



Crisis Management Preparedness Plan

For Employees, Partners, and Clients

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INTRODUCTION

This is the Crisis Management Preparedness Plan for The San Diego Convention Center Corporation (SDCCC) at 111 West Harbor Drive, San Diego, CA 92101. This plan provides direction for actions and activities associated with emergency and disaster situations that may occur.

PURPOSE

This plan is designed to provide a framework for protecting the employees, clients, guests and the facilities of SDCCC, as well as to describe the responsibilities of employees for a wide range of emergency and disaster situations that may occur.

In the event of a widespread emergency, such as an earthquake, it is recognized that available city and government resources will be overtaxed and may be unable to respond to all requests for assistance. This plan assumes that the facility must be self-sufficient for a limited period of time and may be required to provide shelter to employees and others. No plan can provide for every contingency and the Incident Commander is expected to take whatever actions are in the best interest of the employees/persons in their charge. **The contents of this document are passed on as guidelines, but at the time of the crisis, your common sense, combined with your knowledge of the circumstance of the situation must prevail.**

The overall purpose of this plan is to minimize the adverse effects of any disaster, big or small, and to reduce the injuries to employees and others that may be visiting the facility. It is also the purpose of this plan to provide for compliance with the following Federal and State laws; *Title 29 Code of Federal Regulations 1910.38*, Emergency Action Plans. (See Section 6 Government Regulations.)

EMERGENCY COMMUNICATION

If you have an emergency at any time during move in, event day(s), or move out please contact the San Diego Convention Center Corporation's (SDCCC) Public Safety Department by dialing **ext. 5911** from any of the wall mount house phones located throughout the facility or by calling **(619) 525-5911** from a cell phone. SDCCC Public Safety is staffed seven days a week, 24 hours-a-day, 365 days-a-year (holidays included).

CRISIS MANAGEMENT

This plan details:

- SDCCC evacuation procedures
- Responsibilities of each employee
Identification of potential emergency events
- Escalation of response using the Incident Command System

About this plan:

- This plan relies on municipal response organizations such as emergency medical services (EMS), fire department, police and others for assistance in response to workplace emergency situations.
- This plan conforms to OSHA regulations *29 CFR 1910.38* and *29 CFR 1910.165* covering emergency response plans, fire prevention and employee alarm systems.
- This plan may be used as a training tool and is available to all personnel for their review upon implementation of the plan, when the plan is changed or you are a new employee of the company.

Levels of Emergencies

There are three “Levels of Emergencies” as viewed by the SDCCC. They are described as:

- A **localized emergency**, which SDCCC personnel can handle by following the procedures in their own emergency plan. Examples: power outage, minor earthquake, etc.
- A **moderate to severe emergency**, somewhat beyond the SDCCC response capability, which may require mutual aid assistance from the fire department, police, etc. Examples: fire, severe earthquake with injuries and/or structural damage.
- A **major disaster**, beyond the capability of the SDCCC personnel, where large amounts of mutual aid assistance will be required, recovery time will be extensive and the response time from major supportive agencies may be seriously delayed and/or impaired.

FIRE

In case of a fire, notify the SDCCC Public Safety Base at **ext. 5911** immediately from any house phone OR by calling **(619) 525-5911** from a cell phone.

Provide concise, accurate information about the location and severity of fire. Fight minor fires (waste basket, etc.) with nearest fire extinguisher. If possible, have a second person with another fire extinguisher back you up. **Keep yourself between the fire and the exit. Do not let the fire get between you and the exit.**

When operating the fire extinguisher, remember the **P-A-S-S** procedure:

- **P: Pull** the pin on the extinguisher handle.
- **A: Aim** the nozzle or hose at the base of the fire.
- **S: Squeeze** or press the handle.
- **S: Sweep** from side-to-side at the base of the fire until it is extinguished.

If the fire is serious, or you are in doubt, notify SDCCC Public Safety. Remember the word **R-A-C-E**:

- **R: Rescue** any guests or fellow employees by directing them to the nearest safe exits. If any persons do not cooperate, leave the building with those who are willing to follow. The SDCCC Public Safety and Guest Services staff are designated to sweep the building for persons that refuse or are unable to evacuate.
- **A: Alert** by calling SDCCC Public Safety **ext. 5911** or **(619) 525-5911** from a cell phone.
- **C: Confine** the fire. Close all building windows and doors that would aid the spread of fire or smoke. All staff are authorized to use a fire extinguisher (see 'Fire' header above).
- **E: Evacuate** to the assembly areas and be alert for handicapped or disabled persons that may require additional assistance.

