more frequently to help prevent and look for heat related illnesses

Guests: For guests waiting outside in extreme heat we will do the following:

- We will provide water jugs outside for guests to stay hydrated.
- Staff will monitor the crowd to check for heat related illnesses.
- We will encourage guests to not line up outside or go to areas of the building with shade.
- If management deems necessary based on the event EMS will be brought in early to help react to any heat related illnesses.

HEAT RELATED ILLNESSES:

Heat Cramps - Muscular pains and spasms due to heavy exertion. Although heat cramps are the least severe, they are often the first signal that the body is having trouble with the heat

If these symptoms are observed:

- Get the person to a cooler location and remove excess clothing.
- Give cool sports drinks. Do not give liquids with caffeine or alcohol. Discontinue liquids if victim is nauseated.
- Seek medical attention if: the cramps do not subside in an hour, the victim has heart problems, or is on a low-sodium diet

Heat exhaustion: Typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating. Symptoms include heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headaches, nausea, fainting. If not treated, the victim's condition will worsen.

If these symptoms are observed:

- Move victim to air-conditioned place and lie down. Loosen or remove clothing.
- Cool the victim by placing them in a cool shower or bath, or by applying cool, wet cloths.
- Give sips of water. Do not give liquids with caffeine or alcohol. Discontinue liquids if victim is nauseated.
- Seek immediate medical attention if there is no improvement, the victim is unable to take fluids, vomiting occurs, or any symptoms are severe.

Heat stroke is a life-threatening condition. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly. Symptoms include extremely high body temperature above 103°F, hot dry red skin, rapid strong pulse, headache, dizziness, nausea, confusion, unconsciousness.

If these symptoms are observed:

- Call 911 or emergency medical services or get the victim to a hospital immediately. Delay can be fatal.
- Until the emergency medical personnel arrive on scene or during transport to the hospital, move the person to a cooler location, cool by removing clothing, bath, sponging, applying a cold wet sheet. Do not give the victim fluids to drink.

6.19 SEVERE WEATHER PREPAREDNESS

The intent of the LBCEC Severe Weather Plan is to provide a guideline for the method of notification and the need to protect employees, guests, vendors and contractors in the case of severe weather approaching the LBCEC. The plan is to be implemented with the cooperation of the City of Long Beach Public Safety Command Staff, County Emergency Management, and the National Weather Service. The plan establishes shelter-in-place methods, routes and locations of all safe areas inside the LBCEC.

RAIN/SEVERE THUNDERSTORMS/HEAVY RAIN

During most rain events action will not be necessary. Our EOC will monitor the weather throughout the day. If rain will be happening throughout the event we will inform guest services to put out umbrella plastic bags/receptacles to help with the spread of wet surfaces. We will also place wet floor signs around the entrances to help inform our guests of the potential for slick flooring. Event services will direct the placement of door mats at all guest entrances.

In instances where there is lightning or heavy rain/wind that makes it unsafe for guests to stay outside we will work with our clients on event days to open up the building in advance to create a shelter for guests, or we will postpone the doors opening until after the severe weather event.

LIGHTNING – EMERGENCY ACTION PLAN

Objective: To ensure the safety of all staff during lightning storms at the Long Beach Convention & Entertainment Center by providing clear guidelines for taking shelter indoors and resuming outdoor activities only after receiving proper approval.

1. **Introduction:** This Emergency Action Plan (EAP) is designed to protect all staff at the Long Beach Convention & Entertainment Center from the dangers of lightning strikes during thunderstorms. It outlines the procedures for alerting personnel, directing them indoors, and the conditions required to resume outdoor work after a storm.
2. **Roles and Responsibilities:**
   - **Directors/Managers/Supervisors:** Remain vigilant of current and future weather conditions and associated hazards. Check the National Oceanic and Atmospheric Administration (NOAA) weather reports at weather.gov, weather apps, online weather websites and radio forecasts. They are responsible for monitoring weather conditions, issuing radio notifications to Security Control, and directing all staff to secure any outdoor equipment and seek shelter indoors.
   - **Health and Safety Manager**: Monitor weather apps and websites of approaching thunderstorms and update directors, managers, and security control.
   - **Event Managers**: Inform their assigned event show manager as to the status of the potential for thunderstorms and lighting and any updates throughout the event. Show managers are encouraged to follow this EAP but are not governed by it. Show managers will make the decision to seek lightning shelter for their personnel once informed by the Event Manager.
   - **Security Personnel:**
     - Assist in guiding attendees and all staff including those with mobility challenges to indoor shelter areas.
     - Security Control will issue announcements as directed by the Health and Safety Manager or supervisors/managers monitoring weather conditions.
   - **Employees:** Secure any equipment that may be in use. Proceed to the nearest indoor location and report your location to your supervisor. Remain indoors until approval is given to resume outdoor activities/work.
3. **Weather Monitoring:**
   - Weather apps and local weather websites shall be utilized to provide updates on thunderstorm and lightning activity in the vicinity.
   - When the weather monitoring app or website alerts of approaching thunderstorms (20 miles out), directors/managers/supervisors should be informed by whoever is monitoring the weather.
4. **Lightning Alert Procedure:**
   - When a lightning strike is within a six (6) mile radius of the Long Beach Convention and Entertainment Center the lightning EAP shall be activated. This allows for enough time for the proper stowing of equipment and to seek shelter indoors.

- The lightning EAP is in effect for a 30-minute duration starting with the last lightning strike within a six-mile radius.
- After 30 minutes from the last strike, the Health and Safety Manager or weather monitoring supervisor shall notify Security Control that the lightning EAP is no longer in effect.

5. **Radio Notifications:**
   - Once the decision to activate the EAP is made, supervisors will communicate via two-way radio to security control that the emergency action plan for lightning is in effect.
   - Security control will announce a standardized message broadcasted on the “All Call” channel.
     - “Attention all staff. The lightning emergency action plan is in effect. Please secure all outdoor equipment and immediately seek shelter indoors.”
     - “Attention all staff. The lightning emergency action plan is no longer in effect. You may resume outdoor activities. Thank you.”
6. **Sheltering Indoors:**
   - All staff shall follow the instructions of supervisors and security personnel.
   - Move quickly to indoor shelter areas.
   - Stay away from open doors, windows, and conducting materials during the storm.
7. **Indoor Safety:**
   - Inside the shelter areas, everyone should remain calm and avoid using electrical devices connected to outlets or landline phones.
   - Wait for further instructions from managers/supervisors or security personnel before leaving the indoor shelter area.
8. **Storm Monitoring and Approval:**
   - Directors/Managers/Supervisors will continue to monitor the storm's progress via a weather app, weather.gov and/or local weather websites.
   - Outdoor work and activities shall not resume until an all-clear notification is issued over the radio by Security Control.
9. **Resuming Outdoor Work:**
   - After 30 minutes from the last lightning strike within a six miles radius, the Health and Safety Manager or weather monitoring supervisor(s) shall inform Security Control to announce over the radio that the lightning EAP is no longer in effect.
   - Personnel must wait for this official announcement before leaving the indoor shelter area.

10. **Training and Drills:**

- All personnel will receive training on lightning safety procedures during orientations and periodically as a refresher.
- Regular drills will be conducted to ensure that everyone is familiar with the EAP and can respond effectively during an emergency.

11. Review and Updates:

- The EAP will be reviewed annually and updated as needed to reflect changes in personnel, procedures, or infrastructure.

By following this Emergency Action Plan for lightning, we aim to prioritize the safety of all staff at the Long Beach Convention & Entertainment Center during thunderstorms and minimize the risks associated with lightning strikes. This plan may be superseded at the direction of the Long Beach Fire Department or Long Beach Police Department. Your cooperation in adhering to these guidelines is essential for ensuring a safe environment for everyone.

RAIN/WINDSTORM PREPARATIONS

Certain preparations should be taken before large rain/windstorms in order to avoid damage to the venue or even injury to personnel and patrons. Listed below are specific Rain/Windstorm preparations recommended by ASM and its venues.

- Clean off any debris around roof drains to ensure clear flow
- If parapet drains located around roof perimeter, confirm they are also clear
- Confirm that all parking lot\loading dock\driveway area storm drain grates are clear of any debris
- Open cell cooling towers are likely to overflow their pans. Confirm that overflow drains are clear.
- Remove any banners that are attached to building if you think wind may damage them or rip them off building
- Relocate or tie down any loose equipment that is stored outside. This may include trash receptacles which can be moved inside for duration of the storm
- Operate building HVAC system such that there is a positive building pressure in the facility. This will minimize water ingress.
- Confirm that floor scrubbing equipment, flashlights, radios, cell phones, are all fully charged pre-storm
- If building has an emergency generator, get fuel topped off prior to storm arrival
- All open top trash containers need to be covered.
- Purchase or confirm operation of a small sump pump with enough discharge hose to drain any barrel that is needed to catch potential roof leaks
- Have 4 to 6 barrels\buckets available to deal with roof leak issues. If more practical, have tarp (s) available to divert leakage away from sensitive equipment. (or do both to have some flexibility)
- Confirm that scissor lift\boom lift is fully charged or fueled in case needed to deal with leak issues.

