



EMERGENCY RESPONSE PLAN & PROCEDURES

Revised May 2026

We reserve the right of admission.

INTRODUCTION

It is the intent of the Puerto Rico Convention Center (PRCC) and Legends Global Management team to provide our clients, visitors and staff and the Puerto Rico Convention Center District Authority (PRCDA) with a comprehensive **emergency response plan**. The plan consists of several different responses in response to the nature of the emergency and the type of audience to be protected. Each section is complete unto itself.

There are 3 major sections to the natural and manmade emergency response plan:

Prevention and Preparedness

Response

Recovery

The plan is written for the specific purpose of providing an action plan appropriate to a variety of different emergencies and clients, visitors and guests who may be in the building at that time. The general intent is to provide both a call to action but also an overview of those aspects of prevention and preparedness and post-emergency recovery to insure the best possible response across the full arc of a disaster. However, the core focus of the document remains to provide a tailored response to a number of different emergencies.

In all cases, it has been the practice of the Legends Global management team to engage and employ the full support of the existing municipal and national emergency agencies and their infrastructures. We are fully committed to working with and supporting a broad range of law enforcement and rescue agencies to ensure that if there are others outside the venue that are negatively effected by, for example, a natural disaster such as a hurricane, that we can play a role in mitigating broader negative impact.

Knowledge of these procedures can protect us, those around us and the physical facility. Most emergency situations do not allow the luxury of time to review or debate the response procedures. Emergencies require immediate action. Therefore, each of us must familiarize ourselves with the specific actions required of Legends Global and our work position well in advance and on an ongoing basis. A briefing review of the response procedures and simulation exercises on a regular basis should best prepare us for any eventuality.

Margaret Colón
Interim General Manager
Legends Global Management PR, LLC
2026 March

TABLE OF CONTACT

I.	Introduction & Table of Content	2-3
II.	Emergency Chain of Command	4
III.	Emergency Response Team	5
IV.	Staff Notification Tree	6
V.	Crisis Communications Plan	6
VI.	Internal Emergency Phone Numbers	7
VII.	Prevention and Preparedness	7
VIII.	Safety & Security Checklist	7
IX.	Information & Training	8
X.	Emergency Supplies	9
XI.	First Aid & Equipment	10
XII.	Evacuation Plan	11-12
XIII.	Evacuation Diagrams & Assembly Areas	13-16
XIV.	Natural Disasters	17
XV.	Hurricane Emergency Procedures	17-22
XVI.	Earthquake & Tsunami Emergency Procedures	23-27
XVII.	Fire Emergency Procedures	28
XVIII.	Manmade Disasters	29
XIX.	Terrorism	39-33
XX.	Civil Disturbance, Riots, Demonstrations, Protests	33
XXI.	Bomb Threat & Search Guidelines	34-37
XXII.	Active Shooter	38-41
XXIII.	Mail, Packages & Deliveries	42
XXIV.	Recovery	43
XXV.	Infant/Child Missing Respond Plan	44-45
XXVI.	Bio-hazardous Infectious Disease	45-47
XXVII.	Confidentiality	48
XXVIII.	Hospital & Medical Services	48
XXIX.	External Emergency Phone Numbers	49-50

II. EMERGENCY RESPONSE CHAIN OF COMMAND

The emergency response chain of command follows the basic management chain of command except the Security Manager, his immediate reports and a number of law enforcement and disaster service agencies play a more central role in decision making and service delivery. However, the process starts in house and radiates outward informing and capturing the support of law enforcement, fire and emergency services.



See Something, Say Something. Most emergency responses begin in-house with a telephone call to security. If you see anything suspicious it is your obligation to report that observation or incident immediately.

1. In the event of an unanticipated emergency or threat, the **Security Control Officer** receiving the telephone call will immediately notify the **Security Manager** or his/her designate. This begins the process that may see all staff engaged in the process.
2. The security Manager or his/her designate will notify the General Manager and the District Authority Executive Director regarding the **EMERGENCY or THREAT**.
3. If during office hours, the Security Manager will have the ASM-PRCC and the District Authority reception desks notified of the **EMERGENCY or THREAT** and provide any directions for action to be taken.
4. The General Manager will notify the Directors of Operations, Food & Beverage and the several other Directors regarding the emergency to initiate their part in the Emergency response procedure.
5. After these initial calls, the contact procedures included in Staff Notification Tree will be put into effect until all who play a role and require notification are made aware of the emergency.
6. If an **EVACUATION** is declared, the Events and Operations Departments and other staff in the building may be called upon to assist in directing visitors to the nearest exit and the appropriate area.
7. Once visitors are outside of the building, AEG Administration Office Managers will guide them to the **EAST OR WEST PARKING LOTS or AT FRONT OF THE BUILDING NORTH SIDE at least 500 ft** from the building.

III. EMERGENCY RESPONSE TEAM:

The Emergency Response Team is made up of designated PRCC/Legends Global and PRCDA management personnel who are responsible for identifying, accessing and controlling the response to an emergency.

The following members of the Emergency Response Team should assemble in the 3rd-floor executive conference room for briefing. If an emergency or threat occurs after hours, the Staff Notification Tree will be used to call in the Team.

Interim General Manager	Margaret Colón
Director of Operations	Luis De Jesús
Operations Manager	Ricardo Rubio
Security Manager	Isamar Guzmán
Director of Sales & Marketing	Margaret Colon
Director of Food & Beverage	Jose Torres
Director of Events	Maylene Rodríguez
Director of Finance	José Ortiz Díaz
Facility Supervisor	Gerardo Felicie
Executive Director PRCDA	Lcda. Verónica Ferraiuoli
Deputy Executive Director PRCDA	Lorena Matos
Director of Planning and Development PRCDA	Angel Martinez
Director of Security PRCDA	Christian Gavilanez

Essential Personnel

When there is prior knowledge of a possible hurricane, a list will be made of all the personnel who will be required to stay at the PRCC. This list will be shared with Human Resources for purposes of tracking staff actively engaged in hurricane procedures.

IV. STAFF NOTIFICATION TREE

The General Manager and PRCC/ Legends Global Directors will be accessible for contact via telephone at all times. Each Departmental Director is responsible for informing the following and their own staff on a progressive basis as follows:

General Manager	to inform	PRCC Directors (includes: Security, Operations, Events, F&B, Sales & Marketing, Finance & Accounting and HR)
GM Executive Assistant	to update	Receptionists & designated staff
Director of Operations	to inform	Maintenance Manager; Operations Manager; Engineering Manager; Purchasing Manager; PRCC & District Subcontractors
Director Events	to inform	Event Managers; Show Managers
Operations Manager	to inform	Setup; Custodial & Housekeeping Lead Supervisors; Service Suppliers
Security Manager	to inform	Security Supervisor and Security Staff, PSS Subcontractor, Government & Emergency Agencies with jurisdiction
Sales Marketing Director	to inform	Sales & Marketing Managers Administrative Assistant
Finance Director	to inform	Finance & Accounting Team
Food & Beverage Director	to inform	F&B Managers
IT Manager	to inform	IT Team

24 HOUR CONTACT NUMBERS

Security Manager 787-215-4496

Security Supervisor 787-649-4763/787-313-7174

Operations Director 787-647-2443

V. CRISIS COMMUNICATIONS PLAN

Legends Global has a Crisis Communications Plan for all facilities managed by AEG. When a natural or a manmade emergency is declared at the PRCC, in addition to the PRCC Emergency Response Plan, the Legends Global Crisis Communications Plan goes into effect.

