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INTRODUCTION
The following pages contain the proper procedures to be followed during emergency situations.

All personnel working in the Oregon Convention Center (OCC) are required to review and possess a working knowledge of all procedures.

GENERAL RULES

- The Executive Director has overall responsibility for the implementation of all OCC emergency procedures. If the Executive Director is unavailable, the next highest accessible member of the Chain of Command will assume responsibility (See page 4).
- Emergencies occasionally occur on nights/weekends when a senior Chain of Command member is not on site. The Secondary Call List is to be used in these instances.
- All communications during implementation of these procedures are to be via the two-way radios. An initial announcement over the two-way radio should eliminate all transmissions other than to the involved persons. (Always use two-way radio codes. See page 7.)
- In all activities, keep public safety in mind.
- Always speak clearly and stay calm while executing procedures.
- All employees who are aware of an emergency should use caution when speaking in public spaces. If an emergency code is announced over the radio, all employees will restrict two-way radio usage. Employees must maintain two-way radio silence unless they are A. involved in the emergency or B. communicating important information to a member of the Chain of Command.
- Only a member of the Chain of Command can make the decision for evacuation. After the decision has been made to evacuate, the Executive Director will be notified as soon as it is safe to re-enter the facility.
- Only the Executive Director is authorized to talk to the media concerning an emergency (during or after) unless they are designated by the Executive Director.
- A representative from the Chain of Command will announce a “Condition Blue” on the “All Call” channel over the two-way radios when everything has returned to normal.
- After the emergency is under control, the Chain of Command team will debrief and review how the emergency was handled.
- After the emergency is under control, Department of Public Safety staff members will complete a detailed and thorough incident report.
## PRIMARY CHAIN OF COMMAND

* Must be called in case of Evacuation

<table>
<thead>
<tr>
<th>Primary Chain of Command</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Craig Stroud</strong></td>
</tr>
<tr>
<td>Executive Director</td>
</tr>
<tr>
<td><strong>Matt Pizzuti</strong></td>
</tr>
<tr>
<td>Deputy Director</td>
</tr>
<tr>
<td><strong>Matt Uchtman</strong></td>
</tr>
<tr>
<td>Director of Facilities &amp; Operations</td>
</tr>
<tr>
<td><strong>Erin Jepson</strong></td>
</tr>
<tr>
<td>Director of Events &amp; Guest Services</td>
</tr>
<tr>
<td><strong>Cindy Wallace</strong></td>
</tr>
<tr>
<td>Director of Sales &amp; Marketing</td>
</tr>
<tr>
<td><strong>Nicholas Brown</strong></td>
</tr>
<tr>
<td>Public Safety Manager</td>
</tr>
<tr>
<td><strong>Josh Lipscomb</strong></td>
</tr>
<tr>
<td>Facilities Manager</td>
</tr>
<tr>
<td><strong>Bill Stratton</strong></td>
</tr>
<tr>
<td>Technical Services Manager</td>
</tr>
<tr>
<td><strong>Darryl Jones</strong></td>
</tr>
<tr>
<td>Setup &amp; Operations Manager</td>
</tr>
<tr>
<td><strong>Ryan Hixson</strong></td>
</tr>
<tr>
<td>Maintenance Supervisor</td>
</tr>
<tr>
<td>* <strong>Scott Cruickshank</strong></td>
</tr>
<tr>
<td>General Manager, Visitor Venues</td>
</tr>
<tr>
<td><strong>Heather Back</strong></td>
</tr>
<tr>
<td>Communications, Visitor Venues</td>
</tr>
<tr>
<td><strong>Dave Woodman</strong></td>
</tr>
<tr>
<td>General Manager, pacificwild</td>
</tr>
</tbody>
</table>

*NOTE: All non-office numbers are confidential.*
# SECONDARY CHAIN OF COMMAND

<table>
<thead>
<tr>
<th>Secondary Chain of Command</th>
<th>Extension Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Senior Event Managers:</strong></td>
<td></td>
</tr>
<tr>
<td>Tom Jelineo</td>
<td>503-731-7825</td>
</tr>
<tr>
<td><strong>Event Managers:</strong></td>
<td></td>
</tr>
<tr>
<td>David Jeppesen</td>
<td>503-731-7941</td>
</tr>
<tr>
<td>Marie McLean</td>
<td>503-731-7860</td>
</tr>
<tr>
<td>McKenzie Masten</td>
<td>503-235-7579</td>
</tr>
<tr>
<td>Nadia Maimon</td>
<td>503-731-7815</td>
</tr>
<tr>
<td>Olivia Lofstedt</td>
<td>503-731-7823</td>
</tr>
<tr>
<td>Olivia Tang (P/T)</td>
<td>503-731-7929</td>
</tr>
<tr>
<td>Paul Steinberg (P/T)</td>
<td>503-731-7929</td>
</tr>
<tr>
<td>Stefanie Arnold</td>
<td>503-731-7941</td>
</tr>
<tr>
<td>Tim Libra</td>
<td>503-731-7865</td>
</tr>
</tbody>
</table>