- If catering company or tenants have equipment stored outside, have them remove or relocate to minimize any potential damage to building by it blowing around.

6.20 STRUCTURAL COLLAPSE

A structural collapse could occur because of construction catastrophes, earthquakes, fire, terrorism or severe weather. In any instance where a structural collapse is apparent, we will immediately go into an evacuation of the facility and follow evacuation procedures.

- If there is damage to the building, or potential of a collapse, call ASM Security if you are able.
- ASM Security, if still functional, or staff will immediately call 911.
- A full evacuation of the building will take place based on LBCEC evacuation procedures.
- Staff will be accounted for at the assigned meet up locations.
- No one will reenter the building until approved by local authorities and an engineer.

6.21 LOST CHILD

Lost Child at Event: If a guest comes up to you at an event and informs you that there is a lost child you should do the following:

- Get a description of the child (name, clothing, race, height, age, location they were last seen etc.). Never leave the guest who is looking for the child.
- Immediately call security with this information.
- Security will do an “all call” to inform all staff of a lost child. A LBPD Officer will be dispatched to help with the situation.
- All available staff will help to locate the child.
- Once the child is found, they will be brought to the location of the adult looking. Security will do another all call to call off the search.
- If the child is not found the proper authorities will be contacted.

6.22 WATER SUPPLY

What to do in a water emergency: There might be times in an emergency where it is necessary to stop water service to the Facility. This could be due to a burst pipe or contamination in the water system. If you come across a water emergency call Security Control immediately call the on duty engineer and they will handle the situation. The main water supply shut off is located at the North Dock utilities cage

6.23 NATURAL GAS PIPELINES

LBCEC is fed with natural gas. If a gas leak is detected, or another gas emergency please call ASM Security. They will inform engineering, or if engineering is offsite the below instructions shows how to turn off the gas service to the building.

Natural Gas Shutoff – To shut off our natural gas service to the building, the valve is located at the North Dock utilities cage and Westside of Stairwell #3 outside the Arena.

6.24 PROPANE EXPLOSIONS

All propane is stored in the loading dock compound secured in a storage cage. Propane will only be brought out of the storage area when it is in use.

It is unlikely that a propane tank would explode, but a leak could be dangerous to those around it.

Please follow the following procedures if you suspect a leak or see/hear an explosion.

- Immediately notify Facility Security. If necessary, they will dial 911.
- Engineering/Operations will be notified and will call the propane company if necessary.
- If it is safe to do so, turn off the gas to the propane tank.
- Evacuate away from the loading dock area in case of an explosion.
- Do not return to the area until we are given the “all clear” by operations, local authorities, or the propane company.
- Do not key radio near suspected leak or main tank.

6.25 TERRORISM

Weapons of Mass Destruction: Nuclear explosions can cause significant damage and casualties from blast, heat, and radiation but we can keep our guests/staff safe by knowing what to do and being prepared if it occurs.

A nuclear weapon is a device that uses a nuclear reaction to create an explosion. Nuclear devices range from a small portable device carried by an individual to a weapon carried by a missile. A nuclear explosion may occur with or without a few minutes warning.

Fallout is most dangerous in the first few hours after the detonation when it is giving off the highest levels of radiation. It takes time for fallout to arrive back to ground level, often more than 15 minutes for areas outside of the immediate blast damage zones. This is enough time for you to be able to prevent significant radiation exposure by following these simple steps:

GET INSIDE

- Get inside the nearest building to avoid radiation. Brick or concrete are best.
- Remove contaminated clothing and wipe off or wash unprotected skin if you were outside after the fallout arrived.
- Go to the rooms on the interior of the event level. Stay away from the outer walls and roof.

STAY INSIDE

- Stay inside for 24 hours unless local authorities provide other instructions.
- Family should stay where they are inside. Reunite later to avoid exposure to dangerous radiation.

STAY TUNED

- Tune into any media available for official information such as when it is safe to exit and where you should go.
- Battery operated and hand crank radios will function after a nuclear detonation.
- Cell phone, text messaging, television, and internet services may be disrupted or unavailable.

HOW TO STAY SAFE IN THE EVENT OF A NUCLEAR EXPLOSION

What to do NOW: Prepare

- Identify shelter locations. This will typically be the Thunder Locker Room of the Employee Break Room in the Operations hallway.
- While commuting, identify appropriate shelters to seek in the event of a detonation.
- Outdoor areas, vehicles, mobile homes do NOT provide adequate shelter. Look for basements or the center of large multistory buildings.
- Make sure you have an Emergency Supply Kit for places you frequent and might have to stay for 24 hours. It should include bottled water, packaged foods, emergency medicines, a hand-crank or battery-powered radio to get information in case power is out, a flashlight, and extra batteries for essential items. If possible, store supplies for three or more days.

WHAT TO DO DURING: SURVIVE

- If warned of an imminent attack, immediately get inside the nearest building and move away from windows. This will help provide protection from the blast, heat, and radiation of the detonation.
- If you are outdoors when a detonation occurs take cover from the blast behind anything that might offer protection. Lie face down to protect exposed skin from the heat and flying debris. If you are in a vehicle, stop safely, and duck down within the vehicle.
- After the shock wave passes, get inside the nearest, best shelter location for protection from

potential fallout. You will have 10 minutes or more to find an adequate shelter.

- Be inside before the fallout arrives. The highest outdoor radiation levels from fallout occur immediately after the fallout arrives and then decrease with time.
- Stay tuned for updated instructions from emergency response officials. If advised to evacuate, listen for information about routes, shelters, and procedures.
- If you have evacuated, do not return until you are told it is safe to do so by local officials.

WHAT TO DO AFTER: BE SAFE

- Immediately after you are inside shelter, if you may have been outside after the fallout arrived:
- Remove your outer layer of contaminated clothing to remove fallout and radiation from your body.
- Take a shower or wash with soap and water to remove fallout from any skin or hair that was not covered. If you cannot wash or shower, use a wipe or clean wet cloth to wipe any skin or hair that was not covered.
- It is safe to eat or drink packaged food items or items that were inside a building. Do not consume food or liquids that were outdoors uncovered and may be contaminated by fallout.
- If you are sick or injured, listen for instructions on how and where to get medical attention when authorities tell you it is safe to exit.

6.26 MASS DISASTER

Mass disaster can include facility damage, numerous injuries and/or deaths, and a high level of confusion and hysteria. Such an occurrence might be caused by weather conditions, accidental structural collapse, and fires or by human accident or design. As a result, local government agencies, medical units and volunteers, along with all working personnel are needed to effectively handle the situation. Triage areas, along with additional disaster service locations, will be established in key areas throughout the LBCEC to accommodate guests as well as employees.

ASSUMPTIONS

Earthquakes, storms, tsunami, and other kinds of natural disasters can affect the LBCEC.
Major accidents such as plane crashes; explosions and accidental releases of hazardous materials (see the section on Hazardous Materials) are occurrences that could affect the LBCEC.

Civil disturbance and other forms of public disorder can affect the LBCEC If it is a natural or technological emergency or disaster situation, the fire department typically would be the lead agency.

If a civil disturbance or threat condition the Long Beach Police Department would be the lead agency.

If the emergency or disaster is in combination of hazards and threats, a unified command consisting of both agencies as lead may occur.

If a biological attack is determined, the health department may also become part of the unified command.

GENERAL RESPONSE

- Notification and direction for a mass disaster affecting the LBCEC will come through the EOC.
- The Incident Commander will immediately activate the EOC.
- LBPD / LBFD is notified.
- The EOC will instruct all working personnel to assume their preplanned emergency assignments.
- The EOC will call in other personnel as needed.
- Triage areas will be set up as needed.

6.27 ROBBERY

GENERAL RESPONSE

In the Event of a Robbery:

Always remember that your safety, the safety of co-workers, and that of guests is the most important consideration in a robbery and that cash can always be replaced. Therefore, take no action that will jeopardize personal safety. Don't argue with the suspect or try to stop him/her.

- Consider any firearms displayed by the suspect(s) to be loaded
- Try to remain calm and do exactly what is demanded by the suspect(s)

During a Robbery

- Observe all physical characteristics of the robbery suspect:
- Facial characteristics, complexion, hair
- Clothing worn, head to foot
- Speech, mannerisms
- Scars, deformities
- Suspects(s)'s method(s) of operation
- Note method/direction of travel and description/license plate of vehicle used
- Describe type of weapons used if any were displayed.
- If more than one suspect is involved, study the nearest one. Don't try to observe all

suspects in detail. Do not stare at suspects, this might alert suspect to your actions

After the Robbery

The ability of the police to arrest the robbery suspect is largely dependent on how quickly they are notified. You should:

- Call 911 immediately
- Notify EOC personnel: EXT 7695
- Lock all doors to the premises to prevent the suspect(s) from returning if confronted by Law Enforcement
- Ask witnesses to the robbery to stay inside the premises until the police arrive
- Do not discuss suspect description(s) or actions with other witnesses
- Note and protect any evidence left by the suspect(s)

6.28 PANDEMIC *

*(Pandemic specifics will vary but procedures outlined maybe adapted based on direction from Long Beach Health Department)

Employees must comply with Federal and State Occupational Safety, and City of Long Beach Health Department authorities. The Long Beach Convention and Entertainment Center will be in regular communication with local public health authorities on current guidelines and applicable restrictions and will request that those authorities review the Venue-specific Reactivation Plan to ensure alignment.

