



MOSCONE CENTER

Moscone North & South

EMERGENCY PREPAREDNESS PLAN

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Introduction

The following Moscone Center Emergency Preparedness Plan is in accordance with the standards set forth by the California Department of Industrial Relations ("Cal-OSHA")- California Code of Regulations, Title 8 (T8CCR), Subchapter 7, Group 1, Article 2, §3220: Emergency Action Plan.

It is the intent of the Moscone Center and ASM's management team to provide our clients, visitors, employees, and the City and County of San Francisco with a comprehensive emergency management plan to aid in ensuring maximum safety in the event of an emergency situation at the Moscone Center. The full plan consists of several documents, with each document outlining an action program appropriate to a different audience.

This document, **Moscone North & South Emergency Preparedness Plan** is written for the specific purpose of outlining an action plan appropriate for our clients and facility users. Its intent is to provide a general understanding of the roles played by convention center staff and management, as well as outside agencies, in any emergency situation. It is also intended to convey appropriate response measures to be taken by facility users, contractors, and related parties in assuring the greatest responsiveness and care for the safety of everyone in the facilities.

While we have committed to writing a basic guide to be followed during specific emergencies within our facilities, this plan should not be interpreted as the sole solution to all emergencies. Our intent is to minimize the problems of confusion and indecision that often accompany emergency situations. Flexibility and rationality are keys to successfully managing any emergency. We stress human safety above material loss at all times.

In addition to the safety of those within the facilities, the Moscone Center and ASM have made efforts to work cooperatively with City agencies, public and private emergency support providers, and our surrounding neighborhood during emergency situations. We are committed to working cooperatively with the San Francisco Department of Emergency Management, law enforcement agencies, rescue agencies and neighborhood associations. Through the cooperative efforts of these agencies and the facility, a swift recovery from any emergency can be made safely.

Virtually all of the information in this plan establishes procedures to be followed by facility staff in responding to an emergency. **Your role is equally important in assuring the most effective emergency response to any situation. It is critical that as the facility user, you review this plan with your own staff and you establish an agreed upon location outside the facility for your staff to meet in the event of a building evacuation.** It is the responsibility of our staff to act in the interest of your safety and that of your attendees, exhibitors and employees. We ask that you assist us by supporting our plan through cooperation and active listening in the event of any emergency.

Overview

The Moscone Center is San Francisco's premier meeting and exhibition facility. Located in the heart of the downtown district, Moscone Center is minutes away from the City's theaters, nightclubs, and the business community. Moscone Center anchors the central blocks of the 87-acre Yerba Buena Center, a major development devoted to public use of facilities and parks. Immediately surrounding the convention center are the San Francisco Museum of Modern Art (MOMA), the Metreon, Yerba Buena Center for the Arts, the Yerba Buena Gardens, local businesses, and large residential complexes.

Moscone North and South are located at 747 Howard Street, and includes:

North Hall

| | |
|--------------------------|--|
| Hall E | 42,756 square feet / 6 meeting rooms |
| Hall F | 138,780 square feet |
| North Meeting Rooms | 2,720 square feet / 8 meeting rooms (just rooms) |
| North Upper Lobby | 22,500 square feet (over all area with rooms) |
| North Lower lobby | 19,354 square feet |
| North Loading Dock (Red) | 10 Bays |

South Hall

| | |
|---------------------------|---|
| Halls ABC | 250,850 square feet |
| Hall D | 53,174 square feet / 8 meeting rooms |
| South Upper Lobby | 21,560 square feet / 5 meeting rooms (101 to 105) |
| Rooms 101/103 | 4,601 square feet |
| Rooms 104/105 | 3,311 square feet |
| Total South Upper Lobby | 29,472 square feet |
| South Lower Lobby | 17,220 square feet |
| Lower Mezzanine Rooms | 6,744 square feet / 11 meeting rooms |
| East Loading Dock (Blue) | 3 Bays |
| West Loading Dock (Green) | 4 Bays |
| Upper Mezzanine | |

Esplanade Ballroom 42,675 square feet / 10 meeting rooms

Folsom St Loading Dock 1 Bay

Second Floor Terrace

| | |
|---------------|-------------------|
| North Terrace | 2,000 square feet |
| South Terrace | 1,180 square feet |

Third Floor Terrace

| | |
|---------------|--------------------|
| North Terrace | 8,860 square feet |
| South Terrace | 13,090 square feet |

ABCDEF Halls Combined 504,914 square feet

Moscone West is a separate facility. A separate Emergency Preparedness Plan has been developed for Moscone West.

Emergency Telephone Numbers

| | |
|---|---|
| San Francisco All Emergencies..... | 911 |
| Moscone Center All Emergencies (White House Phone)..... | 511 |
| Moscone Center All Emergencies (Security Control Room)..... | (415) 558-3200 |
| San Francisco Fire Department..... | (415) 558-3200 |
| Fire Department – Dispatch..... | (415) 558-3268 |
| | |
| San Francisco Police Department – Southern Station..... | (415) 553-1373 |
| | |
| Honeywell..... | (877) 841-2840 |
| | |
| San Francisco Water and Sewer Department..... | (415) 551-3000 |
| | |
| N.R.G. (Steam)..... | (415) 777-3415 |
| | |
| PG&E (Gas & Electric), Jack D’Angelo (Mon-Fri 8am-5pm)..... | (415) 973-7090 |
| PGE (After Hours)..... | Or Cell: (415) 515-7361 (415) 271-9816 |
| | |
| Recology - Debris (trash) Hauler..... | (415) 330-1400 |
| | |
| Telephone Problems: | |
| AT&T..... | (800) 303-0103 |
| Telephone Switch – Avaya (Denver) #SL2685764..... | (800) 242-2121 |
| | |
| Fire Extinguishers: | |
| Ace Fire Equipment..... | (650) 321-7440 |
| | |
| Diesel Fuel: | |
| Flyers Energy..... | (650) 873-8200 |
| | |
| Department of Emergency Services..... | (415) 558-2700 |
| | |
| San Francisco Health Department..... | (415) 252-3900 |
| | |
| Red Cross..... | (415) 427-8000 |
| | |
| Sheriff’s Department..... | (415) 544-7225 |
| | |
| Elevators/Escalators (all facilities, Kone)..... | (877) 276-8691 |
| | |
| <u>FIRE ALARM SUPERVISION SYSTEMS</u> | |
| | |
| Moscone North and South: | |
| Convergint (Charlie Tango)..... | (800) 458-4519 |
| | |
| Moscone West: | |
| TYCO (Fire Alarm Supervision) System..... | (800) 289-2647 |

Reporting an Emergency

Moscone North and South are equipped with white house phones throughout the facility. To report an emergency from a white house phone, call **511** or on a cell phone, call **(415) 978-3511**.