# ADDITIONAL EMERGENCY NUMBERS

<table>
<thead>
<tr>
<th>Senior Setup Supervisor:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Nathan Dickie</td>
<td>503-731-7807</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Set Up Supervisors:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Craig Cotugno</td>
<td>503-731-7845</td>
</tr>
<tr>
<td>David Coan</td>
<td>503-731-7835</td>
</tr>
<tr>
<td>Dugan Gauer</td>
<td>503-731-7826</td>
</tr>
<tr>
<td>Scott Meyer</td>
<td>503-731-7925</td>
</tr>
<tr>
<td>Tim Pirnie</td>
<td>503-731-7845</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Engineers:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bryan Brown</td>
<td>503-731-7832 Office</td>
</tr>
<tr>
<td>Lead Engineer</td>
<td>503-679-6114 Cell</td>
</tr>
<tr>
<td>Engineer’s Office</td>
<td>503-731-7833</td>
</tr>
</tbody>
</table>

| Console Agent            | 503-731-7849      |
| Electrician’s Office     | 503-731-7873      |
| OCC Receptionist         | 503-235-7575      |
CALLING THE CHAIN OF COMMAND
When an emergency arises during normal business hours (7:30 a.m. – 5:30 p.m., Monday-Friday) the first person on the Primary Chain of Command should be contacted. If he/she is not available, the next person on the list should be contacted and so on down the list. If after hours or on a weekend, use the Secondary Chain of Command to determine the most senior available (on-site) manager.

The first senior person reached is responsible for notifying all others on the Primary Chain of Command. Deal with the immediate situation and then contact others on the Chain of Command as soon as time and safety allows.

If at all possible, the Executive Director or Deputy Director should contact the General Manager of Visitor Venues. The Event Manager begins the process of calling the Chain of Command. If it is a dark day and no Event Manager is on duty, the Console Security Agent begins the process of calling the Chain of Command.

When the “all clear” is given, the event manager or console agent who made the original call must notify the individual from the Chain of Command initially contacted. This person then notifies all others listed on the Primary Chain of Command.

COMMAND CENTER
The Command Center is located in the OCC Administrative Office - King Boardroom. The telephone number for the Command Center is 503-731-7838. If for some reason that location is not available; the Command Center will be the OCC Security Console at 503-731-7849.

TWO-WAY RADIO CODES
Staff must use the below two-way radio codes and names when initially transmitting an emergency over the radio. This ensures consistency across all channels and protects guests from overhearing unnecessary information.

When these codes are heard on the radio, all employees should immediately cease transmissions and direct attention to the person initiating the call.

The person initiating the transmission must:
- Speak clearly
- Identify themselves
- Identify who is being called
- Repeat the above steps if no one answers
- Identify the emergency via Code.
# TWO WAY RADIO CODES

<table>
<thead>
<tr>
<th>CODE</th>
<th>EMERGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code 0</td>
<td>Employee Needs Immediate Help (Emergency in Nature)</td>
</tr>
<tr>
<td>Code 5</td>
<td>Bomb Threat (Give Location)</td>
</tr>
<tr>
<td>Code 10</td>
<td>Fire (Give Location)</td>
</tr>
<tr>
<td>Code 30</td>
<td>Riot in Progress (Clearance from a member of the Chain of Command Required).</td>
</tr>
<tr>
<td>Code 33</td>
<td>Weapon Involvement/Terrorist Activity (Give Location)</td>
</tr>
<tr>
<td>Code 50</td>
<td>Facility Emergency (Earthquake, Gas Leak, Major Power Outage)</td>
</tr>
<tr>
<td>Code 99</td>
<td>Heart Attack/Resuscitator Required (Give Location)</td>
</tr>
<tr>
<td>Condition Blue</td>
<td>Situation Normal</td>
</tr>
<tr>
<td>Condition Yellow</td>
<td>Prepare to Evacuate Facility</td>
</tr>
<tr>
<td>Condition Red</td>
<td>Evacuate Facility (Only a member of the Chain of Command has the Authority to Issue this Command)</td>
</tr>
</tbody>
</table>
EVACUATION PROCEDURES
The proper evacuation of a public facility ensures the wellbeing of the public and staff within the facility.

The official employee evacuation assembly area is the Hall A lot at the corner of First Avenue and Holladay.

GENERAL
- Only a member of the Chain of Command has the authority to initiate an evacuation.
- The Event Manager on duty notifies a member of the Chain of Command as soon as an emergency becomes apparent and to keep him/her informed of the progress.
- The Event Manager on duty will have to make the decision to evacuate if no one from the Chain of Command above them is available. If possible, the Licensee should be notified prior to the evacuation.
- The Event Manager on duty is to transmit over the radio, “Code Red” several times, on the “All Call” channel, to alert all employees of the situation.
- Immediately upon hearing the call, all employees must proceed quickly and calmly to the nearest exit areas and standby to help control and expedite the egress of the public. Staff may be assigned an entry/exit location to assist with egress and to ensure no one enters the facility other than emergency response personnel. Attention and care could save someone’s life, so all employees must be alert and responsible during an evacuation.
- The highest ranking member of the Chain of Command is responsible for reading the evacuation script over the PA system, which is located in the Security Console office or main fire control panel room adjacent to the employee break room.
- When that person reaches the master control he/she is to press both red buttons and say, in a clear, calm voice:

  “May I have your attention please? (Pause 3-4 seconds, then repeat: May I have your attention please?) We have an emergency in progress, this requires our immediate attention. As a safety precaution, this event is being terminated and we are asking that you leave the building immediately. Staff personnel will direct you to the nearest exit, please follow their instructions.

