



EMERGENCY ACTION PLAN



GENERAL INFORMATION

PURPOSE

The purpose of this Emergency Operations Plan (EOP) is to provide a guide for RMEC employees, contractors and clients in the event of an emergency or disaster.

This document provides a framework to ensure the safety of facility occupants during an emergency or disaster condition, minimize property damage and coordinate emergency response with external agencies as required.

POLICY

RMEC is committed to providing a framework for the management of various emergency/disaster situations that may occur within or impact the RMEC facilities. This plan uses an all-hazards approach and is not intended to cover every possible emergency situation but to provide general procedures common to the most probable emergency/disaster situations.

The RMEC will work to ensure the safety and well-being of the public in the event of an emergency condition. RMEC will implement this plan, coordinate fully with emergency response services in order to maintain a high standard of safety and security under normal and adverse operating conditions.

FACILITY INFORMATION

Rocky Mount Event Center			
Level	Area Name	Sq Ft	Comments
Upper	Administrative Offices		
	Nash Rooms		
	Lobby/Pre-Function		
Lower	Lobby		
	Food Court		
	Concession 1/Kitchen		
	Concession 2		
	Concession 3		
	Fieldhouse Combines		
	North Fieldhouse		
	South Fieldhouse		
	FEC Total		
	Ropes		
	Walltopia		
	Arcade		
	Ballocity		
External	Parking Lot		
	Dumpster		

RMEC STAFF KEY POINTS OF CONTACT

Management		Email	Phone Number
David Joyner	General Manager	djoyner@rockymountevents.com	252.813.0224
Connie Durojaiye	Office Manager	cdurojaiye@rockymountevents.com	252.955.2552
Julian Vereen	Finance Manager	jvereen@rockymountevents.com	919.453.3919
Keorra Taylor	Event Coordinator		443.822.7686
Ashley Pittman	Marketing Manager	apittman@rockymountevents.com	252.904.2279

EMERGENCY OPERATIONS CENTER

The emergency operations center should be activated when the incident grows beyond a manageable scope for the incident commander. The EOC helps enhance situational awareness and can be scaled up or down as the incident requires.

An EOC may be established in upstairs conference room that can support many people; in the Executive Offices with managers and employees responding from their office spaces or from a remote location; or a virtual EOC may be established if no employees are actually managing the incident onsite.

An EOC should have furniture, telephone and internet access and are in close proximity to photocopiers, network printers, fax machines and other office equipment. The conference rooms or other space to be used as the EOC may be equipped with or have access to, the following equipment and supplies:

1. Communications equipment including sufficient telephones (cell and landline with at least one speakerphone) to handle incoming and outgoing calls; incoming and outgoing fax machines; and access to any radio systems used by the business. Operation Manager will be responsible for setting up. rmecoperations@sportsfacilities.com . office 252.366.8509.
2. Computers and printers with access to network resources (including electronic copies of emergency response, business continuity and crisis communications plans that can be printed on demand), electronic mail and the internet. Connie Durojaiye, cdurojaiye@sportsfacilities.com 252.955.2552 cell and office 252.366.8513.
3. Information gathering and display tools including access to broadcast radio and television (preferably with recording capability) or internet news sources; white boards, TV monitors, projection units or flipcharts with easel and markers to compile and display information. Ashley Pittman, apittman@sportsfacilities.com . 252.904.2279 cell and office 252.366.8504
4. Hard copies of emergency response, business continuity and crisis communications plans, contact/telephone lists, resource inventory and diagrams of facilities and systems. David Joyner, djoyner@sportsfacilities.com. 252.813.0224 cell and office 252.252.366.8522.
5. Stationery, business and incident management forms, pens, pencils, markers and supplies. Connie Durojaiye, cdurojaiye@sportsfacilities.com. 252.955.2552 cell and 252.366.8513.
6. Food, water and dining supplies for EOC staff. Kasha Collins, kcollins@sportsfacilities.com . 252.557.7641 cell and office 252.366.8543.

CRISIS COMMUNICATION PLAN

OVERVIEW

The crisis communication plan may be implemented when the RMEC EOP is activated or used during any situation that threatens to harm people or property, seriously interrupt RMEC business, significantly damage reputation and/or negatively impact financial status.

If RMEC business operations are disrupted, clients will want to know how they will be impacted, if their event will be canceled or rescheduled. RMEC Employees and their families will be concerned and want information. Businesses, residents and students near the facility may need information—especially if they are threatened by the incident. Local government officials will want to know what is going on in their community – and approved contact is David Joyner, djoyner@sportsfacilities.com. 252.813.0224 cell and office 252.366.8522.

CRISIS COMMUNICATION MATRIX

	For Internal RMEC Operations	Communication to RMEC Employees		External Communication to Public	Internal Communication For The Public	Communication For Emergency Responders
		On Shift	Off Shift			
Two way radios	X	X			X	
Cell phones	X	X	X			X
Office phones	X	X				X
Email	X	X	X	X		
Social Media		X	X	X	X	
Overhead P.A system	X	X	X		X	X
Website				X	X	
Text Alert Msg	X	X	X			X
In Person	x	X	X	X	X	X

RADIO CHANNELS

Local Radio Stations Capable of Sending Emergency Broadcast System Alerts Dial Call Letters Nickname:
contact number must be with these for ease and efficiency

WRNS 95.1 Today's Country FM	252.639.7900
Kinston 1290 WJCV Religious AM	910.347.6141
Rocky Mount 1240	252.247.7282
WJNC Religious AM	910.353.4674
Rocky Mount 105.5	252.639.7900
WXQR Star (Heavy Rock) FM	252.639.7900
Rocky Mount 92.3	252.639.7900
WQSL Whistle (Soul, R&B) FM	252.639.7900
WKOO Kool FM 98.7	910.455.5300
WDWG The Big Dawg FM 98.5	252.442.8092
WEED 1390 AM Rocky Mount	252.443.5976
WPWZ 95.5	252.442.8092
WRMT AM Rocky Mount 1490	252.442.8092
WZAX ZAX FM Rocky Mount 99.3	252.442.8092
WRSV Soul 92 Jams FM Rocky Mount	252.937.7400

EXTERNAL EMERGENCY CONTACTS

- Emergency Calls only for Police, Fire, Rescue Dial 911
- City of Rocky Mount: Rocky Mount Fire Department Fire Emergency 911
- Rocky Mount Fire Department (Business) 972-1491
- Rocky Mount Police Department Police Emergency 911
- Rocky Mount Police Department (Business) 972-1411
- Rocky Mount Police Department (Deaf TDD) 711 or 442-0975
- Rocky Mount Public Utilities to report power outages 467-4800
- Water & Sewer Emergencies 467-4800
- Animal Control 972-1390 Nash County Government: Nash County Emergency Management 459-9805
- Nash County Health Department 459-9819 Edgecombe County Government:
- Edgecombe County Emergency Management 641-7816
- Edgecombe County Health Department 985-4100
- Area Resources: Nash General Hospital 443-8000
- American Red Cross – Twin Rivers Chapter 977-1720

PUBLIC INFORMATION OFFICER/Marketing Director

The Public Information Officer (PIO) gathers, verifies, coordinates, and disseminates accurate, accessible, and timely information on the incident’s cause, size, and current situation; resources committed; and other matters of general interest for both internal and external use. All messages must be approved by the incident commander prior to release.