LBCEC Response

The General Manager will assign management team members to a Facility Health Safety Team. This team, as directed by the General Manager, will be responsible for continually reviewing the current State and Local Health Orders to ensure compliance as directed by the General Manager.

ASM VenueSheild will be implemented to address facility Health Safety. The VenueShield Reactivation Guide will help venue managers implement VenueShield operational best practices during the COVID-19 / Pandemic environments. The best practices recommended in the Guide are and will continue to be informed by organizations such as the Centers for Disease Control and Prevention (CDC), National Health Service (NHS), and World Health Organization (WHO). This Guide will be updated as necessary. **All venues are required to comply with all applicable laws, local orders, and regulations, which take precedence if**

there is a conflict with the best practices in the Guide. Venues should always defer to their local governmental guidelines relative to social distancing requirements.

City of Long Beach Health Department Order: (Insert Current City Health Order)

6.29 Concerts and Festivals

Concerts and festival present unique challenges as they are often high energy events with large groups of attendees. These events should be monitored closely to ensure crowd safety, including but not limited to: crowd density, emergency procedures, temporary show stoppage, pre event social media, prior venue history, etc. The following procedures should be reviewed prior and during concert or festival type events.

Floorplan

1. There must be a Long Beach Fire Department (LBFD) approved and stamped floor plan, with stamped capacity levels for floor as well as total capacity
2. Floor section must have dedicated entry with crowd control fencing sufficient to control floor capacity

1. VIP areas on floor must have separate entrance. VIP area should be separated from general admission floor attendance by concert crash barricades. Artist or VIP entrance to floor must be out of the view of public, no pathway through floor or lodge sections.
3. Must have and assigned Fire Safety Officer (FSO) for show load in, to ensure approved floorplan is followed

Ticketing:

2. Long Beach Convention and Entertainment Center /ASM will control all tickets sales.
3. Concerts / Festivals which are part of another show, for example trade show or exhibition, must have separate ticketing for concert / festival.
4. All concerts will have separate tickets for both floor and lodge

5. Lodge and balcony must have assigned seats to prevent standing in aisle ways
6. Floor seating will have issued wristbands. Assigned floor seating should be encouraged when reasonable, chairs should be secured together to prevent individual chairs being removed.

Security

1. Pre booking meeting with LBPD, LBFD, event security, promoter and facility event management
2. Concert line-up finalized no later than 72 hrs in advance
3. Onsite mandatory safety walkthrough with LBPD, LBFD, Contract Security, EMT, LBCEC Management, Production, LA Stage Call
4. Local hospitals notification of large concert style event
5. All persons including productions staff, artist and attendees must go through security screening including bag check, and magnetometer / wanding.
6. Prohibited items signage clearly posted prior to security screening
7. Dedicated Q-Line, with posted security, for guests needs setup in advance of guest arrival
8. Set up facility Command Post with dedicated LBCEC management personnel
9. Set up day of event pre-concert security meeting

- LBPD
- LBFD
- Staff Pro
- B/Sec
- MSMI
- Directors
- F&B
- Promoter

Emergency Procedures

Facility must have control over all sound and lighting with dedicated personnel able to silence sound, activate interior lighting and give directed Public Address (PA) announcement if necessary

The following elements **shall** be put in place for all Concerts / Festivals at the Long Beach Convention and Entertainment Center.

Incident Commander (responsibilities)

Event Manager

- Will be the initial Incident Commander (IC)

- Will be onsite for all portions of the event.
  Should the event have overlapping Event Managers, the oncoming manager must be completely briefed prior to taking over as the Incident Commander.

Director On Duty (DOD)

- May assume duties of (IC) (must be onsite or in direct communication with Event Manager) for the event if situation warrants interruption or potential interruption of Show due to equipment failure and/or for Public Safety Emergency

If situation warrants interruption of Show (determined by ASM/Promoter) due to equipment failure and/or for Public Safety, Incident Commander (IC) will:

- Notify Promoter
- Notify ALL Public Safety Departments prior to holding doors / activating House lights.
  - LBPD
  - LBFD
  - Building Security Supervisor
  - Event Security (Allied Universal Security)
  - EMS
- Contact Stagehand Supervisor / Production Manager
- Hold doors and/or bring up House Lights, make PA announcement as necessary
- Confirm issue has been rectified with LBPD, LBFD, Event Security.
- Notify ALL Public Safety Offices / Guards prior to opening doors / deactivating House lights.
  - LBPD
  - LBFD
  - Building Security Supervisor
  - Event Security (Allied Universal Security)
  - EMS

Debrief:

- LBPD
- LBFD
- Building Security
- Event Security (Allied Universal Security)
- Production

7.0

ICS FORMS

LONG BEACH
Convention & Entertainment Center

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

4. Map/Sketch (include sketch, showing the total area of operations, the incident site/area, impacted and threatened areas, overflight results, trajectories, impacted shorelines, or other graphics depicting situational status and resource assignment):

5. Situation Summary and Health and Safety Briefing (for briefings or transfer of command): Recognize potential incident Health and Safety Hazards and develop necessary measures (remove hazard, provide personal protective equipment, warn people of the hazard) to protect responders from those hazards.

6. Prepared by: Name: _____ Position/Title: _____ Signature: _____

Date/Time: _____

LONG BEACH
Convention & Entertainment Center

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

7. Current and Planned Objectives:

8. Current and Planned Actions, Strategies, and Tactics:

Time:	Actions:

6. Prepared by: Name: _____ Position/Title: _____ Signature: _____

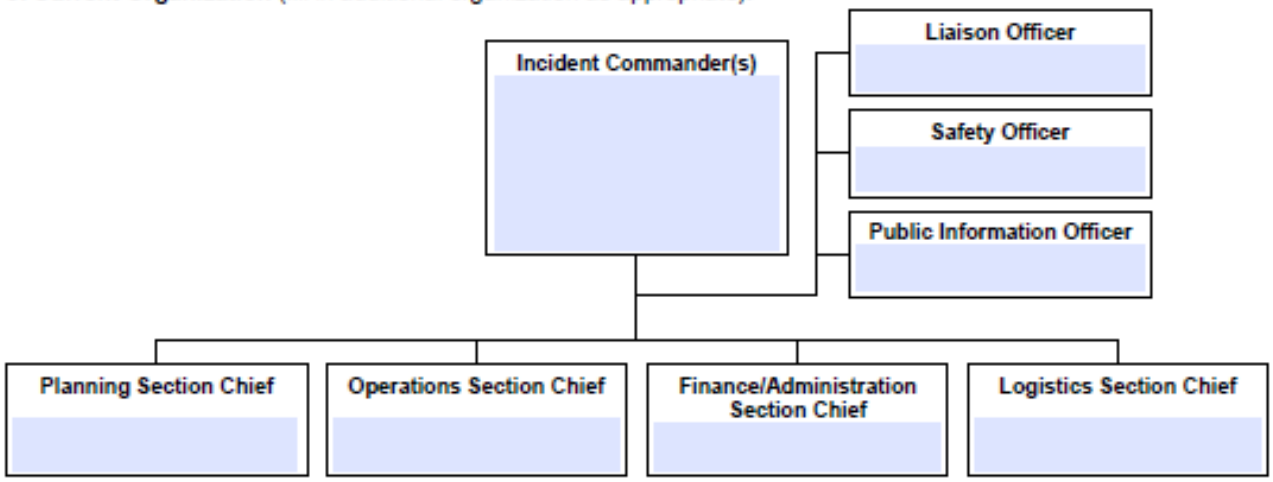
ICS 201, Page 2 Date/Time: _____

LONG BEACH
Convention & Entertainment Center

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

9. Current Organization (fill in additional organization as appropriate):



6. Prepared by: Name:	Position/Title:	Signature:
ICS 201, Page 3	Date/Time:	

LONG BEACH
Convention & Entertainment Center

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

10. Resource Summary:

Resource	Resource Identifier	Date/Time Ordered	ETA	Arrived	Notes (location/assignment/status)
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
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				☐	
				☐	
				☐	
				☐	
				☐	

