Edmonton EXPO Centre

EMERGENCY RESPONSE PLAN

APPROVALS VERSION 2026

PLAN REVIEW AUTHORITY *Name/Title*	**EXTERNAL DISTRIBUTION VERSION 6**	**YEAR 2026**
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The scope of the Edmonton EXPO Centre Emergency Plan covers the activities and operations of the Edmonton Expo Centre.

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EDMONTON EXPO CENTRE

The Edmonton EXPO Centre wishes to ensure the protection and safety of its employees and the visiting public and protect its return on investment and property. The Edmonton EXPO Centre supports the development of its emergency-related capacity to allow for timely and appropriate response to extreme events (i.e., emergencies, disasters or crises), minimize injuries or damage, and strive to comply with applicable laws, regulations, and codes of practice. To ensure value for its stakeholders, the Edmonton EXPO Centre strives to effectively manage its disasters or crises through a consistent and proactive process.

Our Values

PUBLIC STEWARDSHIP: We have been given a tremendous responsibility – to be stewards of public trust as well as the architect of bold ideas.

SELFLESS APPROACH: Everything we do is done in collaboration- with others on our teams, across our divisions and with our stakeholders – and when we win, we win together.

LEAD THE WAY: We step up. Start something. Change something. Connect and support others who are willing to take a risk – on our teams, in our city.

MAKE AN IMPACT: When every action, big or small, can make an impact, every action contributes to building a city that matters.

CARING FOR ONE ANOTHER: We have a genuine commitment to the success of each other, our Shareholder and our community.

Edmonton EXPO Centre Code of Conduct

Employees at Edmonton EXPO Centre act with integrity and are respectful and responsive to others with whom they interact.

Edmonton EXPO Centre employees are ambassadors and as such will take every step to portray the organization in a positive light. The principles of ethical conduct and decision-making that we follow include:

- Avoid and prevent harm to others.
- Respect the rights of others.
- Obey the law and conduct ourselves in an honest and forthright manner.
- Keep promises and contracts.
- Be fair.
- Help those in need.
- Reinforce all the above in all our actions.

Guest courtesy is an important element of enjoyment at the Edmonton EXPO Centre, and we request all guests be respectful of others around them. Any guest who interferes with the enjoyment of another individual during an event is subject to ejection from the building.

Unacceptable behavior's include, but are not limited to, the following:

- Drunk and disorderly conduct
- Fighting or challenging others to fight.
- Violations of Edmonton EXPO Centre event policies

- Violation of the local, provincial or federal laws and statutes
- Attempting to enter back of house or restricted areas without permission
- Throwing, discharging or launching any liquid substance
- Willfully and maliciously disturbing another patron / employee with loud and unreasonable noise
- Using profanity and/or offensive words
- Use of abusive, profane or threatening language to the staff
- Smoking in non-smoking areas
- Consuming alcohol in unlicensed areas

To ensure adherence to these policies, Guest Experience and Security personnel are positioned throughout the building during all events. Patrons who witness others violating these policies are encouraged to report the incident to the nearest building representative.

The Edmonton EXPO Centre reserves the right to address any inappropriate behavior. Failure to comply with venue policies may result in eviction. Patrons who are ejected will not be entitled to a refund or any compensation for their tickets or losses.

EMERGENCY MANAGEMENT PLAN

The Edmonton EXPO Centre strives to avoid or prevent the occurrence of on-site emergencies or critical incidents. Unfortunately, despite our planning and preparation, we may unexpectedly experience such an event at any time. The result could be serious injury or death to employees and guests and/or severe damage or destruction of property.

Edmonton EXPO Centre employees have a vital role to play in the event of such a crisis; their expertise, dedication and loyalty will be critical to the effective management of a crisis and its aftermath. It is important to remember to react calmly and to carefully encourage our employees and volunteers to thoroughly follow instructions given by supervisors or senior management.

This document outlines the steps in responding to incidents or an emergency occurrence. It contains procedures and reporting structures and describes the chain of command beginning with the initial report of the occurrence.

General Procedures

Edmonton EXPO Centre security are the "agents for the property". Edmonton EXPO Centre security will, as part of their day-to-day operations, remain the "agents for the property" during event and non-event times.

The Edmonton EXPO Centre is a privately-operated facility; therefore, admission is subjected to compliance with all laws and facility rules.

Examples include but not limited to;

- All alcohol related issues, including outside liquor and intoxication;
- Underage consumption;
- Any physical altercations or verbal threats made towards others;
- An unruly, out of control guest;
- Missing persons;
- Mental health issues or other health issues; and
- All criminal offences.

Edmonton EXPO Centre Security

Security is the single point of contact and communication for all security matters, all types of emergencies, incidents, and medical situations. Edmonton EXPO Centre Security contact is 780-471-7222.

Emergency Planning & Response

The emergency management process is founded on many principles that should serve as a guide for all related activities. These principles include:

- Response to emergencies or crises is based on the following priorities:
- Preservation of life
- Protection of property (public and private)
- Protection of stakeholder values
- Effective emergency response depends on solid emergency planning and operational preparedness.
- Effective emergency *management* is dependent upon:
- Timely **communication** with internal and external stakeholders;
- Timely **decision-making** at the appropriate organizational level;
- Effective **coordination** (of activities, resources, and information);
- Control and responsibility for resolving emergency situations rests with on-site personnel. They are

encouraged to seek help as soon as practical and needed;
- Every employee or representative has a role in emergency response; and
- Employees and representatives are encouraged to use reasonable behavior and initiative during emergencies.

Communications with the public or the various media outlets, during emergency or crisis periods, will be handled only by the Director, Marketing & Communications, General Manager, or those authorized. For each emergency occurrence, the Emergency Response Team (ERT) may be supplemented by other people who have management responsibility for the operations, activities or assets that are affected by the occurrence. These will vary, depending on the nature of the emergency, but may include operational managers, or designates as decided by the Emergency Response Team.

These individuals, or their designates, will be responsible for:

- Advise the Explore Edmonton Senior Leadership (SLT) about operational and technical aspects connected with or arising out of the occurrence;
- Notify their departmental staff and others as appropriate;
- Direct activities of their departmental staff as appropriate; and
- All other activities as determined or requested.

Emergency Response Team consists of:

- General Manger (ERT Team Lead)
- Director, Sales
- Director, Food & Beverage
- Director, Events & Entertainment Services
- Director, Facility Operations
- Manager, Safety & Security (ERT Coordinator)
- Senior Manager, Event Services
- Director, Marketing & Communication, Venues

EXPO Marketing and Communications will be responsible for:

- Establish ERT crisis debriefing room and media holding areas.
- Monitor social media and traditional media.
- Designated emergency spokesperson
- Release social media and media holding statements at the direction of ERT.
- Facilitate ongoing communications with the public and/or media in the direction of ERT.

In the unlikely event an incident occurs within the reporting requirements as set out in the EXPO Centre Emergency Response Plan, notification protocols will be initiated from the offsite location to the Duty Manager. The Duty Manager will immediately contact the Manager, Safety & Security, who is responsible for informing other members of the Emergency Response Team, as required. The Emergency Response Team will operate from the designated Incident Command Post situated on the 4th Floor of the Edmonton EXPO Centre - **Boardroom 4C (Large 4th floor boardroom)** or offsite at the **World Trade Centre – Edmonton Boardroom (3rd Floor).**

Refer to Schedule 8: Crisis Management Overview

EMERGENCY CLASSIFICATION

The Edmonton EXPO Centre defines emergencies as "situations that occur with little or no warning to cause or threaten to cause significant and negative impact to Edmonton EXPO Centre employees, guests' property, operations, or reputation." Emergencies are different from "incidents" and demand immediate multi-jurisdictional action.

Incidents are "unplanned events that result in undesirable consequences, which under different circumstances (e.g. near misses) could have resulted in more catastrophic circumstances". All emergencies are incidents, but not all incidents are emergencies.

Level 1 Emergency – Facility or Event specific

- Impact (threat or damage) is confined to a specific Edmonton EXPO Centre property or operation.
- Response handled entirely by Edmonton EXPO Centre personnel with limited support required from outside agencies.
- Expected results are rapid control of hazard/damage, no threat to public, limited disruption to Edmonton EXPO Centre operations, negligible or no environmental impact, minimal or no media interest.
- The Duty Manager must be notified (by Security) as soon as practicable.
- Duty Manager will notify the Manager, Safety & Security
- Manager, Safety & Security will notify the on-duty Director & General Manager

Level 2 Emergency – Site-level

- Involves an immediate threat to a significant portion of the Edmonton EXPO Centre site OR has impacted on the community' bordering the affected Edmonton EXPO Centre property.
- Requires rapid response to the hazard by more than Edmonton EXPO Centre resources.
- May attract media interest.
- Edmonton EXPO Centre Duty Manager must be notified (by Security) as soon as possible.
- Duty Manager will notify the Manager, Safety & Security
- Manager, Safety & Security will notify the on-duty Director and General Manager

Level 3 Emergency – Major off-site impact or resource requirement

- Poses immediate, significant, and overwhelming threat to Edmonton EXPO Centre, its neighboring community, or key stakeholders
- Requires immediate response by a variety of external jurisdictions.
- Attracts (or potentially could attract) media interest.
- Edmonton EXPO Centre Duty Manager must be notified (by Security) as soon as possible.
- Duty Manager will notify the Manager, Safety & Security
- Manager, Safety & Security will notify the on-duty Director and General Manager
- Requires immediate alert by the Edmonton EXPO Centre General Manager, Safety & Security Manager, and the EXPO Centre Executive Management team.

Prevention:

Steps to prevent incidents from occurring should be taken to limit their frequency and likelihood. These include (but are not limited to):

- Orientation and training for those performing jobs or tasks on their regular duties along with how to get help, where the nearest exits and fire extinguishers are and evacuation/sheltering procedures;
- Ongoing team meetings to ensure consistent and thorough messaging to staff on operational procedures as well as safety and security issues; and
- Regular inspections and recording/correction of deficiencies.

It is the **responsibility of everyone at the Edmonton EXPO Centre** to correct deficiencies or potential hazards as soon as they are noticed or advised to prevent an incident from occurring.

A pre-event inspection checklist will be used to help identify potential hazards and improve safety for staff and guests. Ongoing inspections during your event will assist in maintaining and monitoring of the safety program during the event.

