



EMERGENCY ACTION PLAN



General Policy Statement

Key City Park is committed to keeping all athletes, guests, and staff safe, including during the dangers of weather and environment. It is important to know the harms, risks, and appropriate ways to react to a weather emergency or situation. Knowing when to seek shelter and recognizing potential weather hazards are essential. The following are the policies and procedures that should be followed in the event of inclement weather.

Emergency Preparedness

- The General Manager is responsible for the implementation and training of the park specific emergency procedures
- All team members must be thoroughly familiar with all emergency procedures
- The Manager on Duty will act as the park's point of contact in the event of a disaster.
- They are responsible for all decisions relating to guest and employee safety
- They must know how to always follow proper contact procedures.
- All employees should be familiar with the accident and incident report form and complete one immediately following an incident. In the event there is an incident at the venue, you should not divulge any information about the incident to a member of the public. Any communications regarding the incident will come from the GM and Marketing Team.

ICE/SNOW

When there is a projection of dramatic snowfall or ice accumulation which can cause unsafe travel conditions, limit access to and from the park, and cause damage to the facility, or impact the operation of a scheduled event.

Action Steps

Manager on Duty will:

- Contact the General Manager when forecast ice/snow conditions threaten the ability for team members and guests to travel safely or Local Authorities declare a winter weather travel advisory.
- Keep the General Manager informed about any local storm related closings, delays, or evacuations.
- Ensure all exit doors can open freely.
- Partner with the General Manager on early closure.
- Follow all regular closing procedures.

SEVERE WINDSTORMS & TORNADOS

Tornado Preparation

The General Manager will:

- Conduct annual training sessions highlighting the following:
 - Emergency Exit Locations
 - Evacuation Routes
 - Designate Safe shelter Area inside the park in the event of tornados or severe winds
 - Test the emergency lighting system

Action Steps

When high winds/tornados warnings are issued the Manager on Duty will:

- Assign a team member familiar with local geography to monitor the weather alert system, or other emergency service announcements
- Encourage guests to remain in the building during a tornado warning. If a guest or employee wishes to leave the park, comply with their decision
- Make an effort to keep all guests and employees' calm
- If a tornado is imminent, make an announcement over the P.A. directing all guests/employees to a safe sheltered area immediately
- Check all areas of the park (e.g. restrooms, the Market, etc.) to make sure everyone has heard the announcement and is responding in a calm efficient manner
- If conditions allow lock the front entrance
- If conditions allow access guest and employees to notify 911 if needed
- Notify the General Manager if the structural integrity of the building is questionable or any damage to the buildings has occurred
- Decide when to resume normal operations and announce over the P.A. system
- Team members will gather in the tournament central or maintenance building, if team members decide to leave, they are to let the manager on duty know their decision

LIGHTNING

Monitor Personnel

The manager on duty shall be the individual(s) responsible for weather observation and current conditions. Current weather conditions should be monitored prior to and throughout all events.

Action Steps

- The GM or Event Coordinator or Manager on Duty shall make a statement about the current weather conditions. Along with that, aid all guests and staff evacuating during the events.
- Designate at the pre-tournament meeting about additional points of exit
- Clear everyone out of the attractions, assure they are with their parents/guardian and able to exit calmly
- All staff shall assist the guests in navigating out of the park. Direct them to the vehicles
- Equipment should be left on the field or amenities area and recovered when deemed to be safe.
- While indoors, stay away from all walls, windows, plumbing, and electrical devices attached to the walls. If in a vehicle, avoid contact with the metal frame and avoid radio use.
- Designate a weather watcher to monitor the weather from a safe location
- No outdoor activities are to be resumed until 30 minutes after the last sign of lightning/thunder. For every sign of lightning/ thunder, the 30-minute timer will reset.
- When the threat has diminished and games can resume, the sports coordinator will update the tourney machine schedule and send it out to all those affected. The remaining staff can walk to the gates and allow re- entrance.

Management of Lightning Storm – Included Injuries

Individuals who are hit by lightning do not carry residual charge residual charge and may be handled without danger to the medical or assisting personnel. The medical or assisting personnel should:

- Evaluate whether the scene is safe. On-going lightning may still be a threat.
- Safely move the injured individual to a safe shelter.
- Activate emergency medical response systems if deemed necessary.
- Apply any first aid necessary – AED if in cardiac arrest.

(Activate **EMS** call **911**.)