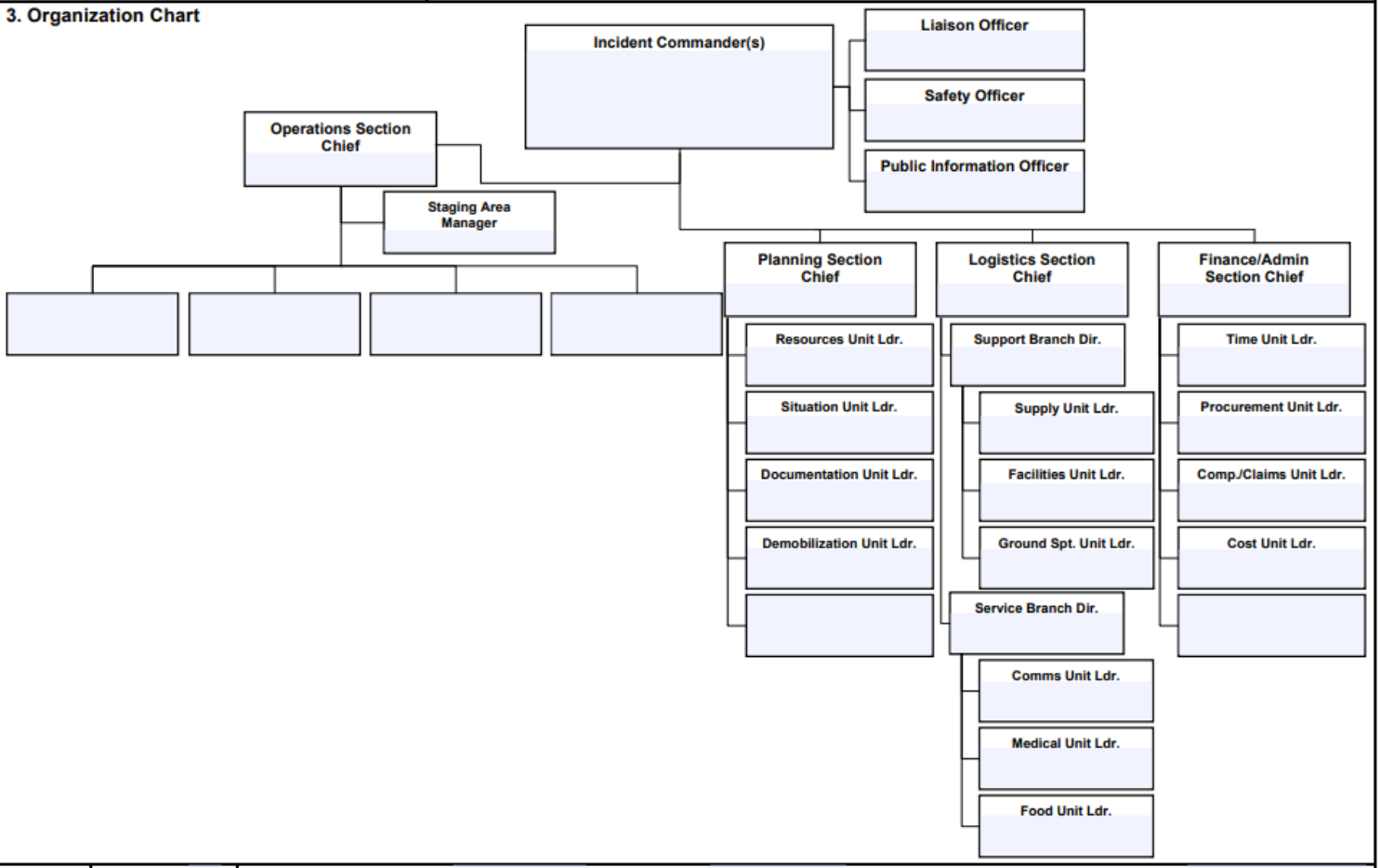
6. Prepared by: Name: _____ Position/Title: _____ Signature: _____

ICS 201, Page 4 Date/Time: _____

INCIDENT ORGANIZATION CHART (ICS 207)

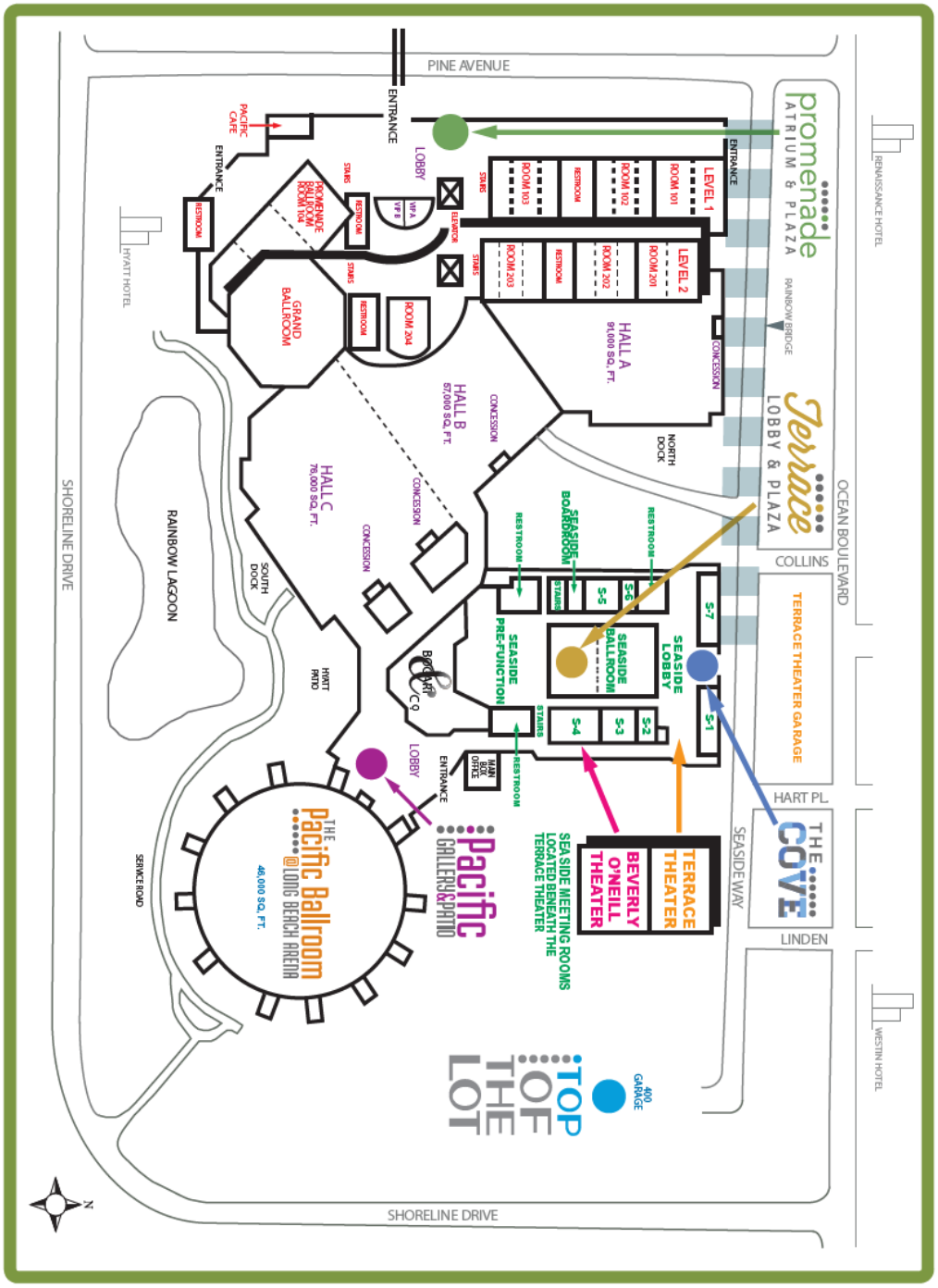
1. Incident Name:	2. Operational Period: Date From: Time From:	Date To: Time To:

3. Organization Chart



ICS 207	IAP Page ___	4. Prepared by: Name:_____ Position/Title: _____ Signature: _____ Date/Time: _____