The procedure for reporting an emergency is as follows:

1. Go to the white courtesy phone closest to the emergency.
2. Call **511** from the white house phone to reach Moscone Center Security Control located in Moscone South or on a cell phone, call **(415) 978-3511**.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. If safe, wait at the white courtesy phone for emergency personnel to arrive.
7. Direct emergency personnel to the emergency.

Engineering and Security Staff Responsibilities during Emergencies

Control Rooms

The Security and Engineering Control Rooms are adjacent to each other and are located on the West Mezzanine of Moscone South. Both are staffed at all times. In the event of an emergency, the Security Control Room is the first place where the emergency is recorded and the first response initiated. The direct phone number to the Moscone South Security Control Room is **(415)974-4021** and the direct phone number to the direct phone number to the Engineering Control Room is **(415) 974-4019**.

Engineering Staff Responsibilities during Emergencies

The Engineering staff has been trained to manage many types of emergencies. When an emergency is reported, the following is a brief guideline how Engineering will respond:

In case of fire or emergency, the San Francisco Fire Department will be notified immediately.

Engineers will:

1. Remain calm.
2. Establish the exact location of the emergency.
3. Alert Security to contact/inform Senior Management of the emergency.
4. Proceed to the emergency location to report on conditions.
5. Make the appropriate facilities emergency announcement(s).
6. In all other emergencies contact the appropriate agency for assistance and/or information.
7. If evacuation is necessary, refer to the **Evacuation/Relocation** section of this guide (p.8) for further instructions.
8. Interface with Senior Management when they arrive at the Control Room and provide support as necessary.
9. Lend technical assistance to any agency, if requested.

Security Staff Responsibilities during Emergencies

The Security Staff has also been trained manage many types of emergencies. Their efforts in the Control Room will be in conjunction with those of Engineering. The following is a basic guideline:

In case of fire or other emergency, the San Francisco Fire Department will be notified immediately.

The Security Staff will:

1. Remain calm.
2. Establish the exact location of the emergency.
3. Dispatch personnel to the emergency location to report on conditions.
4. Alert all departments of the emergency by radio, and contact Senior Management.
5. Make the appropriate facilities emergency announcement(s).
6. In all other emergencies, contact the appropriate agency for assistance and/or information.
7. If evacuation is necessary, refer to the **Evacuation/Relocation** section of this guide (p.8) for further instructions.
8. Interface with Senior Management when they arrive at the Control Room and provide support as necessary.
9. Lend technical assistance to any agency, if requested.

Senior Management Responsibilities during Emergencies

During any emergency, it is the responsibility of the highest-ranking ASM employee to assume the lead. **The Control Rooms which are located on the West Mezzanine in Moscone South are designated as the command center for any emergency.** The following are some general guidelines to assist you in case of an emergency:

1. Remain calm.
2. Remember that during any emergency our personnel will be looking for direction.
3. Report to the Control Room.
4. Assess the emergency and review what has been accomplished with the Engineer and/or Security person on duty in the Control Rooms(s). Insure that emergency pages have been made using the P.A. system and will continue until the situation until is resolved.
5. Organize personnel and equipment (radios, telephones, cellular telephones, flashlights, etc.) to establish the cause and solution. If you feel the situation will not be resolved immediately, proceed with the following:
 - a. Establish contact with appropriate outside agency. If there is a natural gas interruption, contact PG&E.
 - b. Take a roll call of all personnel.
 - c. The Security Management team will and the highest ranking ASM/ Moscone Center employee will report back to the Control Room at assigned intervals to a designated telephone number.
 - d. Contact Senior Management Personnel.
 - e. Assist outside agencies as they arrive.
6. Do not use the radios as the primary source of communication. Information can be dispatched efficiently if the radio channels remain clear.

After the emergency is successfully managed, insure that the "ALL CLEAR" page is made through the P.A. System.

Specific Tasks for Key Personnel during Emergencies

The following are specific tasks for designated employees:

General Manager/Highest Ranking ASM Employee

1. Notify the General Manager if not on-site.
2. Keep Department Heads apprised of the situation.
3. Keep client apprised of the situation through the Event Manager.
4. Interface with Senior Emergency Personnel regarding assistance and re-entry.

Department Heads

1. Proceed to the relocation area. Receive roll call information from supervisors/managers.
2. Forward missing employee names and last known location to the Control Room by calling **511** on a white house phone, or on a cell phone, call **(415) 978-3511**.
3. Standby for further instructions.

Supervisors/Managers

1. Proceed to the relocation area. Take a roll call of all subordinates.
2. Relay roll call information to your Department Head.

Event Manager

1. Proceed to the client relocation area.
2. Keep client informed of the situation.
3. Update Department Heads of specific client needs.

Chief Engineer

1. Report to the Control Room.
2. Assess emergency, and assist arriving Emergency Personnel.
3. Provide updates when appropriate.

Security Manager

1. Report to the Control Room.
2. Accept Roll Call information.
3. Assist as needed.

Fire Marshal

1. Report to the Control Room.
2. Assist the General Manager with Emergency Personnel.
3. Assist others as needed.

Evacuation/Relocation Procedures

We strongly urge that you designate a relocation area for your team.

The designated evacuation relocation area for all Moscone North and South clients is in the **Children's Carousel area located at the S/E corner of 4th and Howard Streets.**

1. Evacuate the building immediately upon notification.
2. Walk directly to the designated relocation area.
3. Use crosswalks and only cross on green light.
4. Report to your supervisor immediately.
5. Wait quietly for further instructions.
6. Do not leave the relocation area unless instructed to do so.

Moscone North & South Designated Evacuation Relocation Area



Fire

The Moscone Center has many fire prevention features. These include but are not limited to extensive fire sprinklers in all areas, water reserve of approximately 100,000 gallons and a computerized monitoring system that reports all alarms to a central Control Room that is monitored twenty-four hours a day. The Moscone Center system includes a full function public address and automated evacuation message, emergency strobe lights and emergency lighting. Moscone North and South are also equipped with eight (8) Automated External Defibrillators (AEDs). Their locations are listed on p. 22 followed by diagrams of Moscone North and South.

