

## Vancouver Convention Centre Safety and Security Guide

### *AME Roundup 2019 - January 28-31, 2019*

In partnership with our valued clients and suppliers, the Vancouver Convention Centre strives to create a safe and secure environment for everyone's enjoyment. The following guidelines are strongly recommended in order to support our collective efforts in ensuring smooth and successful event activities.

#### **BUILDING SECURITY**

The Vancouver Convention Centre has 24-hour general building security augmented with both cameras and alarm systems. Cameras scan interior and exterior public areas and house security staff can be dispatched quickly to investigate situations as necessary. Security can be reached from any house phone by dialing 7299 or 7500 for emergencies. Calls can be made from an outside line or cell phone by dialing 604 647 7299 or 604 647 7500 for emergencies.

#### **EMERGENCY PREPAREDNESS**

The Vancouver Convention Centre has an ongoing program of emergency response training for all key personnel including management, Official Suppliers, security and staff. Emergency preparedness plans are updated regularly and drills are conducted annually. Should there be an emergency; the facility has a trained Emergency Response Team that will lead the implementation of the plans and procedures.

#### **MEDICAL EMERGENCIES**

In the event of a medical emergency, the facility's fully trained first aid attendants are the first responders in a coordinated procedure with the City's fire and emergency agencies. Dial 7500 from any Vancouver Convention Centre house phone, or alert any Vancouver Convention Centre staff of the need for emergency first aid. Calls can be made from an outside line or cell phone by dialing 604 647 7500. Our first aid attendants will respond immediately and will further contact external emergency agencies as needed.

The Vancouver Convention Centre has two fully equipped first aid rooms. One is located in the east building lobby and the other in the west building level 1 pre-function area at the Ballroom 'A' entrance. Vancouver Convention Centre security personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators.

#### **FIRE ALARMS**

The facility is divided into zones and each zone is fully equipped to detect and contain smoke and/or fire. An alarm will sound at the first sign of a problem and is considered a "first-stage" alarm, which the facility refers to as a "priority one alarm." When there is a "priority one alarm" no action is immediately necessary. It means all individuals are to standby for further instructions from the public address system.

In almost all cases, the cause of the problem is identified and rectified at this point (usually in 1 – 4 minutes). The alarm will stop sounding, and activity can proceed as usual. In the rare case that a problem goes beyond a priority one alarm, the alarm continues to ring but changes into a highly audible, rapid alarm known as a “priority two alarm.” This stage is accompanied by instructions over the public address system, and may include evacuation instructions.

## EVACUATIONS

If for any reason the facility or one part of the facility must evacuate, instructions will be given via the facility’s public address system. Once the announcement is made, please exit quickly but calmly following the directions of the public announcement and of Vancouver Convention Centre staff in the area. If possible, take staff and attendee lists and proceed to the appropriate “muster station” where Vancouver Convention Centre staff will be positioned. Please remain at this location until Vancouver Convention Centre staff advises that it is safe to return to the facility.

## MUSTER STATION LOCATIONS

In the event of an evacuation, where you go to attend your muster location, will vary depending upon where you are presently located at the time of evacuation.

### West Building Muster Stations – Exhibition Hall Level

The muster stations for attendees on the Exhibition Hall Level are as follows:

- Waterfront Road West end outside the South overhead door to Ex Hall C.
- Waterfront Road East end outside Loading Dock Access control.



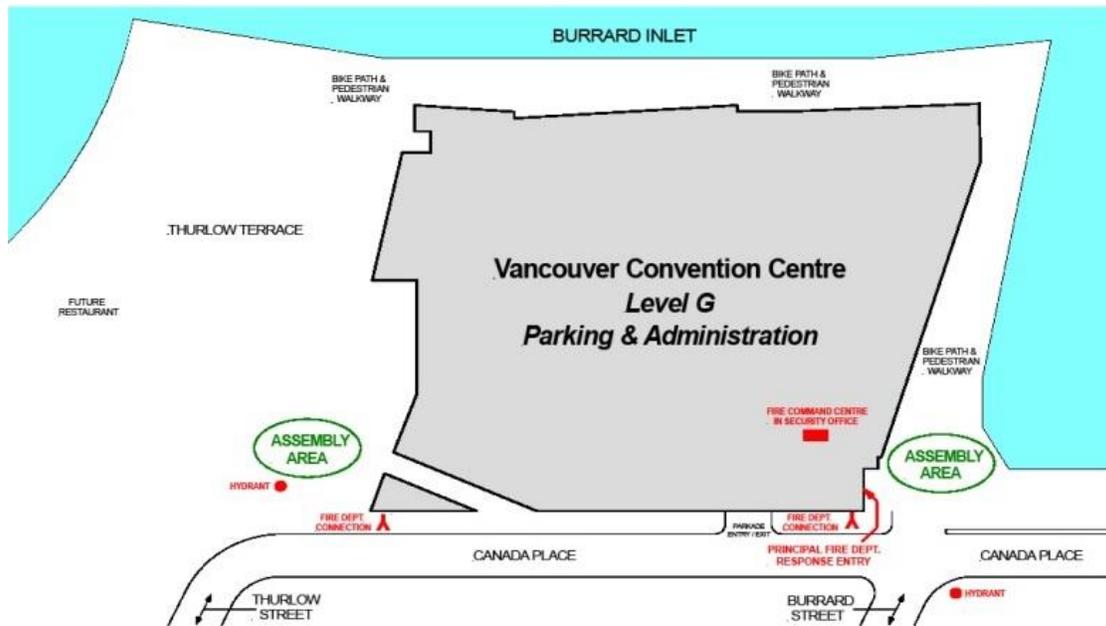
**West building Exhibition Level Muster Stations**