MEDIA/PRESS BRIEFING AREA

1. The Registration Area (Upper Level) has been designated as the primary media/press briefing area during an emergency/disaster.

MESSAGING

Informing the public and additional audiences during an incident is an ongoing cycle that involves four steps:

Step 1: Gather Information

Information is collected from the ICS Command and General Staff, which are a source of ongoing, official information on the response effort and other sources such as:

1. Response agencies
2. Media
3. Calls from the public and elected officials
4. Technical specialists
5. Other agencies such as utilities and the National Weather Service and
6. Emergency response guidebooks

Step 2: Verify Information

Verify the accuracy of the information collected by consulting with:

1. EOC sources and technical specialists
2. Other PIOs

Compare notes, especially with the lead PIO and PIOs who are liaisons to the various assistance programs or response/recovery partners, to verify the accuracy of information. Ensure that information is consistent and accurate, striving toward accessibility to all affected by the incident.

Step 3: Coordination of Information (Internal)

1. Coordination includes, but is not limited to:
 - a. Between ICS Command and General Staff
 - b. Between local Emergency Operations Center (EOC) participants; and
2. Obtaining approval from appropriate authorities before information is disseminated.
3. Initial information should include:
 - a. Actions the public should take;
 - b. Impact of the incident;
 - c. Actions the response agencies are taking;
 - d. Actions businesses and industries should take;
 - e. A summary of the incident; and
 - f. Overall steps to be taken by RMEC, city/county government and by citizens to return to normal after the incident.
4. Information Sharing. In addition to the public and media, information needs to be shared with RMEC Command Staff; response community; other Federal, State, tribal, local, and volunteer agencies; elected and appointed officials, other community leaders; and other PIOs. Sharing information regarding response and recovery actions and objectives is critical to building situational awareness for a joint information system.

Step 4: Dissemination of Information (External)

Information should be disseminated to:

1. Clients and attendees;
2. General public;
3. Community leaders;
4. Private Sector;
5. Media;
6. Nongovernmental organizations (NGOs) (e.g., American Red Cross);
7. Response and recovery organizations (e.g., urban search and rescue, utilities);
8. Volunteer groups; and
9. Others as necessary and approved by the Incident Commander.

Mass Alert Notifications

RMEC has a mass alert system to notify internal staff members, board members as well as our vista business neighbors of emergency situations in our facilities.

Staff members with access to send mass alerts are as follows:

Code Red – Approved Staff to Send Mass Alerts

Name

1. **David Joyner**
2. **Ashley Pittman**
3. **Connie Durojaiye**
4. **Keorra Taylor**

EVACUATION AND SHELTER IN PLACE

OVERVIEW

In the event of an emergency or disaster, the General Manager, Incident Commander or designee may direct the evacuation of the facility or sheltering in place. RMEC personnel must be prepared to assist in either situation and to guide clients, attendees, visitors or other employees to safety.

Evacuation. To remove (persons or things) from a place, as a dangerous place or disaster area, for reasons of safety or protection.

Shelter in place. Selecting a small, interior room, with no or few windows, and taking refuge there during an emergency or disaster situation.

EVACUATION

There are two types of evacuations: Controlled and not controlled

1. **Controlled:** A coordinated evacuation conducted by RMEC and/or RMEC personnel. May include a partial or total evacuation of the facility.
 - a. A controlled evacuation will occur if visitors/clients/attendees are in the building by RMEC and/or RMEC personnel will assist in the evacuation.
 - b. Unless there is immediate danger of death or bodily harm, all RMEC and/or RMEC employees should assist in the evacuation of visitors/clients/attendees.
2. **Not Controlled:** Facility occupants proceed to evacuate or leave the building on their own. May include a partial or total evacuation of the facility.

EVACUATION PROCEDURE

Administrative and Visitors Center Personnel

1. Instructions will be given via the Paging System at the Rocky Mount Event Center
2. When the alarm sounds leave immediately by the nearest exit
3. Close office doors after all persons have exited
4. Proceed in an orderly manner to the Assembly Point.
5. Remain at Assembly Point until "All Clear" signal is given

RMEC Personnel

1. RMEC Managers/Directors/Coordinators that have a radio, make sure it is turned to the Security channel.
2. The General Manager will go to the front of the Center entrance to await the arrival of Fire/EMS/Police (if the Sr. Event Manager is absent, the most senior department head or if absent the most senior security staff will meet with First Responders).
3. Kitchen Staff will turn off all ovens, appliances and equipment before exiting the building.
4. Personnel accountability will be conducted at the Assembly Point. Any missing/unaccounted for personnel will be reported to the Senior Event Manager or designee as mentioned above.
5. All personnel will remain at the Assembly Point until “All Clear” signal is given from Incident Commander.
6. Show assembly points on maps.

EVACUATING ONGOING EVENTS

1. Event Manager will announce that the building is being evacuated and for clients/attendees to proceed quickly to the nearest exit.
2. Lead clients/attendees to the nearest exit to the Assembly Point.
3. All personnel will remain at the Assembly Point until “All Clear” signal is given.
4. The Event Manager (s) and Event Security may require assistance from RMEC staff to clear the Center due to the number of rooms and/or locations in use. Additional staff will be dispatched to specific locations using the security channel.

Evacuation of disabled persons

1. Assist any person with mobility impairments quickly and carefully to the nearest exit. This may include mobility, visual or hearing-impaired persons.

ASSEMBLY POINTS (See Appendix 3: Evacuation Routes and Assembly Points)

****If you cannot check-in at your evacuation assembly point, please contact your supervisor immediately.**

1. RMEC – Once you have followed your department’s evacuation procedure, please evacuate through the closest exit and check-in at your assembly point listed below:
 - a. Parking Lot Sidewalk.

SHELTER IN PLACE

Shelter In Place will be utilized when a dangerous situation is occurring or is about to occur immediately outside, or inside a portion of the RMEC facilities. Examples include:

1. Tornado or severe weather is imminent
2. Dangerous situation occurring outside or inside a portion of the facility such as hazardous material spill, violent person, or civil unrest.

SHELTER IN PLACE (SEVERE WEATHER) PROCEDURE

1. If safe, quickly proceed to the Service Hallway
2. If unsafe conditions and/or limited time prevent movement to the service hallway:
 - a. Move to an interior room with no windows.
 - b. Move to an interior stairwell or bathroom if all rooms have windows.
 - c. Stay in the center of the room away from doors and windows.
 - d. Stay in place until the danger has passed.