Fire prevention is everyone's responsibility. Do not engage in firefighting of any type unless you have been properly trained. Firefighting techniques will not be provided in this Emergency Plan.

The Fire Marshal advises each organization using the facility to designate an area for staff roll call should an emergency arise.

**DO NOT ATTEMPT TO EXTINGUISH A FIRE
UNLESS YOU ARE PROPERLY TRAINED.**

**IMMEDIATELY REPORT ALL FIRES TO SECURITY CONTROL
FROM A WHITE HOUSE PHONE, CALL 511 OR ON A CELL
PHONE, CALL (415) 978-3511.**

Fire Safety

1. Remain calm.
2. Report the fire immediately. Do not assume that the fire has been reported.
3. Move safely away from the fire and smoke.
4. Stay low to the ground.
5. Do not inhale smoke or fumes.
6. Listen for instructions via the P.A. system.
7. Proceed to the nearest exit and leave the facility.
8. Report to the designated relocation area.

House Phone Reporting Procedures

1. Remain calm.
2. From the nearest white house phone, call the Security Control Room at **511** or on a cell phone call **(415) 978-3511**.
3. Speak slowly and clearly.
4. Tell the person in the Control Room:
 - a. There is a fire.
 - b. The location of the fire.
 - c. The type or cause of the fire.
 - d. If there are any injuries.
5. If safe, wait at the location for emergency personnel to arrive. Direct them to the emergency.

Earthquake

In the event of a natural disaster, the Moscone Center is a designated Distribution Center. On order by the Mayor of San Francisco the Department of Emergency Services will utilize the facility for this purpose. ASM/Moscone Center will continue full operation of the facility and will operate in compliance with the Department of Emergency Services staff and/or their visitors.

The Fire Marshal advises each organization using the facility to designate an area for roll call should an emergency arise.

Earthquake Procedures

1. Remain calm.
2. Take cover under a sturdy object or doorway. Avoid all windows and glass.
3. Assist injured and disabled persons.
4. Prepare for aftershocks.
5. Do not use the elevators or escalators.
6. Listen for instructions via the P.A. system.
7. Do not leave the facility unless instructed to do so.
8. Report to the designated relocation area.

Medical Emergencies

REPORT ALL MEDICAL EMERGENCIES IMMEDIATELY

To report a medical emergency, call 511 from a white house phone or on a cell phone, call (415)978-3511. Be prepared to answer some basic questions about the condition(s) of the injured. For example: Is the person breathing? Is the breathing labored? Is the person conscious? Is there any bleeding? Etc.

The Moscone Center schedules medical personnel during all event hours. They are responsible for treating medical emergencies and serve as a liaison to emergency care agencies. The building is equipped with eight (8) Automated External Defibrillators (AEDs) (AED and First Aid Office locations are shown on facility diagrams beginning on p. 23). In addition to the medical staff, many Moscone Center employees have been trained in CPR and AED protocols. The medical staff should be notified of all injuries. All non-emergency injuries should be directed to one of the First Aid Offices. If there is no medical staff on duty, **non-emergencies** should be reported to department managers, supervisors or to the Moscone Center Security Control Room. From a white house phone, call **511** or on a cell phone, call **(415) 974-3511**. First Aid techniques are not included in this guide.

First Aid Office Locations and Phone Numbers

- | | | |
|------------------------------|-----------------------------|-------------------------|
| 1. South First Aid Office | Exhibit Level near Room 106 | (415) 974-4090 |
| 2. North First Aid Office | Exhibit Level near Room 124 | (415) 974-4096 |
| 3. South Level 2 (ancillary) | West Corridor-Level 2 | Phone line upon request |

Eyewash Station Locations:

South:

Engineer Control Room
Engineer Shop
Forklift Area
Big West Housekeeping
South Cooling Tower
South Chiller Room
Boiler Room
Main Kitchen

Esplanade Storeroom 320
Esplanade Holding Kitchen

North:

North Chiller Room
North Cooling Tower
Hall D Cafe
Alley #8
Ops Storeroom by F Sub

Medical Emergencies (Cont.)

Injury Safety and Reporting Procedures

1. Remain calm.
2. Report emergency immediately to Security.
3. Call the Security Control Room at 511 from a white house phone, or on a cell phone, dial (415) 978-3511.
4. Speak slowly and clearly.
5. Tell the person in the Control Room:
 - a. There is a medical emergency in Moscone West, 800 Howard Street.
 - b. The location of the emergency.
 - c. Be prepared to answer general questions as to the condition of the person.
 - d. Wait at the location for emergency personnel to arrive. Direct them to the emergency.
6. Do not move the injured person unless they are in danger of further injury.
7. Keep the person warm and covered.
8. Do not let the injured person see or touch his/her wounds.
9. Do not give an unconscious or semi-conscious person anything to eat or drink.

Power Outage

If a power outage occurs, Moscone North and South are independent of Moscone West.

Although the likelihood of a complete blackout within the Moscone Center is minimal, the possibility still exists. In the event of a power outage, Moscone North is equipped with emergency power by two diesel generators, both of which have a capacity of 1,000 gallons of fuel. Moscone South and the Esplanade Ballroom have three diesel generators, with a total capacity of 5,200 gallons of fuel. The emergency power system is designed to activate within seconds of any power disturbance. Only emergency power will be energized. This will include emergency lights and most fan systems. All other lighting and power will not be energized until PGE provided power is resumed.

Power Outage Supply

In the event of a power outage, some of the major areas supplied by the diesel generators are:

- Emergency Lighting
- Life Safety Features
- Smoke Exhaust Fans
- Control Room
- VIES (Voice Initiated Egress System) for announcements
- Refrigerators/freezers
- Sewage and Sump Pumps
- Telephone Service
- Passenger Elevators only

**POWER OUTAGES ARE DANGEROUS. – DO NOT ATTEMPT TO PROCEED
IF YOU ARE NOT SURE OF YOUR PATH OR OBSTACLES IN FRONT OF YOU.**

General Reporting Guidelines

1. Remain calm
2. To reach the Security Control Room, from the nearest white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. Listen to special instructions via the P.A. System.

Power Outage Verbiage

"A power outage has occurred and we are evacuating the facility (area). This is not an emergency. Please remain calm, and leave the building in an orderly fashion.