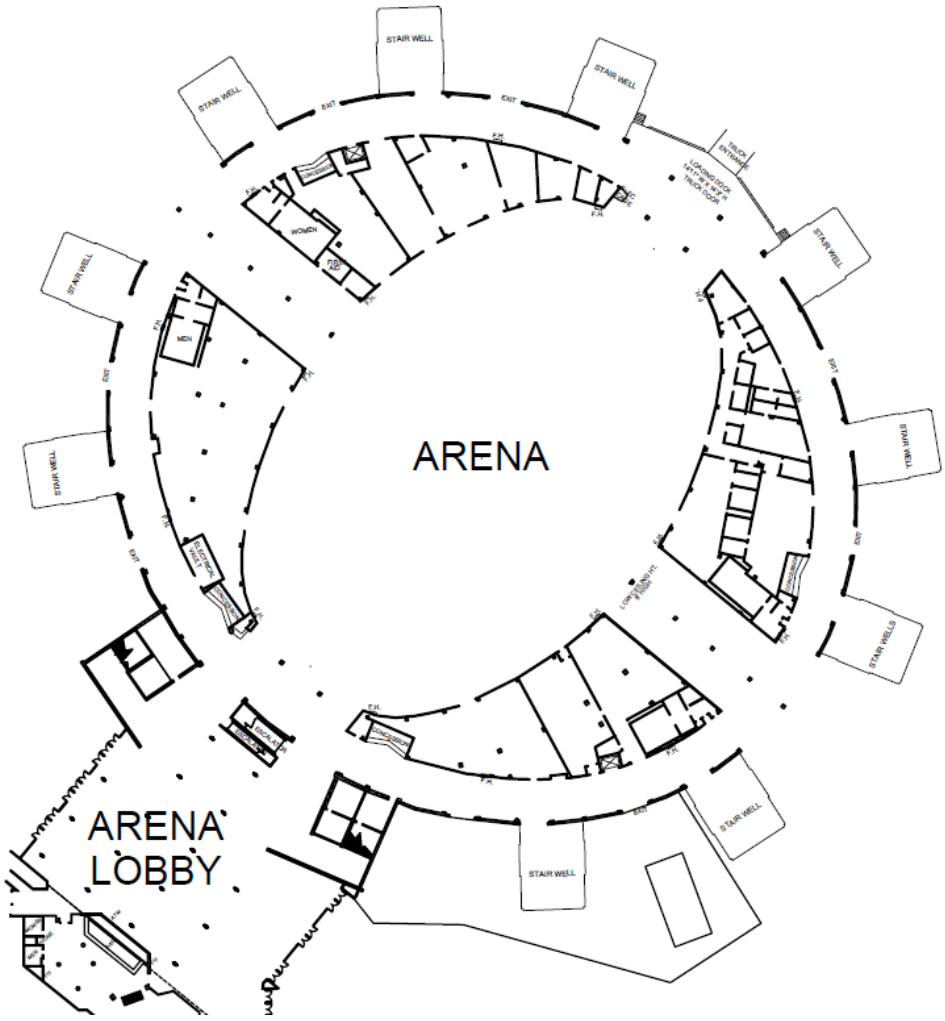
8.0 FLOORPLANS



LONG BEACH
Convention & Entertainment Center

300 E. OCEAN BOULEVARD, LONG BEACH, CA 90802 | 562.436.3636 | www.lbcec.com | www.smgworld.com

SMG


ARENA
ARENA
LOBBY
STAIR WELL
STAIR WELL
STAIR WELL
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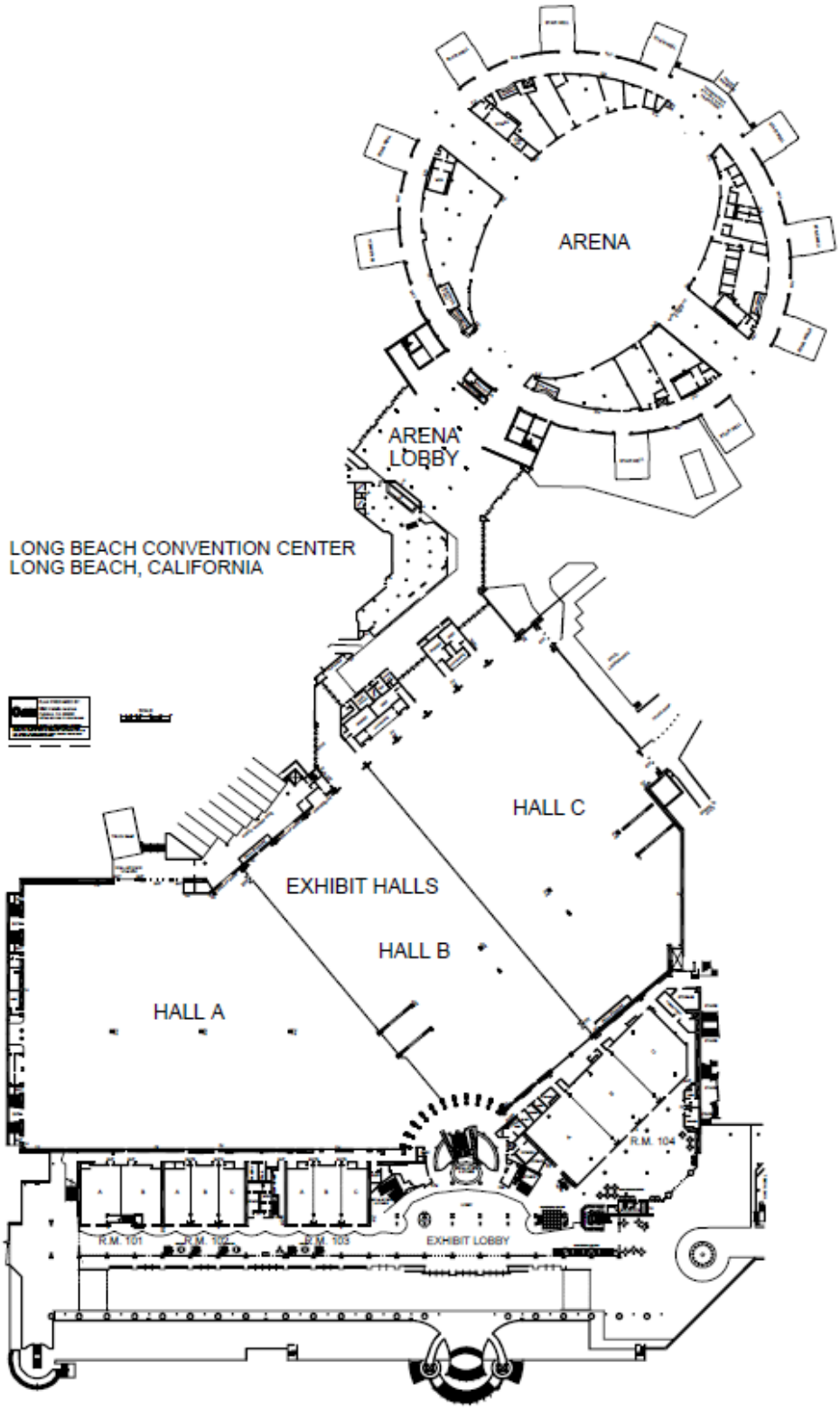
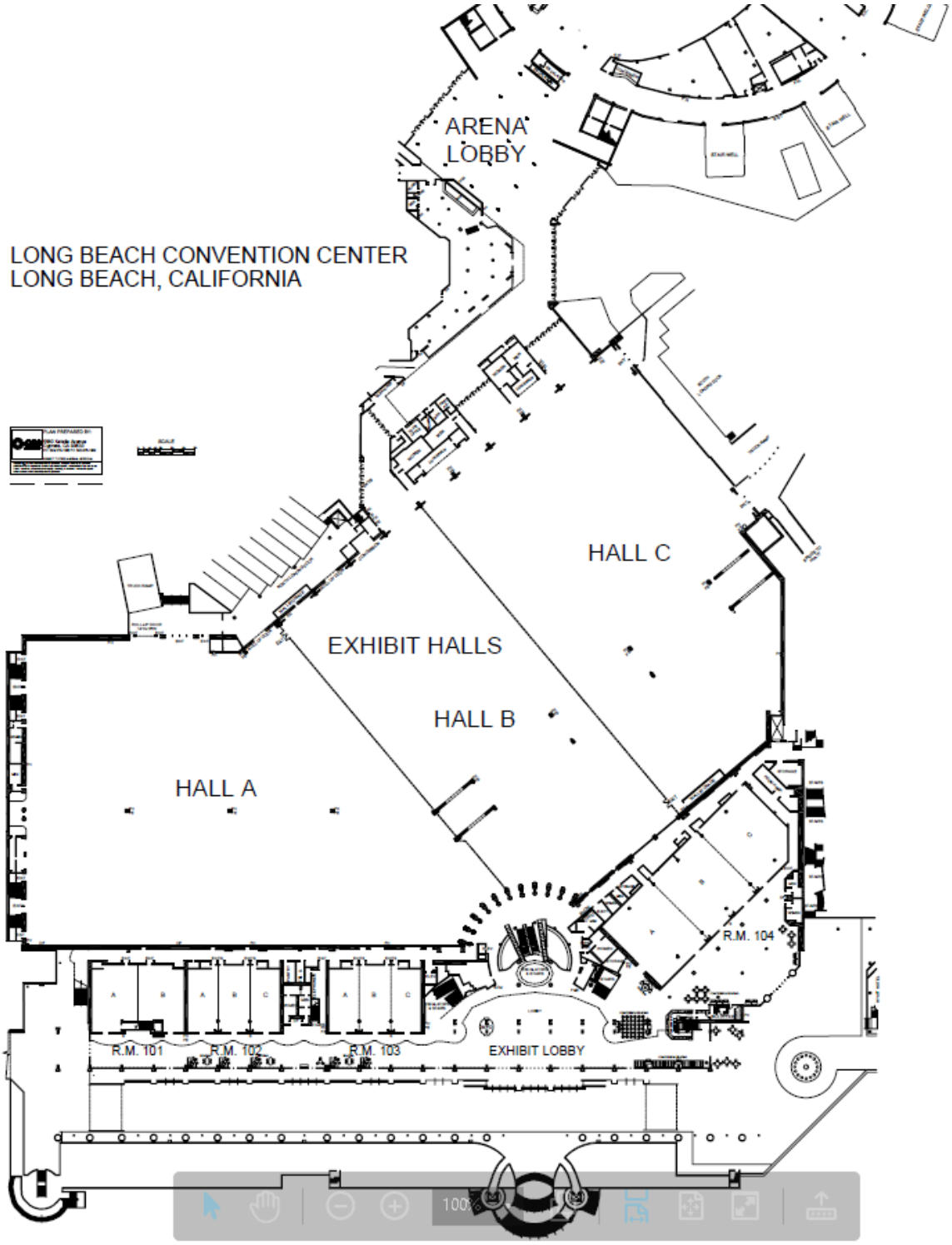
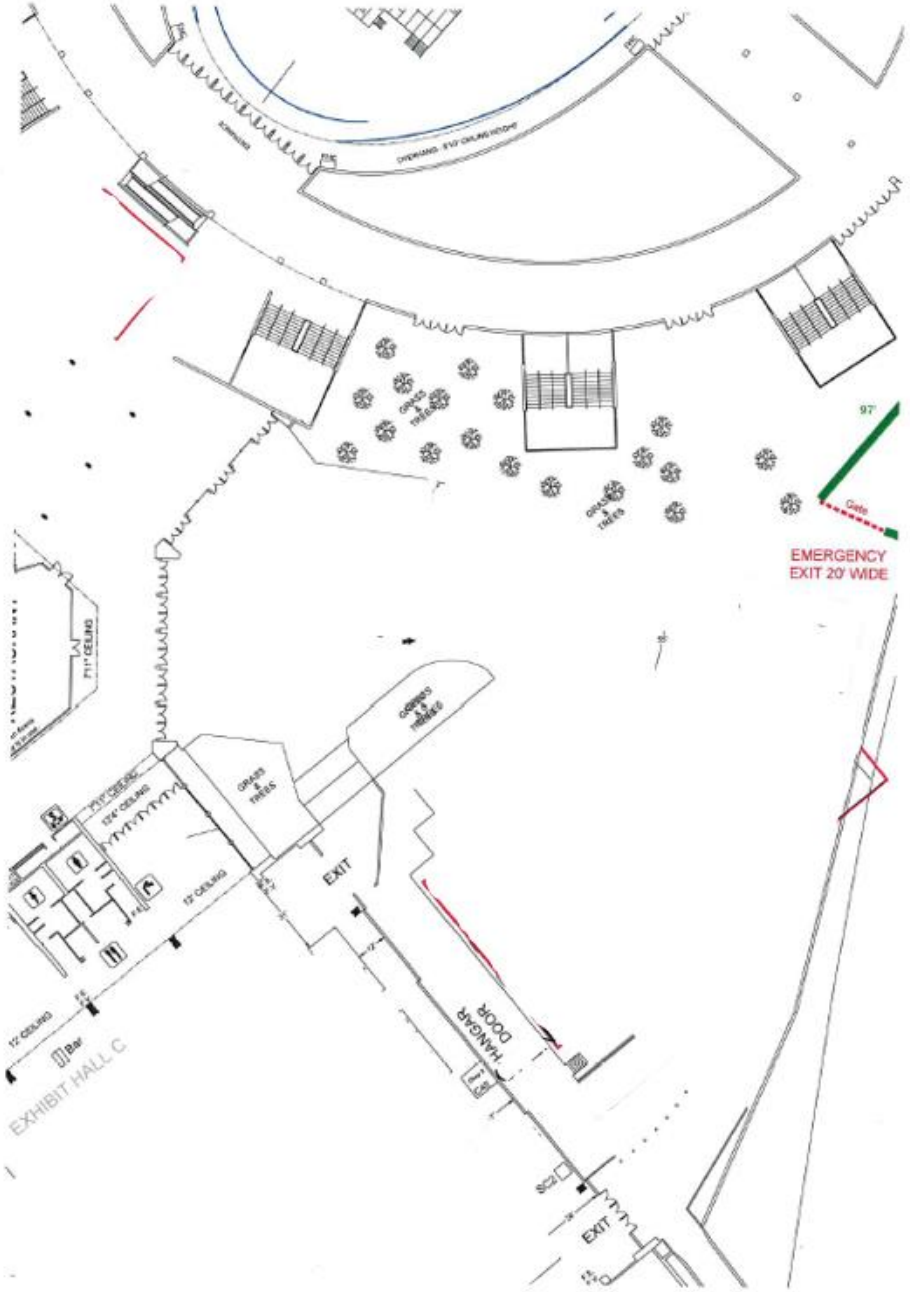
STAIR WELL
EXIT
EXIT
EXIT
EXIT
EXIT
EXIT
EXIT
WOMEN
TRUCK ENTRANCE
LOADING DOCK
STAIR WELL