SHELTER IN PLACE (HAZARDOUS INCIDENT) PROCEDURE

In the event of a critical incident where hazardous (including chemical, biological or radiological) materials may have been released into the atmosphere, either accidentally or intentionally, a decision to Shelter-in-Place may be the preferred method of safely waiting out the release.

1. Additional instructions for opening or locking windows and doors will be provided based on the situation to prevent HVAC drawing air into the building.

SHELTER IN PLACE (CIVIL DISTURBANCE INCIDENT) PROCEDURE

In the event of a civil disturbance outside of the facility, a decision to Shelter-in-Place may be the preferred method of safely waiting out the incident until law enforcement respond and restore order. The following recommendations may be considered:

1. Security may lock doors to prevent people from coming into the facility
2. Move people to interior rooms, away from windows
3. Await instructions from law enforcement

BUILDING AND STRUCTURE EMERGENCIES

EMERGENCY NOTIFICATION PROCEDURES

1. Identify the type of emergency
 - a. Life Safety Hazard: Fire, Structure damage, hazardous material spill
 - b. Utility Outage: Electricity, water or sanitary sewer, telephone, elevator, escalator, or gas leak
 - c. Natural disaster: Tornado, wind, heavy rain, flood
 - d. Disturbance
 - i. Person loitering, intoxicated, threatening, stalking
 - e. Violence:
 - i. Violent person, violent person with a weapon
 - ii. Civil unrest, demonstration, protestors, riot
 - iii. Bomb threat, suspicious mail/package
 - f. Terrorism
2. Notify the following:
 - a. Call 911
 - i. Be prepared to provide:
 1. Your name
 2. Your call back number
 3. Nature of emergency
 4. Specific location of emergency
 5. Other pertinent details about the emergency
 - ii. Stay on the line until told to hang up
 - b. Notify by radio, telephone or runner key RMEC personnel:
 - i. Security
 - ii. Event Coordinator on duty
 - iii. Immediate supervisor
 - iv. Others as directed
3. Be prepared to follow further instructions.

MEDICAL EMERGENCY

A medical emergency is any injury or illness to an individual in which prompt and/or immediate advanced medical care is necessary. Any RMEC employee who discovers an injured or ill person requiring medical treatment should:

1. Assess the situation for your safety and those involved
2. Direct someone to call 911, or if alone, do so yourself
3. Upon reaching 911 be prepared to provide the following, if known and/or able to:
 - a. Your name and call back number
 - b. The nature of the emergency
 - c. The location, including room number or significant way finding point
 - d. Any pertinent information regarding the injury and/or patient
4. Stay on the line until help arrives
5. Once the situation has been cleared, an incident report needs to be filled out by the MOD or first responding person

Once emergency medical services have been called, also advise the following RMEC personnel by radio, phone, or runner:

1. Security
2. Event Coordinator on Duty
3. Immediate Supervisor
4. Others as directed

Finally, if possible, render aid to the injured/ill party, which may include CPR and/or the use of AED, only if trained to do so, and if the situation calls for it.

FIRE EMERGENCY

1. General
 - A) In the event of a fire alarm, upon arrival, the fire department will assume operational command of the RMEC. In conjunction with RMEC Incident Commander (if activated) or executive personnel, the fire department will allow for the building to be re-occupied when deemed safe to do so. RMEC security will be instructed to make the "All Clear" announcement, alerting personnel it is safe to reenter the building.
2. All Employees: Upon discovering a fire, immediately implement the acronym **RACE**:
 - a. Rescue all people from immediate danger, do not use elevators or escalators to evacuate the area.
 - b. Alarm by pulling the closest fire pull-station. Dial 911 to report the location of the fire then use the radio to notify Security and dial.
 - c. Confine the area by closing all doors.
 - d. Extinguish the fire if the fire is small (use the acronym **PASS** below). Evacuate people from the area if instructed to do so by fire officials or RMEC and/or RMEC leadership.
 - Pull the pin
 - Aim at the base of the fire, not the smoke
 - Squeeze the handle
 - Sweep across the base of the fire to extinguish the flames.

3. Responsibilities by Department (See Appendix 3: Evacuation Routes/Assembly Points)

EVENTS DEPARTMENT

1. Event Managers should always carry the following: radio, key card badge, name badge, keys, and sticky notes at all times
2. Event Managers should alert the client that the facility is evacuating after alarm has sounded. Inform clients that Event Managers will not be available on the radio, so clients should look for facility staff at the main entrances. Event Managers should immediately switch your radio to the SECURITY channel.
3. If there are events in the building, the assigned Event Managers should proceed to the rooms where their event is taking place. The Event Manager is responsible for making sure that their client has evacuated the building.
4. If the building has no events, Event Managers and Security must clear rooms of 3rd party vendors.
5. As rooms are cleared, close doors and leave a blank sticky note on the door, showing the room has been cleared.
6. Event Managers are to be last to leave the facility after all rooms are clear.

SALES DEPARTMENT/OFFICE STAFF

1. Change all office radios to ADMIN channel.
2. The sales department/office staff will evacuate the building using the stairwells at the end of the mezzanine level.
3. The Executive Assistant to the General Manager will be responsible for making sure all offices are cleared during exit. As offices are cleared, office doors are to be shut and a blank sticky note left on the door, showing the room has been cleared.
4. Once outside, the sales department/office staff will assist in moving the attendees down the sidewalk (not into the parking lot) and away from main doors.
5. The Executive Assistant to the General Manager will assign staff to help secure the doors at all main entrances
6. If possible, RMEC staff should help keep people from reentering facility until an "All Clear" has been given.
7. Attendees that are evacuated from the facility may use their personal vehicles and leave the scene. RMEC staff will make every effort to ensure the safety of all personnel by directing pedestrian traffic in the parking lot to avoid being hit by leaving cars or arriving emergency vehicles.

OPERATIONS DEPARTMENT

1. Change radio to the SECURITY channel.
2. The Operations Manager is responsible for evacuating staff to the assembly point in the back lot.
3. Evacuate to the Assembly Point in the far corner of the loading dock parking area.
4. Operations is responsible for locating the fire on the panel in the security office, then responding to that location to determine if the alarm is real or false.
5. If alarm is valid, Operations will then radio to security the cause of the alarm and switch back to the Security channel to communicate with Security staff.
6. If false, operations will remain in that area until the fire department arrives.

FOOD SERVICE

1. Change radio to the SECURITY channel
2. Turn off stoves, ovens and appliances prior to evacuating
3. The Chef is responsible for evacuating the kitchen staff to the back-parking lot.
4. The GM and/or Senior Banquet Manager are responsible for evacuating their staff to the back-parking lot.
5. Evacuate to the parking lot behind the building by the church.

FEC

1. Office staff with radios, change to the Security channel
2. The FEC staff will evacuate the FEC and Café via the front entrance.
3. FEC staff will help secure the main entrance doors by the visitor's center and keep people from reentering facility until an "All Clear" has been given.
4. Attendees cannot be denied being able to go to their vehicles and/or leaving, but RMEC will take measures to keep the attendees out of the street to avoid being hit by traffic and/or arriving emergency vehicles.