Bomb Threat

Bomb Threat Safety Guidelines

MAINTAIN RADIO AND ELECTRONIC SILENCE

1. Alert all personnel that radio silence is required via the P.A. system.

P.A. SYSTEM SCRIPT:

“May I have your attention, please observe radio silence until further notice. I repeat please observe radio silence until further notice.”

2. Notify the General Manager, Security Manager, Event Manager, and Director of Operations by telephone.
3. Using the P.A. system, recall all Moscone Center Senior Management to the Security Control Room.

P.A. SYSTEM SCRIPT:

“Your attention please, all Moscone Center Senior Managers report to the Security Control Room. All Moscone Center Senior Managers report to the Security Control Room.”

4. A Security Officer will meet the San Francisco Police Department Bomb Squad and notify them of the location of the Security Control Room.
5. The person that received the bomb threat call should complete the attached Bomb Threat Checklist (see next page) during the call or as soon as possible.

FOR DISTRIBUTION TO YOUR STAFF

BOMB THREAT CHECKLIST

| | | |
|--|---------------------------------------|------------------------------------|
| Callers Voice: | | Questions To Ask: |
| <input type="checkbox"/> Accent | <input type="checkbox"/> Familiar | When is the bomb going to explode? |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Laughter | |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Lisp | |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Loud | Where is the bomb? |
| <input type="checkbox"/> Coughing | <input type="checkbox"/> Normal | |
| <input type="checkbox"/> Cracking | <input type="checkbox"/> Nasal | |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy | What does it look like? |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Ragged | |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Slow | |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Slurred | What kind of bomb is it? |
| <input type="checkbox"/> Distressed | <input type="checkbox"/> Soft | |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Stutter | |
| <input type="checkbox"/> Other: | | What will make it explode? |
| <input type="checkbox"/> Familiar? Who? | | |
| | | |
| Background Noise: | | Did you place the bomb? |
| <input type="checkbox"/> Animals | <input type="checkbox"/> Music | Why? |
| <input type="checkbox"/> Baby | <input type="checkbox"/> Office | |
| <input type="checkbox"/> Bar | <input type="checkbox"/> P.A. System | |
| <input type="checkbox"/> Cellular | <input type="checkbox"/> Pay Phone | What is your name? |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Plane | |
| <input type="checkbox"/> Cordless | <input type="checkbox"/> People | |
| <input type="checkbox"/> Factory | <input type="checkbox"/> Static | Where do you live? |
| <input type="checkbox"/> Home | <input type="checkbox"/> Street | |
| <input type="checkbox"/> Long Distance | <input type="checkbox"/> Voices | |
| <input type="checkbox"/> Motor | <input type="checkbox"/> In-house | |
| <input type="checkbox"/> Other: | | Is there a way to contact you? |
| | | |
| Threat Language: | | |
| <input type="checkbox"/> Educated | <input type="checkbox"/> Incoherent | Exact wording of threat: |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Message read | |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped | |
| <input type="checkbox"/> Other: | | |
| | | |
| Caller Description: | | |
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | |
| Age: _____ | Race: _____ | |
| <input type="checkbox"/> Other: | | |
| | | |
| | | |
| Call Received by: | | |
| | | |
| Name: _____ | Date: _____ | |
| | Time: _____ am/pm | |
| | | |
| Position: _____ | | |
| | | |
| Phone #: _____ | | # Threat Received at: _____ |
| | | Time: _____ am/pm |

Social Disturbances

Disturbances can range from two people arguing to large groups of angry protestors inside or outside of the facility. Most disturbances are non-violent protests outside of the building. However, occasionally protestors will enter the building.

Clients should discuss concerns regarding social disturbances such as demonstrations (past or present) prior to the event. Contact Moscone Security Management.

Social Disturbance Procedures

**NOTIFY SECURITY IMMEDIATELY
OF ALL DISTURBANCES.**

1. Remain calm.
2. Do not attempt to enter into, defend a position, or subdue anyone involved in a disturbance.
3. If disturbance turns violent, call **911**.
4. Do not loiter. Leave the area immediately. Return to the facility if you are outside.

General Reporting Guidelines

1. To reach the Security Control Room, from the nearest white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
2. Wait for an answer.
3. Calmly explain the emergency.
4. Replace the receiver after reporting the emergency.
5. Listen for special instructions via the P.A. system.

If it is safe to do so, wait at the white house phone for emergency personnel to arrive. Direct them to the emergency.

Building/Portable Structure Collapse

Collapse of any kind is often a complex, confusing, and extremely dangerous situation. It frequently requires specialized rescue personnel and heavy equipment not readily available.

The collapse of a portable structure within the facility is possible and would necessitate an immediate response by emergency personnel.

General Collapse Guidelines

**DEBRIS ARE UNSTABLE. IMMEDIATELY FOLLOWING A COLLAPSE,
DO NOT ENTER A COLLAPSED AREA.**

1. Remain calm
2. To reach the Security Control Room, from the nearest white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.
6. If it is safe to do so, wait at the white house phone for emergency personnel to arrive and direct them to the emergency.

STAY CLEAR OF THE AREA!

Toxic/Chemical Emergencies

Although the Moscone Center does not allow large quantities of flammable materials, dangerous chemicals, or undocumented toxic substances in the facility, there still exists the possibility of a toxic or chemical emergency.

ALL CHEMICALS USED IN THE FACILITY HAVE SDS (SAFETY DATA SHEET) DOCUMENTATION AVAILABLE AT THE CONTROL ROOM, FIRST AID OFFICES, PURCHASING AND OPERATIONS OFFICES.

ALL CHEMICALS BROUGHT INTO THE FACILITY MUST HAVE CURRENT SDS INFORMATION AND BE REGISTERED WITH THE EVENT MANAGER IN CHARGE OF THE EVENT

Toxic Emergency Safety

1. Stay clear of the affected area. Assume the substance to be a health hazard.
2. Do not inhale fumes, gases or smoke. Do not touch the substance.
3. Evacuate the general area if the substance does not dissipate easily into the air or if a strong odor persists.
4. Notify the Security Control Room immediately. From the nearest white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
5. Do not attempt to clean spills or extinguish flames until the proper disposal or extinguishing method has been identified on the chemical's SDS Sheet.
6. Move all injured persons away from the hazard.
7. Keep all visitors away from the affected area.
8. Follow instructions emergency personnel or the highest ranking manager.
9. Evacuate if necessary.

DO NOT TREAT INJURIES IF THE OFFENDING SUBSTANCE IS UNKNOWN.