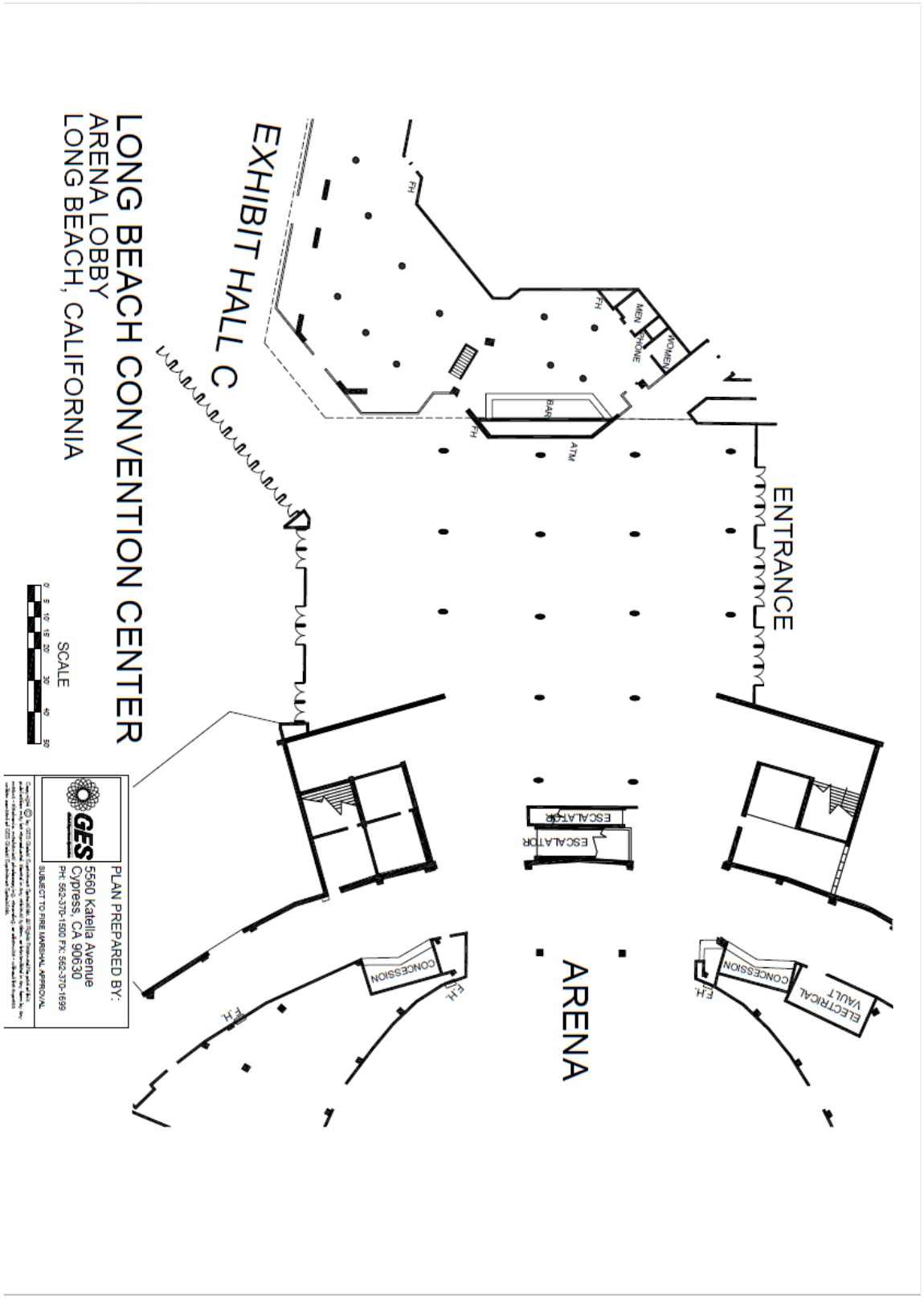

ARENA
ARENA LOBBY
LONG BEACH CONVENTION CENTER
LONG BEACH, CALIFORNIA
HALL C
EXHIBIT HALLS
HALL B
HALL A
R.M. 104
R.M. 101
R.M. 103
EXHIBIT LOBBY