HAZARDOUS MATERIAL SPILL

Hazardous materials may be found throughout the Event center. When not in use, hazardous materials are labeled and stored in locked storage on the loading dock.

Material Safety Data Sheets (MSDS) are kept in the Operations office and contain detailed information about the physical and chemical properties, health hazards, routes of exposure, precautions for safe handling and use and emergency and first-aid procedures specific to that product.

1. A major spill is defined as an incident that cannot be handled safely without the assistance of emergency response personnel, including all incidents where a person is injured or contaminated.
 - a. Call 911 and report the incident
 - b. Be prepared to provide the following, if known and/or able to:
 - i. Your name and call back number
 - ii. The nature of the emergency
 - iii. The location, including room number or significant way finding point
 - iv. Any pertinent information regarding the injury and/or patient
 - c. Stay on the line until help arrives
2. A minor spill is characterized by all of the following criteria:
 - a. Is contained within a limited area in the facility;
 - b. Did not result in a fire or explosion, nor presents a risk for a fire or explosion; and
 - c. Did not result in personnel requiring medical attention.
 - d. Call Operations and Security to report the incident

HAZARDOUS MATERIAL SPILL CLEAN UP PROCEDURES

If a hazardous material spill is discovered:

1. If the spill is beyond the capacity to contain and clean, do not attempt to do so, STOP and call 911
 - a. Until emergency responders arrive on scene, follow instructions from Security or Engineering
 - b. Alert people in the immediate area of the spill
 - c. Do not allow people to walk into the area
 - d. Dispose of contaminated PPE properly

UTILITY OUTAGE

Power outage can occur in the Center for various reasons. Some indicators of power outage are:

1. Electric- lights and electrical equipment not working
2. Electric- chilled water, no air conditioning
3. Water- toilets not flushing, drinking fountains not working
4. Telephone- inability to place outgoing telephone calls
5. Steam or Gas- no heat or oven capabilities

GENERAL UTILITY OUTAGE PROCEDURE

If a blackout occurs without warning and there is no imminent life safety danger:

1. Event Manager will make contact with the client (s) and ask them to remain in place until emergency lighting activates.
2. Operations is primary responder to inspect and determine recovery efforts with the utility company.
3. Security, Event Staff and RMEC department managers will ensure that all personnel are guided out of hazardous areas, through the nearest exit to the assembly areas.
4. Security, Event Staff and RMEC department managers will locate and provide flashlights, and account for guests, visitors, and fellow employees.
5. Engineering Manager will inform the Incident Commander (if activated), General Manager, Security and Event Staff on the status and timeline to restore power and return to normal operations.

POWER OUTAGE

In the event of a facility wide outage, RMEC has an emergency generator that will immediately provide power to emergency lighting to illuminate egress routes from the facility. To report a minor, localized power outage, call Engineering.

In case of a major, facility wide power outage:

1. Follow directions from the General Manager, Director of Operations or designee
2. If evacuation of a building is required, see the EVACUATION section of this plan.
3. Event Manager will make contact with the client(s) and instruct them to remain in place until emergency lighting activates or situation is resolved.
4. Do not use candles or other type of flame for lighting.
5. Unplug all electrical equipment (including computers) and turn off light switches.

ELEVATOR MALFUNCTION

The first RMEC employee that discovers that an elevator is not working properly will notify Operations via radio or telephone

If people are trapped in an elevator:

1. Notify Operations and Security. Security will call 911 if necessary.
2. Reassure passengers to stay calm and that you are getting help.
3. Instruct passengers to pick up the emergency phone in the elevator so they can provide direct information to the emergency responders.
4. Instruct passengers not to attempt to pry the doors open or climb through the roof.
5. Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building.

WATER OR SEWER FAILURE

The first RMEC employee that discovers that the water or sanitary sewer system is not working properly will notify Operations. Building occupants should:

1. Refrain from turning on faucets and flushing toilets until water system is restored and the "ALL Clear" has been announced.
2. Be prepared to evacuate the facility until the water or sewer system is restored.
3. Listen for special instructions via two-way radio, PA System or other communication methods on status and availability or use of water system.

GAS LEAK

If there is a "rotten egg" smell of gas OR hear blowing or hissing noise:

1. LEAVE the building immediately, spreading the word on the way out.
2. Call 911 AFTER leaving the building
3. DO NOT use any phone inside the building.
4. DO NOT turn on or off any electric lights or appliances
5. DO NOT open or close the windows
6. DO NOT try to shut off the gas

7. DO NOT light candles or other type of flame for lighting. DO NOT re-enter the building until authorized to do so.

An individual exposed to natural gas for a prolonged period might experience the following symptoms: dizziness, fatigue, nausea, headache, and irregular breathing. Exposure to extremely high levels of natural gas can cause loss of consciousness or even death.

1. Take the victim outside immediately
2. Call 911 to activate EMS.
3. If the victim is unresponsive or is not breathing, begin CPR if trained.

TELEPHONE OR NETWORK FAILURE

1. **To report a routine telephone or technology issue** please use the following contact details:
 - a. E-Mail: djoyner@sportsfacilities.com
 - b. David Joyner cell number: 252.813.0224
2. **In the event of an emergency telephone or network outage** or circumstance impact please use the following contacts in the order provided:
 - a. Phone (available 24/7)
 - b. David Joyner cell number: 252.813.0224
 - c. Operations Manager cell number:
3. **End User Cyber Security Best Practices**
 - a. **Lock Up Your PC** – Always lock up your PC or Laptop when you leave the device unattended. Our computing devices house sensitive information and business processes and can provide a gateway to information leaks an access to our internal systems.
 - b. **Slow Down and Think Before You Click** – Malicious e-mails arrive unsolicited in our inboxes, and have become increasingly camouflaged in their true intent. Always review the sender, the body of the e-mail and the content of the message. If the received message has dialogue that does not fit into common discussions of operations, or is received from an unfamiliar sender, or lacks any information and contains suspicious web links, call the sender to confirm the legitimacy or delete the e-mail if no further confirmation is needed.
 - c. **Do Not Share Your User Name or Password**- Hackers will always attempt to obtain your user name and password through cleverly engineered e-mails and websites that appear to legitimate. The Technology Team, administration, or approved vendors will never solicit this type of information via e-mail.
 - d. **Strengthen Your Password** – Password habits universal and provide a base means for unsolicited access to your accounts to be successful. Increase the complexity of your password and change your password more frequently.
 - e. **Report Security Warnings to the IT Department** – Any breach of security should immediately be reported to the IT Department. Any suspicious alerts or if you are uncertain if a breach occurred should also be reported. It is better to be extra cautious than dismissive.