The pre-event inspection will be performed by and include ongoing involvement from:

- Safety Manager;
- Manager, Safety & Security;
- The Edmonton EXPO Centre Safety Committee;
- The operational area hosting any special event;
- Event & Operational Managers;
- Other departments as required.

The Safety Manager along with Security Management personnel will provide ongoing safety inspections in coordination with Alberta Occupational Health & Safety (OH & S) and other regulators to identify and correct hazards.

INCIDENT REPORTING AND DOCUMENTATION

General Procedures

This guide is intended to provide the employee with information regarding Edmonton EXPO Centre performance expectations and to convey the procedures, guidelines and instructions related to job requirements/performance.

Employees are responsible for certain job specific duties/tasks/functions as well as some general duties.

The Edmonton EXPO Centre has a **SINGLE** point of contact through Security 780-471-7222 for all inquiries or reporting. Any employee who sees or becomes aware of an incident or emergency occurrence that has not already been reported must:

- Inform Supervisor / Manager of incident;
- Supervisor/Manager immediately contact Security at 780-471-7222
- Do Not call 911 or other emergency response services directly;
- Report on the exact location of the occurrence;
- Nature of occurrence - bodily injury, facility damage, vehicle accident, security incident;
- Severity of incident e.g. How many injured, how serious; extent of property damage;
- If the situation changes (location of injured, number of people involved, introduction of additional information) update Security accordingly;
- Provide any assistance you can at the scene without placing yourself or others at risk;

Safety

The Incident Management Process applies to all facilities and workplaces operated by Edmonton EXPO Centre. All workers performing work on behalf of Edmonton EXPO Centre are subject to the Health and Safety Incident Management Process (IMP). Compliance with the IMP is a shared responsibility between Edmonton EXPO Centre' management and all workers within Edmonton EXPO Centre.

Fire Alarms

The following Fire Alarm Procedure is valid with 2- Stage fire alarm systems used in the Edmonton Expo Centre.

In the event of a fire or other evacuation emergency, the fire department will assume command of the site and will require the following information from Director/Manager, Building Operations, Security Guards and/or EXPO Centre "Fire Captains":

- Who is in the building and their approximate location?
- What are the hazards within the facility?
- Location of sprinkler trees, Siamese connections, hydrants etc.
- Gas line shut off valves and electrical panels. etc.

The fire department's protocol is to go directly to the facility's main enunciator panel to acknowledge the alarm and to meet with Building Operations and/or Security Guard to review alarm panel, building status, building hazards, and plan any required response.

When a fire alarm is activated, keep radio channels clear to allow for effective communication regarding the potential emergency.

First Stage Fire Alarm (Alert Stage Only)
A slow-paced intermittent tone with flashing strobe lights

- This alarm signals that the alarm system has been activated either through a pull station or a smoke or fire detector. An evacuation is not necessary unless fire is obvious.
- During events, all frontline staff (Ushers, Banquets, Guest Services, Security, Parking) should respond to their assigned positions and prepare to direct and assist guests as outlined by their supervisors.
- All frontline supervisors dealing with events shall ensure all staff, concessions and others prepare for evacuation, including securing equipment, products and valuables.
- Notify guests that at this time evacuation is not necessary, however, during the first stage alarm guests may wish to self-evacuate and can do so. Do NOT allow use of elevators.
- Where applicable, the Manager, Safety & Security along with all Operations & Event Managers will collaborate at the Hall E service corridor enunciator panel (if safe) with Show Management and coordinate evacuation procedures should the alarm advance into Stage 2.
- A first stage alarm may sound for up to 5 minutes or longer, during which time the Building Attendants and/or Security Guards will determine the location and investigate the cause of the alarm to determine its validity.
- A first stage fire alarm automatically reports the alarm to TYCO's Monitoring Centre.
- TYCO dispatches the Edmonton Fire Department to the affected building and then notifies Edmonton EXPO Centre Security, informing them of the alarm condition.
- Edmonton EXPO Centre Security will notify Parking Staff to guide responding fire trucks to the affected facility.
- A second Building Attendant and/or Security Guard will respond to the building's main enunciator panel to meet the Edmonton Fire Department.
- Edmonton EXPO Centre "Fire Captains" are to prepare for a possible second stage evacuation by retrieving: fluorescent vests, flashlights, staff lists with phone numbers, and ensuring that work areas are preparing for evacuation by securing money, products, etc.
- Office staff and others, who evacuate unnecessarily on a Stage 1 alert only, may disrupt ongoing events and cause unwarranted concern to guests.
- In the case of a confirmed fire, Manager, Safety & Security along with all Operations and Security Guards will initiate the second stage evacuation alarm.

Second Stage Fire Alarm (*Evacuate*)
A fast-paced intermittent tone with flashing strobe lights

- All operations must stop, and an immediate evacuation must occur.
- During events, Manager, Safety & Security along with all Operations and Event Managers will collaborate with Show Management and will coordinate and communicate the evacuation requirement via the nearest safe exit and may also determine any sheltering options.
- As directed by the Manager, Safety & Security or designate, emergency pre-scripted announcements will be made utilizing the emergency paging system.
- There are many exit routes within the facility and the usage of any route will depend upon the location of a possible fire. It is always best to take the safest and fastest exit out of a building. Help others as required. Do **NOT** use the elevator.
- Assist disabled persons or others who may need assistance if it is safe to do so. If you cannot attend, direct emergency personnel to them.
- Edmonton EXPO Centre "Fire Captains" will direct and coordinate office staff in evacuating via the nearest safe exit to their designated muster point and inform the Fire Department of any known missing employees.

- Frontline Supervisors and staff dealing with events will ensure guests remain clear of the affected site and receive any emergency care or assistance that can be reasonably provided.
- Staff members may be re-deployed to assist evacuated guests or perform other duties.
- Do not re-enter the facility until the fire department has given approval.

General Information:

Do not allow newly arriving guests, client or staff to enter the venue. Once the area in question has been inspected and approved for re-occupancy, the fire department will give the order to reset the fire alarm and approval will be given for operations to resume.

Quick Reference

1. When the alarm sounds Fire trucks will always respond.
2. EXPO Centre Security and Building Operations will respond to the nearest of the 11 panels and determine the location as noted on the panel, then acknowledge the alarm. By acknowledging you provide yourself with 5 minutes to go to the location, determine if in fact there is smoke, fire etc.
3. Operational Managers or designates will be responding, from wherever they may be, IMMEDIATELY when the alarm is sounding to the Hall E service corridor enunciator panel (if safe). If it is not safe to do so, the secondary location is the M115 (Ballroom) doors.
4. Upon investigation by Building Operations & Security and if there is no fire or smoke, they will advise silence the alarm to prevent second stage activation.
5. The Security Guard will wait for EFD arrival, escort the response team to the location to verify the lack of event and ONLY ON THE FIRE CAPTAIN'S INSTRUCTION will the SECURITY GUARD reset the alarm.
6. Should a fire event be found, and providing you have proper training, you may elect to attempt extinguishing the fire before EFD arrival, however, DO NOT PUT YOURSELF OR OTHERS AT RISK! If the fire is large or beyond your comfort in extinguishing, use a second stage key on a pull station to send the alarm into second stage or press the evacuation button on the fire panel.
7. Should the building be in second stage on your arrival, WAIT FOR THE FIRE DEPARTMENT OUTSIDE AND DIRECT EVACUEES TO THE PROPER MUSTER POINT!
8. Should the reset fail, the fire captain will issue a notice placing the building on fire watch until the alarm has been repaired and reset.

Accounting for Staff After Evacuation

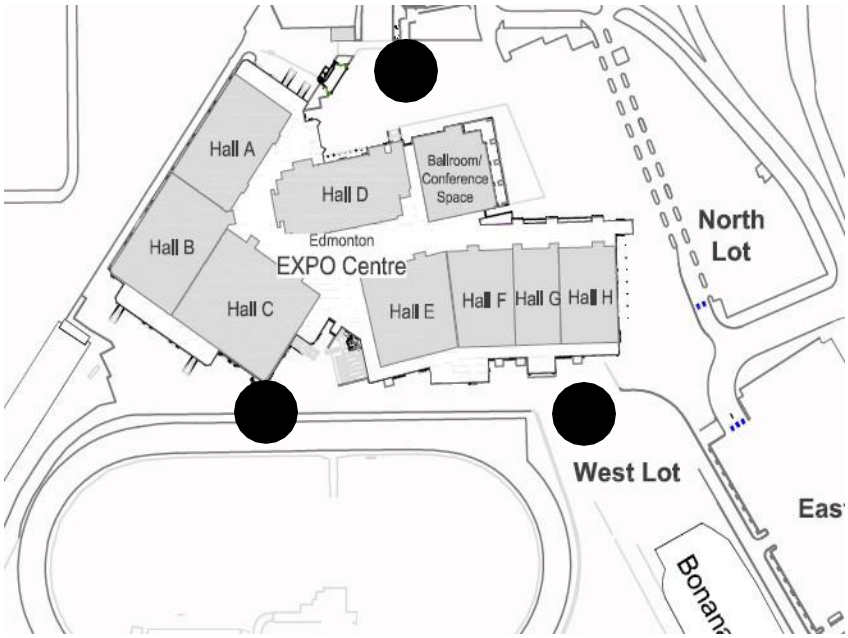
All Edmonton EXPO Centre staff are required to check in and remain at one of the three designated muster points.

Each floor and/or department is responsible for ensuring they have a designated individual who evacuates the venue with their floor and/or department staffing list. These lists will be used to confirm and verify which staff have been accounted for and safely evacuated. The names of unaccounted staff members will be given to first responders with a brief description of their last known where abouts in the venue.

Muster Points

Location	Meeting/Muster Location
1. North Muster Point	East of Pedway and next to 118 Avenue pedestrian stairs.
2. Southeast Muster Point	Light pole "West-7" located behind Hall H.
3. South Muster Point	"Double headed" light located on the North grass, directly South of C6 & C7 overhead doors.

Emergency 24 Hour Contact: EXPO Centre Security 780-471-7222



Refer to Schedule 5: Floor Plans & Emergency Exits

ROLES & RESPONSIBILITIES DURING AN EVACUATION

This is a generic plan. Personnel groups listed below may or may not be in the building during the emergency. If the group mentioned is not working during the alarm, other staff groups listed shall assume their functions.