Before opening a door, always touch the surface and feel for heat. Never open a door that is hot to the touch. If smoke is seeping through the door spaces, beware that smoke is often toxic; search for a different exit whenever possible.

EVACUATION

If evacuation is ordered, announce and point out nearest safe exits to the guests in your area as you evacuate calmly and efficiently. The SDCCC Public Safety and Guest Services staff are designated to 'sweep' the premises to evacuate uncooperative or immobile guests. Go to the closest of the evacuation assembly areas. If evacuating an upper level becomes necessary, never use an escalator or elevator. If you observe a person with a disability having difficulty evacuating, remember to ask if assistance is needed before taking action. Inquire how best to assist the individual and whether any precautionary measures need to be taken or items need to accompany the person. If there is no imminent danger, the person may choose to remain in the building or be directed to an area of refuge until emergency personnel arrive.

Carry Techniques are to be used only in emergency situations where death or serious bodily injury is imminent!

- One-Person Carry (The Cradle Lift)
 - This is the preferred method when the person to be carried has little or no arm strength. It is safer if the person being carried weighs less than the carrier.
- Two-Person Carry (The Swing Chair or Chair Carry)
 - Carry partners stand on opposite sides of the individual. Wrap individual's closest arm around one carry partner's shoulder. Grasp carry partner's forearm behind the individual in the small of the back. Reach under the individual's knees to grasp the wrist of carry partner's other hand. Both carry partners should then lean in close to the individual and lift on the count of three. Continue pressing into the individual being carried for additional support in the carry. Travel in the direction of where the individual is facing.

Move far enough away from the building to avoid flying debris and broken glass. Cease all but emergency radio transmissions and keep your radio, cell phone and/or other communication device with you at all times during evacuation.

Move quickly to your assembly area and stay with other members of your department to expedite a headcount. The SDCCC Public Safety Representatives will be present along the evacuation route and at the assembly evacuation areas to assist.

EVACUATION ASSEMBLY AREAS

Cityside West Building

Marriott Waterfall: Staff and guests exiting the building through the Grand Lobby doors (Lobby A-C), Executive Offices / Boardroom, Tides and west side upper level

Plaza Park (Park Blvd. & Harbor Dr.): Staff and guests exiting the Grand Lobby (Halls D-H), Administration Offices on the mezzanine level and east side upper level

South Embarcadero Park parking lot: Staff and guests exiting through the loading docks, P1, P2, Mezzanine, or upper level bayside



Generally, weather-related problems are preceded by a warning, allowing ample time for protection of equipment and evacuation of employees and guests. In the event of an unexpected, weather-related emergency, immediately notify SDCCC Public Safety and proceed according to instructions.

Be alert to structural damage or weakened portions of a building that may pose a safety hazard.

Unless ordered to evacuate the area, or if you are placed in danger by remaining, stay at your assigned outdoor area to assist in the recovery process, if requested.

ELEVATOR & ESCALATOR OPERATION

The passenger elevators at the Center are designed to operate on emergency power backup in the case of a power outage. In the event of an alarm, the elevators will return to the street level, the doors will open and remain locked in that position until reset by SDCCC Public Safety, the San Diego Fire Department or the Fire Marshal if on site. The elevators are equipped with emergency assistance telephones that link directly to SDCCC Public Safety. Should the need arise to evacuate a building, SDCCC Public Safety Representatives will be dispatched to the occupied areas of the building to assist with the evacuation.

If guests are stranded in the elevators, SDCCC Public Safety Representatives will respond with Engineering and Electrical Department personnel, elevator maintenance personnel and, if necessary, San Diego Fire Department personnel to affect their release. A SDCCC Public Safety Representative will remain with the guests to offer comfort and to coordinate the notification of their employers, family, or friends.

EARTHQUAKES

During an earthquake, remember **Duck, Cover, and Hold**. Stay inside. Evacuation from the building is not advisable; falling debris is often concentrated at the perimeter of buildings.

- **Duck:** Drop to the floor (preferably in a protected place away from windows) before the shaking knocks you down.
- **Cover:** Protect yourself by taking cover under a desk or table. You have only as much time as it takes an object to break away and fall from the ceiling.
- **Hold:** Hang on, the shaking may last from a few seconds to a minute, or even more, and the tremors can be violent enough to toss around furniture. If already outdoors, quickly move away from buildings, poles and overhead wires to avoid falling objects.