Toxic/Chemical Emergencies (Cont.)

Chemical Reporting Procedures

1. Remain calm.
2. Notify the Security Control Room immediately. From the nearest white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
3. When Security Control answers, tell the Security Officer:
 - a. There is a chemical emergency.
 - b. The location of the chemical emergency.
 - c. The type or cause of the chemical emergency.
 - d. If there are any injuries.
4. If it is safe to do so, wait at the white house phone for emergency personnel to arrive and direct them to the emergency.

911 Toxic Emergency Reporting Procedures

1. If not possible to call **511** on white house phone, then call **911** directly.
2. Speak slowly.
3. Tell the Operator:
 - a. There is a chemical emergency at **Moscone Center - 747 Howard Street**.
 - b. The location of the chemical emergency within the building.
 - c. The type or cause of the chemical emergency.
 - d. If there are any injuries.
4. If safe, wait for help to arrive.

Toxic Injury Procedures

1. Isolate all persons affected by the toxic hazard.
2. Do not touch the affected area.
3. Do not perform first aid techniques that you are not trained in.
4. Do not perform first aid techniques until SDS Sheets are available.
5. Emergency responders will identify the toxin and proceed appropriately.
6. Do not let the injured person see or touch his/her wounds.
7. Do not give an unconscious or semi-conscious person anything to eat or drink.
8. Notify the Security Control Room and **911** as soon as possible. From the nearest white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
9. When help arrives, stand clear of the area. Lend assistance only if asked.

Flood

Although the possibility of a major flood inundating the Moscone Center is remote, the dangers associated with water related emergencies are real and should be prepared for. Since portions of the Moscone Center are located below the water table and within the flood plain, there exists the possibility of water related emergency situations within the facility.

General Reporting Guideline

1. Remain calm
2. Notify the Security Control Room as soon as possible. From the nearest white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
3. Wait for an answer.
4. Calmly explain the emergency.
5. Replace the receiver after reporting the emergency.

If it is safe to do so, wait at the white house phone for emergency personnel to arrive. Direct them to the emergency.

**FLOODS ARE DANGEROUS - USE CAUTION WHEN
APPROACHING ANY WATER HAZARD - DANGER OF DROWNING,
ELECTROCUTION AND ACCIDENTS CAN OCCUR.**

Hostile Intruder

This section has been added to provide basic guidelines for ASM/Moscone Center Administrators, employees, clients, and guests should a hostile intruder enter the facility.

If a hostile intruder enters the facility:

1. Move to a safe location within the building, such as an interior room or behind large equipment or furniture. Stay out of view and away from windows.
2. Close doors and lock, if possible.
3. Remain calm and quiet.
4. Try to warn others without endangering yourself.
5. If it is safe to do so, notify Security. From a white house phone, call **511** or on a cell phone, call **(415) 978-3511**.
6. Tell Security where you are located and explain the situation.
7. Do not pull the fire alarm. A fire alarm activation would signal all occupants to evacuate the building, placing individuals in jeopardy as they attempt to exit.
8. Remain in a safe place until Security has advised.

Elevator-Trapped Passenger Notification Procedure

Should you or someone else become trapped in an elevator, all elevators are equipped with emergency telephones that call directly to the Security Control Room.

Upon notification of a trapped passenger in any elevator, Security Control is to immediately contact **911** to report the incident and request a response.

1. Engineering Control will then dispatch an engineer to the scene to attempt to open the elevator and release the passenger. Security Control will dispatch a security officer to the scene to assist. Security Control (or its designate) will maintain contact with the trapped passenger until they are released.
2. If the elevator cannot be opened by the engineer:
 - a. Engineering Control will contact Kone, advise them that "Fire" has been contacted to respond to the trapped passenger and request their emergency response.
 - b. The engineer will stand-by until "Fire" (and/or Kone) arrives and opens the elevator.
3. Security will comfort the released passenger and facilitate medical assistance if necessary.
4. The security officer will prepare an incident report and immediately forward it to a Security Manager for passenger follow up.
5. If the elevator can be opened by Engineering, Security Control should cancel "**911**".
6. If the engineer determines that the elevator is operating properly, Engineer Control will contact Kone and reduce the emergency request to a timely inspection.

AED Locations Moscone North & South

1. Moscone South-Outside of First Aid Office-In Alley 4 across from Hall C
2. Moscone North-Exhibit Hall Level-Outside of First Aid Office
3. Moscone North Upper Lobby-South/West corner-Across from the last glass door near Room 115.
4. Moscone South-Lower Mezzanine-In the Security Control Room Lobby- Across from the Projection office.
5. Moscone South-Upper Mezzanine-South/East corner-Outside of Room 152 and across from the restrooms
6. Moscone South Upper Lobby-Across the hall from Room 105-next to the drinking fountains.
7. Moscone South Level 2-West Corridor-Outside of restrooms
8. Moscone South Level 2-East Corridor-North end near utility cabinet
9. Moscone South Level 3-West Corridor-Outside of restrooms
10. Moscone South Level 3-East Corridor-North end near utility cabinet.

EXHIBITION LEVEL

504,000+ square feet (Halls A-F)