Edmonton EXPO Centre Security

Stage 1: Event Security Staff, building security or other security staff respond to their respective positions to await further instructions. If Security Staff are in the area affected, respond, and assist with incident management and or crowd management issues. At least one Security person shall attend at the Hall E service corridor enunciator panel (if safe) to establish further action and communication.

Stage 2: Event Security Staff allow egress of patrons, directing to nearest available exits, and or away from the threat in their areas of responsibility. Upon completion of main body of patrons exiting, a search of washrooms, concessions, and stairwells are completed exiting the building upon completion. Security staff assists with maintaining the security of the building and crowd management issues.

Security Event Supervisor

Stage 1: Meet building personnel at the Hall E service corridor enunciator panel (if safe) to establish further

action and communication.

Stage 2: Assist staff and supervisors with exiting all guests. Ensure that all instructions are passed onto supervisors via radio. Go to the muster point and ensure that all staff are accounted for.

Responsible for exterior security and ensuring buildings are in complete lockdown.

Edmonton EXPO Centre Site and Facilities Operations

Building Attendants

Stage 1: Respond to the Hall E service corridor enunciator panel (if safe) to determine the location of the incident. With security, proceed to the scene to determine cause and/or further action. Assist security and the fire department with access and venue information.

Stage 2: In the case of a confirmed fire, building operations will assist with initiating the second stage of the alarm. Assist with evacuation of all people, directing them to the nearest exits and/or away from the threat area of the incident. Proceed to safe muster point.

Event Managers

Stage 1: Respond to the Hall E service corridor enunciator panel (if safe). Inform client that this is a fire alert only. Communicate with Edmonton EXPO Management advising of situation. Assist security as required.

Stage 2: Communicate with Edmonton EXPO Management, advising of actions taken (i.e. evacuating the building). Communicate situations and actions required to Show Management or designate.

Assist with evacuation focusing on back of house areas. Responsible for, alongside Security Manager, to ensure building is in complete lockdown.

Guest Experience

Stage 1: Available staff members(s) will stand outside the doors and inform guests that the fire alarm has been activated and is an alert only at this time.

Stage 2: Prop open all hall doors and direct guests to exit the building. Then, once all guests have left, proceed outside the building to continue to direct guests away from the building. Once guests are out of the immediate area, close all doors in the venue. Guests are not permitted to re-enter the building once they have exited in a stage 2 alarm. All staff and guests should be directed to the nearest muster point.

Overhead Doors and Facility Monitors

Stage 1: Available staff members(s) will stand outside the doors and inform guests that the fire alarm has been activated and is an alert only at this time. Overhead doors are to remain closed unless instructed otherwise by emergency personnel.

Stage 2: Ensure all man doors are opened and proceed to direct guests away from the building through the available exits. Guests are not permitted to re-enter the building once they have exited. All staff and guests should be directed to the nearest muster point.

Information Booth/Coat Check (when open)

Stage 1: Remain calm and advise guests that it's fire alert only. Listen to radio direction and/or PA announcements closely.

Stage 2: Remain in position (if safe to do so) to listen for radio instruction. Assist with evacuation. All staff and guests should be directed to the nearest muster point. Coat check staff should secure monies if safe to do so and leave secured in the coat check area.

Fire Captains
Leading and coordinating the evacuation of their assigned floor during an emergency. This includes directing occupants to the nearest and safest exit routes, ensuring no one is left behind, and assisting individuals with disabilities or special needs. Maintain communication with the building's emergency response team to provide updates on the status of the evacuation and any incidents on their floor.

Guest Experience Manager/Guest Services Area Supervisors
Stage 1: Meet building personnel at the Hall E service corridor enunciator panel (if safe)

Stage 2: Assist staff and supervisors with exiting all guests. Ensure that all emergent instructions are passed onto supervisors via radio. Go to the nearest muster point and ensure that all staff is accounted for - the Guest Services Supervisor/Manager will have the placement sheets.

Immediately report any missing people to security, channel 6.

Parking Supervisor/Manager on Duty
Will assist with communication with their team and initiate emergency preparedness, on channel 3.

Parking Attendants
Stage 1: Manager notifies staff of initial alarm within the facility. Prepare the Emergency Access routes for emergency vehicle access. Be prepared for Stage 2.

Stage 2: Assist in securing the parking lot from any further ingress flow. Assist with emergency vehicle access. Direct vacating guests to nearest 'safe' location.

Loading Dock/Shipping and Receiving
(Responsible to clear loading dock area)

Stage 1: Will prepare for Stage 2 alarm however continue only necessary operations. Cease from any further radio conduct unless relaying emergency related information.

Stage 2: Once stage 2 has been activated, evacuate any staff, drivers or contractors in the area. Vacate premises from the nearest safe location and continue to nearest muster point.

Edmonton EXPO Centre Food Services

Concessions/Various Portables and Food Service Providers
Stage 1: Will prepare for Stage 2 alarm by ceasing vending/service operations and securing valuables.

Stage 2: Once stage 2 has been activated, the supervisor must ensure all financial assets are secured by locking individual cash registers, preps should turn equipment off, and alternate associates should close and lock main shutters prior to departure. Supervisor should obtain sign in sheet/sign out sheet and evacuation map to initiate evacuation. Last person out must ensure concession is locked and secured. Proceed to the nearest safe muster point.

Kitchen
Stage 1: Will prepare for Stage 2 alarm however continue only necessary operations.

Stage 2: Once stage 2 has been activated, associates should turn equipment off. Chef on location (area) should obtain sign in sheet/sign out sheet and evacuation map to initiate evacuation. The last person out must ensure the kitchen is locked and secured if possible. Proceed to the nearest safe muster point.

Marketplace Cashiers
Stage 1: Inform guests that this is just a fire alert and that the problem is being investigated. Cashiers should cease any vending and sales operations at this time but continue to communicate with guests.

Stage 2: Lock and secure cash drawers, assist with evacuation and meet at the nearest safe muster point.

Bee Clean

Roaming Attendants
Stage 1: Will be advised to be prepared for Stage 2 by Manager. Cease from any further radio conduct and/or cleaning activity. Prepare area for potential evacuation. Remove and store any equipment which may cause further hazard.

Stage 2: Vacate premises from the nearest 'safe' location and continue to the nearest muster point at the Expo Center. Manager to perform roll call for staff on shift.

GES/Showtech/Other Onsite Contractors

Stage 1: Will prepare for Stage 2 alarm however continue operations.

Stage 2: If an immediate evacuation is necessary, staff will leave everything by taking only their personal items and exit building and go to the nearest muster point.

Medical Services Contractor

Stage 1: Will prepare for Stage 2 alarm however continue operations.

Stage 2: If an immediate evacuation is necessary, all medical personnel shall leave the building, taking all portable bags, equipment and stretchers and reporting to the nearest must point. If required, medical personnel may be directed by the Event Manager or on duty Security Manager to set up a triage and treatment area. The paramedic shall be the last person to leave the first aid room, locking the door behind them. The paramedic shall do a roll call of all personnel prior to setting up the triage area.

After an Incident

Post Incident Debriefing
Within 24 hours after the emergency has ended, the Duty Manager will hold a meeting to review the incident and learn from it – what worked; what didn't; did we miss anything; what can we do to improve our response in the future. All operational groups involved should attend.

Medical

Persons Requiring First Aid
Remember that time is very critical in situations requiring medical attention. If the situation arises where someone needs first aid send or escort them to the nearest first aid station. For situations involving guests

or patrons that need first aid and are **NOT** able to walk, notify Security at 780-471-7222. **Do not call 911.**

First Aid Kit Locations

- Information/Security Booth
- First Aid Room by Hall C
- Every Department

AED Locations

- First Aid Room by Hall C
- Between Hall F Entrance and Parking Pay Station in Gallery

Bomb Threats/Suspicious Packages

Any person receiving a threat should designate someone to notify the rest of the personnel in their area by the quickest, safest method possible. The person receiving the threat should keep the caller on the telephone if possible and then fill in the Bomb Threat Checklist (located in the Dispatch).

Refer to Schedule 4: Bomb Threat Checklist

Telephone

If you receive a bomb threat by telephone **RECORD ANY CALL DISPLAY NUMBER:**

- Listen carefully to the threat and record as much detail as possible.
- Ask questions.
- Where is the bomb?
- When is it expected to go off?
- Who do you want to hurt?
- Write down as much of the conversation as possible.
- Attempt to determine the age of the caller, any accent, background noise, indication of mood.
- Try to keep them on the line while someone else contacts Security at 780-471-7222, who will advise the Duty Manager.

Email

If you receive a bomb threat by email:

- Print a copy of the note.
- Save the note.
- Do not forward or reply to the note.
- Notify Security immediately at 780-471-7222, who will advise the Duty Manager

Suspicious Package or Letter

If you receive a suspicious package or letter:

- Do not attempt to open it or move it.
- Notify Security immediately at 780-471-7222, who will advise the Duty Manager
- Record the name(s) of the person(s) who handled the package or letter.
- Record how the package/letter was delivered, what time it was delivered and by whom (if applicable).

Notification

- A person receiving a call should attract someone's attention and obtain assistance in notifying Security at 780-471-7222, who will advise the Duty Manager
- Decisions on evacuation will be made by Security Management in consultation with EPS.
- If usual services, supplies, and/or equipment are inaccessible due to bomb threat and/or evacuation, the Emergency Response Team will need to gather and plan contingencies.

Visual Search Procedures (As part of a structured and supervised search process)

Because improvised explosive or incendiary devices can be easily disguised, people who are familiar with the area are more likely to quickly discover an unusual item or object:

- DO NOT use pagers, cell phones and two-way radios *in the immediate area of the package location.*
- **Visually** search the room/cubicle from floor to waist level: walk around. **DO NOT MOVE ANYTHING.**

- Search the area from waist to head level: walk around.
- Search the area from head to ceiling: walk around.
- Diagonal search: Pick a corner of the area and do a diagonal check and then the opposite diagonal.
- The on-duty Security Manager will keep track of the areas that have been searched in conjunction with EPS.
- Notify EPS of anything that cannot be identified. EPS will inform staff of any further action required and when it is safe to re-enter the building.
- If a suspicious package is found, do not touch or attempt to move it.
- EPS will advise staff to evacuate if necessary.
- Evacuation should be initiated in consultation with EPS and Security.
- People should take their bags and personal belongings with them.
- People must not assemble in any location that is in line of sight to a possible danger area.