  “There is no immediate danger. This is merely a precaution, so please WALK. Refund of the ticket cost or event rescheduling will be announced at a later time by local news agencies. Remember; please WALK quickly and carefully to the nearest exit as indicated by building personnel.”

  OR

  “May I have your attention please? (Pause 3-4 seconds, then repeat: May I have your attention please?) This event is unable to continue because (state reason(s)). Ticket refunds will be announced at a later date by local news agencies. Please exit the building by WALKING quickly and calmly to the nearest exit as indicated by building personnel.”

  - The person making the announcement will stay near the PA system only as long as it is...
safe. The Event Manager on duty will contact by two-way radio Security, Admissions, Operations and Food Service to ascertain progress of the evacuation.

- OCC staff members and contractors’ staff members should attempt to ensure that the building is clear before exiting themselves. Remember: Do not take any chances with personal or the public’s safety.
- Facility staff and contractors must ensure that the public is moved at least 300 feet from the facility and remain with them until the Chain of Command specifies what action is to be taken.
- Once outside, the public may be told why they were evacuated if they ask, but only in general terms (fire alarm, gas leak, power failure, etc.)
- No one is allowed back into the building until the Police Bureau and/or Fire Department release the building back to a member of the Chain of Command.
- The Chain of Command will initiate the approval to return.

The official employee evacuation assembly area is the Hall A lot at the corner of First Avenue and Holladay.

BOMB THREAT PROCEDURES
A person receiving a bomb threat by telephone should initiate the following procedures:

- Carefully listen to the callers statements.
  - Listen to the tone of the caller’s voice - strong, erratic, nervous, calm, etc.
  - Try to detect the caller’s age, nationality and/or any background noises.
- Ask the individual to repeat his/her statement.
- Ask the caller for the bomb type and location.
- Write down the information exactly as the caller states it, filling out the Bomb Threat Checklist as completely as possible (see page 14).
- Immediately contact a Security Agent by telephone or radio.
  - Security will contact the highest person on the Chain of Command.
  - A Security Agent will call 911 and report the incident.
- Notify the OCC Executive Director and, if unavailable, the next senior person according to the Chain of Command.
- When advised by a member of the Chain of Command, please follow the general rules (see page 3). By telephone, direct all personnel to search in designated areas for any unusual or out-of-place box, suitcase, bag, container, etc.

SEARCH PROCEDURES
Staff members should be divided into one or two-person teams to perform a quick and thorough search of all areas inside and outside the facility. When events are in progress, this should be done as inconspicuously as possible. Event Managers will notify their assigned show managers of the threat and that the search is underway.
DESIGNATED SEARCH AREAS

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Area Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricians/Engineers/Maintenance</td>
<td>Central plant, mechanical rooms and catwalks</td>
</tr>
<tr>
<td>Setup Supervisors</td>
<td>Restrooms in the exhibit halls &amp; lobbies</td>
</tr>
<tr>
<td>Setup &amp; Housekeeping</td>
<td>Exhibit hall perimeters and meeting rooms</td>
</tr>
<tr>
<td>Event Custodians</td>
<td>Lobbies and registration areas</td>
</tr>
<tr>
<td>Security</td>
<td>Entrances, locked areas, loading dock areas &amp; parking garage</td>
</tr>
<tr>
<td>Food Service</td>
<td>In and around all concession areas, bars and the kitchen</td>
</tr>
</tbody>
</table>

After the search:

- The Event Manager(s) will contact the Show Manager(s).
- All search parties will report their findings to the Chain of Command.

SUSPICIOUS PACKAGE PROCEDURES

CHARACTERISTICS OF A SUSPICIOUS PACKAGE

- Package or envelope with suspicious powdery substance.
- Unexpected package sent by someone unfamiliar to you.
- Excessive postage.
- Poorly written or typed address.
- Incorrect title(s) with no names.
- Misspelling of common words or names.
- Addressed to someone no longer at the address.
- Outdated postmark.
- No return address or one that can’t be identified as legitimate.
- Return address not consistent with postmark.
- Unusual weight, given package size; lopsided; or oddly shaped.
- Unusual amount of tape, string, or other wrapping material.
- Marked with restrictive labels like “fragile,” “personal,” “confidential,” or “rush-do-not-delay.”
- Strange odor, stains, or noises (i.e. rattling, clicking, ticking, etc.).
- Appears to contain electrical wire or aluminum foil.
- Mailed from foreign country unfamiliar to recipient.

IF YOU ENCOUNTER A SUSPICIOUS PACKAGE

Consider the specific circumstances when evaluating the following signs. The presence of one characteristic may not necessarily mean a package is dangerous, but if in doubt, call OCC Security x7849.
• Remain calm.
• Stay away from the package, **DO NOT OPEN IT.**
• DO NOT allow anyone to handle or go near the package.
• Clear the immediate area.
• If a suspicious package is discovered while handling, avoid dropping, throwing, or any other abrupt movement; gently set the package down in a secluded area that has been evacuated.
• **DO NOT** use any cell phones, radios, or other wireless devices around the package.
• If there has been no bodily harm or exposure to any suspicious substance, contact OCC Security at x7849.
• If medical attention is required, contact OCC Security at x7849. They will dial 911 and provide the facility address and the exact incident location to emergency responders.