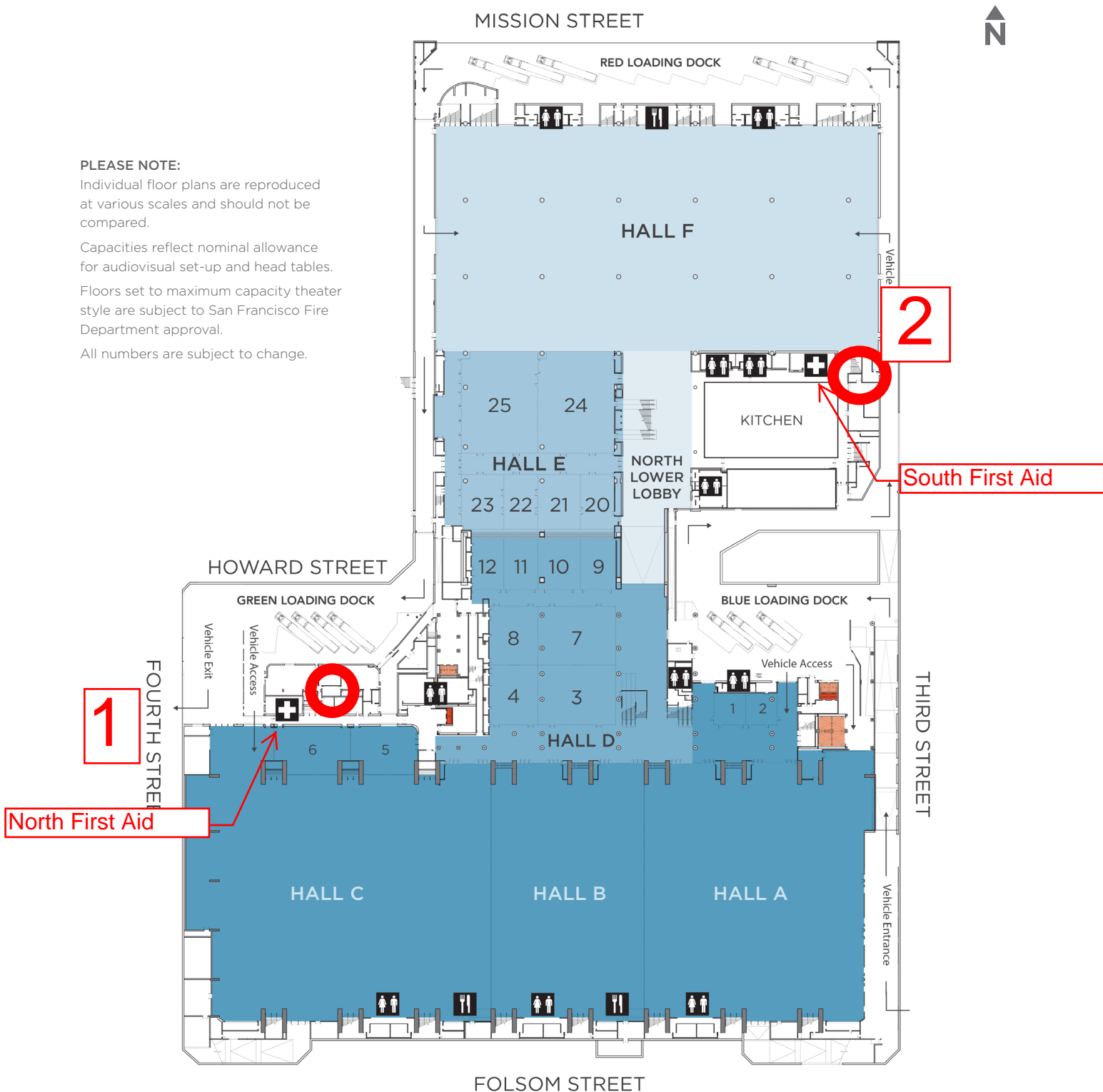
PLEASE NOTE:

Individual floor plans are reproduced at various scales and should not be compared.

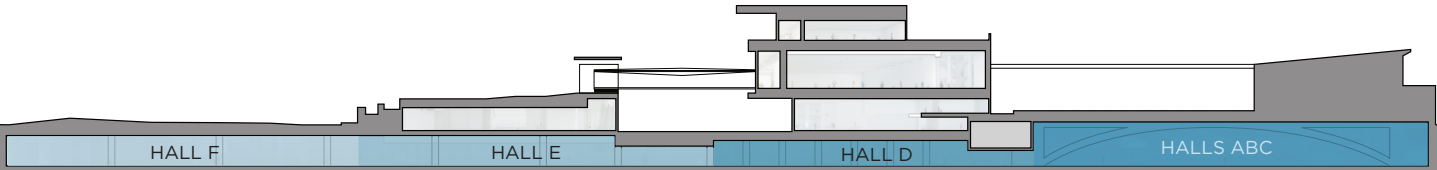
Capacities reflect nominal allowance for audiovisual set-up and head tables.

Floors set to maximum capacity theater style are subject to San Francisco Fire Department approval.

All numbers are subject to change.



Passenger Elevator
 Freight Elevator



CROSS SECTION
EXHIBITION LEVEL

UPPER MEZZANINE

42,675 square feet (ballroom only)

Twenty-eight-foot high ceilings define a space designed to accommodate banquets and large general sessions for up to 4,800.