Re-Entry and Recovery

- Do not re-enter the building until the "**All Clear**" has been given by EPS.
- Ensure Critical Incident Stress Debriefing is available for staff, guests and contractors that may be affected by the incident.

Active Threat

Quickly determine the most reasonable way to protect your own life. Guests, clients, and other staff will likely follow the lead of venue employees during a critical incident event in the building situation.

1. Evacuate – if there is an accessible escape route and you think it is safe to do so, leave the building.
   - Evacuate whether others agree to follow.
   - Encourage others to evacuate but do not wait for them.
   - Help others escape if possible.
   - Leave your belongings behind
   - Preventing others from entering an area where a shooter may be.
   - Do not carry objects and keep your hands visible.
   - Follow the instructions of police.
   - Call 9-1-1 when you are safe.

2. Hide – if evacuation is not possible, or if you are not sure if it is safe to do so your hiding place should be:
   - Out of the shooters view
   - Provide protection if shots are fired in your direction.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Barricade the door with heavy furniture.
- Shelter behind large objects (desks and cabinets)

Other actions include:

- Silence your phone and any other sources of noise
- Turn off lights and computer monitors.
- Avoid walking in front of windows or doors with windows.
- Remain quiet and still.

3. Take Action
   - Only as a last resort and when your life is in imminent danger.
   - Attempt to incapacitate the active shooter.
   - Act with physical aggression and throw items at the active shooter.

The purpose of the police is to stop the shooter. They will proceed directly to the area where the last shots were heard. Remember when you are encountering the police:

- Remain calm and follow police instruction.
- Avoid pointing, screaming, and/or yelling.
- Immediately raise your hands and spread your fingers.
- Keep your hands visible at all times.
- Avoid making quick movements towards officers such as attempting to hold on to them for safety.
- Do not stop to ask officers for help or directions when evacuated, proceed in the direction from which the officers are entering the venue.

Information to be provided to law enforcement 9-1-1:

- Location of active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons
- Number of potential victims and locations

When you are safe outside the venue or the shooter has been incapacitated, additional police and emergency responders will arrive to treat the injured. Do not attempt to leave the area. Try to account for all employees within your area and report missing people.

Civil Disobedience (Demonstrations & Protests)
Notify Security at 780-471-7222 or radio channel 4.

Civil disobedience typically involves organized public demonstrations or protests with a stated purpose and plan of action. In many cases, the full course of action may be unclear or concealed. Most protests are peaceful and may include picketing outside the venue. However, some demonstrations may be highly organized and disruptive.

The Edmonton EXPO Centre policy is not to disrupt a protest unless one or more of the following conditions occur:

- Disruption of normal operations of the venue.
- Obstructing access to the venue.
- Threat of physical harm to individuals or damage to property.
- Unauthorized entry into the facility or occupation of any interior space.

If any of these conditions exist, Edmonton EXPO Centre Security (EXPO Security) will contact Edmonton Police Service (EPS) immediately.

Edmonton EXPO Centre Security Procedures

- Provide regular updates to Edmonton EXPO Centre management.

- Contact EPS immediately if conditions escalate or meet the above criteria.
- Monitor the situation via CCTV where possible.
- Notify the Manager, Safety & Security and the Duty Manager, as required.
- Generate a Perspective incident number for tracking and reporting purposes.
- Liaise with EPS, assist in investigations, and help identify individuals involved while on property.
- Monitor without interference if the demonstration remains on public property.

Do not attempt to break up the demonstration.

If demonstrators move onto EXPO property:

- Escort them courteously off-site, using only the necessary amount of force.
- Notify EPS as required.
- Arrest only within lawful limitations, and only when absolutely necessary.
- Issue a trespass notice, if appropriate.
- Complete a full Security Report once the incident is resolved.

Edmonton Police Service (EPS) Role

When EPS arrives on the scene, they will assume command of the situation. EXPO personnel should be ready to provide a clear briefing, including:

- Timeline of events and current status.
- Identities or descriptions of individuals involved.
- Actions already taken by EXPO Security.

EPS Responsibilities:

- Arrest, detain, and process individuals committing criminal offences or violating provincial or municipal statutes.
- Consult with the Security Manager before activating additional outside resources.

Communications

- All media requests must be directed through Explore Edmonton's Communications team.
- Do not make statements to the media or public without authorization.

Infectious Diseases

An infectious disease is an illness caused by the presence of disease-causing agents or germs, including viruses, bacteria, fungi and parasites and other microbes. These diseases are called communicable diseases or transmissible diseases due to their potential of transmission from one person to another. Transmission may occur by direct contact with an infected person or animal, by ingesting contaminated food or water or by contact with infected surroundings or contaminated air.

During an infectious disease outbreak, the Edmonton EXPO Centre will utilize this plan to achieve the following:

- Limit the number of illnesses and deaths.
- Preserve continuity of essential venue functions
- Minimize venue disruption.
- Minimize economic losses.

An infectious disease outbreak describes a distribution of cases of communicable disease that are unusual

in terms of time, place or persons affected (Alberta Public Health Act, Communicable Disease Regulations, 2005)

Outbreaks may have the ability to spread quickly in a public assembly venue due to the number and proximity of individuals. The Edmonton EXPO Centre will work closely with Alberta Health Services and Alberta Health and Wellness to assist them in investigating occurrences of all notifiable communicable disease outbreaks to establish the cause, mode of transmission, probable source and identification of individuals who are deemed to be at risk of contracting the disease and the implementation of required infection prevention and control measures.

Foodborne Illness

A suspected foodborne illness outbreak occurs when two or more non-related people allegedly become ill from consuming food served during the same meal period, function, or event. When this illness is due to an inadvertent food allergy or botulism poisoning, only one person needs to be affected.

Causes of a foodborne illness can be contamination in the food or beverage, which can be biological (bacteria, viruses, or parasites) chemical or physical or an allergic reaction by the guest to a food ingredient.

After receiving notification of a suspected foodborne illness:

- Immediately contact Security Services
- If the complainant is still in the venue, assess their medical state. Security Services will call 9-1-1 if they demonstrate any signs of distress or their status is rapidly deteriorating.
- The On-call Duty Manager will be contacted by Security Services, with notification to the Emergency Response Team to follow.
- Remain with the guest(s) until medical responders arrive.

Infrastructure

The Edmonton EXPO Centre building infrastructure is assembled of many fixed assets in the form of a larger network of essential services such as:

- Electrical: Transformers, the power distribution network, emergency power generator, etc.
- Mechanical: HVAC, plumbing, fire prevention sprinkler system, natural gas distribution, etc.
- Structural: Internal load bearing structural elements of roofs and structural walls, floors, and ceilings, etc.

The coding below defines the severity and potential impact of an emergency in relation to EXPO's building infrastructure. The three levels of emergencies are identified as follows:

- Level I: Minor incident - requires an on-site Edmonton Expo Centre staff member to respond and take necessary collective actions.
- Level II: Intermediate incident - requires response by on-site Edmonton Expo Centre staff member or outside professional but poses no danger to the public.
- Level III: Major incident - requires resources beyond the capability of the Edmonton Expo Centre, where there are subsidiary problems to complicate the situation such as fire, gas and water leak, sewer backup, explosion, toxic compounds, or threat to life, property, and the environment. Assistance will be required from local, regional, and/or provincial organizations.

Infrastructure Emergency Supplier Contacts

Area of Responsibility	Main Contact	Contact Number
Natural Gas leak	ATCO Gas	1-800-511-3447

Domestic water supply	EPCOR	780-412-4500
Sewer backups	EPCOR	780-412-4500
Electrical outage	EPCOR	780-412-4500
Structural Collapse	Occupational Health and Safety	310-0000
Environmental Spill	Alberta Environment	1-800-222-6514
Generator Fuel	Hughes Petroleum	780-444-4040

Flood

Edmonton Expo Security will monitor Environment Canada and local media outlets for ongoing updates of flood potential and risk for surrounding areas. In cases where a flood occurs – via natural disaster or mechanical failure.

- Notify Security at 780-471-7222 or by radio on channel 4. Give the exact location of the flood and any relevant information.
- Isolate and secure the area to deter unnecessary access until Edmonton Expo Security arrives.
- Individuals need to vacate the affected area.
- Preserve property if it is safe to do so.
- Facilities Maintenance is to shut down all electrical and mechanical units in the affected area if it is safe to do so.
- Security will contact the Duty Manager and communication to the Emergency Response Team follows.

Violence

Verbal Threats

Notify Security at 780-471-7222 or radio channel 4.

Edmonton EXPO Centre Security:

- Provide updates to Edmonton EXPO Centre.
- Dispatch EPS if required.
- Monitor and record occurrence via CCTV.
- Notify Manager, Safety & Security and Duty Manager, as necessary.
- Generate Perspective incident number.
- Investigate incident; identify individual(s) involved if on property.
- Identify reasons for incidents and ways to resolve issues if minor issues.
- Escort involved person(s) off property using force only when necessary.
- Notify EPS as required.
- Arrest within limitations, if lawful and necessary.
- Issue trespass notice.
- Complete Security Report.

Edmonton Police Service (EPS)

When the EPS arrive at the scene, they will assume command of the scene. Personnel should be prepared to provide a briefing.

- Arrest, detain and process individuals committing criminal offence, breaking provincial or municipal statute.
- Consult with Manager, Safety & Security prior to activating additional outside resources.

Physical Assault

Notify Security at 780-471-7222 or radio channel 4.

Edmonton EXPO Centre Security:

- Provide updates to Edmonton EXPO Centre.
- Dispatch EPS if required.
- Monitor and record occurrence via CCTV.
- Notify Manager, Safety & Security and Duty Manager, as necessary.
- Generate Perspective incident number.
- Investigate incident; identify individual(s) involved if on property.
- EPS contacted for assaultive behavior in progress or if individuals involved have been arrested.
- Maintain and preserve scenes.
- Identify reasons for incidents and ways to resolve issues if minor issues.
- Complete Security Report.

Edmonton Police Service (EPS)

When the EPS arrive at the scene, they will assume command of the scene. Personnel should be prepared to provide a briefing.