- f. **Be Smart with Your Smartphone** – Smartphones are everywhere. They also provide a vulnerability hackers would like to exploit. Be cautious of answering emails from the phone if you do not know the sender or answering text messages asking for personal or confidential information. Use the Guest or Staff Wi-Fi when onsite. Turn off Bluetooth when it is not being used or if you are engaging with sensitive data.
- g. **Be Aware** – Social engineering is a non-technical approach that hackers use to obtain sensitive information. Such tactics include phishing emails, disguised phone calls, and physical impersonation. Be aware and guarded when sensitive information is being requested in this manner.
- h. **Save Your Data in a Secure Location**- Desktops and Laptops can be compromised or become in disrepair. Always save your data in your designated Home Directory which allows the IT Department to back up your data daily. This will ensure you always have a copy of your files in the event a problem arises.

MISSING CHILD(REN)

If a child is lost or a parent cannot find them, the MOD will radio a “code Adam”. MOD will provide a description of the child: age, race, outfit, and where they were last seen. Team members should secure all entrances, check restrooms, and scan the entire venue looking for the child. After a thorough check of the entire venue, the MOD or Operations Manager will notify the police. Once the child has been found, the MOD will notify the team members over the radio that the child has been found.

EXPLOSIONS

Explosions may be due to a faulty mechanical system, human error or malicious intent. Explosions can occur with faulty wiring, combustible materials, other accidental or intentional causes. Regardless of the cause, immediate action is required:

EXPLOSION PROCEDURE

1. Call 911 to report incident
2. Take shelter or remove self and others from area
3. Check for casualties, apply immediate first aid to the injured
4. Call Security to report incident, any injuries or property damage. Security will secure the area contact:
 - a. Operations to determine the cause and take immediate action
 - b. Contact law enforcement/fire/EMS as required
 - c. General Manager, Directors and Managers

Fire and law enforcement will conduct appropriate investigations and may ask for additional assistance or advise staff as needed.

SEVERE WEATHER/NATURAL DISASTER

RMEC communicates with the National Weather Service (NWS) and monitors weather conditions to gain advance notice of approaching severe weather events that could impact the Rocky Mount area and RMEC operations. Historically, the most frequent severe weather incidents and natural disasters occurring in Rocky Mount, NC include thunderstorm winds (including tornados), hailstorms and flooding.

TORNADOS, WIND EVENTS AND HAIL STORMS

Open areas in the RMEC that may cause concern during thunderstorm winds, tornados, hailstorms and other severe weather events are the upper-level glass lobby areas, outside patio areas, entrances/exits and the immediate surrounding neighborhood.

TORNADO WATCH

A tornado watch is issued when conditions are favorable for a tornado to occur. Remain alert for approaching storms. Ensure staff and clients know where the safest places are within the building and listen to the radio or television for further developments. Be prepared to seek shelter.

TORNADO WARNING

A tornado warning is issued when a tornado has been sighted in the area. Immediately seek safe shelter.

PRIOR TO THE THREAT

MASCT will take measures to prepare for a tornado impacting the City of Rock Mount and RMEC facilities.

RMEC will conduct at least one tornado drill prior to each tornado season. The Edgecombe room or lower level back service halls have been designated as a shelter area for attendees and/or the general public in the building. RMEC staff may congregate in the back -service halls behind the Edgecombe conference room or in the storage room as a shelter area.

IF A TORNADO IS SPOTTED

1. Take cover immediately. Stay away from windows, doors, outside walls and open spaces.
2. Protect your head from falling objects or flying debris.
3. Go to the RMEC pre-designated shelter area –
4. If in a vehicle, trailer, or mobile home, get out immediately and go to a more substantial structure.
5. Seek shelter on foot if possible
6. If there is no shelter nearby lie flat in the nearest ditch with your hands shielding your head.

DURING A TORNADO

If in the building but not able to get to Edgecombe Room:

1. Go to the lowest level of the building & into an inner hallway or a smaller inner room without windows.
2. Get away from any windows.
3. Get under a piece of sturdy furniture.
4. Use arm to protect head and neck.

If Outside:

5. If possible, get inside a building.
6. If shelter is not available, lie in a ditch or crouch near a strong building.
7. Be aware of the potential for flooding.
8. Use arms to protect head and neck.

If in a Car:

1. Never try to out drive a tornado. Get out of the car and take shelter in a nearby building.
2. If shelter is not available, lie in a ditch or crouch near a strong building
3. Be aware of the potential for flooding.
4. Use arms to protect head and neck.

FLOODING

RMEC communicates with the National Weather Service (NWS) and monitors weather conditions to gain advance notice of approaching severe weather events that could impact the Rocky Mount area and the RMEC operations.

1. Upon learning that area flooding is likely, the RMEC General Manager and his leadership team may make the decision to activate the incident command system to manage preparations for, and response to a flooding incident.
2. All RMEC employees, vendors, clients, attendees and visitors will be informed of the evolving situation and appropriate measures being implemented to ensure the safety of people and property.
3. Severe flooding presents a situation where evacuation may be directed. See the EVACUATION PROCEDURES section of this plan for further guidance.

CIVIL DISTURBANCE, VIOLENCE, TERRORISM

CIVIL DISTURBANCE

Disturbances range from two people arguing to hundreds of angry protestors rushing the facility. Most disturbances are non-violent protests outside the building. However, occasionally protestors can become violent or enter the building forcibly.

CIVIL DISTURBANCES/RIOTS/PROTESTORS PROCEDURE

1. Do not attempt to enter into, defend a position, or subdue anyone involved in a disturbance.
2. Leave the area immediately. Return to facility if you are outside.
3. Call Security to respond, assess situation, and manage the situation.

VIOLENCE

Violence is defined as any action or verbal threat that may threaten the safety, life, health, well-being, or family or another person.

1. RMEC maintains a workplace violence prevention policy to ensure a safe and violence-free environment for employees, clients, event attendees and visitors,
2. RMEC employees observing any unusual behavior or action will immediately contact Security. If Security is not available, call 911 for law enforcement response.

TERRORISM

Examples of a possible terrorist incident include mass shooting, bombing, arson, or even the use of weapons of mass destruction (deliberate release of nuclear, biological, or chemical materials).

RMEC primary weapon for preventing acts of terrorism is the watchful eye of its employees, vendors, clients, attendees and visitors. The US Department of Homeland Security asks all citizens to report any suspicious activity to local law enforcement under the "See something, say something" campaign.

Suspicious activity is any observed behavior that could indicate terrorism or terrorism-related crime. This includes, but it is not limited to:

1. Unusual items or situations: A vehicle parked in an odd location, a package/luggage is unattended, a window/door is open that is usually closed, or other out-of-the-ordinary situations occur.
2. Eliciting information: A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.
3. Observation/surveillance: Someone pays unusual attention to facilities or building beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g. with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

BOMB THREAT PHONE CALL (SEE APPENDIX 4: BOMB THREAT PROCEDURES)

Bomb threats are most commonly received via telephone. RMEC staff will take all bomb threats or threatening phone calls seriously, taking appropriate action:

The Bomb Threat Prompt will be:

1. Kept near the phone in each office.
2. Reviewed on a regular basis by all staff
3. Used by staff as a guide to manage a bomb threat call.
4. To record pertinent information about the caller, the “bomb” and other relevant information.
5. Given to security and responding law enforcement officers as documentation of the details of the conversation and may become evidence in a further investigation.