The following should be considered when developing a strategy of safety during a lightning storm:

- A longer time to clear the venue should be anticipated due to congestion.
- Avoid being near the highest point of a particular area.
- Individuals who feel their hair stand on end should assume lightning safety position; crouched on the ground, weight on balls of their feet, head lowered, and ears covered. Avoid lying flat on the ground.

HURRICANES

Hurricane Preparation

Operational procedures and associated responsibilities according to the stages of a hurricane are outlined in the Hurricane Planning Guide and check all that apply. Annotate the date when the task is completed.

Action Steps

When there is potential for a hurricane, the Manager on Duty will:

- Ensure that the Hurricane Planning Guide is complete
- Designating a team member to always monitor the weather system
- Once the hurricane is over the Manager will:
- Conduct employee welfare checks to understand the status of team members
- If the park and/or buildings have sustained damage, ensure no one enters the park until the authorities or Key City Parks managers verify it is safe to do so
- Contact the Police if any looting has occurred. Do not apprehend or stop any looters. Do not put any Key City Staff at risk
- Once it is safe to enter the park, assess the damage any damage and refer to the damage check list
- Once power is restored, breakers need to be checked and reset
- Take photographs of structural and property damage, loss of merchandise/property and keep all paid service receipts
- Separate damaged goods from non-damaged, if possible
- Document non- scheduled team members working hours spent cleaning up damage
- Be aware of flood possibilities as the storm moves inland. If sewer water is present (or possibility exists) take appropriate precautions
- Direct any media inquiries: info@keycityparks.com

HURRICANE EMERGENCY CHECKLIST:

When a Hurricane Storm develops and the long-term forecast may impact your location, accomplish the following:

- Make Provisions to work with limited cash, water, sewer and no power/ Make Provisions for alternative communication
- Remain Socially sound to get updates from your community local (radio, TV, etc.)
- Log onto the National Hurricane Center Website at www.NHC.NOAA.gov for storm updates
- Follow all instructions from local authorities. Be sure to communicate those instructions to General Manager and Vice President
- Be prepared to evacuate the park if necessary
- Review both your safe shelter and assembly with all employees
- Remove all loose debris from the rooftops
- Ensure that all drainage spots work properly
- Confirm all exits and make sure they are secured properly
- Establish a back-up meeting area where staff can meet if the original meeting area is damaged or impenetrable
- Make sure to have an updated emergency contact list given to every park leader. Have a primary and secondary per contact
- Establish the individuals that will be the first responders
- Make sure to have a copy of your emergency procedures
- Ensure all emergency light powered sources are working properly
- Ensure to have a battery-operated radio
- Ensure Emergency First Aid is stocked
- Check Hurricane evolution and FEMA flood maps to determine if the store is vulnerable to storm surge or flooding
- Communicate regularly with your General Manager on storm and park status

When a Hurricane develops and the projected path shows the potential for land fall in your region with 72-92 hours of determine the General Manager at what park will stay open before projected landfall, for safe evacuation. Once this is determined, take the following steps to close the park:

- Cover and move any necessary equipment
- If covering doors/windows with plywood is necessary for proper storm protection, partner with Field Maintenance prior to doing so

Within 48 hours of a Hurricane landfall, accomplish the following:

- Protect computers/POS/ cash register/ electronic equipment near doors/ windows
- Protect the park paperwork by moving to upper shelves. Wrap in garbage bags for added protection
- Move merchandise away from doors/windows towards the middle of the building
- Retrieve all vending racks, portable signs, tables, signs, trash cans, etc. and secure

Prior to evacuating the park, and it is safe to do so:

- Ensure every item above is addressed
- Communicate regularly with your GM on storm and park status.

EARTHQUAKES

Earthquake Preparation

The General Manager will:

- Identify exits, doorways and hallways to determine alternate escape routes
- Avoid narrow exits or enclosed areas where people could become trapped or not seen by rescue personnel
- Know how to shut off electricity, gas and water at the main fuse box or valve
- Check the park for potential risks
- Keep flammables and toxic chemicals isolated

Action Steps:

If an earthquake occurs the Manager on Duty must remain calm and instruct guests and employees

If indoors:

- Drop, Cover, and Hold On
- Seek refuge under a heavy desk, table inside wall or in a doorway
- Stay away from windows, glass, shelves, and hanging objects
- Cover face and head
- Avoid use candles, matches or open flame either during or after the tremor as there is a possibility of gas leaks