- Arrest, detain and process individuals committing criminal offence, breaking provincial or municipal statute.
- Consult with Manager, Safety & Security prior to activating additional outside resources.

Robbery
Notify Security at 780-471-7222 or radio channel 4.

Edmonton EXPO Centre Security:

- Provide updates to Edmonton EXPO Centre.
- Dispatch EPS if required.
- Monitor and record occurrence via CCTV.
- Notify Manager, Safety & Security and Duty Manager, as necessary.
- Generate Perspective incident number.
- Liaise with EPS and assist as required.
- Maintain and preserve scenes.
- Investigate incident; identify individual(s) involved if on property.
- Record loss information and assist with taking witness statements.
- Arrest within limitations, if lawful and necessary.
- Issue trespass notice.
- Complete Perspective Report.

Edmonton Police Service (EPS)

When the EPS arrive at the scene, they will assume command of the scene. Personnel should be prepared to provide a briefing.

- Arrest, detain and process individuals committing criminal offence, breaking provincial or municipal statute.
- Consult with Manager, Safety & Security prior to activating additional outside resources.

Hostage Situation
Employees should be aware of situations that may lead to an incident and take the necessary security measures to avoid an incident. In most situations, employees or contractors discovering the incident will give them the alert.

Activation:

- Contact Security at 780-471-7222 or via radio.
- Be prepared to give the following information:
- Identify hostage location.
- Number of suspects, if known.
- Number of hostages, if known.
- Any available description of suspects and weapons.
- Demands made by the suspects.
- Cordon off area, if safe to do so.

If possible, cordon off the hostage area and move **ALL** personnel (staff, guests, and contractors) to the immediate vicinity to a safer area.

Notification:

- Notify the Edmonton Police Service via Security at 780-471-7222
- Depending upon the location and time of the incident, it may be necessary to contact other workgroups, tenants, or guests if they may be placed in harm's way.

Roles of Persons Involved in Incident

Hostages:

- Be especially careful during the first 10-20 minutes. Do everything the suspect tells you to do.
- Observe the following as you may be released, and information may be valuable:
- The number of suspects and their description
- Types of weapons carried.
- The number and identities of the other hostages
- Do not make suggestions or talk unnecessarily to the suspects.
- Should you be permitted to speak on the telephone, be prepared to answer "yes" or "no" to any question asked by the Police.
- Do not turn your back on your suspect(s) UNLESS DIRECTED TO DO SO. People are less likely to harm someone they are looking at.

Other Personnel: (e.g., witnesses)

- NEVER exchange yourself or anyone else for a hostage.
- Avoid giving orders to the suspect(s).
- Do not ask acquaintances or family members to talk to the suspects.
- Avoid soliciting demands.
- Avoid bargaining or making concessions.

Edmonton Police Service (EPS):

When the EPS arrive at the scene, personnel should be prepared to provide a briefing. The following information may be requested:

- Floor plans for area.
- Names and addresses of next of kin of persons being held hostage.
- Keys for access to required areas.

- Location of water, power, and gas shutoffs.
- Access to roofs and any other necessary areas.
- Telephone lines within the hostage area.

Edmonton EXPO Centre Security:

- Monitor occurrence via CCTV.
- Provide updates to Edmonton EXPO Centre Security & EPS.
- Generate Perspective incident number.
- Assist with crowd management.
- Gather witnesses for EPS.

Gang Issues/Presence
Notify Security at 780-471-7222 or radio channel 4.

Edmonton EXPO Centre Security:

- Provide updates to Edmonton EXPO Centre.
- Dispatch EPS if required.
- Monitor occurrence via CCTV.
- Notify Director, Operations and Security and Duty Manager, as necessary.
- Generate Perspective incident number.
- Prohibit any individual or group of people from entering the venue based on their behaviors and recognizable gang affiliation, paraphernalia, or "colors."
- Scan and monitor the midway for gatherings or confrontations between individuals.
- Escort people off property using force only when necessary.
- Notify EPS as required.
- Arrest within limitations, if lawful and necessary.
- Issue trespass notice.
- Complete Security Report.

Edmonton Police Service (EPS)

When the EPS arrive at the scene, they will assume command of the scene. Personnel should be prepared to provide a briefing.

- Arrest, detain and process individuals committing criminal offence, breaking provincial or municipal statute.
- Consult with Manager, Safety & Security prior to activating additional outside resources.

Severe Weather

The best emergency plans developed are often rendered ineffective if they are not well known by those that need to know. Emergency plans are often required to be activated with very short notice and need to be effectively communicated to event staff and attendees. All identified events and security staff or officials need to be fully aware of the weather emergency plans (roles and responsibilities) and have fully tested the plans during pre-event emergency simulations.

The variable weather conditions we sometimes experience at any time of the year can be potentially hazardous to people and property at the Edmonton EXPO Centre. Summer thunderstorms can produce lightning; strong winds and hail that may all result in serious injury or damage and can potentially produce tornadoes.

The Security team will ensure weather forecasts and weather monitoring is followed and continuously monitors the sky as weather can change quickly. Event personnel need to ensure that sensitive and high impact decisions can be made quickly.

Personnel working in the Security/Dispatch Operations will monitor the following Environment Canada weather web sites and will communicate any severe weather indicators to the onsite Security Manager:

- Warnings: http://weather.gc.ca/warnings/index_e.html?prov=ab
- Weather Radar Site: http://weatheroffice.gc.ca/radar/index_e.html?id=WHK
- Lightning Detection Danger Map: http://weather.gc.ca/lightning/index_e.html?id=WRN

Security will monitor the Weather Network Weather-Eye on their Smart Phones for current conditions: http://weather.gc.ca/city/pages/ab-50_metric_e.html

Severe Weather Overview:
Safety and Security Management and the Duty Manager are responsible for monitoring Environment Canada advisories, watches, and warnings to obtain necessary information for decision-making. Weather radios, certified for providing automatic weather alerts, are in Safety & Security unit.

1. **Severe Thunderstorm Watch** - severe thunderstorms are possible in the area.
2. **Severe Thunderstorm Warning** - severe thunderstorms are occurring in the area.
3. **Tornado Watch** - tornadoes are possible in the area. Remain alert for approaching storms.
4. **Tornado Warning** - a tornado has been sighted or indicated by weather radar. If a tornado warning is issued for your area and the sky appears threatening, move to a predestinated place of safety.

Receiving Severe Weather Information
Watches and warnings are issued via Environment Canada's Weather radio, Smartphone Applications, Desk Top Weather Sites, social media and through commercial radio and television stations. Commercial radio and television stations will interrupt regular programming to issue weather watches and warnings.

Environment Canada has a website with weather warnings:
http://weather.gc.ca/warnings/index_e.html?prov=ab

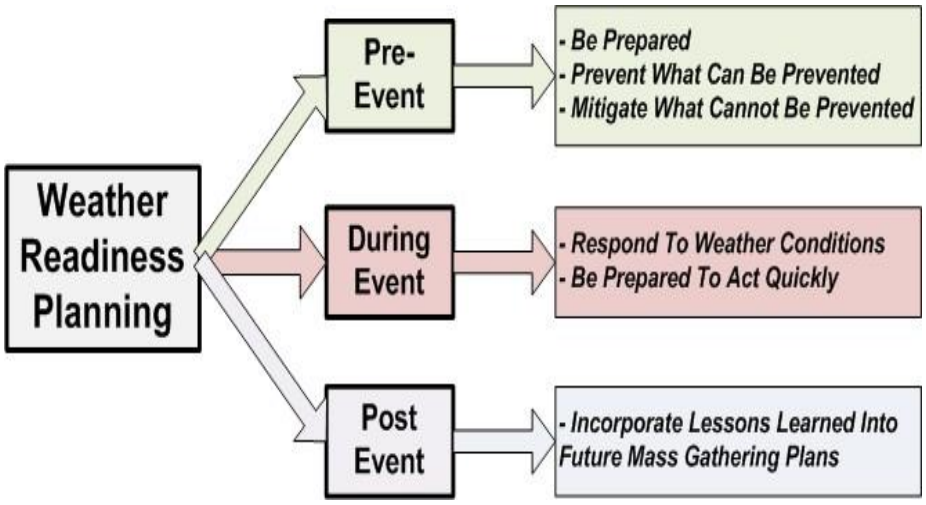
The responsibility for monitoring this information rests with the Edmonton EXPO Centre Security Management Team.

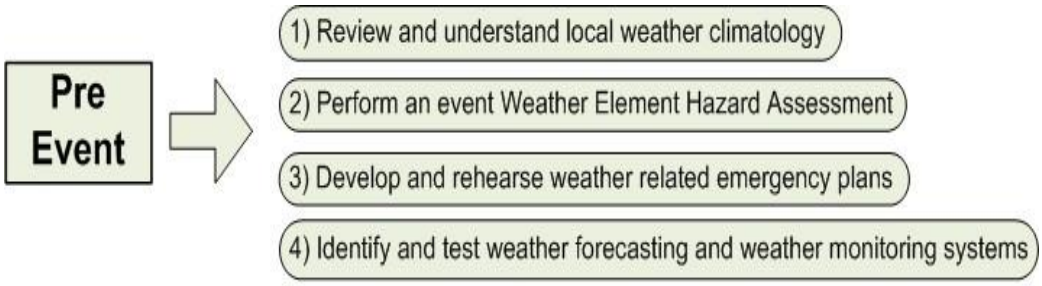
Shelter in Place
During situations of severe weather, Edmonton EXPO Centre will initiate a sheltering in place procedure to ensure the safety of all individuals within the venue. All people are to move away from areas near glass windows or doors.

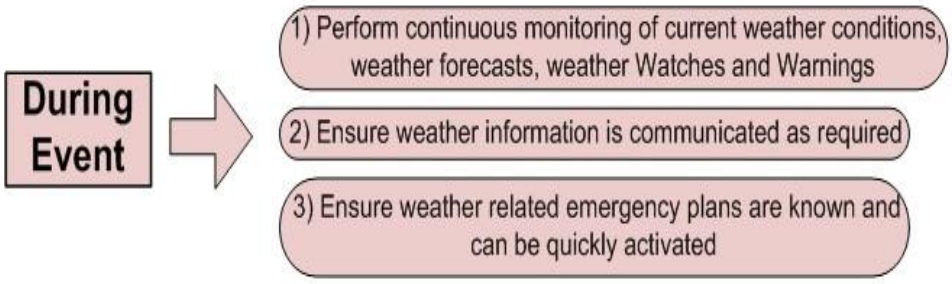
Safe areas within the venue are Halls D/E/F/G/H and Ballrooms 101, 102, 103, 104, 105. Medical treatment will be provided for the injured as required.