**Call OCC Security at x7849, or 503-731-7849:**

• State the location of the package and provide a description.
• Stay on the phone until released by the Security Agent.
• If you touched the package, immediately wash your hands, arms, etc. with soap and water for 15 minutes.
• If 911 is contacted, notify the Security Agent, they will meet with police and or fire departments.
• Security will notify a Chain of Command member. They will determine if the facility needs to be evacuated, air-handlers turned off or other appropriate actions.

If the Chain of Command confirms an emergency situation:

• Evacuate all event patrons, exhibitors and tenants.
  o Started from the areas closest to the secured area. Traffic should be directed away from the area.
• Establish an emergency triage area away from the secured area. As needed, this location will be updated through two-way radio communication.
• Provide clear access for responding emergency vehicles, equipment and personnel.
• Following the evacuation of patrons, exhibitors and tenants, OCC and MERC employees should be evacuated.
• As directed by a member of the Chain of Command, assistance should be provided to Portland Police personnel.
• The Chain of Command should receive progress reports at regular intervals.

*All evacuated persons must be moved a minimum of 300 feet from the facility, preferably on the side of the building farthest from the point of danger. The official employee evacuation assembly area is the Hall A lot at the corner of First Avenue and Holladay.*
BOMB SEARCH

ILLUSTRATION 1

ROOM SEARCH – STOP, LISTEN

ILLUSTRATION 2

DIVIDE ROOM BY HEIGHT FOR SEARCH
ILLUSTRATION 3

SEARCH ROOM BY HEIGHT AND ASSIGNED AREA.
OVERLAP FOR BETTER COVERAGE.

ILLUSTRATION 4

SEARCH OUTSIDE AREAS
BOMB THREAT CHECKLIST

Exact Date/Time of Call: __________________________________________________________________________

Exact Words of Caller: ____________________________________________________________________________

QUESTIONS TO ASK:
1. When is the bomb going to explode? ________________________________________________________________________
2. Where is the bomb? _________________________________________________________________________________
3. What does it look like? _______________________________________________________________________________
4. What kind of bomb is it? ______________________________________________________________________________
5. What will cause it to explode? __________________________________________________________________________
6. Did you place the bomb? _______________________________________________________________________________
7. Why? ____________________________________________________________________________________________
8. Where are you calling from? __________________________________________________________________________
9. What is your address? ________________________________________________________________________________
10. What is your name? _________________________________________________________________________________

CALLER’S VOICE (CIRCLE):
Calm         Slow          Crying         Slurred      Stutter      Deep      Giggling
Lisp         Excited       Disguised     Sincere       Squeaky      Normal    Loud
Broken       Accent         Angry         Rapid        Stressed     Nasal     Scratchy

If the voice is familiar, whom does it sound like? _______________________________________________________

Were there any background noises? ______________________________________________________________________

Remarks: _________________________________________________________________________________________

Person Receiving Call: _______________________________________________________________________________

Telephone Number Call Received at: _____________________________________________________________________

REPORT CALL IMMEDIATELY TO THE OCC SECURITY CONSOLE.
EARTHQUAKE PROCEDURES

During an earthquake, remain calm. Call out to others, “Earthquake! Duck, cover and hold!”

- **Duck** under a sturdy table, desk or other protection.
- **Cover** your head either by getting under something protective or by using your arms.
- **Hold** on to cover or brace against a wall until the shaking stops.

During an earthquake, make sure to move away from windows, the two towers or the south skylight as quickly as possible. Stay away from items that can tip, drop, or fall (such as windows, mirrors, cabinets, bookcases, shelves, overhead lights or flimsy walls).

When the shaking stops:

- Upon leaving cover, assess the situation. Look for the following potential situations:
  - Individuals injured on the ground floor and/or the exhibit hall areas;
  - Leaking gas lines
  - Running equipment
  - Dangerous exits
  - Hazardous weather
  - The building may, and is likely to be, at risk of imminent collapse.
- Minor earthquakes may not warrant evacuation. Serious earthquakes call for people to distrust all exits until they have been examined for stability or hazards.

Local emergency services will already be overwhelmed with calls. Only call 911 if it is known that immediate lifesaving, fire suppression or hazardous material help is needed. We cannot prevent earthquakes, but we can prevent needless injury from minor to moderate earthquakes. The Oregon Convention Center has three seismic activated gas shutoff valves located at the natural gas mains on the exterior of the facility. In the event of a significant earthquake, these shutoff valves will trip, shutting off the gas supply coming directly into the building. NW Natural Gas will need to be notified if a natural gas valve has tripped and shutoff prior to resetting the gas valves.

DAMAGES

The following staff will check identified areas if OCC sustains damage during an earthquake:

- Engineers: Main exterior gas valves, boiler room, kitchen, concessions and Main waterlines
- Electricians: Main electrical rooms and generator rooms
- Setup Supervisors: Towers, building structure and foundation for damage

If damage has occurred, staff must report to immediate supervisor or Chain of Command member. If it is determined that the building is safe, the events will continue. If the Chain of Command staff determines the building is unsafe, they will initiate a total evacuation of the facility.
FIRE PROCEDURES
The first facility person (including contractors and licensees) to notice a fire (smoke, flames, etc.) should immediately contact the 24-hour Security Console via two-way radio or dialing x7849 or 503-731-7849. If facility security is not reachable or not responding, 911 should be called, requesting a fire emergency.