If outdoors:

- Move quickly away from buildings, utility poles, overhead wires, and other structures.
- Avoid downed power or utility lines as they may be energized. Do not attempt to enter buildings until advised to do so by the proper authorities.
- If it is safe to do so, gather all employees at the Assembly Area

After the initial shock The Manager on Duty Must:

- Be prepared for aftershocks which can cause further structural damage.
- Check for injuries and persons trapped by falling objects. Do not attempt to move seriously injured people unless they are in immediate danger of further injury. If trapped, do anything to attract attention to your location
- Determine if anyone is caught on the amenities (if applicable)
- If possible, locate and distribute First Aid supplies, flashlights, radios and batteries
- Turn on battery- powered radio or television to monitor emergency for information/instruction
- Check utilities for broken glass, electrical and water lines. If you smell gas, open windows and shut off the main gas valve
- Leave the building and report any leaks to the authorities. Do not re- enter the building until advised to do so by the proper authorities
- Call 911 for emergency assistance, if necessary
- If a fire is present implement fire procedures
- Contact your General Manager when it is safe to do so
- Direct any media inquiries: info@keycitypark.com

FIRE

Action Steps

In the event of fire, the Manager on Duty will:

- Take appropriate precautions to ensure your personal safety.
- Call 911. Provide your name, the exact location of the fire (i.e., building, room, etc.) Stay on the phone until released by the 911 operator.
- Fire extinguishers are provided but not intended for employees use unless the employee is trained on the proper use of fire extinguishers and the hazards involved with fighting fire.
- Immediately begin evacuating the park using the nearest, least busy exits
- Once outside, move to the pre- determined safe shelter area.
- Keep streets and walkways clear for emergency vehicles and crews.
- Do not return to an evacuated area unless authorized by the fire department or authorities.
- Contact your General Manager when it is safe to do so

After the Fire and the fire department determine it is safe, the Manager on Duty will:

- Photograph damage before clean – up begins.
- Contact the General Manager to initiate salvage clean- up operations.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Direct any media inquiries: info@keycityparks.com

TERRORISM

Terrorism is an unlawful use of force, or threatening force, to deliberately create fear, panic, and intimidation for bringing about political, religious, or ideological change.

Types of Attacks:

- Biological Attack
- Chemical Attack
- Nuclear Attack
- Nuclear Blast
- Radiation Threat

Action Steps

In the event of a terrorist attack, the Manager on Duty will:

- Instruct guests and employees to protect themselves from unknown substances and to cover their mouths and noses with layers of fabric that can filter the air but still allow breathing (e.g., three layers of cotton T-shirt, handkerchief, or towel) and to wash with soap and water and immediately.
- Contact the appropriate authorities immediately dial 911.
- Quickly decide the fastest escape route away from the threat.
- If evacuation is impossible, gather guests and employees and instruct them to go to the safe shelter area as far away from the threat area as possible.
- If contaminants are present, contact the fire department for further directions.
- Monitor TV and /or radio for situation updates and instructions from emergency managers.

- If evacuation is possible, follow the evacuation checklist.
- If a nuclear blast occurs, instruct guests and employees to take cover immediately, below ground if possible. Call 911 and provide your name and your name and your exact location. Stay on the phone until released by the 911 operator.
- Contact your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

BOMB THREAT

Any calls indicating a bomb or other device intended for destruction have been placed on or near the property. All calls of this nature regardless of specific details will be treated as a real threat.

Action Steps:

Complete the Bomb Threat phone call checklist.

BOMB THREAT CHECK LIST:

*INSTRUCTIONS: Be calm. Be courteous. Listen! Do not interrupt the caller. Complete this form during your conversation. Keep the caller talking as long as possible. Write all questions on a notepad or paper. **Ask the caller:***

- What is the threat?
- Phone Number calling, (if available)
- If a bomb, ask the following:
 - When will the bomb explode?
 - Where is it right now?
 - What kind of bomb is it?
 - Is there more than one bomb?
 - Did you place the bomb?
 - What will cause it to explode?
 - Why are doing this?