The designated Team Leader is the Legends Global Senior Vice President of Convention Center. He will be contacted by the General Manager or his designate and will from that point forward represent Legends Global as spokesperson to PRCC or to any media representative. Only the Senior Vice President is empowered to speak to the media.

Refer to Section XXVIII on Confidentiality for further comment.

VI. INTERNAL RESPONSE TEAM PHONE NUMBERS

TITLE	CONTACT	MAIN NUMBER
Interim General Manager	Margaret Colón	787-477-0184
Director of Operations	Luis De Jesús	787-647-2443
Operations Manager	Ricarado Rubio	787-475-6369
Security Manager	Isamar Guzmán	787-215-4496
Security Supervisors	Pedro Herrera	787-649-4763
	Alexander Suarez	787-313-7171
Director of Sales & Marketing	Margaret Colón	787-477-0184
Director of Food & Beverage	José Torres	787-637-4073
Director of Finance	José Ortíz Díaz	787-463-1355
Director of Events	Maylene Rodríguez	787-220-6803
Facility Supervisor	Gerardo Felicié	787-445-6865
IT Manager	Ismael Berdecía	787-983-1760
Executive Director of PRCDA	Lcda. Verónica Ferraiuoli	787-510-5601
Deputy Executive Director PRCDA	Lorena Matos Caez	787-340-4065
Director of Planning and Development PRCDA	Angel Martinez	787-810-3745
Director of Security	Christian Gavilanez	706-718-5469

VII. PREVENTION AND PREPAREDNESS

The most effective response to an emergency or threat is an effective plan for prevention and preparedness. This requires a certain amount of preparation in terms of procedures to be followed, equipment and resources.

VIII. SAFETY AND SECURITY CHECKLIST:

1. Visual Inspections

- All PRCC and PRCDA employees must have up to date picture identification and must wear such identification at all times while on site.
- All unused meeting rooms will be kept locked as determined by the Events Department and secured by the Security Department.
- All perimeter doors must be checked and properly secured at all times.
- Emergency exit doors are to be locked from outside at all times.
- All electrical, mechanical and telecommunication room doors are to be kept locked and secured at all times and to be accessed only by authorized staff.
- Security cameras combined total for the PRCC and District) are to be monitored and recorded 24 hours per day.
- CCTV videos are retained for up to 30 days.
- Two fire drills are required annually, one in June and in December, these fire drills are subject to change.

2. Event Security

- Bag checking will be determined by the Events Manager and the Show Manager but ultimate authority will rest with the PRCC Security Director in consultation with the Events Director.
- Parking in loading docks is for full-time staff only with authorized parking stickers. No parking on ramps or outside divided areas.

3. Event and General Deliveries

- Unsolicited Package delivery – early package delivery for shows is generally not allowed. If an exception is made, the Security Department is to be notified in advance as to the number of packages, arrival date and time, proper return and forwarding address.
- Exhibit deliveries – only “known vendors” are to be allowed into the dock areas for deliveries. Vendor employees must have authorized and proper identification. Any “unknown vendor must receive permission from the Director of Events, Security or Operations to access the building.
- Marshalling – All trucks must report to the designated lot for marshalling. Trucks will be checked in and given a pass prior to proceeding to the dock gate. Security will require the back of the truck to be opened for a cursory inspection prior to proceeding to the dock.

4. See Something: Say Something

- Security has adopted the above “call to action” to emphasize the importance of each staff member in PRCC security practices and procedures.
- All staff and sub-contract staff are expected and asked to be alert to suspicious situations, activity and people.
- Suspicious are to be immediately reported to PRCC Security Central.

5. Weekly Equipment and Systems Checks

- Emergency generators will be checked for operational functionality.
- Fuel tanks for emergency generators will be kept full, secured and checked.
- The First Aid Room will be inspected and a general inventory check made.
- Security cameras will be inspected on a weekly basis for functionality.

IX. INFORMATION & TRAINING:

INSTRUCTION OF KEY STAFF:

All Operation's Staff will be required to attend a safety/hurricane preparedness meeting prior to season. Executive Office Staff will receive instructions during a weekly staff meeting prior to season.

TRAINING OF NEW EMPLOYEES:

Will be handled by the employee's immediate supervisor.

X. EMERGENCY SUPPLIES

All disaster and emergency supplies will be secured in the PRCC Loading Dock Storage Room by May 1st of each year. Supplies will be inventoried by Security staff **monthly** throughout the year and particularly during the Hurricane Season.

1. Inventory of Emergency Tools and Equipment

10 shovels	500 sand bags
2 chainsaws	4 electric submersible pumps
2 sledges hammers	12 heavy pad locks keyed alike
2 hand saws	2 megaphones
50 rolls of duct tape	1 video camera
12 rolls of yellow caution tape	1 digital camera
4 reels of 1,000 foot rope	30 wood panels

2. Emergency Lighting

20 flash lights with 1 set of extra batteries each
10 battery operated lanterns with 1 set of extra batteries each

3. Inventory of Emergency Clothing

20 rain ponchos
20 hard hats
20 pairs of work gloves
20 pairs of heavy rain boots (large)

4. Inventory of Emergency Food and Beverage Supplies

3 cases of grape jelly
4 cases of crackers
3 cases of canned meat
1 case of fruit cocktail
2 cases of soup
3 cases of boxed milk
2 cases of canned beans
1 case of instant coffee

XI. FIRST AID ROOM AND EQUIPMENT

First Aid Station Supplies

The Security Manager will ensure that the first aid station is stocked with all available first aid equipment. The following are minimum requirements:

2 fully prepared cots or rollaway beds	1 case of adhesive medical tape
3 full changes of bed linen including blankets	1 case of large adhesive bandages
4 cases of antiseptic spray	1 box of eye patches
6 oxygen tanks	2 triangle bandages
3 boxes of 4 x 4 gauze pads	1 case of chemical cold packs
4 cases of Ace bandages	2 boxes of butterfly bandages
2 pairs of scissors	1 box of latex gloves
3 cases of 1x3 adhesive bandages	1 wheelchair (all available)

Automated External Defibrillator (AED)

An automated external defibrillator (AED) is used to treat victims who experience sudden cardiac arrest (SCA). An AED is only to be applied to victims who are unconscious, not breathing normally and showing no signs of circulation, such as normal breathing, coughing and movement. The AED will analyze the heart rhythm and advise the operator if a shockable rhythm is detected. If a shockable rhythm is detected, the AED will charge to the appropriate energy level and advise the operator to deliver a shock.