SUSPICIOUS MAIL OR PACKAGE

If a suspicious letter or package is received, or if a suspicious package or item is found in the facility, do not use radios or cell phones to communicate.

- a. DO:
 - a. Call 911
 - b. Contact Security
 - c. Alert others in area.
 - d. Leave the area and prevent other from entering.
 - e. Create a list of persons in the room where the package was received.
- b. DO NOT:
 - a. Use cell phones or radios to communicate NEAR the suspicious package. Call for Security/Police using a landline. Cell phones and Radios may be used when you are out of site of the suspicious package.
 - b. Open or shake it.
 - c. Carry or show to others.
 - d. Bring to the Police Department.
 - e. Sniff, touch or taste,

BOMB THREAT PROCEDURES

****If you see a suspicious package, DO NOT use cell phones or radios to communicate NEAR it. Call for Security/Police using a landline.****

1. IF YOU RECEIVE A THREATENING CALL:

- a. DO NOT HANG UP THE PHONE
- b. USING NON- VERBAL GESTURES, NOTIFY A CO-WORKER THAT YOU ARE TAKING A THREATENING PHONE CALL
- c. KEEP THE CALLER TALKING. PLAY ALONG
- d. ASK THE CALLER TO SPEAK LOUDER AND SLOWER
- e. LISTEN CAREFULLY

2. WRITE DOWN THE EXACT WORDING OF THE THREAT

3. ASK THE FOLLOWING QUESTIONS

- a. IS THIS A BOMB THREAT?
- b. WHERE IS THE BOMB RIGHT NOW?
- c. WHAT DOES IT LOOK LIKE?
- d. WHAT KIND OF BOMB IS IT?
- e. WHEN WILL IT EXPLODE?
- f. WHAT WILL CAUSE IT TO EXPLODE?
- g. DID YOU PLACE THE BOMB?
- h. WHAT IS YOUR NAME?
- i. WHAT IS YOUR ADDRESS?
- j. WHAT IS YOUR PHONE NUMBER?

4. IMMEDIATELY CALL David, Operations, and Connie, ONCE YOU HANG UP:

- a. David Joyner cell number 252.813.0224
- b. Operations Manager cell number
- c. Connie Durojaiye cell number 252.955.2552

<p>NAME OF PERSON RECEIVING THE CALL: _____</p> <p>DATE: _____ NUMBER CALLED (EXTENSION): _____</p> <p>TIME CALL STARTED: _____ TIME CALL ENDED: _____</p> <p>NATURE OF THE THREAT: _____</p>

5. ABOUT THE CALLER:

- A. SEX OF CALLER? MALE OR FEMALE
- B. ETHNICITY?
- C. ADULT? CHILD?
- D. APPROXIMATE AGE: _____

- THREAT LANGUAGE: (CIRCLE ALL THAT APPLY)

WELL SPOKEN	INCOHERENT
IRRATIONAL	DISGUISED VOICE
TAPED MESSAGE	MESSAGE READ

- CALLER'S VOICE CHARACTERISTICS: (CIRCLE ALL THAT APPLY)

CALM	LOUD	LISP	CRACKING
ANGRY	CRYING	RASPY	ACCENT
EXCITED	NORMAL	DEEP	FAMILIAR
SLOW	DISTINCT	RAGGED	LAUGHTER
RAPID SLURRED	CLEARS THROAT		
SOFT	STUTTER	BREATHLESS	

- BACKGROUND NOISES: (CIRCLE ALL THAT APPLY)

STREET	MOTOR	PA SYSTEM
DISHES	OFFICE	ANIMALS
VOICES	STORE/CAFÉ CLEAR LINE	
MUSIC	FACTORY	STATIC
TV/RADIO	MACHINERY	OTHER?

- REMARKS

****If you see a suspicious package, DO NOT use cell phones or radios to communicate NEAR it. Call for Security/Police using a landline.****

STAFF EMERGENCY PROCEDURES

During a life-threatening emergency, Management will make an announcement giving instructions on the situation and how to proceed. If an alarm system should sound throughout the facility, please follow your department evacuation procedure. Look for other facility Staff at the main entrances. There should be minimal radio traffic during any emergency.

MEDICAL EMERGENCIES

In the event of a medical emergency, please follow the steps below:

1. Remain Calm
2. Call 911
3. Follow AED/CPR procedures if trained to do so.
4. Notify security staff, event manager staff, or other management staff.
5. Wait with individual until first responders arrive.
6. Please stay with the individual & keep the area clear of on-lookers.

Automated External Defibrillator (AED) locations can be found on the evacuation map provided to you.

FIRE SAFETY

If there is obvious evidence of a fire in the facility, follow these steps in the order listed:

1. Remain Calm
2. Notify security staff, event manager staff, or other management staff especially if alarm has NOT sounded. If you see a fire, pull the fire alarm!
3. Follow your department protocols.
4. Leave the area of the fire immediately and avoid elevators, if possible.
5. Inform any attendees to remain calm and follow instructions (each department has different procedures for evacuations).
6. Use the evacuation routes attached and posted in the facility to safely and quickly exit the facility. Please assist any attendees in exiting the building if possible. There is also an evacuation route located near the entrance of each room. Event Managers and Management staff should be the LAST people to leave the emergency area.
7. If smoke is evident near or in between you and the closest exit, use the next closest alternate route. If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe cleaner air near the floor as you move toward the exit.
8. Be prepared to relay any pertinent information to the Fire Department upon their arrival.
9. During a fire, the Fire Department obtains ownership of the facility and will give the RMEC Staff and guest's permission to reenter the facility at the appropriate time.

If a fire is discovered and you feel that you may be able to extinguish the fire without endangering yourself or others, then please follow these steps in the order listed:

1. Remain Calm
2. Notify Management of the situation and its severity.
3. Clear the area and locate the extinguisher in the nearest proximity to the fire (locations are noted on the evacuation routes).
4. Extinguish the fire without damaging yourself or others.

****When operating the fire extinguisher, remember the PASS procedure.****

P- Pull the pin on the extinguisher handle

A- Aim the nozzle or hose at the base of the fire.

S- Squeeze or press the handle

S- Sweep from side -to- side at the base of the fire until it is extinguished.