INFORMATION FOR OCC SECURITY/911 FROM CALLER:

- Type of fire: smoke, electrical, rubbish, oil, etc.
- Specific location of the fire/problem.
- Specify the status of the problem: uncontrollable, controllable, already extinguished, unknown

FIRE ALARM PROCEDURES
When a report of a fire alarm is received by:

- The fire alarm panel located in the Security Console office
- A two-way radio or telephone report from Security
- A telephone message from the fire alarm monitoring service
- An in-house telephone (note name, telephone extension, location) other than Security:

The following steps will take place:

- If a fire or smoke is reported to Security via phone or two-way radio, the Security Agent will announce over the two-way radio via the “All Call” channel and report a “Code 10” with a location where the fire has been reported. All two-way radio traffic will immediately be restricted.

- Once the location is given over the two-way radio, (Security, Engineers, Electricians & Setup Supervisors) on duty will respond to the location to investigate the issue.
  OR

- If a smoke detector is activated, an automatic announcement will broadcast across the two-way radio channels notifying the (Security, Engineers, Electricians & Setup Supervisors) on duty to turn their two-way radio to the Security channel for direction.

- (Security, Engineers, Electricians, & Setup Supervisors) on duty will listen for the alarm location given to them over the two-way radio from the Security Agent and will respond to the location to investigate the alarm.

OCC’s fire alarm system has a three-minute delay programmed into the fire alarm system that is smoke detector activated. This delay allows time for trained staff to respond and verify an alarm prior to full fire alarm system activation. This prevents a false alarm, triggering the audible and visual messaging and a full building evacuation.

- (Security, Engineers, Electricians & Setup Supervisors) on duty will investigate the alarm and notify the Security Agent if the fire alarm is real or false.

The following steps will take place if the alarm is false:
• The (Security, Engineers, Electricians & Setup Supervisors) on duty will notify the Security Agent that the alarm is false and the Security Agent will “Silence” the alarm.
• Security Agent will “Reset” the fire alarm system once the activated smoke head clears.
• All responding essential staff will debrief in the Security Console office.

The following steps will take place if the alarm is real:
• The (Security, Engineers, Electricians & Setup Supervisors) on duty will notify the Security Agent that the alarm is real.
• The Security Agent will let the three-minute delay lapse or immediately pull the fire alarm pull station located in the security console office, initiating the full fire alarm system activation process. The fire alarm monitoring system will automatically dispatch the fire trucks.
• If needed, and it is safe to do so, Event Manager(s) and other management staff shall assist with the evacuation of the building. The official employee evacuation assembly area is the Hall A / MERC lot at the corner of Fist Avenue and Holladay.
• The (Security, Engineers, Electricians & Setup Supervisors) shall assist the Fire Department with equipment, shutting down and securing of building systems in the affected areas if safe to do so.
• Security will contact the Director of Facilities & Operations and Operations Manager(s) if they are offsite once the situation is under control.

If a fire sprinkler has been activated, the Fire Department will be automatically dispatched.
• The Security Agent will give the location of the activated “Water Flow” over the two-way radio channel so it can be investigated by (Security, Engineers, Electricians & Setup Supervisors) on duty.
• An individual from (Security, Engineers, Electricians or Setup Supervisor) on duty must immediately go to the main Fire Sprinkler Control room located in the P2 Level Parking Garage Maintenance Shop if safe to do so to monitor the fire pump operation.

If a fire sprinkler has been activated by an actual fire:
• The (Engineer, Electrician & Setup Supervisor) on duty will remain at the fire pump until the Fire Department has arrived and extinguished the fire. Only with the direction from the Fire Department, shall the Fire Pump be turned off and the active “Water Flow” control valve shut off.

OR

If a fire sprinkler has been activated by an accident and no fire is present:
• The Security Agent will give the location of the activated “Water Flow” over the two-way radio channel so the (Security, Engineers, Electricians & Setup Supervisors) on duty can shut off the active valve causing the “Water Flow.”
• An individual from (Security, Engineers, Electricians or Setup Supervisor) on duty must immediately go to the main Fire Sprinkler Control room located in the P2 Level Parking Garage Maintenance Shop and turn off the fire pump.

Event Manager Responsibilities:
• When the fire alarm automatic announcement broadcasts over the two-way radio, the Event Managers on duty should immediately turn their two-way radios to the Security channel and listen for direction.
• During the fire alarm system’s three-minute delay, the Event Managers on duty should begin to move closer to their clients’ locations in preparation for evacuation.

The following steps will take place if the alarm is activated:
• Once the audible and visual notification signals the need for evacuation, the Event Manager(s) will encourage clients and attendees to safely move towards the exits to evacuate the facility.
• The Event Manager(s) on duty will enlist the help of the management team on duty and assign them to cover a bank of doors to prevent people from entering the facility until it is safe.
• A member of the primary or secondary Chain of Command will meet the fire department at the main MLK entrance.
• Once at the assigned doors, management team members should stand outside, away from the doors and encourage people to move away from the facility, allowing the emergency response team’s easy access into the building.