Volunteer Responder

Anyone can, at their discretion, provide voluntary assistance to victims of sudden cardiac arrest. The extent to which these individuals respond shall be appropriate to their training and experience. These responders are encouraged to contribute to an emergency response only to the extent that they are comfortable. The emergency medical response of these individuals may include CPR and/or AED use. Follow the AED prompts.

AED Pads

The AED is equipped with one set of pads for persons 8 years of age and older - already hooked up to the AED.

Location of AED

First Level	1 – Accounting Vault 1 – Guest Elevator Foyer 1 – First Aid Room
Second Level	1- Mezzanine Foyer
Third Level	1 – Guest Elevator Foyer

First Aid Station Accountability

Staff, emergency services or the individual being treated will be required to fill out a Security Report and release form for all persons who enter the First Aid Station for treatment. These forms will be collected and held by the Security Department.

XII. EVACUATION PLAN:

Except for fire emergencies, evacuation of the facilities is seldom necessary and is often the least viable course of action in response to an emergency such as an earthquake. The PRCC is equipped with more than adequate emergency exits on all levels. In the event of an evacuation the staff will follow these procedures:

1. Remain calm. Event Management should be advised by Event Director to remain on Channel one. Staff will operate on Channel **ONE**.
2. Listen for special instruction via the PA system if available. Information will be provided by the General Manager, Security Manager, or Director of Operations.
3. Staff will follow procedures outlined per the approved fire drill.
4. Walk directly to the nearest designated exit. Staff will assist with disabled and elderly guests.
5. Both staff and Show Management are encouraged to lend assistance to the disabled and elderly guests.
6. Use the stairways to exit the buildings completely. Do not loiter near the emergency exit routes.
7. Once outside, stay clear of the facility until you are given further direction by facility staff or authorized personnel. Be aware of emergency vehicles converging on the facility.
8. PRCC Staff will inform Event Management when all clear is given to return to the facility.

DEPARTMENTAL INSTRUCTIONS

1. FOOD & BEVERAGE

9. F&B Staff will implement the prescribed procedures regarding the closure of concession stands and food preparation areas (shut down gas lines, electrical and heating equipment) prior to an evacuation.

2. SECURITY DEPARTMENT

10. The Security Manager will notify public safety agencies (police, fire, medical) as appropriate to the situation.
11. Assist other staff members with the evacuation.
12. Assign security officer(s) to **BALDORIOTY BLVD.** to facilitate arriving emergency vehicles and personnel.
13. Implement a building check for remaining individuals.

3. SECURITY/PARKING DEPARTMENT

14. Open all parking arms to allow access to all exit lanes in all parking lots.
15. Expedite vehicle egress from all parking lots.

4. ENGINEERING CONTROL

16. Coordinate fire safety aspects of HVAC, Fire Sprinkler system, hazardous chemicals/materials.
17. Assign engineering staff to assist emergency personnel as required.

5. HOUSE CONTROL

18. In the event the PA system is not working and providing the automatic directions for evacuation and when directed by the General Manager, make public announcements using the in-house PA system.
19. The Announcements immediately follow this section.

**P.A. ANNOUNCEMENT
(Mandatory Evacuation)**

“LADIES AND GENTLEMEN, MAY I HAVE YOUR ATTENTION PLEASE!”

“LADIES AND GENTLEMEN, MAY I HAVE YOUR ATTENTION PLEASE!”

WE HAVE RECEIVED INFORMATION THAT FORCES US TO EVACUATE THE PUERTO RICO CONVENTION CENTER.

PLEASE EXIT THE PRCC IN AN ORDERLY MANNER...DO NOT RUN!

PLEASE DO **NOT** USE THE ELEVATORS.

WE REQUEST YOU; USE THE STAIRS TO MAIN EXITS.

PERSONS ON THE GROUND LEVEL USE THE EMERGENCY EXITS ON THAT LEVEL CLOSER TO YOU.

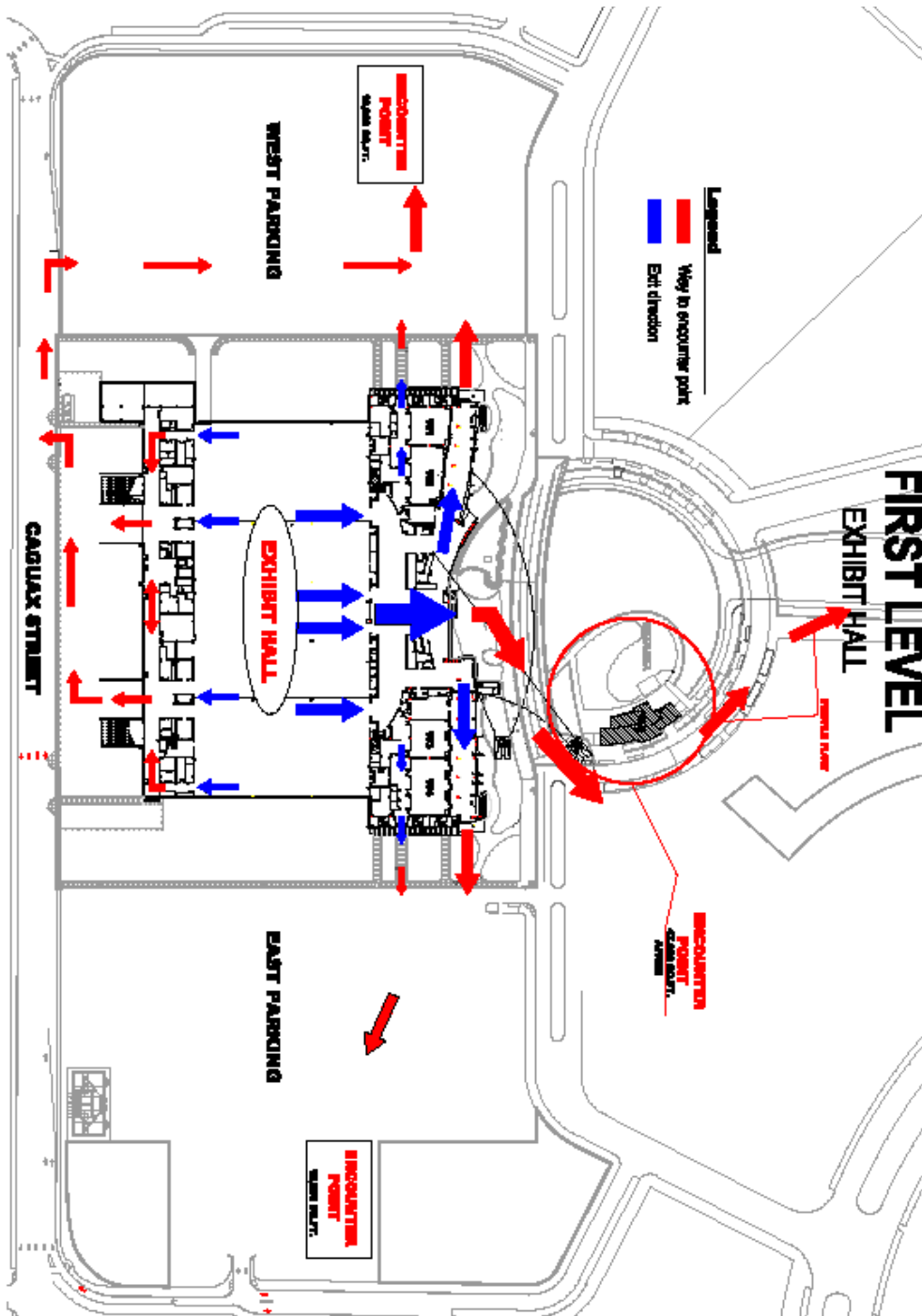
PLEASE DO **NOT** RUN; LEAVE IN AN ORDERLY MANNER. THANK YOU.