EVACUATION ASSEMBLY POINTS

Once you have followed your department's evacuation procedure, please evacuate at the closest exit and check-in at your assembly point listed below. ****If you cannot check-in at your evacuation assembly point, please contact your supervisor immediately.**

- a. Turnaround Area.
- b. Parking Lot Sidewalk.
- c. Top of ramp leading

SEVERE WEATHER ACTIVITY

Event Managers and other RMEC Staff are constantly monitoring the weather activity in Rocky Mount, NC and other surrounding areas for your safety. In the event of Severe Weather Activities including, but not limited to, Tornadoes, Severe Thunderstorms, Hurricanes, or Flood Watches/Warnings, your Event Manager will contact you with all facility updates. Please remember these safety precautions:

- Turn off electrical equipment and avoid being near any electrical outlets.
- Remain inside of the building. If outside, move inside immediately. **DO NOT** attempt to leave.
- **AVOID** the following areas:
 - Spaces Adjacent to Exterior Glass Windows (e.g. Registration and Pre-Function Areas) Loading Docks
 - Elevators

If Shelter-In -Place is warranted due to severe weather:

1. If safe, quickly proceed to the Edgecombe Room or lower-level back service hall.
2. If unsafe conditions and/or limited time prevent movement to the Edgecombe Room or lower-level back service hall, shelter – in- place.
 - a. Move to an interior room with no windows, or a service hallway on the lowest floor possible.
 - b. Move to an interior stairwell or bathroom if all rooms have windows.
 - c. Stay in the center of the room away from doors and windows.

SHELTER-IN-PLACE

A Shelter-in-Place Lockdown will be utilized when a dangerous situation is occurring or is about to occur immediately outside, or inside a portion of the RMEC facilities. The RMEC Management will talk about this with you directly. In the event that this may occur, please remain calm and safely follow all instructions given from law enforcement and the RMEC Staff.

CIVIL DISTURBANCES, RIOTS, AND PROTESTORS

In the event of a civil disturbance, riot or protest during your event, please follow these guidelines:

1. Remain Calm
2. If you are outside, return to the facility quickly and calmly.
3. If you have windows to the outside, close blinds.
4. Contact your Management immediately.
5. **DO NOT** attempt to approach anyone involved in the disturbance.
6. Continue as normal.

ACTIVE SHOOTER

1. **RUN:**
 - i. Have an escape route and plan in mind
 - ii. Leave your belongings behind
 - iii. Keep your hands visible
2. **HIDE:**
 - i. Hide in area out of the shooter's view
 - ii. Block entry to your hiding place and lock the doors
 - iii. Silence your cell phone and/or radio
3. **FIGHT:**
 - i. As a last resort and only when your life is in imminent danger.
 - ii. Attempt to incapacitate the shooter.
 - iii. Act with physical aggression and throw items at the active shooter.

BOMB THREAT

SAYING ALERT: "SEE SOMETHING, SAY SOMETHING"

At the RMEC, we encourage staff to be aware of their surroundings at all times of an event. If there is anything around you that looks suspicious or unfamiliar, please let management know as soon as possible. Remember, if you see something, say something.

REFER TO EMERGENCY OPERATION PLAN (EOP) FOR THE FOLLOWING

Power/Utility Outages, Flooding, Terrorism, Gas Leaks, Hazardous Spills, Explosions, etc.

CLIENT EMERGENCY PROCEDURES

The Rocky Mount Event Center's highest priority is to maintain a safe environment for all building occupants. We have developed an emergency response plan to ensure the safety of all visitors and employees at the RMEC.

Your Event Manager will be your point of contact for any emergency situations that may occur. An evacuation route is posted in each room and was given to you at the start of your event. In case of an emergency, please refer to this document and wait for instructions from your Event Manager.

During a life-threatening emergency, your Event Manager will make an announcement giving instructions on the situation and how to proceed. If an alarm system should sound throughout the facility, please follow the instructions via the intercom system. Look for facility Staff at the main entrances. There should be minimal radio traffic during any emergency.

MEDICAL EMERGENCIES

In the event of a medical emergency, please follow the steps below:

1. Remain Calm
2. Call 911 (if necessary)
3. Notify your Event Manager, via radio, of the emergency and its severity. Provide your location within the facility (i.e. Exhibit Hall, Ballroom B, etc)
4. Wait with individual until first responders arrive (information may be needed from you, facility staff and first responders)

Automated External Defibrillator (AED) locations can be found on the evacuation map provided to you.

FIRE SAFETY

If there is obvious evidence of a fire in the facility, follow these steps in the order listed:

1. Remain Calm
2. Leave the area of the fire immediately and avoid elevators or escalators, if possible
3. Notify your Event Manager of the situation, via radio. Be prepared to give details about the fire as well as the location of the fire.
4. Your Event Manager will sound the fire alarm and call 911
5. If there is a need for evacuation, your Event Manager will make an announcement and quickly lead you and your attendees to the nearest exit.
6. Inform any attendees to remain calm and follow instructions.
7. Use the evacuation route given at the beginning of your event to safely and quickly assist your attendees in exiting the building. There is also an evacuation route located near the entrance of each room. Your Event Manager and the RMEC Staff will be present to assist in the evacuation. They will be the LAST people to leave the emergency area.
8. If smoke is evident near or in between you and the closest exit, use the next closest alternate route. If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe cleaner air near the floor as you move toward the exit.
9. Be prepared to relay any pertinent information to the Fire Department upon their arrival.
10. During a fire, the Fire Department obtains ownership of the facility and will give the RMEC Staff and guest's permission to reenter the facility at the appropriate time.

If a fire is discovered and you feel that you may be able to extinguish the fire without endangering yourself or others, then please follow these steps in the order listed:

1. Remain Calm
2. Notify Management of the situation and its severity.
3. Clear the area and locate the extinguisher in the nearest proximity to the fire (locations are noted on the evacuation routes).
4. Extinguish the fire without damaging yourself or others.

****When operating the fire extinguisher, remember the PASS procedure.****

P- Pull the pin on the extinguisher handle,

A - Aim the nozzle or hose at the base of the fire.

S- Squeeze or press the handle

S- Sweep from side -to- side at the base of the fire until it is extinguished.

SEVERE WEATHER ACTIVITY

Event Managers and other RMEC Staff are constantly monitoring the weather activity in Rocky Mount, NC and other surrounding areas for your safety. In the event of Severe Weather Activities including, but not limited to, Tornados, Severe Thunderstorms, Hurricanes, or Flood Watches/Warnings, your Event Manager will contact you with all facility updates. Please remember these safety precautions:

- Turn off electrical equipment and avoid being near any electrical outlets.
- Remain inside of the building. If outside, move inside immediately. DO NOT attempt to leave.
- AVOID the following areas:
 - Spaces Adjacent to Exterior Glass Windows (e.g. Registration and Pre-Function Areas)
 - Loading Docks
 - Service Halls
 - Elevators

Your Event Manager will relocate you and your attendees, if necessary.

CIVIL DISTURBANCES, RIOTS, AND PROTESTORS

In the event of a civil disturbance, riot or protest during your event, please follow these guidelines:

1. Remain Calm
2. If you are outside, return to the facility quickly and calmly.
3. If you have windows to the outside, close blinds.
4. Contact your Management immediately.
5. DO NOT attempt to approach anyone involved in the disturbance.
6. Continue as normal.