The following steps will take place when the alarm situation has been cleared by staff or the fire department:
• Once the alarm condition is cleared, the Security Agent will contact the Event Manager and announce, “Code Blue – Situation Normal.”
• Security Agent will press the “All Clear” message on the Fire Alarm Panel to inform guests that it is safe to re-enter the building and resume activities.
• The Event Manager(s) will then make an “All Clear” announcement on the two-way radio “All Call” channel to ensure everyone knows it is safe to re-enter the facility.
• The following staff responding to a fire alarm situation will always debrief in the Security Console office: the Director of Facilities & Operations, Deputy Director, Security, Event Managers, Electricians, Engineers & Setup Supervisors on duty.

Remember, OCC employees are to assist the Fire Department, not be fire fighters. Unless needed, stay out of the way of danger.

MEDICAL EMERGENCY PROCEDURES
When any facility staff person learns of a medical situation, he/she should:
• For life threatening situations, immediately call 911. Life threatening situations include an apparent heart attack, stroke, serious accident or other major injury.
• For non-life threatening first aid occurrences contact the Security Console (x7849) or the OCC Receptionist (extension “0”) and provide the specifics of the occurrence. The Console Agent will contact the Med Tech and/or other Agent on duty and the Event Manager. Non-threatening occurrences include minor cuts or abrasions, minor illnesses, etc.
• An injured party should always be asked if he/she wants transportation to the hospital.
If they do not, the Med Tech and/or Security Agent will make an indication on the report. If the injured party does want to go to the hospital, a Security Agent will call 911 to request transport.

- If there is any question as to the seriousness of the occurrence, 911 should be called.
- When calling to report an occurrence, give the best description possible regarding the situation and the individual’s location. If calling 911, tell the operator the exact entrance the ambulance should enter.
- The caller should always identify himself/herself and identify his/her location.
- After calling an ambulance, a Security Agent should proceed to the designated entrance and wait for the ambulance.
- During a medical emergency, the Event Manager should be notified as soon as possible and given the details. He/she will contact the Licensee(s).
- Upon notification, the Event Manager is to proceed to the injured/ill person. If a Med Tech is on location, he/she will take charge of the injured/ill person(s). If a Med Tech is not available, the Security Agent will take charge.
  - Most OCC full-time staff are CPR certified. If necessary, CPR should be initiated immediately and 911 informed of the action.
- When the ambulance arrives, the waiting Security Agent will take the attendants to the injured/ill person. He/she will stay at the scene to assist and gather information to make a complete incident report.
- If a fatal situation occurs, the OCC Executive Director or the next available person on the Chain of Command must be immediately notified.
- As a final step, the responding Security Agent will complete a thorough report of the incident.

**AIRBORNE DISEASES and ILLNESSES PANDEMIC**

In the event of a pandemic, the staff members identified in the primary Chain of Command will develop and execute an influenza response plan. The team members will use additional information provided by state and local health organizations such as:

- The Center for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)
- The American Red Cross: [www.redcross.org](http://www.redcross.org)
- The U.S. Department of Health and Human Services: [www.hhs.gov](http://www.hhs.gov)

The Public Safety Manager monitors the above websites and reports updates to the Chain of Command. They will post information in non-public work areas reminding employees of the following:

- Employees should stay home when sick.
- Employees that become symptomatic at work will be required to promptly return to home.
- Encourage frequent hand washing and good respiratory etiquette.
- Two security agents must be scheduled during pandemic outbreak to ensure that staff who are calling in sick can reach a person, not an answering machine.

Additionally, staff will complete the following:
• Monitor numbers of patrons visiting first-aid rooms, complaining of pandemic symptoms.
• Security will report to Primary Chain of Command (OCC Senior Team) which staff called in sick and document.
• Regularly clean surfaces that have frequent hand contact.
• Place signs in restrooms reminding staff and patrons to clean and wash hands.
• Distribute appropriate hand washing/sanitizer stations throughout facility.
• Cross-train employees on key essential jobs and determine if other venues can assist and are willing to share staff in order to maintain function.
• Setup Supervisors will order and have on hand the following cleaning supplies: soap, bleach, disinfectants, alcohol based-sanitizer, paper towels, disposable gloves and masks (N95 surgical).

The Public Safety Manager will report any significant changes from CDC and provide a daily report on the number of staff members that called in sick at the start of each business day to the Chain of Command.

TREATMENT PROTOCOL

Visitors with Pandemic-like Symptoms:
• If a visitor appears to have pandemic-like symptoms, the staff person shall promptly direct the person to the nearest first-aid room.
• The Med Tech will provide the visitor with a mask to wear and offer a health evaluation. The visitor also has the option to leave the facility to isolate themselves and/or seek independent medical services.
• Events expecting teenagers (a high risk population for many pandemic situations) will be required to hire two Med Techs.

First Aid Treatment Area Evaluation
• All first-aid staff will initiate the appropriate airborne droplet and contact precautions for themselves as well, i.e. staff will wear masks and gloves prior to any patient contact.
• Visitors with pandemic-like symptoms will be evaluated in an isolated treatment area (first-aid room E) specifically designated for patients with potentially contagious infectious diseases.
• If the Med Tech determines that the patient is stable and without signs of an emergent medical condition, the patient will be instructed to
  o Continue to wear the provided mask
  o Leave the facility
  o Once home, isolate themselves from other individuals
  o Consider seeking appropriate definitive medical evaluation and care. A list of local clinics, hospitals, and physician’s office will be provided.
• If first aid personnel determine that the patient is unstable and/or requires emergent definitive medical evaluation, arrangements will be made to initiate emergency medical services with ambulance transport to the nearest appropriate hospital.
• After patients that have been seen in the first aid treatment area with pandemic-like symptoms leave the first aid area, the treatment area they occupied and all potentially contaminated surfaces must be disinfected with the appropriate cleaning agents.