**West Building**

**Muster Stations – Ground Level**

For attendees on all other floors of the West Building, the muster locations are as follows:

- Main entrance Burrard side at the District Marker located on the public connector.
- Main entrance Thurlow side between the District Markers located on the Jack Poole Plaza.

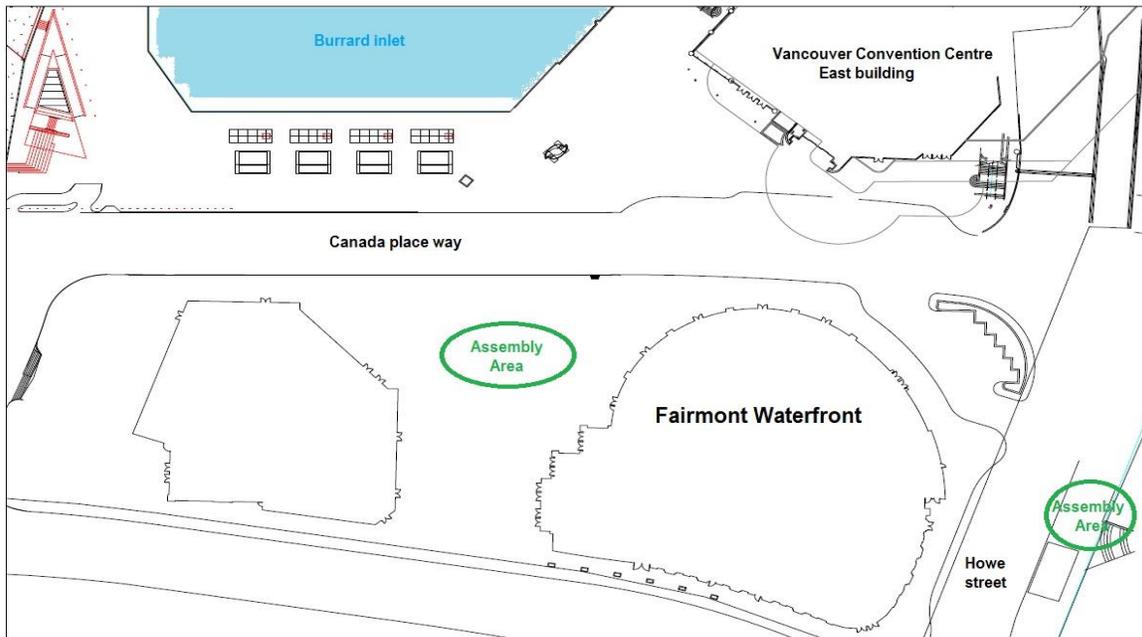


**West building Ground Level Muster Stations**

## East Building Muster Stations – Ground Level

The muster stations for attendees in the East Building are as follows:

- Across the street from the plaza in the courtyard.
- Near the waterfront Skytrain station entrance at Howe and Cordova Streets



**East building Ground Level Muster Stations**

## EVACUATION OF ATTENDEES WITH MOBILITY ISSUES

For persons whom are unable to vacate the facility in a swift manner or have mobility issues, please move to a safe location and dial 7500 from a house phone or 604-647-7500 from a mobile phone to request assistance. Convention Centre Floor Wardens will also be conducting sweeps of all floors to ensure every attendee has left the building, and provide assistance where required.

## EARTHQUAKES

In the event of an earthquake while at the Vancouver Convention Centre, do not panic. Take immediate cover and:

1. Stay under cover at least until the shaking has stopped, or until instructed to do so by members of the Vancouver Convention Centre Emergency Response Team or through the public address system.
2. If you choose to leave your cover, do so cautiously.

3. Once you leave your cover, check yourself for injury and check others around you.
4. Unless you judge the circumstances to be dangerous and hazardous, remain at your location and the facility's Emergency Response Team will come to you.
5. If circumstances allow, pull the nearest fire pull station to help the Emergency Response Team locate you.
6. Remember, in the event of an earthquake, you are generally considered to be the safest by staying indoors and waiting for the Emergency Response Team to reach you.

If you are able and prepared to do so, the Emergency Response Team may request your assistance in search and rescue, emergency first aid and other emergency assistance.