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery
- Poorly handwritten
- Misspelled Words
- Incorrect Titles
- Foreign Postage
- Restrictive Notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

Follow your local guidelines

- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number where Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice Background Sounds: Threat Language:

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Coughing <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Soft <input type="checkbox"/> Stutter | <ul style="list-style-type: none"> <input type="checkbox"/> Animal Noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA system <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Office machinery <input type="checkbox"/> Factory machinery <input type="checkbox"/> Local <input type="checkbox"/> Long distance | <ul style="list-style-type: none"> <input type="checkbox"/> Incoherent <input type="checkbox"/> Message read <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-spoken |
|---|---|---|

Other Information:



Homeland Security

IMMEDIATELY Call 911.

HAZARDOUS MATERIALS / CHEMICAL SPILLS

Hazardous Materials are defined as any material that because of its quantity, concentration, or physical or chemical characteristics, may pose a real hazard to human health or the environment. Hazardous materials include the following categories:

- Flammable or combustible material
- Toxic Material
- Corrosive materials
- Oxidizers
- Aerosols
- Compressed gases

Other materials considered hazardous include mercury, asbestos, propellants, bulk fuels, ammunition. Hazardous materials, when spilled, are uncontrolled. Use caution when handling hazardous materials and be vigilant for leaks and spills. During clean-up, wear appropriate equipment to the hazard. This includes gloves, chemical goggles, face shield, and respiratory protection (as appropriate).

Action Steps

- When a small spill occurs (less than 1-2 quarts of material) the Manager on Duty will:
- Section off the area from guests and employees.
- When large a spill occurs, the Manager on duty will:
- Section off the area from guests and team members
- Immediately notify the fire department if the spill from an unknown source is outside your work area or is larger than you can comfortably manage.
- If the substance is known, contact 3E at: 1-800-451-8346 for the MSDS.
- When Emergency Crews arrive leave the immediate area but remain at the scene to provide other information as needed.
- Direct others away from the spill area.
- Employees injured in a spill, leak, or explosion must seek immediate medical attention
- Complete an Incident report as soon as possible.
- Contact your General Manger/ Vice President.
- Direct any media inquiries: info@keycitypark.com

GAS LEAK:

A leak or the suspect of a leak of natural gas or propane in the building. The leak could be detected by smell or by an alarm detector.

Action Steps

In the event of a gas leak or suspected leak the Manager on Duty will:

- Cease all operations immediately and call the General Manager.
- Discontinue use of cell phones and two-way radios and other electric devices.
- Immediately and safely evacuate the area.

- Open doors to promote ventilation and keep walkways clear for emergency crews.
- Call 911 promptly after leaving the area if the damage results in a natural gas leak that may endanger life or cause bodily harm or damage to the property.
- Ensure no one lights a match, candle, cigarette, or anything that can ignite anything.
- Ensure no one turns electrical devices on or off, including light switches.
- Do not attempt to control the leak or repair the damaged pipe or meter. Do not use or turn off any equipment that could cause a spark. Motorized or electrically powered equipment or vehicles may create an ignition source of gas leak is present. Safety pipes can create static electricity that can ignite the gas.
- Do not return to an evacuated building until authorized by proper authorities.
- Contact your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

Civil Disturbance

Civil unrest is a disturbance that can occur within or near proximity of the park by multiple individuals, planned or spontaneous, which can include activities including Flash Mob or organized business disruptions. These events could be organized through social media networks to disrupt and interfere with normal business practices to encourage criminal activity or business disruptions. Financial losses are just one aspect; of greater importance are safety concerns. These types of incidents disrupt the flow of business, distract team members and create safety issues.

ACTION STEPS

If there is any indication pre – event the Manager on Duty will:

- Notif the General Manager immediately.
- In the event of a civil disturbance the Manager on Duty will:
- Maintaining the safety of guests and employees as a primary priority.
- Provide excellent guest service.
- If it is safe to do so, immediately clean up any messes that could be potentially a safety issue.
- If a dangerous situation occurs, direct guests and employees to a safe location.
- Immediately call 911 and the General Manager when it is safe to do so.
- DO NOT confront or apprehend any suspects.
- Observe and report any stolen or damaged property, injuries, or pertinent suspect identification information to the local authorities, take photographs and notify the General Manager.
- Catalog all damaged assets and merchandise.
- Complete and Incident Report as soon as possible.
- Contact your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

EXPLOSION

A sudden release of energy is most often associated with loud noise. Explosions can result in injury, fire and entrapment.