REPEAT AS NECESSARY.

XIII. EVACUATION DIAGRAMS & ASSEMBLY AREAS

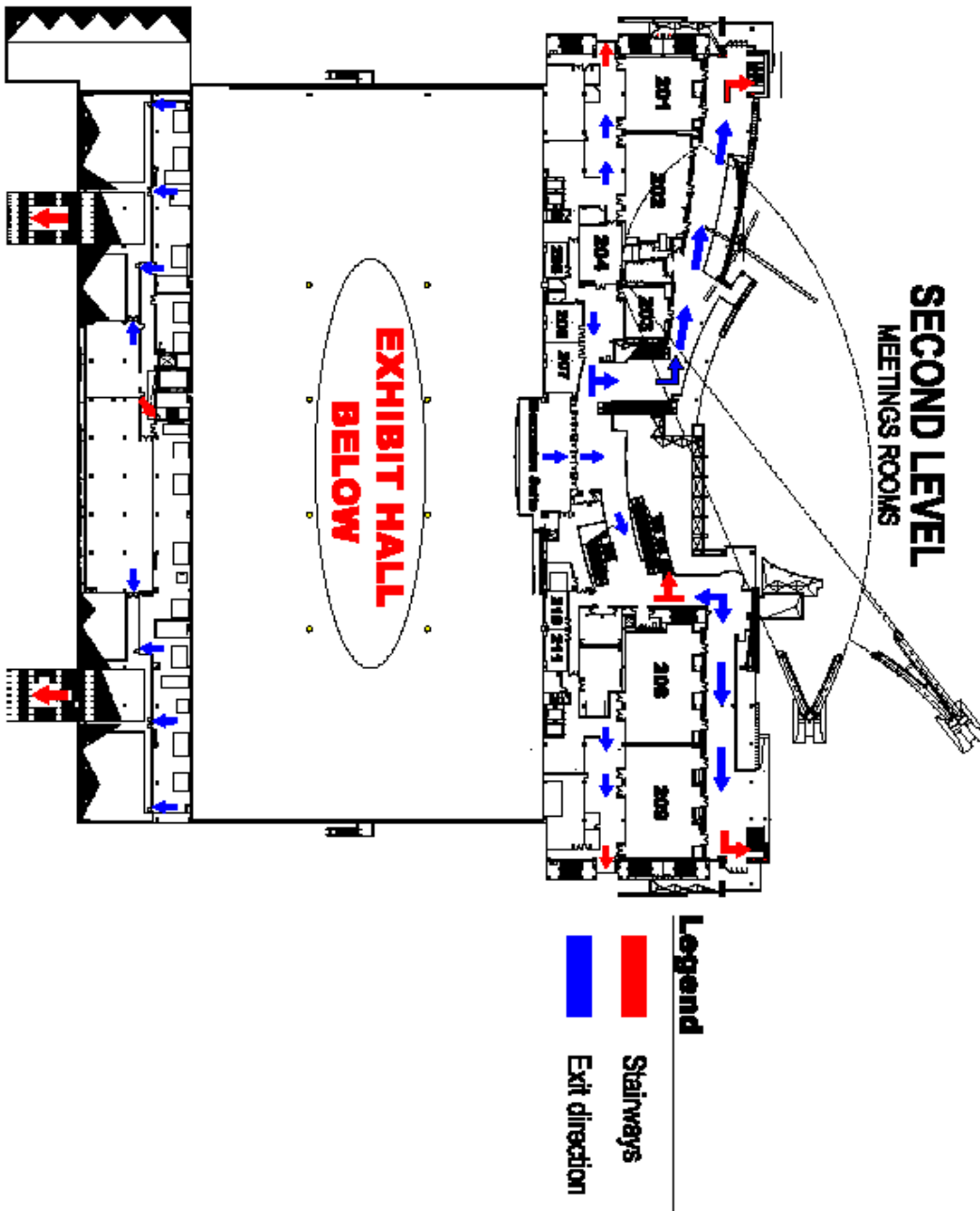
EVACUATION DIAGRAM

GROUND LEVEL



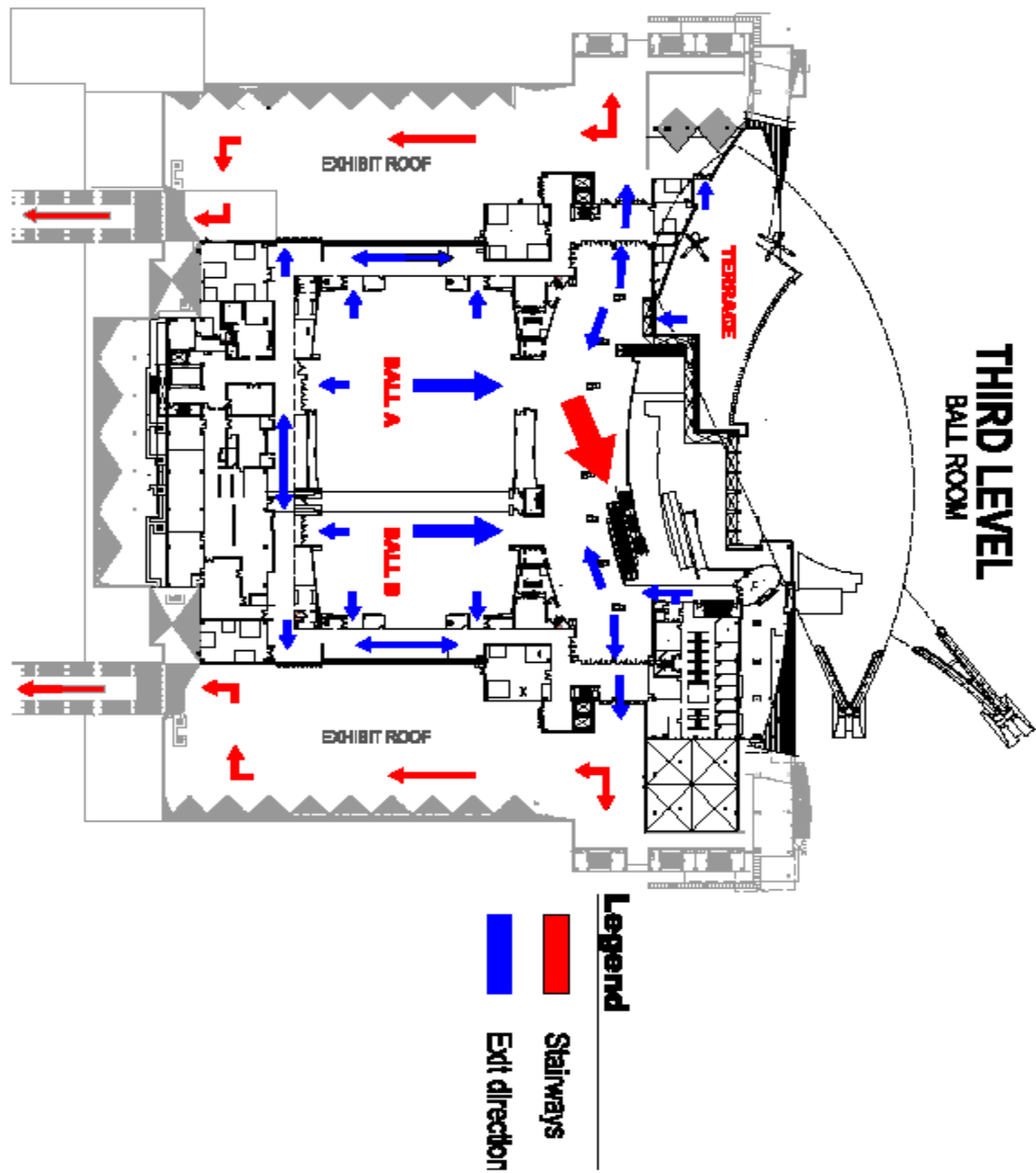
EVACUATION DIAGRAM

SECOND LEVEL



EVACUATION DIAGRAM

THIRD LEVEL





XIV. NATURAL DISASTERS

In the event of a natural or manmade disaster of some consequence, the PRCC may be designated as a **Mass Care Facility of a Mega-Shelter**. Legends Global will continue full operation of the facility. Emergency Services may assume operations in the facility and staff will work closely with those agencies to assist.

XV. HURRICANE EMERGENCY PROCEDURES

Puerto Rico and the Caribbean are subject to hurricane seasons, generally from June through the end of November. Hurricanes are the most likely natural disaster to occur in the region and are dealt with in greater detail than some other disasters or emergencies.

This Hurricane Preparedness Plan is designed to assist in preparing and responding to such an emergency. It is impossible to anticipate or address every situation we may encounter during a hurricane. Therefore, this plan may be subject to change in response to circumstances during an emergency.

The City of San Juan in conjunction with the government of Puerto Rico has an extensive hurricane preparedness plan. The main goal is to protect life and property on the island. The PRCC Hurricane Preparedness Plan is consistent with the City and Puerto Rico plans.

A **hurricane watch** will be implemented within 36-48 hours prior to estimated landfall. A **hurricane warning** will be issued 12-24 hours prior to estimate landfall by the Chief of Police for possible hurricanes with winds exceeding 74 MPH. At this time, and with this warning issued, the PRCC would be secured and closed.

Following is the plan pertaining to the PRCC.

CONTACT AUTHORITY:	General Manager to Legends Global Corporate and Puerto Rico Convention District Authority
ALTERNATE AUTHORITY:	Security Manager – Director of Operations
CHAIN OF COMMAND:	General Manager to – Director of Operations to - Operations Manager and Security Manager to Facility Staff

1. Official Start of Hurricane Season

May is officially Hurricane Preparedness Month. Hurricane preparations will begin this month. The Security Manager will declare Threat Level Green on June 1st. This will signify the start of the Hurricane season through November 30.

Hurricanes: The **Emergency Response Team** (ERT) will meet as soon as a tropical storm threatens the Eastern Caribbean. If the storm intensifies and becomes a category hurricane or threatens landfall on Puerto Rico, meeting frequency will increase based on the dimension of the threat.

As a hurricane closes on Puerto Rico, the following schedule should be used as a guide for meetings of the Emergency Response Team.

- 1. 72 hours prior to projected landfall*
- 2. 48 hours prior to projected landfall*
- 3. 36 hours prior to projected landfall*
- 4. 24 hours prior to projected landfall*

2. Hurricane Preparedness Display Board:

Once Category One or Threat Level **Green** is declared May 1, the Security Department will establish a Hurricane Preparedness Display Board to be displayed on the outside of the Security Office. This board will serve as an information source on storm information. The Hurricane Preparedness Board will consist of the following:

1. The current Threat Level
2. The current location of any named storms.
3. Hurricane preparedness information.
4. Literature to be made available or handed out to staff re-enforcing and explaining threat levels and the different response procedures required.

3. Storm Monitoring:

The Security Manager is responsible for monitoring the weather services to track storms. All threatening storms will be tracked and plotted on a Storm Tracking Chart. The Storm Tracking Charts will be updated every 6 hours and posted on the Hurricane Preparedness Display Board.

4. Hurricane Watch Prevention Measures:

- a. All loose equipment and tools will be stored and secured inside the PRCC.
Responsibility for all following steps falls to the Operations Staff.
- b. All fuel tanks for the emergency generator will be topped off and additional fuel ordered and stored in portable "fire rated" containers.
- c. All forklifts and boom lifts fuel tanks will be topped off.
- d. All PRCC vehicles will be fueled and made ready for immediate use.
- e. If an event is being presented in the building, show management will be notified by the Director of Event. The General Manager and the Director of Events will be the liaisons with Show Management.
- f. An action plan specific to the show will be prepared jointly with the show manager to protect show personnel, guests and show property in response to a warning being issued.
- g. All roof drains and storm sewer intakes will be checked and cleaned by Operations Staff if necessary.
- h. Emergency lighting shall be checked for any malfunctions and repaired as necessary.

5. Hurricane Warning Response Actions:

- 1. The emergency generator system will be tested. (Engineering)
- 2. All on-site staff will be issued emergency flashlights. (Security)
- 3. All floor pockets and low-level electrics will be disconnected. (Engineering)
- 4. All roof and exterior drains will receive final inspection. (Engineering)
- 5. All exterior doors will be secured. (Security)
- 6. All elevator cabs will be sent to the top floor and power disconnected. (Engineering)
- 7. Sandbags will be placed outside the emergency generator room (Engineering).
- 8. Batteries and emergency supplies will be distributed. (Security)
- 9. Executive Office desks and workstations will be covered with plastic. (Office Staff)
- 10. Radios will be charged and secured. (Security & all personnel with radios.)
- 11. Events will be postponed, closed and/or secured. (Events Director, Show Management, and PRCC Staff)
- 12. Space, where available, will be provided for City vehicle storage, as requested.
- 13. Ice machines to be filled & additional ice stored in freezers. (F&B)
- 14. The emergency Operations Center and the ERT will be notified when preparations are completed. (General Manager)

6. Hurricane Evacuation:

1. Note Section XII for detailed evacuation support information.
2. As determined by the General Manager and the Security Manager, in conjunction with local authorities, all designated staff, show management and visitors may be asked to evacuate the premises.
3. The Hurricane Category force classification in addition to other information available prior to landfall will determine the activities of the staff assigned to the PRCC.