After the shaking stops, remain calm and collect your thoughts. **Remember, more people are injured in panicked flight than during the earthquake itself.** Be alert to aftershocks which can cause additional injuries and damage.

Locate the closest fire extinguisher and be prepared to fight secondary fires, a common hazard in earthquakes. Render aid, and assist with the rescue of persons trapped by building debris or furniture if requested by SDCCC Public Safety.

Check communications and make sure telephone handsets are placed on their cradles. **Use the telephones for emergency purposes only.** Use your radio, cell phone or communication device **for emergency communication only**, but continue to monitor the radio for instructions.

Unless the building is obviously unsafe, **remain in place** until you receive instructions from a Supervisor or SDCCC Public Safety.

DISTURBANCES OR CONFRONTATIONS IN THE WORKPLACE

Take implied threats seriously, but attempt to avoid confrontations. If you are physically confronted, stay calm and use verbal skills to encourage the person to “vent.” At the first opportunity, contact SDCCC Public Safety. Staff must always report such incidents, even if concluded.

Do not engage in behavior that is confrontational or defiant; patience and calmness may diffuse the situation, or provide you with an avenue of escape.

If the threat or act is directed by one employee toward another, the Executive Director, Human Resources and the pertinent department head and division manager are to be notified as soon as possible. If disturbance results from a crowd or mob, do not enter the crowd to attempt rescue or intervention. Follow directions of SDCCC Public Safety and police personnel.

ACTIVE SHOOTER

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

In the event of an active shooter incident your priorities will be to:

- **Escape (Run)**
 - The best choice when possible.
 - Leave the area for a safer place as quickly and safely as possible.
 - Leave your belongings behind.
 - Refrain from carrying items in your hands.
 - Keep your hands up and visible as you pass law enforcement.
 - Avoid quick movements towards officers; avoid pointing screaming or yelling.
 - Do not stop to ask officers for help or direction.
- **Hide** (if you cannot escape)
 - Select an area out of the shooter's view.
 - Block entry to your hiding place and lock the doors.
 - Turn off lights and silence any phones or pagers.
- **Fight (Attack)**
 - As a last resort and only when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression.
 - Throw items at the shooter and use anything as a weapon of opportunity.

Once it is safe to do so, dial **ext. 5911** from a house phone or **(619) 525-5911** from a cell phone and be prepared to provide the shooter's last known location, number of shooters, description, types of weapons and number of victims. If your call is not answered immediately, it is because SDCCC Public Safety is speaking with law enforcement and coordinating the response.

Once SDCCC Public Safety is aware of an active shooter incident in the facility, they will use the fire alarm pull station and immediately announce, "ACTIVE SHOOTER EVACUATE THE BUILDING." During the evacuation, all occupants will be directed to continue past the typical assembly areas, to further locations that provide cover and concealment away from the Convention Center, out of harm's way. Those who cannot evacuate should remain hidden.

The SDCCC Public Safety's number one priority is to facilitate the response of armed law enforcement personnel and quickly guide them to the shooter in order to end the threat.

In the event of a potential threat outside of the venue, SDCCC Public Safety will announce "LOCK DOWN" or "SHELTER IN PLACE" and commence locking down the building. The alarm systems will be silenced, until the threat is over. Occupants will be ushered away from lobby spaces and away from windows towards the core of the building spaces, as entry doors are locked. Instructions and important information will be relayed over the Public Address (PA) system.

BOMB THREATS

Immediately notify SDCCC Public Safety

- Do not use cellular telephones or portable radios to communicate.
- Remain calm and use the bomb threat checklist to gather as much information as possible.
- Remain at your work area. Do not begin evacuation unless directed by SDCCC Public Safety or a Supervisor.
- If evacuation becomes necessary, be prepared to calmly direct guests to the exits as you leave the building. The SDCCC Public Safety and Guest Services staff are designated to assist guests and others, including disabled or handicapped persons who may need assistance to safely exit the area or building.

CHECKLIST FOR THREATS

Instructions: Be calm. Be courteous. Listen and do not interrupt the caller. Notify Supervisor/SDCCC Public Safety while caller is on line.