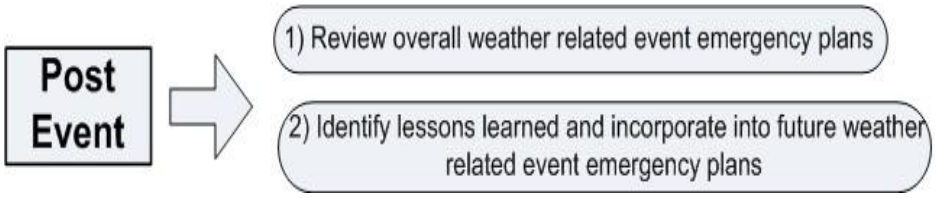
Security will conduct regular announcements via the internal paging system providing instructions to those within the venue to move towards a designated safe area.

Weather Readiness Planning Stages









Injuries

Guest Injuries

- If a guest/patron needs first aid and is unable to walk, call Security at 780-471-7222 or radio channel 4 and request the attendance of a First Aid Services.
- If the injured person refuses the offer of medical attention, document all available facts and information. Document conversations with the person focusing on the injured person's statements. Give this information to your supervisor and/or designate immediately.
- **On-call Duty Manager should be notified and briefed on the incident.**
- If the injury has resulted from a slip & fall or any other situation where liability may be questioned, the Safety Coordinator should be immediately contacted.
- Manager, Safety & Security, Safety Coordinator, or the attending Supervisor will contact Manager, Marketing & Communications if there is possibility of media involvement.

Loss of Life

In the event of a loss of life in the venue, through means of obvious death i.e.

- Cold stiff in a warm environment
- Decapitation
- Decomposition
- Incineration
- Or any injuries incompatible with life (large penetration through chest, fall from great height). Including but not limited to homicides, suicides, and mass casualty incidents.

Security must be notified by calling 780-471-7222 or radio channel 4. Security will call 911 immediately, and follow instructions provided by 911 dispatch. ERT should be activated as soon as possible.

Once the scene has been cleared by a responding agency and investigating authority, EXPO Security Management team must be notified. Security Management will then liaise with investigating authority and activate "Trauma Scene Bio Services Inc." to decontaminate and clean the area back to "normal" condition once the area has been cleared for such services.

Property Damage

Contact Security at 780-471-7222 or radio channel 4 to deploy Mobile Security to document the incident with a report and pictures.

Manager, Safety & Security or Safety Manager will be immediately contacted and evaluate available information to determine further involvement by Edmonton EXPO Centre, outside adjusters/insurers or lawyers.

SCHEDULE 1: INCIDENT MANAGEMENT EMERGENCY NUMBERS

Emergency Numbers	Facility
780-471-7222	Edmonton EXPO Centre Dispatch Operations
780-405-6323 780-471-7316	Edmonton EXPO Centre Mobile Security Cell Office
780-735-7700 780-735-7181	Grey Nuns Community Hospital, 30 Ave & 62 St, Edmonton 24hr Emergency
780-735-2000 780-735-2717	Misericordia Community Hospital, 16949 87 Ave, Edmonton 24hr Emergency
780-735-4111 780-735-4444	Royal Alexandra Hospital, 10240 Kingsway Ave. 24hr Emergency
780-418-8200 780-418-8228	Sturgeon Hospital, 201 Boudreau Street, St. Albert 24hr Emergency
780-407-8822 780-407-8432	University of Alberta & Stollery Children's' Hospital, 8440 - 112 St, Edmonton 24hr Emergency
780-472-5000	Northeast Community Health Centre, 14007 - 50 St, Edmonton
780-408-5465 1-866-408-5465	Alberta Health Link 24hr Emergency Toll Free
911	Fire (EFD)
911	Police (EPS)
911	Ambulance
911	Hospital
1-866-415-8690	Workplace H&S
1-800-332-1414	Poison Centre
1-800-272-9600	Dangerous Goods
780-401-0306	Duty Officer Pager City of Edmonton Operations Centre
1-866-618-2362	Provincial Ops Centre: 24 Hours: Alberta Emergency Management Agency (AEMA)
1-800-222-6514	Environmental Emergency
780-427-8848	Industrial Accidents
1-800-239-0484	Severe Weather Reporting
1-800-242-3447	Utility Emergencies

SCHEDULE 2: BOMB THREAT CHECKLIST

Instructions: Remain calm and be courteous with the caller. Do not interrupt the caller and try to keep the caller talking. Complete form with as much information as possible.

Gender: ☐ Male ☐ Female	**Call Origin:** ☐ Local ☐ non-local	**Date:**
Age: ☐ Adult ☐ Juvenile	**Phone #:**	**Time of call:**
Accent: ☐ Local ☐ Middle East ☐ French ☐ Slavic ☐ Maritime ☐ African ☐ Asian ☐ Southern USA ☐ Hispanic ☐ _____	**Manner:** ☐ Calm ☐ Emotional ☐ Rational ☐ Irrational ☐ Coherent ☐ Incoherent ☐ Confident ☐ Laughing ☐ Angry ☐ _____	**Background Noise:** ☐ Quiet ☐ Party ☐ Traffic ☐ Music ☐ Trains ☐ Animals ☐ Static ☐ Machines ☐ Office ☐ _____
Voice: ☐ Loud ☐ Slurred ☐ Soft ☐ Raspy ☐ Deep ☐ Nasally ☐ High Pitch ☐ Other:	**Speech:** ☐ Fast ☐ Lisp ☐ Slow ☐ Stutter ☐ Other:	**Language Skills:** ☐ Poor ☐ Good ☐ Fair ☐ Excellent ☐ Foul ☐ _____

1. Where is the bomb going to explode?	5. What will cause the bomb to explode?
2. When is the bomb going to explode?	6. Did you place the bomb? If so, why?
3. What does the bomb look like?	7. What is your name?
4. What kind of bomb is it?	8. What is your address?

Exact wording of the threat:

_____

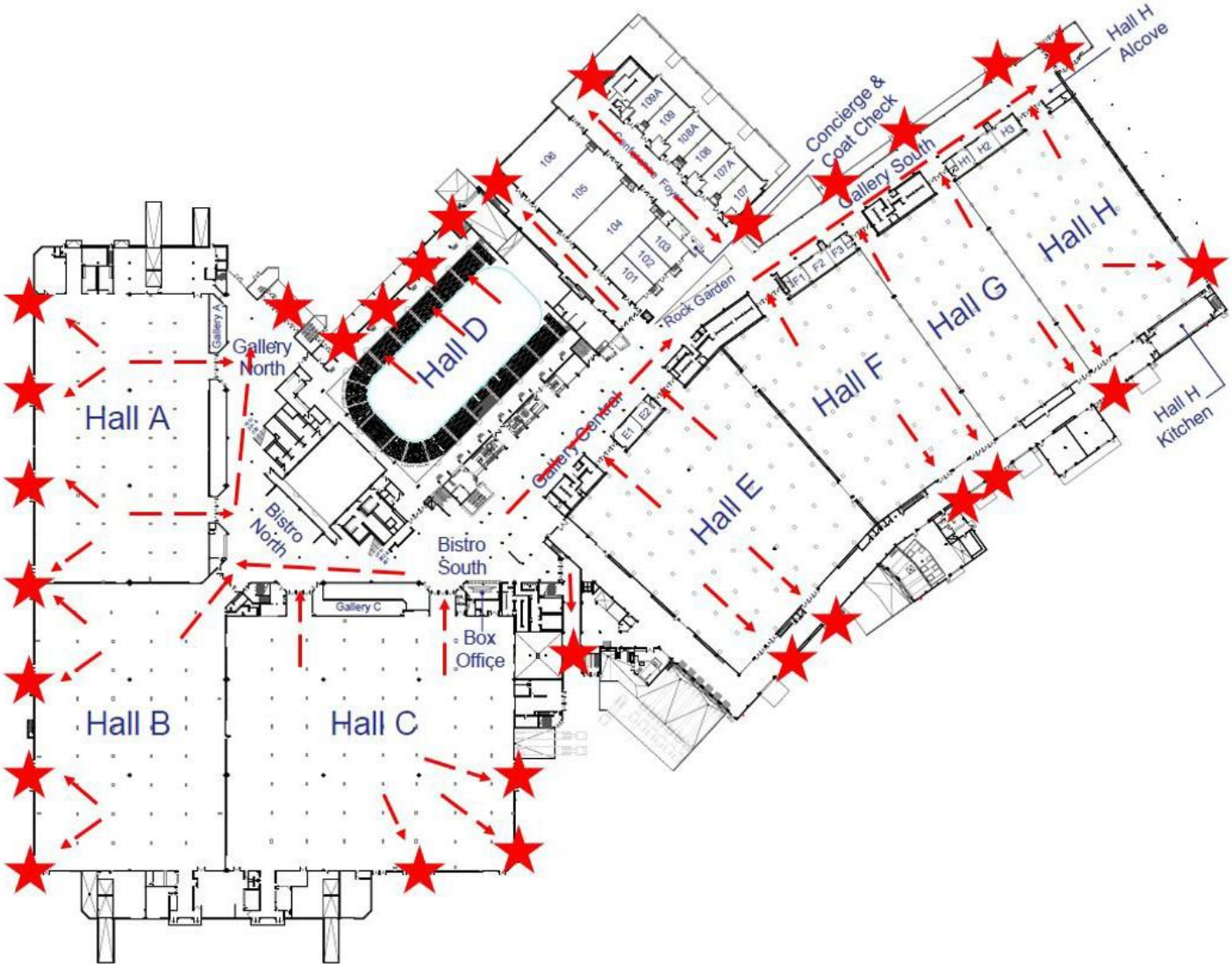
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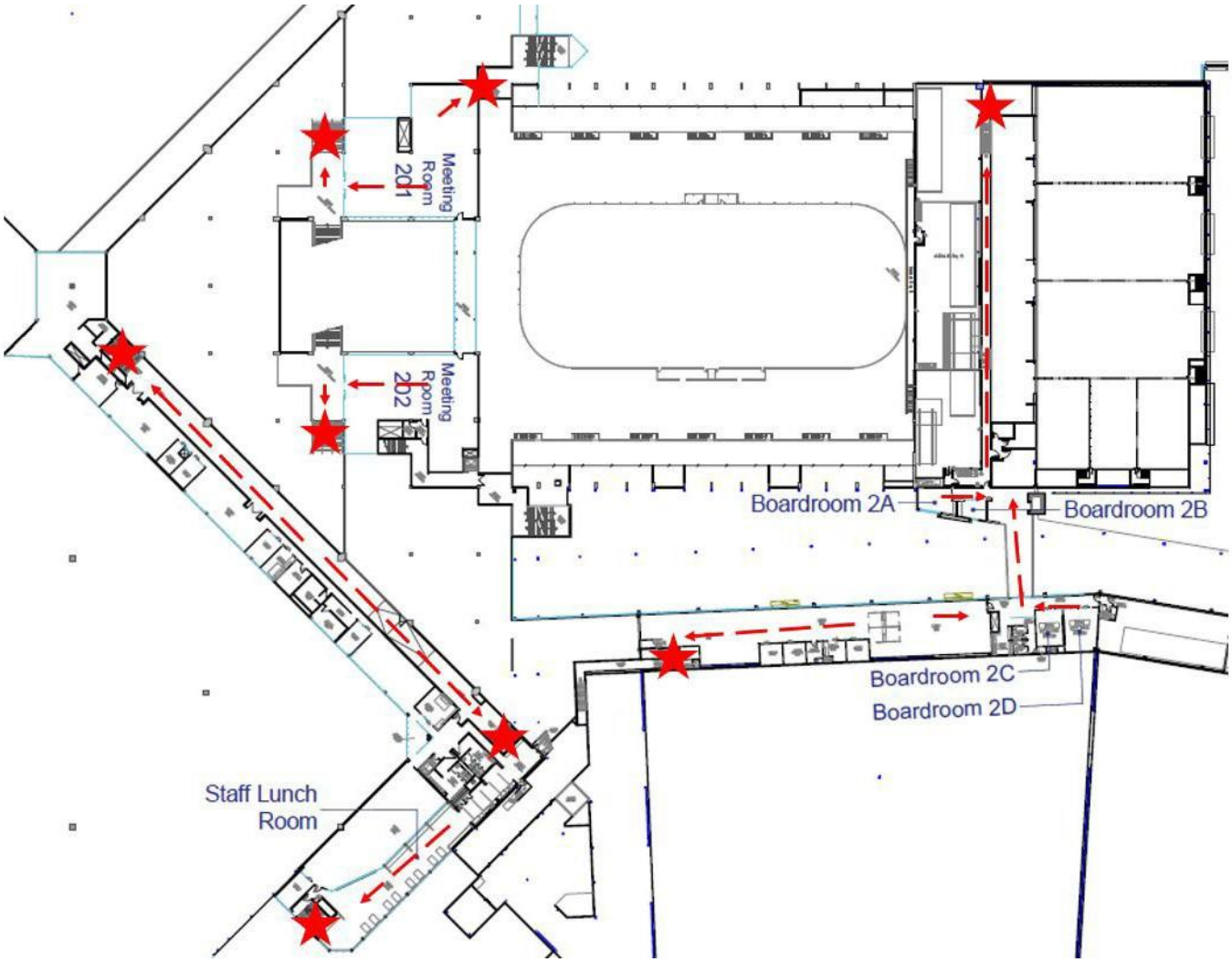
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SCHEDULE 3: FLOOR PLANS & EMERGENCY EXIT ROUTES