Hurricane Categories

Threat Level – 1	Tropical Storm	74-95	mph	Minimal
Threat Level – 2	Hurricane	96-110	mph	Moderate
Threat Level - 3	Hurricane	111-130	mph	Extensive
Threat Level -4	Hurricane	131-155	mph	Extreme
Threat Level -5	Hurricane	Over 155	mph	Catastrophic

7. Threat Levels:

For our purposes we will use 4 threat levels for hurricane emergency preparedness. The Security Manager will announce the threat level in consultation with the Emergency Response Team meets.

The threat level may not be declared in numerical order. It may jump from Threat Level **Green** to **Red** with no prior warning. Below are the responses and responsibilities associated with the 4 Threat levels, each particular threat level with its own escalating response.

Note: The Homeland Security Advisory System used for threats or terrorism and similar crises may differ from the color coding for Hurricanes.

Threat Level Green (1 - Minimal)

The facility will be automatically placed in Threat Level Green on June 1st and will officially end on November 30th of each year.

1. During this period, the Hurricane Preparedness Plan will be reviewed by the Emergency Response Team and annually updated as required.
2. The Hurricane Preparedness Display Board will be established and displayed at the Central Security Control Office.
3. The inventory inspection of all emergency supplies and equipment will be started on a weekly or monthly basis as of this date.

Threat Level Blue (2 - Moderate)

Threat Level Blue may be declared when a hurricane threatens to make landfall in our area within 72 hours. Once declared, the following procedures will be implemented.

1. The Emergency Response Team will meet.
2. Review and determine which people, vehicles and equipment arrivals will be received for the 72 hour period before the hurricane makes landfall.
3. Ensure all PRCC vehicles are fueled to capacity.
4. Test the emergency generators for operational integrity and fueled to capacity.
5. Place all Security Officers, Engineering and essential personnel on stand-by.
6. Human Resources to set up an employee help line through Telefonica, using memory call or a similar service.
7. Check cisterns to ensure they are full; pumps are operational and purification system is functional.

Threat Level Yellow (3 - Extensive)

Threat Level Yellow may be declared when the **National Weather Service** issues a hurricane watch for our area. Once Threat Level Yellow is declared, the following procedures will be implemented.

1. The Emergency Response Team will become fully operational.
2. Housekeeping will place all terrace furniture inside the meeting rooms.
3. Engineering will check the cistern to insure it's full.
4. A security officer will be posted at the main entrance and be joined by a State Police Officer and a Municipal Police Officer.
5. Operations will establish a **Sandbag Team** to fill, deliver and stage sandbags outside the doors for the following areas:
 - a. Terrace doors
 - b. Exhibition Hall Elephant door
 - c. All first floor emergency and exit doors.

Threat Level Red (4 - Extreme)

Threat Level Red may be declared when the National Weather Service issues a hurricane warning for our area. Level Red will be declared immediately after an evacuation order has been given by Puerto Rico Emergency Services. When Threat Level Red is declared the following procedure will be implemented.

1. The Emergency Response Team will meet.
2. Finance will secure all financial data on disks and create back-up disks. Computers will shut down and disks removed to safety. Cash drawers will be placed in the safe. The Finance Director will run any necessary reports essential to post hurricane business recovery and resumption.
3. Engineering will shut down gas mains, non-essential electric and gas supplies and secure all flammable materials.
4. Housekeeping will inventory and remove all portable rugs, artwork and antiques from public areas and secure them in meeting rooms. All PLASMA SCREENS will be covered with visqueen.
THIS ACTIVITY MUST BE COORDINATED WITH SECURITY.
5. Human Resources will ensure that all staff have information available on obtaining essential services following the storm.
6. Purchasing will move all dry goods to upper shelves in the dry storeroom.
7. Security or emergency services will operate the first aid station.
8. Security will secure all perimeter doors.
9. The Security Manager will insure that all phases of this plan are carried out according to the instructions above.

XVI. EARTHQUAKE & TSUNAMI EMERGENCY PROCEDURES

Puerto Rico is in a relatively inactive seismic area and not exempt from experiencing this type of natural disaster. There are a separate set of measures by degree for earthquakes. The last major earthquake in Puerto Rico was in 1918 at 7.5 on the Richter scale. It was accompanied by a tsunami that compounded the earthquake and did considerable damage. PRCC has prepared these procedures to respond to a similar occurrence.

EARTHQUAKE (THERE WILL BE NO WARNING)

1. Remain calm and make every effort to comfort visitors or co-staff.
2. Do not use the elevators or escalators
4. Direct visitor clients and co-workers to Drop, Cover & Hold On
5. Avoid all overhead glass, windows and possible falling objects.
6. Prepare for possible earthquake aftershocks.
7. Where you can do so safely, assist injured clients, visitor, or injured co-workers.
8. Remain in the facility unless instructed to evacuate from the facility.
9. Follow any PA system instructions.
10. Report to designated assembly areas.

PREPAREDNESS

Required Items to Be Maintained

1. Set of master keys
 2. Elevator keys (Elevator Machine Room, Recall Switch Key and Elevator Door Emergency Access Key)
 3. Emergency lighting/power
 4. PRCC Floor plans: Architectural, mechanical, electrical
 5. Satellite telephone
 6. Spare two-way radios
 7. Flashlights with extra batteries
 8. Battery powered AM/FM radios with extra batteries
 9. Fire Extinguishers
 10. First Aid Kits
 11. Emergency Procedures Manual (including emergency phone numbers)
 12. Bullhorn
 13. Hard hats
 14. Crowbar
- A. After the initial shock or quake, Engineering or Property Operations personnel will conduct an immediate damage inspection of the building to determine areas of safety concern and anticipate the potential of further damage due to after-shock activities. Immediate judgment must be made on the necessity to shut off services such as gas, electric and water supplies.

B. The elevator system should be immediately inspected to assure there are no trapped persons in elevators stalled by the initial quake.

C. If an emergency condition is discovered such as a fire, flooding or elevator entrapment, the appropriate emergency procedures should be instituted immediately. Key members of the Engineering Department will maintain two-way radio communications with the command center and designated management personnel throughout this activity.

D. Radio and television stations that survived the quake and remain on the air will be your best source of information. What to do, where to go, and how bad things really are, will be broadcast constantly. Since the phone service will most likely be disrupted and/or reserved for life threatening emergencies, radio and TV will be your primary access to what has happened and how to deal with it.



TSUNAMI (YEAR AROUND)

PRCC is prepared for natural disaster emergencies. Open areas in the center posing a concern during natural disasters in the building are lobby, rooftop terrace, driveway entries and exists, and the immediate surrounding neighborhood.

TSUNAMI PROCEDURE,

1. The Security Department will monitor condition of weather (hurricane, wind storm and any natural disasters); updates General Manager.
2. Security & Emergency Response Team will direct the evacuation of personnel to highest elevation level in PRCC 3rd floor (Ballroom) if the Tsunami is not announced.
3. Security, Emergency Response Team, Engineering, and Housekeeping will respond to assist in evacuation.
4. Stay away from windows and large expanses of glass.