- Note your name, time and date
- Callers identity, including gender and approximate age
- Origin of the call (local, long distance, internal, etc.)
- Voice characteristics (loud, soft, fast, high pitched, deep, intoxicated, raspy, etc.)
- Tone (calm, angry, coherent, righteous, laughing, etc.)
- Background (factory machines, trains, animals, office machines, street traffic, etc.)

Bomb Facts

Pretend difficulty with hearing. Keep caller talking if caller seems agreeable to further conversation. Ask questions such as:

- When will it go off?
- What hour?
- How much time is remaining?
- What kind of bomb?
- Where are you now?
- What is your name and address?
- How do you know so much about the bomb?

If the building is occupied, inform the caller that detonation could cause injury or death. Did caller appear familiar with the building by his description of the bomb location?

ALARMS / STROBES

Should an alarm and or strobe become activated it will be followed by a P.A. delivered through the SDCCC Public Safety Department. This P.A. announcement will inform you that we are investigating the situation; for example, **“please remain calm, stay where you are, and wait for instructions.”** A second P.A. will give updated information. It will either be an **All Clear** announcement or **Evacuation instructions**. The announcement will be repeated until it is confirmed by our SDCCC Public Safety Team the situation is all clear or the evacuation has commenced. If told to evacuate, exit the building and proceed to the designated assembly points.

The SDCCC Fire Safety Alarm System is divided into specific building areas and fire pathways. The P.A. System is building-wide. Therefore it is possible that you may hear a P.A. announcement without hearing an alarm or seeing strobes. Unless you feel there is an immediate threat that you should evacuate, please follow the instructions given by the P.A. announcement.

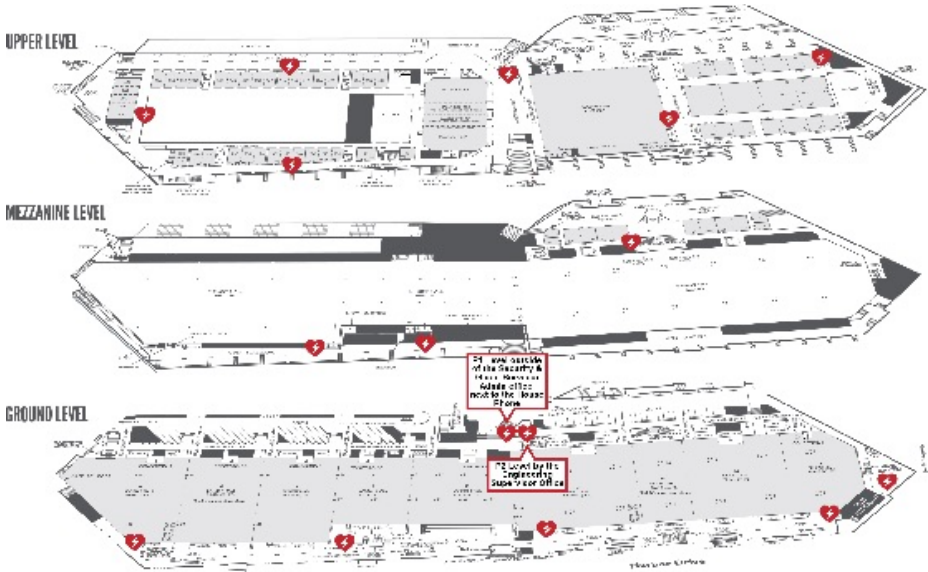
AUTOMATIC EXTERNAL DEFIBRILLATOR (AED)

The SDCCC has seventeen (17) Automatic External Defibrillators (AED) located throughout the facility. They are used in case of sudden cardiac arrest that leaves the victim totally non-responsive and not breathing. All staff are authorized to use an AED in such emergencies because the devices are automated. They provide instructions step-by-step to deploy. Trained staff from SDCCC Public Safety and Guest Services will likely arrive to complete the activation, yet a critical minute or two can be saved by the staff member already on the scene initiating the deployment.

AEDs are located in the following areas:

1. Level P2 at Building Maintenance Supervisor office
2. SDCCC Public Safety Base
3. Lobby A
4. East Administrative Office (by the workroom)
5. Finance Division Accounting Office
6. East mezzanine level near Show Office F
7. Ballroom 6A Foyer (city side)
8. Ballroom 20D Foyer (bayside) near angled doors
9. Lobby H
10. Lobby E next to Elevator 1
11. Lobby C
12. Upper level outside 6E/7A
13. West mezzanine level by Room 16A
14. Upper level across from Room 28C
15. Upper level outside Room 24A
16. Upper level outside Room 31B
17. P1 outside SDCCC Public Safety/Guest Services Admin

AED Location Map



HAZARDOUS MATERIALS

In the event of a chemical spill or release, retreat to a safe area.