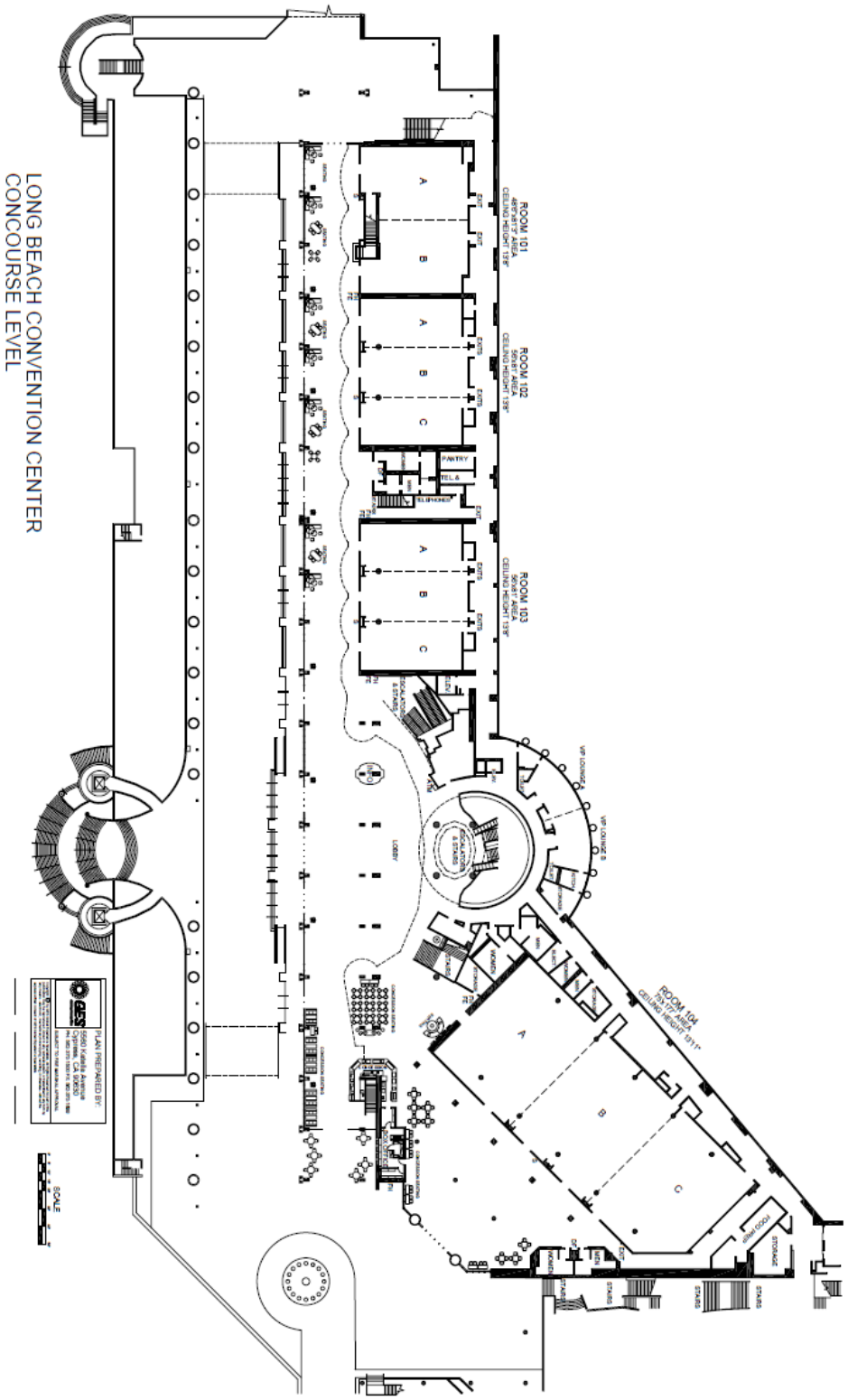

ARENA
LOBBY
LONG BEACH CONVENTION CENTER
LONG BEACH, CALIFORNIA
HALL C
EXHIBIT HALLS
HALL B
HALL A
R.M. 104
R.M. 101
R.M. 102
R.M. 103
EXHIBIT LOBBY

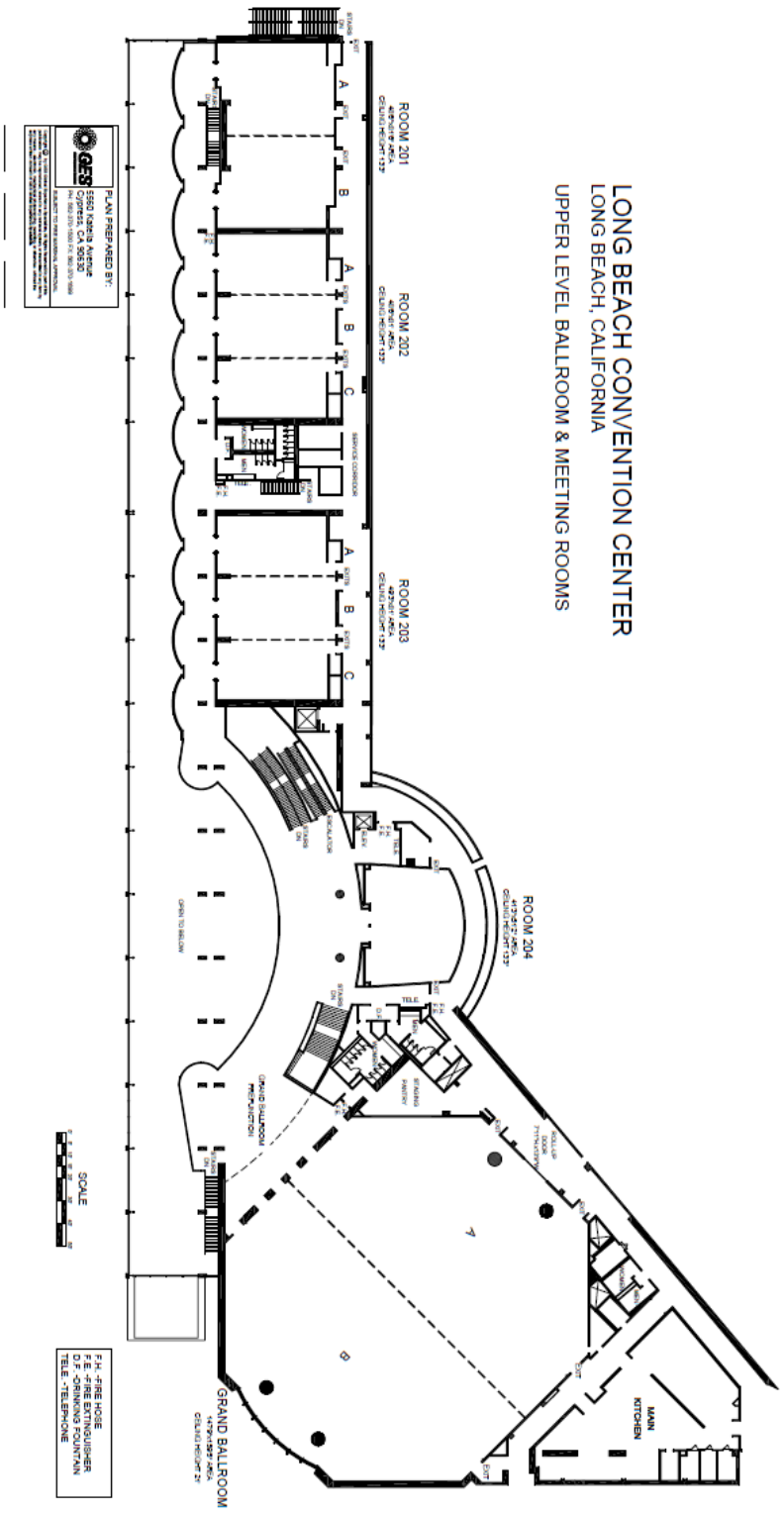
LONG BEACH
Convention & Entertainment Center