If Tsunami wave is:

- A. **Six hours or more** away from the Islands, and is imminent, convention event attendees would be instructed to return to their homes or hotels and await further notification. Secure and movement of furniture and equipment. PRCC will be secured, and the remaining employees will exercise vertical evacuation as directed by Security Department or Emergency Response Team. Other personnel will assist as needed.
- B. **Less than three hours**, immediate vertical evacuation, Emergency Response Team awaits further instruction, when wave becomes imminent, all utilities will be shutdown, non-essential employees sent home. Upon receipt of "all clear", Security & Emergency Response Team will announce.

Tsunami Alerts:

- **WARNING:** A tsunami warning is issued when a tsunami with the potential to generate widespread inundation is imminent or expected. Warnings alert the public that dangerous coastal flooding accompanied by powerful currents is possible and may continue for several hours after initial arrival. Warnings alert emergency management officials to take action for the entire tsunami hazard zone. Appropriate actions to be taken by local officials may include the evacuation of low-lying coastal areas, and the repositioning of ships to deep waters when there is time to safely do so.
- **ADVISORY:** A tsunami advisory is issued when a tsunami with the potential to generate strong currents or waves dangerous to those in or very near the water is imminent or expected. The threat may continue for several hours after initial arrival, but significant inundation is not expected for areas under an advisory. Appropriate actions to be taken by local officials may include closing beaches, evacuating harbors and marinas, and the repositioning of ships to deep waters when there is time to safely do so.
- **WATCH:** A tsunami watch is issued to alert emergency management officials and the public of an event which may later impact the watch area. The watch area may be upgraded to a warning or advisory - or canceled - based on updated information and analysis. Therefore, emergency management officials and the public should prepare to take action. Watches are normally issued based on seismic information without confirmation that a destructive tsunami is underway.
- **INFORMATION STATEMENT:** A tsunami information statement is issued to inform emergency management officials and the public that an earthquake has occurred, or that a tsunami warning, watch or advisory has been issued for another section of the ocean. In most cases, information statements are issued to indicate there is no threat of a destructive tsunami and to prevent unnecessary evacuations such as the earthquake. Follow instructions from local emergencies agencies.

General Safety Rules:

Before you start evacuating visitors and employees alike, please observe the following guidelines; there should be two teams, one guiding our employees and visitors to the muster point and then walking to the Tsunami gathering area. The second team must perform several tasks to secure the property before leaving the premises.

1. Stop elevators and bring them to the ground level
2. Open all EXIT doors and post personnel there to guide the evacuees to the muster point.
3. Activate General Alarm.
4. Inform visitors and employees via intercom or telephone on what is happening and how to evacuate to the nearest exit. Do not use elevators.
5. One Manager or supervisor should be coordinating phone calls.
6. Monitor outside calls, no calls from the outside unless local authorities should be permitted.

Team # 1:

When all visitors and employees are gathered at the muster point proceed to walk to the Tsunami gathering point (third floor or higher). Depending on the Tsunami velocity, height and other parameters consider if necessary alternate ways of transportation from the gathering point to another site.

Team # 2

After all employees and visitors are evacuated, proceed to perform a last round of the areas.

All first responders that remained at the property (Team # 2) must then assist with the following:

- a. Secure the most important doors of the property.
- b. Shut off the Gas valve, the water valve, and the main electricity switch of the property.
- c. Leave the premises.

After everyone is safe the GM or designated person should start calling the corporate contacts for further assistance.



The following items are essential for any Nature Disaster Including a Tsunami.

EMERGENCY INFORMATION PACK (EIP)

- Employee list and schedules including special needs report ADA
- List of first responders
- Emergency phone numbers
- Corporate contact sheet
- Vendors contact sheet
- Evacuation map
- Map of the main shut-off valves of PRCC (Energy, Water & Gas)
- Set of photos from the PRCC before the emergency
- Copy of insurance policy

Have an equipment inventory of what your department needs for the emergency.

- NOAA Radio – Must have 2 (one at the security dispatch office and the other in the receptionist desk)
- Batteries for; flashlights, radios, NOAA radio & Bullhorn
- Satellite Phone
- Bullhorn
- Whistles
- Flashlights
- Glow sticks
- Portable first aid kit
- Portable AEDs

List of items for your Backpack in case of a Tsunami: A back pack should be prepared ahead of time in case of any major disaster

- Antiseptic
- Gauze, band aids (different sizes)
- Tape
- Gloves, scissors.
- Antibiotic

XVII. FIRE EMERGENCY PROCEDURES:

The PRCC is equipped with many fire prevention features. These include Public Emergency Response Stations (PERS) throughout the building, extensive fire extinguishers, a significant water reserve and a computerized monitoring system that reports all alarms to a central control room monitored 24 hours a day.



Smoke is a product of combustion and is most responsible for death caused by fire. As little as two (2) minutes after a fire starts, it generates enough smoke to affect people in the area surrounding the fire. Prompt evacuation and confinement of the fire area ensures the protection of life and property. The Fire Department is notified automatically via the alarm system. Once clearance is given, the Security Manager will inform the Fire

Department.

In the event of a major fire emergency, the PRCC and the PRCDA will automatically engage in emergency mitigation measures. The cooperation of staff and Show Management is vital to successful fire emergency abatement. The following systems activate when a fire is detected or a PERS is pulled.

1. A tone alarm will activate (includes strobe lights). In addition, a voice message will instruct the public to exit the facility.
2. Emergency fire doors will close.
3. Smoke exhaust and sprinkler systems will activate (fire only).
4. Emergency generators will activate (power outage only).

1. Initial Fire Response Procedures:

1. Remain calm.
2. Do not assume the fire has been reported. Report the fire immediately.
3. Do not attempt to extinguish a fire unless you are properly trained.
4. Stay low to the ground and avoid smoke or fumes.
5. Listen for instructions on the PA system.
6. Proceed to the nearest designated exit and leave the facility immediately. (See floor plans and evacuation routes enclosed)
7. Report to the designated assembly area. **(Caguax Street, East Parking, West Parking, or other designated areas).**
8. Be aware of emergency vehicles arriving at the facility.

2. Staff Procedures as follows:

1. Security will notify engineering & operations department via radio of the location of the activated fire alarm/detector.
2. Staff closest to the area will respond, and report back to security.
3. Electrical technicians will report directly to the Security Office to deactivate the alarm once clearance is given.

XVIII. MANMADE DISASTERS

Manmade disasters and emergencies differ from natural disasters in that they were intentionally undertaken to do damage or to cause injury. The procedures for manmade emergencies and disasters are in many ways the same as those for natural disasters but focus on involving law enforcement more so than emergency or disaster relief agencies.

XIX. TERRORISM

After September 11, 2001 a new security environment has been introduced. There are new risks associated with events at convention centers that pose heightened threats because of regular VIP, high profile government officials and large public assemblies that at times deal with contentious topics and issues.

Examples of possible disruptive scenarios might include bomb threats, arson, and mailing of biological contaminants or hostage taking. Collectively, these acts may be covered individually elsewhere in this document, but they are on whole less predictable and more life threatening than any individual natural scenario. **The Department of Homeland Security** takes very seriously the accelerated threat to large public facility facilities and has established appropriate threat levels and guidelines. PRCC is adopting the 4-tiered risk assessment system for establishing threat levels.