Immediately notify SDCCC Public Safety. If available, supply the following information:

- The chemical(s) involved.
- Information from the substance's placard, container label, or Manufacturer's Safety Data sheet, if visible. This includes pictograms and signal words.
- Precise location of the incident.
- Size and description of the contaminated area.
- Number and extent of any injuries.

SDCCC Public Safety staff are designated for checking all public space areas and escorting guests to designated assembly areas.

EYE WASH STATIONS

The SDCCC has seven (7) locations throughout the facility that can be used in case an individual becomes exposed to debris or chemical on their face or eyes. The eye wash stations provide filtered water to rinse off the substance. In all cases, incidents must be reported for possible first aid or care by an EMT.

The eye wash stations are located in the following areas:

1. Facility Services at east bayside mezzanine level
2. East and west kitchens
3. West dock behind Hall C
4. Level P2 near the carpentry, paint, and mechanics shops

24-HOUR ACCESS CALL BOXES

There are three (3) call boxes located throughout the facility. These call boxes are used by our guests and employees to gain access into the facility after hours. They are located in the following locations; Lobby A (glass exterior door), Lobby C (glass exterior door), and the Sails Pavilion (glass exterior door, Southside).

ACCESS READERS

Some staff with work necessity are issued proximity tags to pass through locked doorways after scanning access readers. Only the staff issued these tags are allowed such access. The SDCCC Public Safety may immediately invalidate any proximity tag from its dispatch location if non-authorized staff attempt entry.

ELEVATORS

West Building	A	Hotel elevator @ Marriot walkway
	B	Admin: P1, P2 parking to Executive Offices
	C	Public parking P2, P1, Front Drive @ Hall B
	F	Public parking P2, P1, Front Drive @ Hall C
	G	Lobby B2 glass elevator to UL
	I	Bayside Hall B2 glass elevator to Mezzanine, UL (behind Hall B2)
	J	Pro Shop elevator (Behind West Kitchen)
	K, L, M	Freight-service elevators (Rear of west admin)
	N, O	Freight-service elevators (Rear of Hall C)
	P	Exterior bayside elevator to ground
	Q	Exterior bayside elevator to Mezzanine
East Building	1	Lobby E to east Mezzanine, UL
	2	Lobby H to UL
	3, 4, 5	Freight-service elevators (Behind of Hall D)
	6	Center Terrace to Skywalk
	7	East Terrace to ground level

ESCALATORS

West Building	1, 2	Lobby B
	3, 4	Lobby C
	5, 6	Bayside foyer 6A
	7, 8	Bayside ground
East Building	9, 10, 11	Lobby E
	12, 13, 14	Lobby H

SUMMARY

Evacuation Assembly Areas

• West Building	Waterfall area in front of Marriott Hotel
• East Building	Plaza Park east of building
• Center of Building	Backside parking lot at South Embarcadero Park

Surveillance-Public Safety Response

Notify SDCCC Public Safety of activity so they may monitor cameras in the area.

Medical, Accident, Injury

- Unless currently certified in First Aid-CPR, your role is to contact SDCCC Public Safety.
- Do not move the person except to remove from immediate danger.
- If person is totally non-responsive, you are authorized to deploy an automated defibrillator device (AED). Follow the step-by-step directions it provides.
- Stay with the person until qualified help arrives and remain at the scene to complete witness information.

Fire

- If actual fire, notify SDCCC Public Safety at **ext. 5911**.
- If time is available or a coworker can assist, attempt to confine the fire with an available fire extinguisher if it is safe to act.
- Do not breathe smoke or fumes.
- If unable to attempt use of an extinguisher, evacuate the area.

Earthquake

- Do not attempt to evacuate, run or panic.
- Stay indoors and take cover. Stay put in place and expect aftershocks.
- Wait for instructions

Utilities

In case of problems with utilities, escalator or elevator, notify SDCCC Public Safety.

Theft or Non-Emergency

Contact SDCCC Public Safety at **ext. 5490**

Civil Disturbance

- Notify Public Safety.
- Do not enter crowds or mobs to attempt a rescue or intervention.
- Follow instructions of SDCCC Public Safety and law enforcement personnel.