### **WASHROOM DURESS ALARMS – West Building Only**

Within the family washrooms at the Vancouver Convention Centre West Building are user activated duress alarms. These devices are small red switches with a cord attached for easy activation. Once activated, these alarms initiate a localized strobe with an audible alarm; as well an alarm signal is sent to a member of the security team to initiate a response to the location of alarm. A first aid patroller will arrive and assess the scene to determine if outside assistance is required.

### **ELEVATOR ENTRAPMENTS**

In the event a person or persons become entrapped in a Vancouver Convention Centre elevator, our security team is well versed in responding to such events. Once the emergency call button is pressed in a stalled elevator, it will contact a member of the security team, who will enact the procedure to release trapped person(s) as soon as possible.

### **PROTESTS**

In the event of a protest occurring on site, VCC security will enact its procedure on how to best handle the situation. When an event of this nature occurs, Security personnel will commence by monitoring the situation, and contacting the manager on duty. The manager on duty will contact the event client, to discuss the best way to handle the situation. Oftentimes a protest is held peacefully, and no more action is taken other than monitoring the crowd.

If a group does appear to be quite large, or the behavior of the crowd seems to escalate, VCC will enact a heightened stance of monitoring, and will take steps which may involve any of the following:

- locking the building down,
- positioning additional security at entrances
- contacting local authorities for additional support.

If a protest activation occurs whilst an event is taking place in an external area of the facility such as the Jack Poole Plaza, the Convention Centre's base security team will attend to the area in an attempt to mitigate the situation. As well, in the case of an external event protest, the local authorities will be notified immediately to assist with the situation.

## COMMUNICATIONS

The Vancouver Convention Centre is equipped with its own internal communications system encompassing many levels of communications as needed. These systems include an internal radio communications network, used by all staff members at the facility. An external and internal Public Address System,

In addition to these systems, the facility is outfitted with an in house local phone network, which can be used to contact security for any emergency using local #7500 as well as an exterior intercom near to each of our building entrances system which may be used to contact security operations directly.

## ACTIVE ASSAILANTS

An active assailant is an individual actively engaged in attempting to kill people in a confined and populated area. As Active Assailant situations are unpredictable and evolve quickly, any personnel whom may find themselves in an Active Assailant scenario should follow our guidelines dependent on the threat posed to them (something only each individual will be in a position to assess):

- Remain calm
- Do not activate the fire alarm system
- Know your surroundings, exits and where they lead
- Adopt a run, hide or fight stratagem (outlined below)
- Once clear of the immediate danger or when safe to do so, please call 7500 on any house phone (or 604 647 7500) to inform security of the situation with the following information:
  - Your name
  - Exact location of incident (office, meeting room etc.)
  - Number of suspects as well as physical description (if possible)
  - Type of weaponry in use (if known or can be described)
  - Indication of number of people onsite (if known)
  - Your current location
- Security will contact the Vancouver Police Department to attend the site and apprise them of the situation
- Depending on incident specifics, Security will activate the public address system to either order an immediate evacuation, by area or the entire building, or instruct attendees to shelter in place until it is deemed safe to evacuate. When instructed to evacuate the building ensure that you leave the immediate vicinity of the building and do not gather at a muster station.

### When law enforcement arrives:

- Remain calm and comply with all instructions
- Put down any items in your hands e.g. bags, jackets
- Raise your hands and spread your fingers
- Keep hands visible at all times

- Avoid quick movements towards officers such as holding onto them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or directions
- First responding officers are not there to save you, they are there to stop the assailant

**A. Run**

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible
- Exit the building immediately
- Notify anyone you may encounter to do the same
- **Do not** assemble at a muster point; **keep going!**

**B. Hide**

- Hide in an area out of the assailant's view
- Lock or barricade the doors
- Take cover behind a sturdy piece of furniture e.g. office desk, table round
- Silence your cell phone and any audio equipment
- Turn off any lights, close any blinds and keep quiet
- Move away from doors and windows
- **Do not answer the door to anyone;** await an official "All Clear" signal before leaving your location

**C. Fight**

- As a last resort and only when your life is in imminent danger, attempt to incapacitate the assailant
- Act with physical aggression and throw items at the active assailant
- If you are with a group of people, spread out and make a plan to take down the assailant if he enters your immediate area

**SUSPICIOUS PACKAGES**

An unattended item is not automatically suspicious; however, an item will be considered suspicious if any of the following are true:

- The item is hidden
- The item is not typical of items in the area
- The item is obviously suspicious (e.g. a backpack with wires showing, a package emitting a smell, mist or liquid)
- If there is any doubt, consider the item suspicious

When a determination is made that the item is suspicious, do not touch or move the item until it has been accounted for as well, do not use a radio or cellular device in the immediate vicinity of the item. Move away from the area but keep the item in sight. Contact VCC security via house phone by dialing 7500 and provide a description of the item and location. VCC security will cordon off the area and conduct an investigation to attempt to identify the item as malicious or innocent. If no determination can be made, security will contact VPD to aid in the investigation of the item and assist to determine the necessary action to take.

**SUSPICIOUS PERSONS**

- The PDF reads more towards securities role in identifying threats, not much to say to a client. I think we could leave this section out.