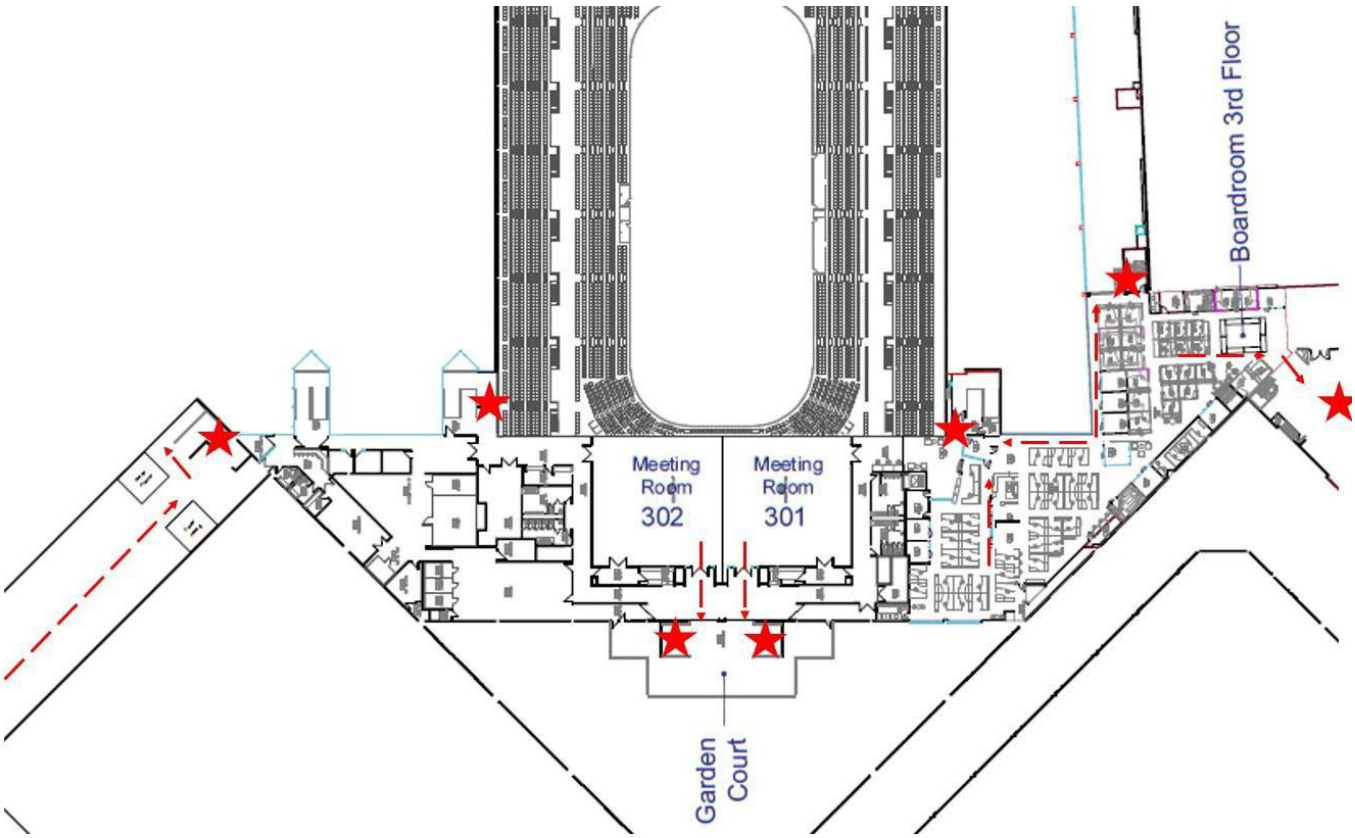
Level 1



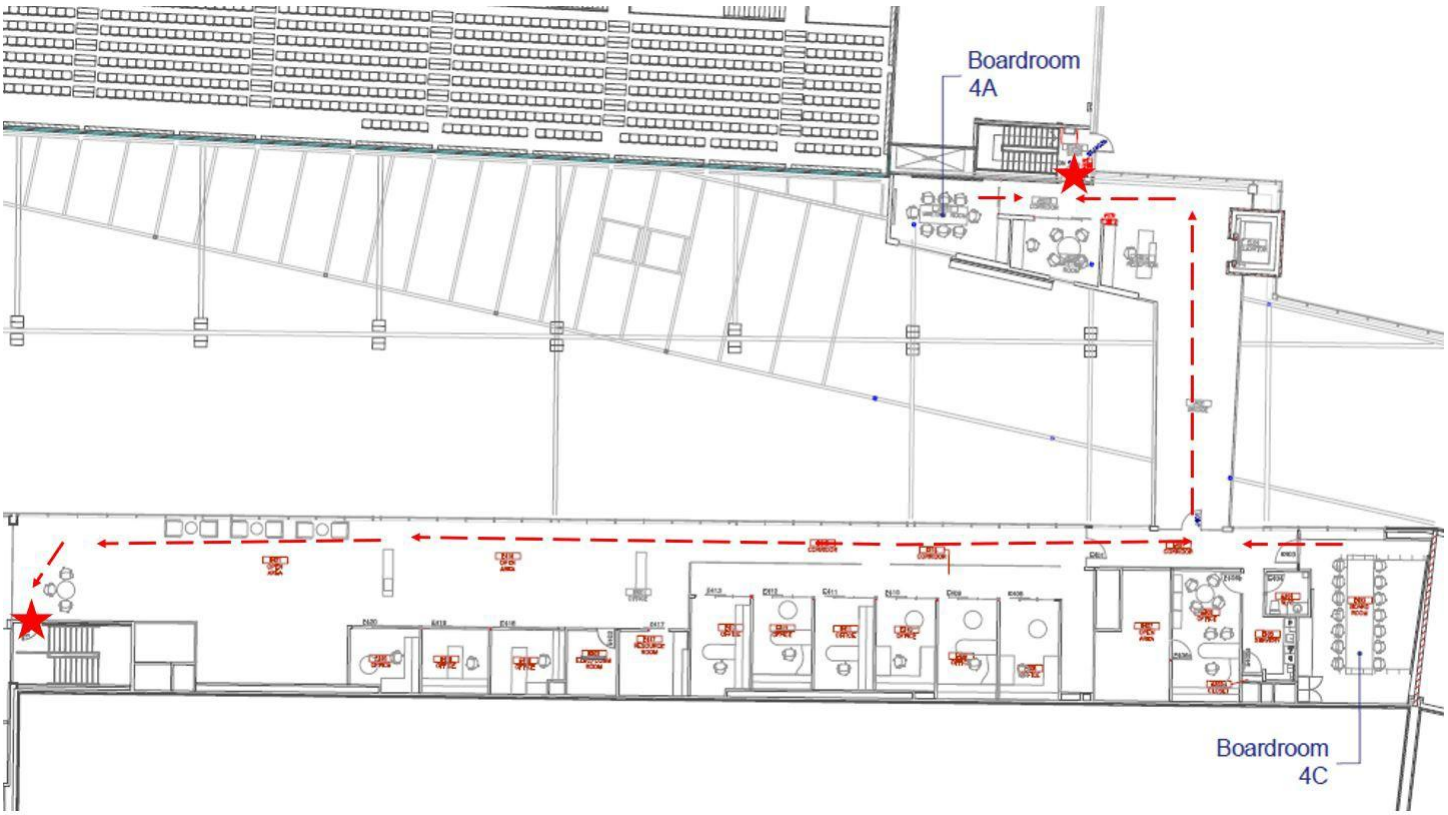
Level 2 & 3

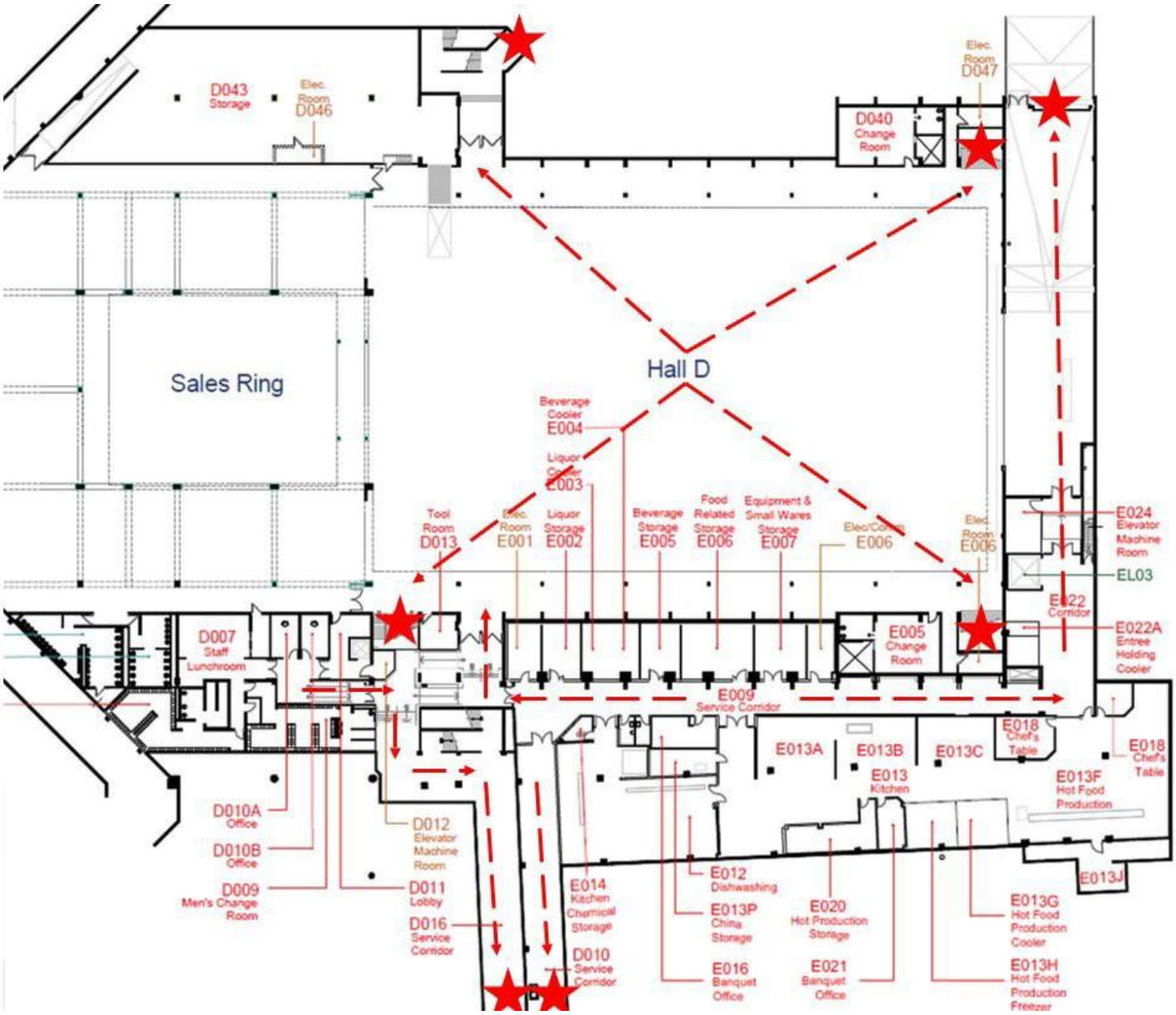

Meeting Room 201
Meeting Room 202
Boardroom 2A
Boardroom 2B
Boardroom 2C
Boardroom 2D
Staff Lunch Room

Level 3


Boardroom 3rd Floor
Meeting Room 302
Meeting Room 301
Garden Court

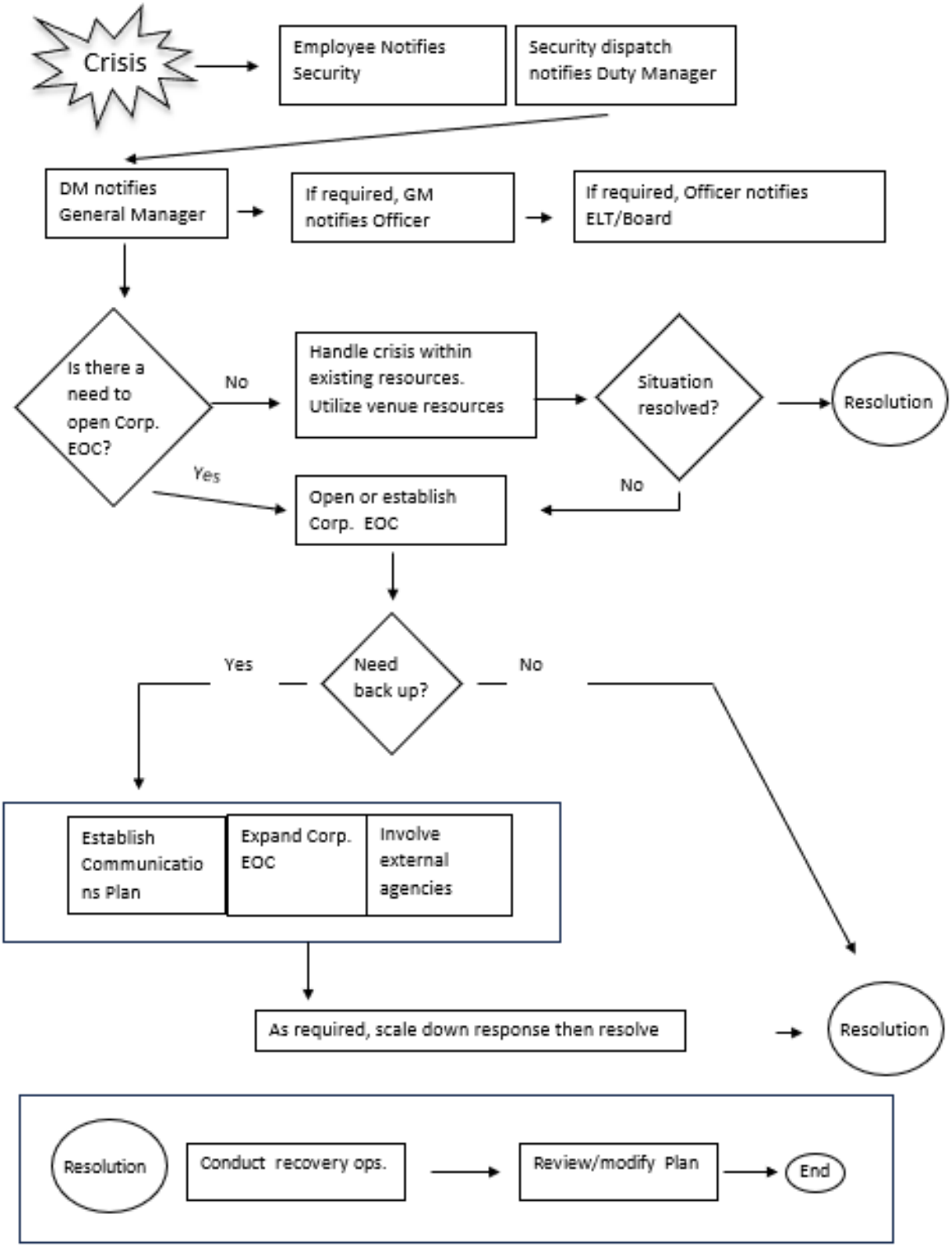
Level 4




D043
Storage
Elec.
Room
D046
Elec.
Room
D047
D040
Change
Room
Sales Ring
Hall D
Beverage
Cooler
E004
Liquor
Cooler
E003
Tool
Room
D013
Elec.
Room
E001
Liquor
Storage
E002
Beverage
Storage
E005
Food
Related
Storage
E006
Equipment &
Small Wares
Storage
E007
Elec/Comm
E006
Elec.
Room
E006
E024
Elevator
Machine
Room
EL03
E022
Corridor
E022A
Entree
Holding
Cooler
D007
Staff
Lunchroom
E005
Change
Room
E009
Service Corridor
E018
Chef's
Table
E013A
E013B
E013C
E013
Kitchen
E013F
Hot Food
Production
E018
Chef's
Table
D010A
Office
D010B
Office
D009
Men's Change
Room
D012
Elevator
Machine
Room
D011
Lobby
D016
Service
Corridor
E014
Kitchen
Chemical
Storage
D010
Service
Corridor
E012
Dishwashing
E013P
China
Storage
E016
Banquet
Office
E020
Hot Production
Storage
E021
Banquet
Office
E013G
Hot Food
Production
Cooler
E013H
Hot Food
Production
Freezer
E013J

Basement

SCHEDULE 5: CRISIS MANAGEMENT OVERVIEW



SCHEDULE 6: MAP OF UTILITY INFRASTRUTURE