LOBBY LEVEL

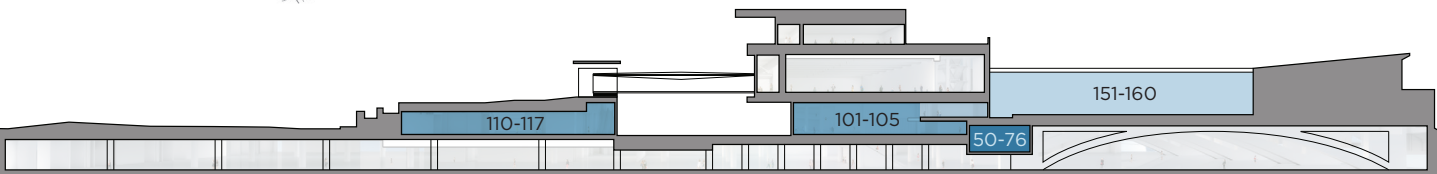
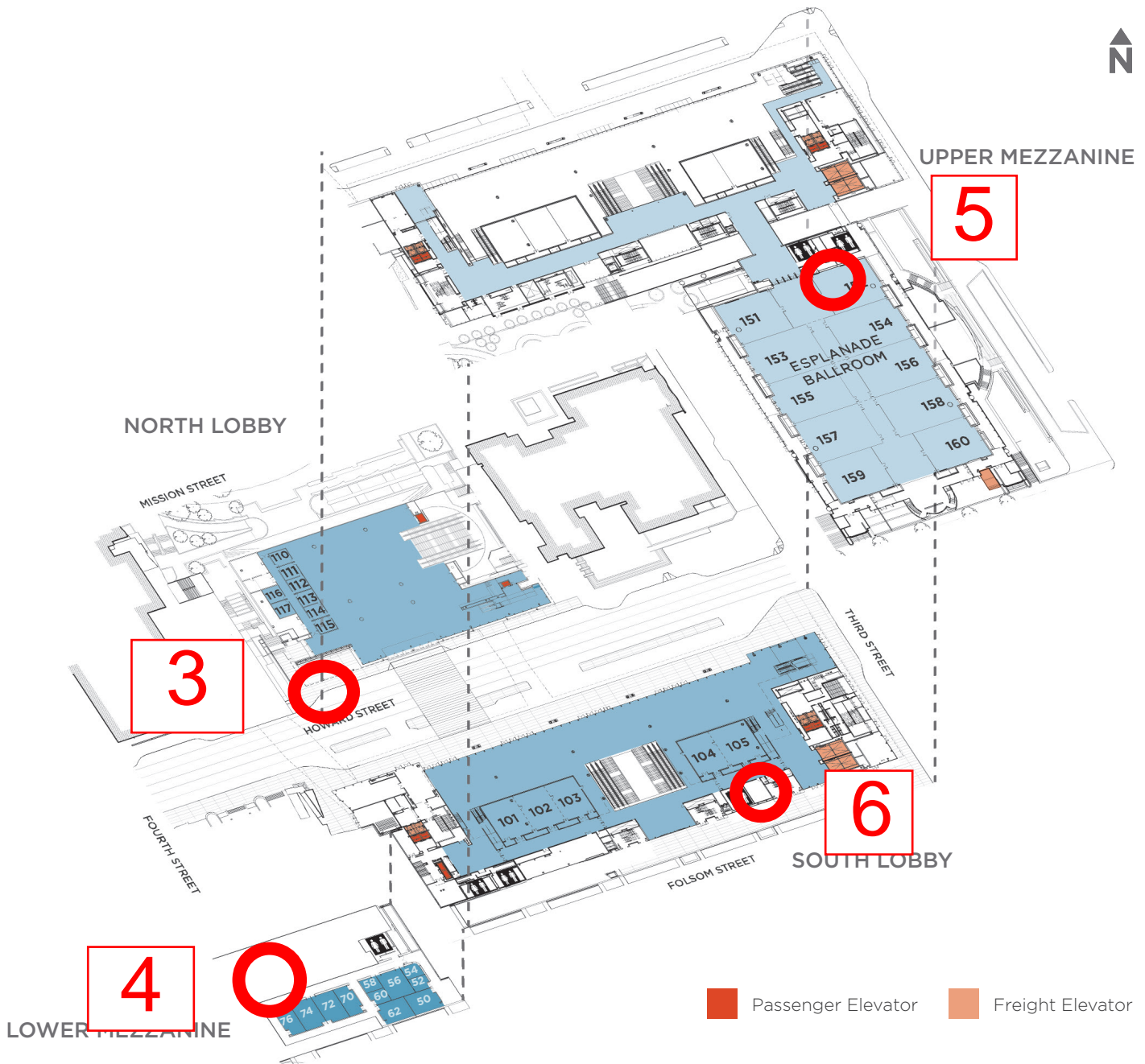
69,400 total square feet

From either side of Howard Street, wide sidewalks lead to glass enclosed lobbies allowing natural light and revealing the activity within while engaging the surrounding public realm.

LOWER MEZZANINE

6,744 total square feet

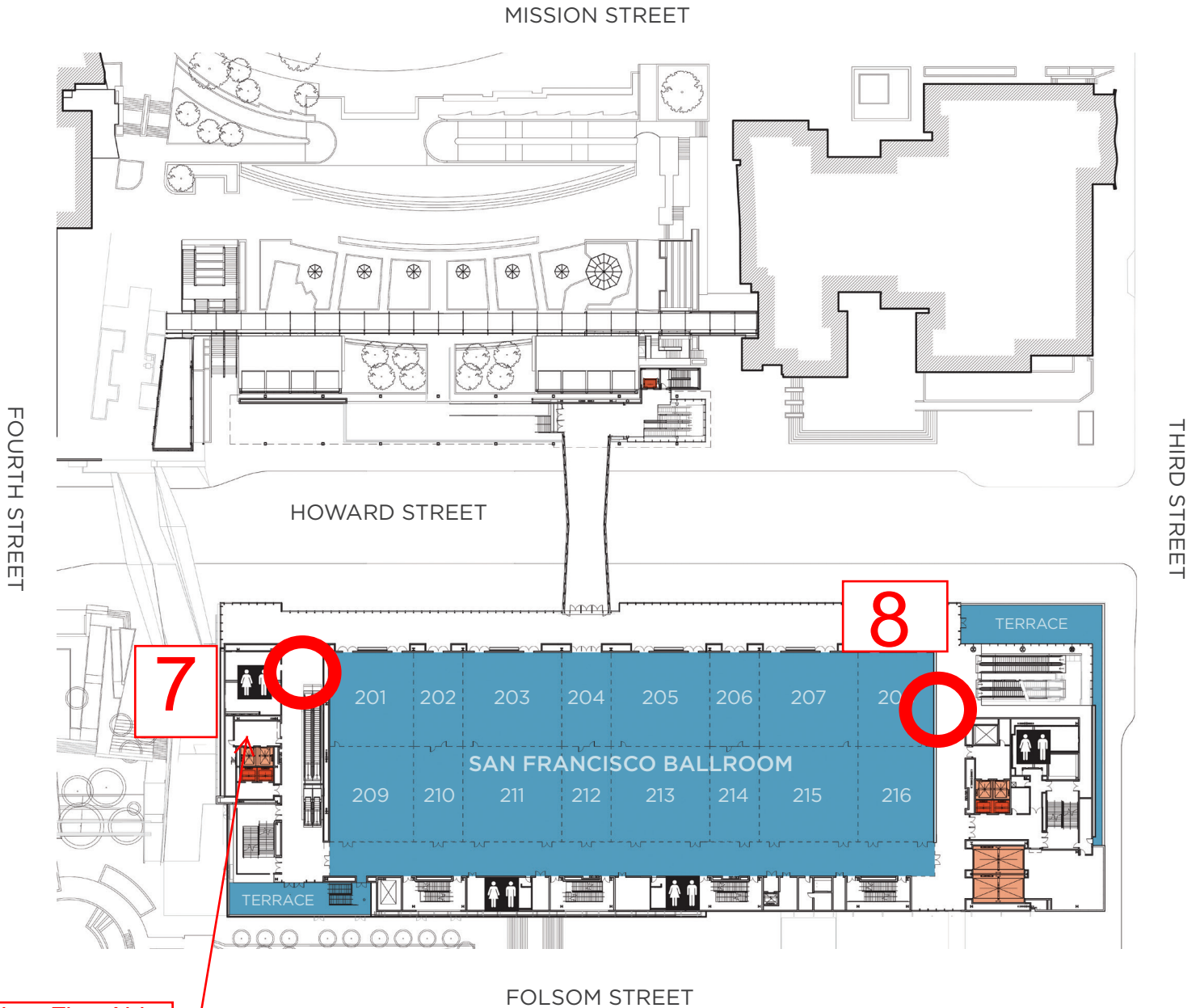
Located in the south building of The Moscone Center, the Lower Mezzanine offers flexible meeting space ideal for break-out sessions from 20 to more than 350.