ACTION STEPS

If there is an explosion nearby, the Manager on Duty will:

- Immediately take cover under tables, or other objects that will provide protection from falling glass and debris.
- After the initial effects of the explosion have subsided, call 911. Provide your name, location and nature of emergency.
- Evacuate the park and/or buildings using the nearest and safest available park exit.
- Once outside the park, direct all team members and guests to move to the predetermined assembly area.
- Keep streets and walkways clear for emergency vehicles and crews. Do not return to an evacuated park or buildings until authorized by proper authorities.

If the explosion caused entrapment the Manager on Duty will:

- Make loud noises so rescue crews can locate you.
- Shout as a last resort to avoid inhaling dangerous amounts of dust.
- Avoid unnecessary movement.
- Cover your nose and mouth with dense – weaved cotton material like a shirt.
- Ensure that only trained rescue crews attempt to rescue people from a collapsed building.
- Wait for emergency personnel to arrive.

After the Explosion and the fire department determines it is safe the Manager on Duty will:

- Photograph damage before clean-up begins.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

Electrical Failure

Pre-planning, preparation, training, and factual communication to all key personnel are vital to prevent panic and protect employees, guests, and company assets during a power failure. A total power failure will often trigger hit/run tactics, looting, vandalism, and emotional apprehension. Manager on Duty must be aware of these tactics and take preventive action. If it is a significant power failure, the emergency generator will provide limited electricity to crucial areas of the building (including emergency lighting).

Electrical Failure Preparation

General Manager will:

- Ensure the emergency Contact list is updated.
- Review the park evacuation plan including safe shelter and assembly area with employees.
- Ensure working flashlights are in the cash office, at each office area, buildings, and restrooms.

ACTION STEPS

If an electrical failure occurs the Manager on Duty will:

- Turn off all electrical equipment (including computers).
- Using a cell phone notify the General Manager and Vice President.
- Evacuate the park and/or buildings if the safety of guests or employees is threatened or at the General Manager's direction.
- Have Coordinators or Leads patrol their areas and assign an employee on standby each POS entrance.
- Use the flashlights available at each POS location.
- Establish security patrols for fire and theft surveillance until power is restored or you have permission to leave the building.
- Call the local electric company to determine the estimated time before power is restored or you have permission to leave the building.
- Call the local electric company to determine the estimated time before power is restored.
- Partner with the General Manager prior to making any decision to close the park.
- If a decision is made to close the park, the coordinators, and leads must properly close each POS register and deposit all money in the cash office safe.
- Check all areas for "stay ins" and ensure all high-risk areas are secure.

If power is lost for an extended period, the Manager on Duty will:

- Contact General Manager to assess the situation.

WATER LEAKS/FLOOD

WATER LEAKS ACTION STEPS

When a water lead occurs from rooftops or plumbing, the Manager on Duty will:

- Try to contain the water leak to minimize property and merchandise damage.
- Secure the area to prevent safety hazards to employees and guests by placing a wet floor sign, cones, etc.
- Contact the Park General Manager for assistance and know the location of the domestic water valve shut off so you can turn off if needed.
- Segregate any merchandise or property that is affected by the leak(s) and do not dispose of damaged product until proper documented and approval given.
- Catalog all damaged assets and merchandise and take photographs of the damage.
- Complete an Incident Report as soon as possible.
- Contact your General Manager when it is safe to do so.

FLOOD ACTION STEPS

When potential for a flood, the Manager on Duty will:

- Begin to monitor local radio, TV and Internet for information and official instructions as it becomes available (Note: Local authorities may or may not be able to provide information as it is happening)
- Ensure an updated emergency contact list printed and available.
- Secure all electronic devices and park paperwork at an elevated height to prevent water damage (tarps may be needed to cover property)
- Prepare a plan if employees and managers cannot leave the park do to local restrictions (food, water,

flashlights, battery operated radio.)

- Review with all employee's current availability information.
- Notify General Manager of the flood potential and consider the use of sandbagging services.

During a flood, the Manager on Duty will:

- Monitor TV, radio and Internet for updated information as it is happening.
- Communicate all updates including evacuation orders to your General Manager.
- Keep the safety of guests and employees as your priority.
- If the park/buildings are closed during the incident, follow proper closing procedures and secure all funds.
- If the park must close during the flood, follow proper closing procedures and secure all funds

After a flood, the Manager on Duty will:

- Return to the park only when authorities indicate it is safe to do so.
- Use extreme caution when entering buildings since there may be hidden damage and unsafe conditions including damaged and arching electrical wires.
- Before entering the park, assess the surroundings of the buildings for any obvious structural damage.
- Pay close attention to any downed power lines and ensure that you do not enter standing water.
- Report any hazardous materials that may have leaked to emergency personnel.
- Photograph damage before cleanup begins.
- Initiate salvage clean-up operations by appropriate parties.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

BURGLARY

Breaking and entering the park's location especially at night with intent to steal merchandise or cash; also: entering and remaining unlawfully in a building with intent to commit a crime after park closing.