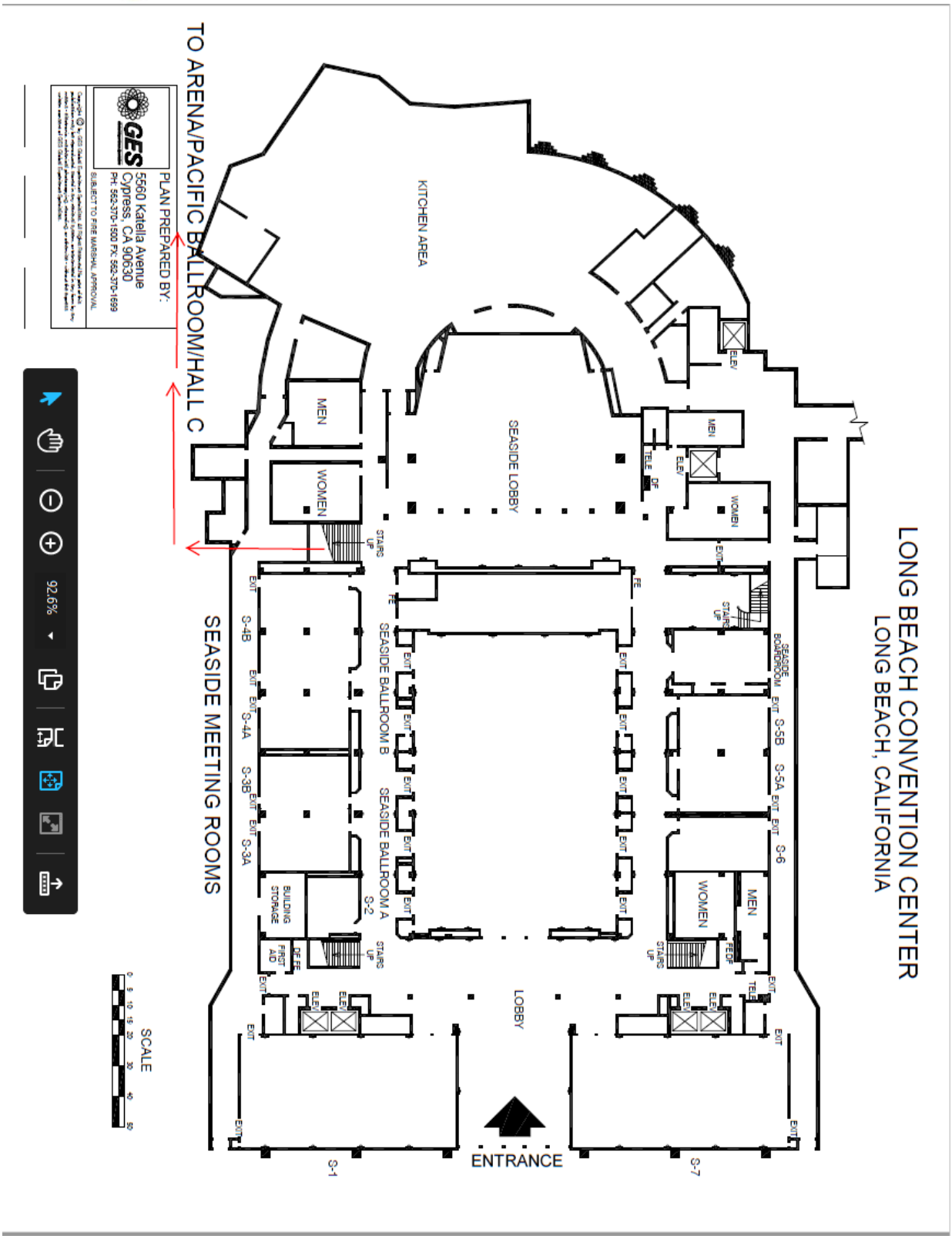
South Dock




LONG BEACH CONVENTION CENTER
ARENA LOBBY
LONG BEACH, CALIFORNIA
SCALE
0 5 10 15 20 30 40 50
EXHIBIT HALL C
ENTRANCE
ARENA
FH
MEN
PHONE
WOMEN
BAR
ATM
ESCALATOR
ESCALATOR
CONCESSION
CONCESSION
ELECTRICAL VAULT
PLAN PREPARED BY:
GES
5560 Katella Avenue
Cypress, CA 90630
PH: 562-370-1500 FX: 562-370-1599
SUBJECT TO FIRE MARSHAL APPROVAL

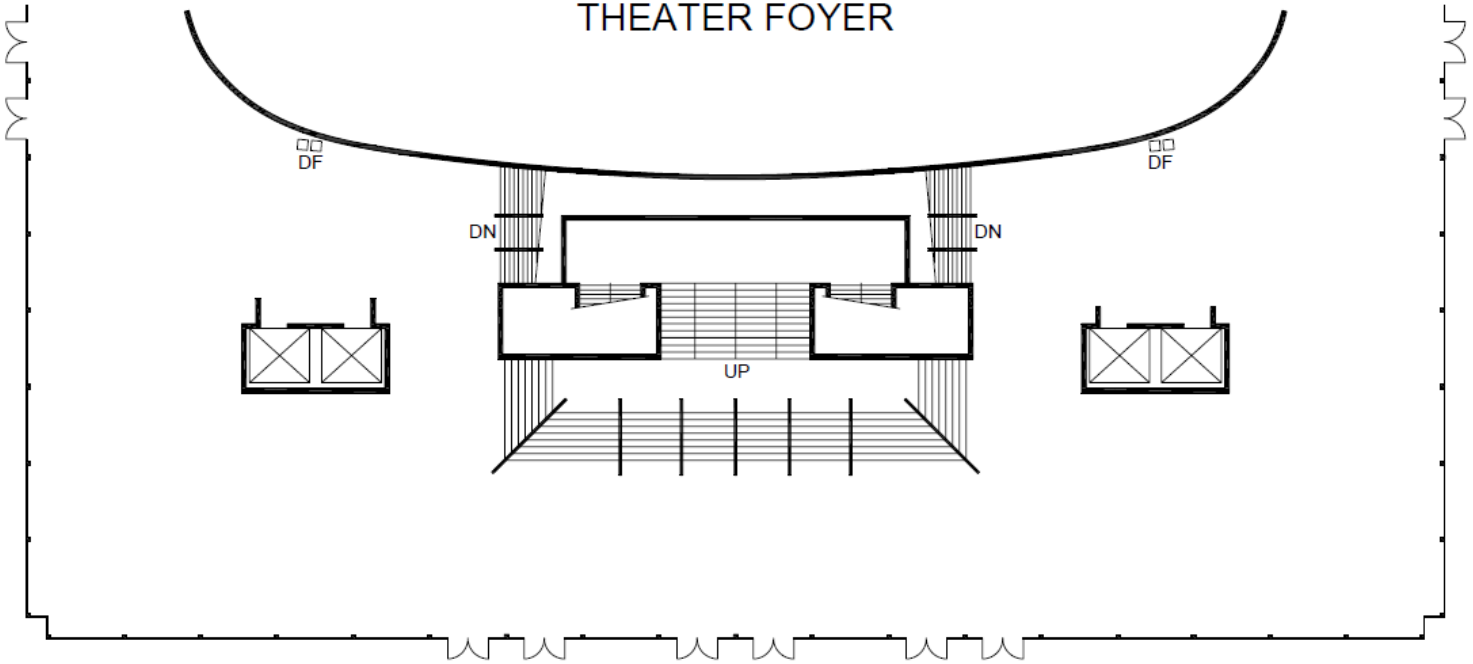

LONG BEACH CONVENTION CENTER
CONCOURSE LEVEL
ROOM 101
ROOM 102
ROOM 103
ROOM 104
PANTRY
LOBBY
VIP LOUNGE A
VIP LOUNGE B
STAIRS
STORAGE
SCALE


LONG BEACH CONVENTION CENTER
LONG BEACH, CALIFORNIA
UPPER LEVEL BALLROOM & MEETING ROOMS
ROOM 201
ROOM 202
ROOM 203
ROOM 204
GRAND BALLROOM
MAIN KITCHEN
SCALE
PLAN PREPARED BY:
5550 Katella Avenue
Cypress, CA 90630
F.H. -FIRE HOSE
F.E. -FIRE EXTINGUISHER
D.F. -DRINKING FOUNTAIN
TELE. -TELEPHONE


LONG BEACH CONVENTION CENTER
LONG BEACH, CALIFORNIA
TO ARENA/PACIFIC BALLROOM/HALL C
SEASIDE MEETING ROOMS
PLAN PREPARED BY:
GES
5560 Katella Avenue
Cypress, CA 90630
PH: 562-370-1500 FX: 562-370-1699
SUBJECT TO FIRE MARSHAL APPROVAL
KITCHEN AREA
SEASIDE LOBBY
MEN
WOMEN
ELEV
TELE
DF
STAIRS UP
EXIT
FE
SEASIDE BALLROOM B
SEASIDE BALLROOM A
S-4B
S-4A
S-3B
S-3A
S-2
S-1
S-5B
S-5A
S-6
S-7
SEASIDE BOARDROOM
BUILDING STORAGE
DEFIB
FIRST AID
LOBBY
ENTRANCE
SCALE
0 5 10 15 20 30 40 50

LONG BEACH CONVENTION CENTER

THEATER FOYER



PLAN PREPARED BY:

GES

5560 Katella Avenue
Cypress, CA 90630
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SUBJECT TO FIRE MARSHAL APPROVAL

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SCALE

0' 5' 10' 15' 20' 30' 40' 50'

DF -DRINKING FOUNTAIN

LONG BEACH Convention & Entertainment Center