CROSS SECTION
LOWER MEZZANINE, LOBBY LEVEL & UPPER MEZZANINE

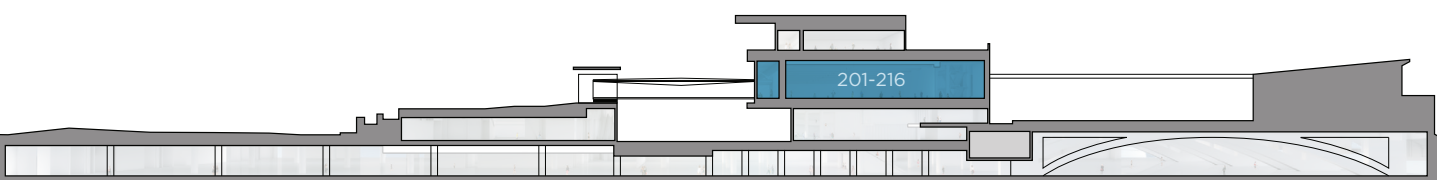
LEVEL TWO

50,000 square foot ballroom (column free)

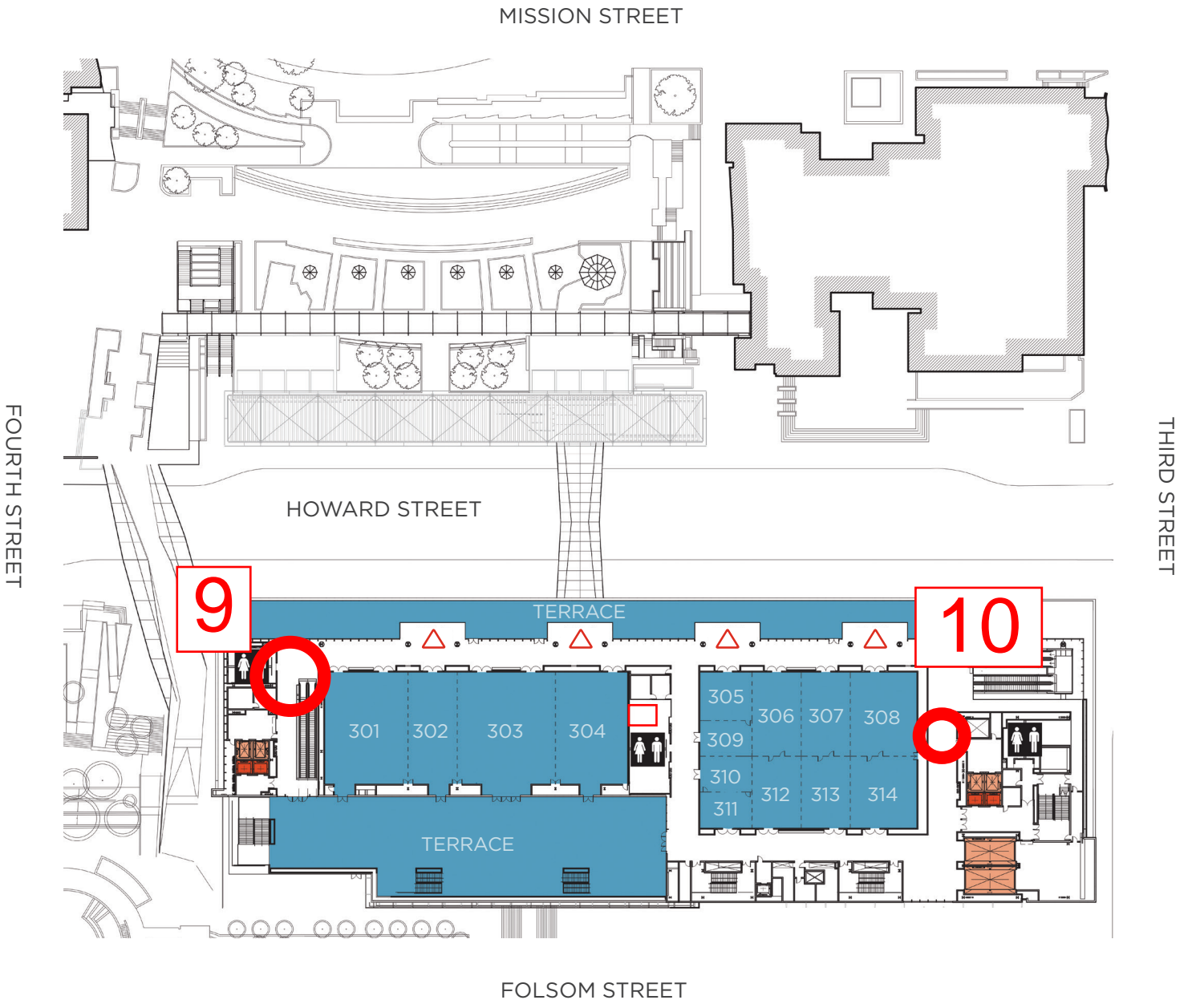


Ancillary First Aid Office

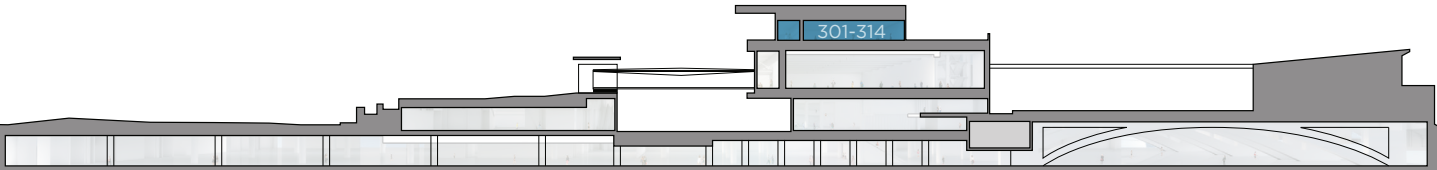
- Passenger Elevator
- Freight Elevator



CROSS SECTION LEVEL TWO



- Passenger Elevator
- Freight Elevator
- Alcoves approximately 400 square feet with 10' ceilings



CROSS SECTION
LEVEL THREE