Contingency Plan: Multiple visitors with Influenza-like Illnesses
If multiple OCC visitors identify with symptoms of pandemic-like illness while at the facility, and the numbers exceed capacity to be housed in first-aid room E, the following plan will be implemented:

• The Med Tech will notify The Public Safety Manager or a member of the Primary Chain of Command team.
• A “Code Quarantine” will be implemented, involving:
  o Designation of an OCC meeting room/area as an isolation area
  o An explanatory sign posted at the designated area
  o A security staff member positioned at the entry of the isolation area to monitor individuals as well as assist first-aid personnel providing care in this area.
• After Med Techs provide droplet precaution masks to the affected individuals, staff will escort them to the quarantine/isolation meeting room area.
• The OCC first-aid personnel will wear appropriate protective masks and follow contact precautions to evaluate each individual to assess the severity of their illness.
• First-aid personnel will instruct stable patients to leave the facility, continue to wear their mask and to either isolate themselves and/or seek definitive medical evaluation and care.
• First-aid personnel Individuals will arrange transport nearest appropriate hospital for those who are unstable or may need hospitalization.

Personal protection and prevention from airborne diseases or illnesses includes:
• Obtaining proper vaccinations.
• Preventing the spread of germs by:
  o Covering your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it. If you do not have a tissue, cough into your sleeve and not your hand.
  o Washing your hands often with soap and warm water, especially after you cough or sneeze. Alcohol-based hand sanitizers are also effective.
  o Staying home if you get sick. Remain at home until you are fever-free (a measurable temperature of 100 degrees or higher) for at least 24-hours.
• As the disease or illness progresses, follow the advice of the local public health department regarding measures to reduce transmission.
• Ensure that hand sanitizer stations are available throughout the OCC facility for use by our guest.

SECURITY EMERGENCY PROCEDURES
Security is the responsibility of the entire OCC Team. Always practice the “See Something, Say Something” frame of mind. Open communication about any potential concerns provides all
involved with time to prepare for various situations.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assault</td>
<td>An individual brandishing a weapon with the intent to do bodily harm</td>
</tr>
<tr>
<td>Fight</td>
<td>Between attendees, exhibitors, labor, etc.</td>
</tr>
<tr>
<td>Solicitation</td>
<td>An individual soliciting products or services beyond the parameters set-up</td>
</tr>
<tr>
<td></td>
<td>by the Licensee or without permission of the Licensee or the Facility</td>
</tr>
<tr>
<td></td>
<td>Executive Director</td>
</tr>
<tr>
<td>Theft</td>
<td>Any individual removing items from an exhibit booth, show office, meeting</td>
</tr>
<tr>
<td></td>
<td>room or administrative offices without approval</td>
</tr>
<tr>
<td>Vagrancy</td>
<td>Persons who harass others, who are obscenely dressed, who are obviously</td>
</tr>
<tr>
<td></td>
<td>intoxicated or under the influence of drugs and are a potential safety</td>
</tr>
<tr>
<td></td>
<td>hazard to the public or themselves; who are “disturbing the peace” in some</td>
</tr>
<tr>
<td></td>
<td>unusual or unacceptable manner, or who are blatantly disregarding the</td>
</tr>
<tr>
<td></td>
<td>rules and regulations of the facility</td>
</tr>
<tr>
<td>Vandalism</td>
<td>Persons who are damaging or abusive to the building or its contents</td>
</tr>
<tr>
<td></td>
<td>including Licensee’s property</td>
</tr>
</tbody>
</table>

**FIGHT, THEFT, VANDALISM IF THE SUSPECT IS ON PROPERTY**

- Staff must immediately notify facility security and provide the exact location of the suspect. The Security Agents must apprehend and hold the suspect in an isolated area within the proper safety parameters.
- A Security Agent is to call 911.
- OCC will only press charges if the offense directly relates to the facility’s property. If the act is on an individual, that individual holds responsibility for the decision to press charges.

**THEFT AND VANDALISM IF NO SUSPECT IS KNOWN**

- Staff must immediately notify facility security and report the problem area.
- At the scene, the Security Agent will make a complete report and take photographs for verification if necessary.
- The Security Agent will give the report to the Department of Public Safety Manager for distribution.

**SOLICITATION AND VAGRANCY**

- If a vagrant person is noticed on the property, staff should notify the Security Console by telephone x7849 or by radio. Give specific location and state the nature of the problem.
- Security is to be cautious when interacting with solicitors or vagrants and use proper precautions to resolve the situations. Upon arriving at the location, the Security Agent will:
  - Monitor the individual’s activity.
  - Determine the danger, if any, to public safety.
  - If public safety is threatened, the investigating agent will contact, by two-way
radio, the Console Agent, give his/her location and ask that 911 be called for police assistance.
  o Before communicating with the person causing the problem, the agent will wait for back-up.
  • If necessary, the Security Agent will try to calm the person down and move him/her to a location away from the public.
  • If danger is not initially detected, the agent will ask the individual to leave the facility.
    o If the individual refuses to leave, he/she will be warned that a criminal trespass can be issued.
    o If the individual still refuses to leave, the Security Agent will issue a criminal trespass citation.
    o If, after the citation is issued, the individual still refuses to leave, the Security Agent will call Portland Police, who will arrest the individual for criminal trespass.