SHELTER-IN-PLACE

A Shelter-in-Place Lockdown will be utilized when a dangerous situation is occurring or is about to occur immediately outside, or inside a portion of the RMEC facilities. The RMEC Management will talk about this with you directly. In the event that this may occur, please remain calm and safely follow all instructions given from law enforcement and the RMEC Staff.

At the RMEC, we encourage our clients to be aware of their surroundings. If there is anything around you that looks suspicious or unfamiliar, please let your Event Manager know.

DEPARTMENT FIRE ALARM PROCEDURES

EVACUATION ASSEMBLY POINTS

Once you have followed your department's evacuation procedure, please evacuate at the closest exit and check-in at your assembly point listed below. *If you cannot check-in at your evacuation assembly point, please contact your supervisor immediately.

EVENTS DEPARTMENT

- Event Managers should always carry the following: radio, key card badge, name badge, keys, and sticky notes at all times.
- Event Managers should alert the client that the facility is evacuating after alarm has sounded and that E.M.'s will not be available on the radio; however, clients should look for facility staff at the main entrances. E. M.'s should immediately switch your radio to the SECURITY channel.
- If there is an event in the building, the assigned event managers should proceed to the room(s) where their event is taking place. The event manager is responsible for making sure that their client has evacuated the building.
- If the building has no events, Event Managers & Security still need to be mindful of 3rd party vendors working in rooms as necessary.
- In the event of a fire,
- As you clear rooms where attendees are, close doors behind you and leave a blank sticky note on the door, showing the room has been cleared. Alert other E.M. staff as rooms are cleared over radios
- Event Managers should be last to leave the facility after all rooms are clear.
- In the event of a fire alarm, the fire department obtains ownership of the facility and will give RMEC Security the authority for guests & staff to reenter facility at the appropriate time. The "All Clear" announcement will be made via RMEC Security or the most Senior Event Staff onsite.

SALES DEPARTMENT/OFFICE STAFF

- The sales department/office staff will evacuate the building using the stairwells at the end of the main offices.
- Office Administrator will be responsible for making sure all offices are cleared on their way out. As Office Administrator clear offices, they will close office doors and leave a blank sticky note on the door, showing the room has been cleared.
- Once outside the sales department/office staff will assist in moving the attendees down the sidewalk (not into the parking lot) & away from the main doors.
- In the event of a fire alarm, the fire department obtains ownership of the facility and will give RMEC Security the authority for guests & staff to reenter facility at the appropriate time. The “All Clear” announcement will be made via RMEC Security or the most Senior Event Staff onsite.
- We cannot keep attendees from going to their cars and leaving, but we need to keep the attendees out of the lot to avoid being hit by leaving cars or arriving emergency vehicles.
- Office staff with radios, please change to the ADMIN channel.

OPERATIONS DEPARTMENT

- The Operations Manager is responsible for getting his staff out of the building and into the back lot.
- Operations is responsible for locating the fire on the panel in the security office, then responding to that location to determine if the alarm is real or false.
- If alarm is valid, Operations will then radio to security the cause of the alarm and switch back to the Operations channel to communicate with Operations staff.
- If false, operations will remain in that area until the fire department arrives.
- In the event of a fire alarm, the fire department obtains ownership of the facility and will give RMEC Security the authority for guests & staff to reenter facility at the appropriate time. The “All Clear” announcement will be made via RMEC Security or the most Senior Event Staff onsite.
- In the event of a fire, the Security Manager’s door automatically unlocks. There is a master key in his office, if needed. The fire department does have a master key box located outside on the back of the property.
- Change radio to the SECURITY channel.

FOOD SERVICE

- The Chef is responsible for evacuating staff to the top of the ramp.
The GM and/or Senior Banquet Manager are responsible for evacuating their staff to the top of the ramp.
- Change radio to the SECURITY channel.
- In the event of a fire alarm, the fire department obtains ownership of the facility and will give RMEC Security the authority for guests & staff to reenter facility at the appropriate time. The “All Clear” announcement will be made via RMEC Security or the most Senior Event Staff onsite.

SECURITY DEPARTMENT

- Security will locate the cause of the alarm on the fire panel and relay it to operations.
- One Security Officer will remain in the security office with the fire panel until it has been cleared by the fire department.
 - a. Unless a fire poses an immediate danger to the security office, in which case security will evacuate to the back-parking lot.
- One security staff if available will be responsible for helping to clear the back service halls of staff then assisting the event managers in evacuating attendees and/or assist operations at the alarm location
- If the cause of the alarm is determined to be false, security will call the fire department to let them know.
- In the event of a fire alarm, the fire department obtains ownership of the facility and will give RMEC Security the authority for guests & staff to reenter facility at the appropriate time. The “All Clear” announcement will be made via RMEC Security or the most Senior Event Staff onsite.
- If the building has no events, Event Managers and Security must clear rooms of 3rd party vendors.
- In the event of a fire, the Security Manager’s door automatically unlocks. There is a master key in his office, if needed. The fire department does have a master key box located outside on the back of the property.

FEC

- The FEC staff will evacuate the FEC and café via the turnaround area.
- FEC staff will help secure the main entrance doors by the FEC and keep people from reentering facility until an “All Clear” has been given.
- We cannot keep attendees from going to their cars and leaving, but we need to keep the attendees out of the street to avoid being hit by traffic and/or arriving emergency vehicles.
- In the event of a fire alarm, the fire department obtains ownership of the facility and will give RMEC Security the authority for guests & staff to reenter facility at the appropriate time. The “All Clear” announcement will be made via RMEC Security or the most Senior Event Staff onsite.
- Office staff with radios: please change to the Security channel.

RMEC STAFF – MOD RESPONSIBILITIES:

1. Contact security and assist EM direct roles/responsibilities as needed
2. Communicate emergency to client
 - a. Recommend that he/she make an announcement from podium (possibly provide Event Manager’s SCRIPT CARD to client)
3. Manager to make a building -wide announcement using PA System script card
 - a. PA Systems are located at Guest Services.
4. Contact your ON Call Supervisor
5. On-Call Supervisor will decide who is sending the **RED CODE Text Alert Message**
6. Managers on Duty are required to stay onsite in a safe location and communicate with the Police Department Command Post until an ALL Clear is given by law enforcement
7. During schedule change overs, plan to follow your schedule unless otherwise directed by supervisor
8. MOD may need to communicate with ON-Call MOD in order for an “ALL-CLEAR” text alert sent

RMEC STAFF – NOT ONSITE WHEN EMERGENCY OCCURS:

1. Contact your supervisor for instructions and follow your departments protocol.
2. If you are scheduled to come in and you receive a text alert notifying you of an emergency in the building, contact your supervisor for further instructions.
3. If you are NOT scheduled for the day and receive a text alert notifying you of an emergency in the building, DO NOT attempt to come to the building. Your supervisor will be in contact with you as needed.
4. During schedule change overs, plan to follow your schedule unless otherwise directed by supervisor.
5. If an emergency text has gone out, an “All Clear” will always be communicated after law enforcement gives the instructions to do so.