ACTION STEPS- Burglary Response

When alerted to a burglary situation the responding manager will:

- Respond to any alarm notifications or call from proper authorities received during non- park hours.
- Return the call to the police to verify validity and provide estimated arrival time with vehicle description. (Note: This is important to prevent a false call and risk of robbery.)
- Wait until the police arrive at the front of the park or buildings.
- Under no circumstances enter the park or buildings alone.
- If the police are not on site or due to arrive, call the local police department to verify dispatch and estimated arrival time.

When an actual burglary has occurred, the responding manager will:

- Notify General Manager immediately.
- Make a sweep of affected areas and document potential missing items.

- Take photos of the breach area (glass/door/trailer).
- Secure a surveillance video.
- Follow directions of law enforcement to avoid interfering with the investigation.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

ROBBERY

Robbery is defined as “the unlawful taking away of personal property from a person by violence or by threat of violence that causes fear; or larceny from the person or immediate presence of another by violence or threat of violence or threat of violence and with the intent to steal.

ACTION STEPS

During a robbery the affected employee will:

- Remain Calm.
- Comply with Robber’s demands.
- Mentally note the physical description of robber, including any distinguishing characteristics.
- Tell the robber ahead of time what you are going to do:(e.g., I am getting the keys out of my pocket.”)
- Warn the robber if there is anyone else in the park.
- Observe the direction the robber exits the park (if possible).
- Don’t attempt to resist or apprehend the robbery suspect.

After a robbery the Manager on Duty will:

- Call 911.
- Check the Safety of employees and guests.
- Secure the scene (do not disturb any evidence)
- Write down any information from robbery (e.g., description of robber, car description, direction of travel, etc.)
- Separate the witnesses and have them write down a description of the robber and any details of event.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact Your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

ACTIVE SHOOTER

Any event involving one or more subjects participating in a shooting to demonstrate their intent to continuously harm others. Their overriding objective is to cause multiple casualties rather than other criminal conduct. These events are unpredictable and usually last 10-15 minutes.

PRECAUTIONS:

An active shooter in the park may be a current or former employee or an acquaintance of a current

or former employee. Intuitive managers and co-workers may notice characteristics of potentially violent behavior. Alert your manager if you believe an associate/co-worker exhibits these characteristics.

Indicators of Potential Violence by an Employee:

Employees typically do not just “snap” but display indicators of potentially violent behavior over time. If these characteristics are evident, they can often be managed and treated. Some potentially violent behaviors may include one or more of the following:

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Depression/withdrawal.
- Resistance and over- reaction to changes in policy and procedures.
- Repeated violations of company policies.
- Increased severe mood swings.
- Noticeably unstable emotional responses (i.e., explosive outbursts of anger or rage without provocation.)
- Suicidal; comments about “putting things in order”.
- Paranoid behavior characteristics (“everybody is against me”.)
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence.
- Empathy with individuals who commit violence.
- Increase in unsolicited comments about firearms, dangerous weapons and violent crimes.

Active Shooter Preparation:

Manager on Duty will:

- Read and understand these procedures to ensure successful response and prompt resolution for these types of incidents.
- Understand their pivotal role in making the park, guests and employees feel safe.
- Understand their role in ensuring successful investigation and resolution of each incident.
- Partner with local law enforcement to conduct ALICE drill annually.

Active Shooter Outside the Park Action Steps

When an Active Shooter situation occurs outside the park employees will:

- Put personal safety first.
- Listen to assess the location of the shooter.
- If notified by a guest, listen to the guest.
- Using the two-way radios, immediately notify the manager on duty of the emergency.
- Immediately move from the impacted area of the park, away from entrances or any place that can be seen from outside the park.
- If guests are present, instruct them to follow you to a safe place.
- Be cautious in selecting a safe place to ensure safety and options for escape.