SUSPICIOUS ACTIVITY
Should any employee observe or receive any information of suspicious activity, they must immediately contact the Security Console and report the location and the type of suspicious activity.
  • Security personnel will contact the Director of Events, Guest Services Manager, and/or Senior Event Manager, who will ensure that the Chain of Command is notified.
  • They will then proceed to the location.
  • All parties will report their findings to the Command Center.
  • A member of the Chain of Command will make the call to relocate and/or remain in the Command Center. (The Public Safety Manager ensures that copies of the Emergency Procedures Manual and facility maps are kept in these areas at all times.)

In the event a suspicious package is located, see the Suspicious Package Procedure on page 9.

ASSAULT AND/OR HOSTAGE
  • Immediately upon detection of this situation, 911 must be called for police and ambulance.
    o Be very specific to the operator and state the exact situation, the problem location, and where the police and ambulance should arrive.
  • After 911 has been contacted, call the Chain of Command and the Security Console.
  • Using two-way radio codes, identify the problem and location of the persons involved.
  • A member of the Chain of Command should take over immediately to direct Security to the location, securing the area and sending someone to the outside entrance where the police and ambulance are to arrive.
  • The situation may be cause for evacuation and/or a partial evacuation of the facility so staff should be on notice.
  • When a “peace officer” arrives, he/she will take control of the situation. All other personnel should stay clear of the area.
  • If the person flees the scene, no one from the facility should pursue.
ACTIVE SHOOTER PROCEDURES
An active shooter is defined as an armed person or persons who have used deadly physical force on other persons and continues to do so while having unrestricted access to additional victims. They may act alone or in pairs. Historically, they are armed with one or more firearms with ample amounts of ammunition. Most active shooters have significantly planned their assaults with the intent to kill as many people as possible before intervention occurs. Most active shooter events are over within 30 minutes.

ACTIVE SHOOTER OUTSIDE THE BUILDING
- Go to a room that can be locked or barricaded by using available material.
- Close the window blinds, turn off the lights and get everyone down on the floor so that no one is visible from outside the room.
- Spread out and seek concealment behind walls, desks, file cabinets, etc.
- Call 911 using a cellular telephone or call 911 from any house telephone.
- Be aware that the 911 system will most likely be overwhelmed.
- When you reach the dispatcher, describe the situation and give your name and location; remain in place until police give the “All Clear.”
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space. Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

ACTIVE SHOOTER INSIDE THE BUILDING
- If possible, secure the room you are in by either locking or barricading the door using available material and follow the same procedures described above.
- If you cannot secure the room, determine if there is a nearby location that you are able to reach safely and then secure or if you can safely exit the building.

ACTIVE SHOOTER IS IN THE ROOM
- If the active shooter enters your office or event space, there are no set procedures. The decision to flee or seek shelter inside the room can only be made by you and is dependent upon the circumstances.
- Try to remain calm, it will aid you in decision making.
- Call 911 if possible, and alert police to the shooter’s location.
- If you can’t speak, leave the line open so the dispatcher can hear what is taking place. Usually the location of a caller can be determined without speaking.
- If there is absolutely no opportunity of escape or concealment, and the shooter is not actively firing on victims, it might be possible to negotiate with the shooter.
- If the shooter has fired on victims you are faced with a life or death situation; only you can consider your next course of action.
- After all other options have been exhausted, you may be faced with the decision to overpower the shooter with force by whatever means necessary.

ACTIVE SHOOTER LEAVES ROOM
- If the shooter leaves the area and the environment appears safe, proceed
immediately to a safer place.

- Do not touch anything that was in the area of the shooter because of the possibility of explosives being left and the destruction of crucial evidence.

WHAT YOU SHOULD DO

- Make sure you have an escape route in mind.
- Do not attempt to carry anything in your hands while fleeing; move quickly
- Keep your hands visible, and follow instructions given by any police officers you may encounter.
- If you know where the shooter is located, tell the officers.
- Remain at the designated assembly point until you have been released.
- Do not attempt to enter parking garage to drive off until told it is safe to do so by police.
- Do not try to move any injured people; leave them where they are and notify authorities of their location as soon as possible.

WHAT YOU SHOULD EXPECT

- Responding police officers are trained to proceed immediately to the area where the shots were last heard; their purpose is to stop the shooting as quickly as possible.
- The first officers to arrive will not stop to aid injured victims; rescue teams composed of additional officers will follow the first team into secured areas and remove injured persons.
- The first officers on the scene will more than likely be a patrol officer dispatched to the facility. Depending on the situation, they may be joined by officers from different agencies and dressed in different uniforms. There may even be some officers in civilian clothes wearing an external bulletproof vest. Some officers may be dressed in Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns. Do as the officers tell you and do not be afraid of them.
AED LOCATION MAPS – Level 1
AED Location Maps – Level 2
N.E. Holladay St.
"MAX" Metropolitan Area Rapid Transit

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