When an Active Shooter situation occurs outside the park the Manager of Duty will:

- Put personal safety first
- Without exposure to the shooter, lock external perimeter access gates to the park.
- Using the two-way radios, make an announcement directing all team members and guests to a safe place inside the park.
- If necessary, use the following script: "Attention all guests. We have received notification that requires everyone move to a safe area inside the park."
- Please set down any product and follow the nearest Key City Parks employee to a designated safe area.
- Keep employees and guests away from affected areas or points in view of the outside.
- Understand that first responders (police) may be in different uniforms or plain clothes, but all will be identifiable as law enforcement. There will be a lot of yelling from officers. Listen to
- and follow their commands and answer any questions they may have. If instructed, stay on the floor with your hands open and in plain view. Do not run towards officers or attempt to touch or reach out to officers. Expect to be treated aggressively until the situation is under control. Do not expect first responders to render first aid.
- Complete an Incident Report as soon as possible.
- Contact your General Manager and Vice President when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

Active Shooter Inside the Park General Action Steps:

When an Active Shooter situation occurs inside the park employee will:

RUN: If you can get out do so

- Put personal safety first.
- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not and leave your belongings behind.
- Help and encourage others to escape if possible.
- Prevent others from entering the area.
- Call 911 when it is safe to do so.

HIDE: If evacuation is not possible, find a place to hide

- Lock and barricade doors.
- Turn off lights.
- Silence cell phones.
- Hide behind large objects.
- Remain very quiet.

TAKE ACTION: As a last resort, only if your life is in danger

- Attempt to disable the shooter.
- Act with purpose.
- Improvise weapons.
- Commit to your actions.

Post Active Shooter Event

When an Active Shooter situation has ended the park employees will:

- Understand that an active shooter event is only over when Law Enforcement notifies the Manager on Duty that the building has been secured. DO NOT exit or re-enter the park until instructed to do so by Law Enforcement.
- Immediately locate the manager on duty and let them know you are okay.
- Provide any detailed information given or witnessed.
- If a shooter was seen, gather information about the description.

When an Active Shooter situation has ended the Manager on Duty will:

- Ensure the safety of self and all employees and guests.
- Use the two-way radios to give instructions to other employees.
- Verify all employees are accounted for.
- Obtain as much information from guests/employees about the incident.
- Check security system for video evidence. Preserve video evidence by burning a CD of the incident.
- Comply with Law Enforcement for any request for information to support an investigation.
- Remind all our employees of the Media Policy.
- Catalog all damaged assets and merchandise.
- Complete an Incident Report as soon as possible.
- Contact your General Manager/Vice president when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com

CODE ADAM

Code Adam is a strictly defined procedure for employees to follow when someone reports a lost or missing child.

ACTION STEPS

When an associate is alerted that a child is missing the Associate will:

STEP 1: Obtain a detailed description of the missing child.

- Name, age, gender, race
- Weight, height, hair, and eye color
- Approximate weight and height
- Describe what the child is wearing, specifically color and type of clothing
- including shoe color and style (An abductor may change child's clothing but usually does not remove or change the child's shoes)

STEP 2: Utilize the radio system to page "**Code Adam.**":

- Provide the description received
- After hearing "Code Adam," all employees (except POS employees) should begin looking for the child.
- Page the nearest manager to your area to take control of the incident.
- Escort the parent or guardian of the missing child to the front of the park to assist in identifying the lost child.
- The Manager on Duty at the front of the park should assume their position and immediately begin

monitoring. Ask guests with children to wait until the manager (who is escorting the parent or guardian) is brought to the front of the park. Then ask the child his/her name and if the adult is their parent. The park management team will assign responsibility for important designated areas (e.g. restroom, backroom, etc.).

STEP 3: If the child is not found within 10 minutes:

- Immediately notify the local police department. Don't hesitate. Police would rather get a second call stating that the child has been found, rather than discover too late that the child has been abducted.

STEP 4: If the child is found and appears to have been lost and unharmed:

- Reunite the child with their parent or guardian.
- If called, notify the police that the child has been located.

STEP 5: If the child is found accompanied by someone other the parent or legal guardian:

- Proceed with caution.
- Use reasonable efforts to delay their departure, but do not put yourself or others at risk.
- Ask the child if they are alright.
- Provide the police with a detailed description of the individual.

STEP 6: Cancel the Alert

- Conclude the incident by saying "Code Adam Cancelled" via the Radio system.
- After a Code Adam situation, the Manager on Duty will:
- Complete the Incident Report as soon as possible.
- Contact your General Manager when it is safe to do so.
- Direct any media inquiries: info@keycitypark.com