HOMELAND SECURITY ADVISORY SYSTEM

<u>RANKING</u> Risk of Terrorist Attack	<u>RISK LEVEL</u>	<u>VENUE THREAT</u>	<u>SECURITY MEASURES</u>	<u>ACTION STEPS</u>
<u>SEVERE</u> (Red)	5	CANCEL	Secured	"Lock-Down" patrol of perimeter restricting all access.
<u>HIGH</u> (Orange)	4	MAXIMUM	Government Control	National Law officials / security agencies screen public and control
<u>ELEVATED</u> (Yellow)	3	ELEVATED	Restrictive	May involve regional or local law officials with "pat-down" measures
<u>GUARDED</u> (Blue)	2	MODERATE	Protective	Limited Access to venue with screening precautions implemented
<u>LOW</u> (Green)	1	MINIMUM	Routine	No primary factors of concern exist outside normal routine measures

In Risk Level 5, the **Severe Risk Level**, the venue is closed and secured, and the event cancelled. It is the other levels that engage management in a threat management scenario and provide guidelines for actions consistent with the need for careful risk management.

Level #4 Condition Orange - High Risk of Terrorist Attacks

Level #4 is the highest Alert Level under which an event is allowed to progress. For national security purposes, Level #4 requires strict measures that can severely limit access to the perimeter of the facility prior to and during the event.

- A. The event is considered a "special event" under the U.S Homeland Security Act or is an equivalent event in your region.
- B. The U.S. Secret Service is required to protect a participant or certain event attendee.
- C. The event needs coordination or participation by national, regional, state, and local law enforcement and public safety officials.
- D. Local and State enforcement officials cannot carry weapons into the secure perimeter.
- E. The event is most likely open to the public.
- F. The event is a highly public event with thousands of visitors and may include participants or visitors from other countries.
- G. The event otherwise presents a severe or high degree of security risks.

Response

- A. All designated entry doors for staff show guests and visitors controlled and manned by uniformed security. Validated passes, official letters of invitation or tickets required for entry to the building or room.
- B. All exit doors controlled and manned by uniformed security.
- C. Metal detectors deployed at the point of entry and gender specific body searches may be conducted.
- D. All handbags and packages must be searched and checked at point of entry.
- E. No handguns, weapons or fluid containers allowed past security.
- F. Certain parts of the building may be restricted, and a secure perimeter maintained.
- G. Parking close to the building restricted or managed and all work vehicles given access to building require special permits and are searched before entering secured areas.
- H. Continuous and increased internal and perimeter security patrols 24/7 leading up to and during the event.
- I. Possibly conduct joint training exercises at the facility including paramedic response and K-9 exercises.
- J. Ensure local agencies familiarity with the facility's physical layout, operational procedures and the key facility personnel including the facility emergency response team.

Level #3 Condition Yellow – Significant Risk of Terrorist Attacks

Level #3 is the second highest Alert Level under which an event is allowed to progress. Level 3 requires strict security measures that severely limit access to all or part of the facility prior to and during the event. The facility or event manager controls the remaining areas of the facility.

- A. The event requires coordination and participation by the national, regional, state and local law enforcement and public safety officials.
- B. The event is most likely open to the public.
- C. The event may be televised nationally or regionally and will most likely attract government officials as patrons and speakers.
- d. The event is highly public with thousands of visitors and may include visitors from other countries.
- e. The event may attract visitors who carry weapons or who abuse alcohol or drugs.
- f. Law enforcement may have previously identified the event as having a high degree of security risk.

Response

- a. All designated entry doors for visitors are controlled and manned by uniformed security in addition to potential internal security and second level ticket entry control by show organizers.
- b. All entry and exit doors are patrolled by uniformed security.

- c. Metal detectors may be deployed for special searches at the discretion of the Security Director and random body searches may be conducted.
- d. Random handbag and packs may required to be searched at point of entry
- e. All fluid containers may be denied entry or checked before being allowed past security.
- f. Parking close to the building and access to the loading dock areas may be restricted only to those with security permits and vehicles may be searched.
- g. Restrict overnight parking. All unauthorized vehicles to be towed.
- h. Continuous internal and intermittent perimeter security patrols 24/7 leading up to and during the event.

Level #2 Condition Blue – General Risk of Terrorist Attacks

Level #2 is the third highest alert level under which an event is allowed to progress. Level #2 requires moderate security measures that may limit access to the facility prior to and during the event. The facility or show manager controls the security of the facility.

- a. The event may require coordination with regional, state, and local law enforcement and public security officials.
- b. The event may be televised regionally and locally and may attract government officials as patrons and speakers.
- c. The event is highly public but does not generally include foreign participants or visitors.
- d. The event may attract visitors who abuse alcohol or drugs.
- e. The event has not been identified by law enforcement as having any particular threat outside of the customary or ordinary event that takes place often in your area.

Response

- a. Communicate with designated emergency response agencies. (Fire Dept. – Police Dept. – Emergency Response Agencies)
- b. Review and update emergency response procedures specific to the event.
- c. Place a uniformed Security Officer at each designated entrance at all times during event operating hours.
- d. Question anyone back of house in the facility without approved identification displayed.
- e. Restrict overnight parking. All unauthorized vehicles to be towed.
- f. All utility rooms - HVAC, electrical, boiler, mechanical, pump rooms – locked and secured at all times & security constantly verified.

Level#1 Condition Green – Low Risk of Terrorist Attack

Level#1 is the minimum alert level under which an event is allowed to progress. It requires the minimum amount of security. This event does not require the involvement of higher levels of security planning or security measures.

- a. The event is a regional or local event, based on the number of visitors, the nature of the event and invited guests, presents no primary factors of concern for security outside the normal concerns for events after September 11, 2001.
- b. The event is not televised or is only televised locally.
- c. The event does not include government officials.
- d. The event otherwise poses only a minimum degree of security risks.

Response

- a. Cooperate with local fire, police and emergency response agencies and be prepared for emergency situations.
- b. Regular assessment of the facilities to identify vulnerabilities and then developing measures to minimize exposure and risks.
- c. Test all communication equipment - P.A. system, radio, call box, cell phone, satellite phone – on a regular basis.
- d. Ensure staff are trained in First Aid, AED, CPR and fully understand terrorism and civil disturbance, demonstration and protest responses.
- e. Provide staff an emergency exiting & evacuation plan in a formal Emergency Response Procedures Plan.
- f. Restrict access on controlled roadways and to secured areas like the loading dock area.

XX. CIVIL DISTURBANCES/DEMONSTRATIONS/RIOTS/PROTESTS

Disturbances range from two people arguing to hundreds of angry protestors rushing to the facility. Most disturbances are non-violent protests outside the building. However, occasionally protestors can become violent or enter the building forcibly. PRCC takes these situations seriously and has prepared the following procedures for the safety of their clients, visitors and staff.

Civil Disturbance, Riots or Protests Procedures

- 1. Notify the Security Department immediately Ext.2060 of any potential problems.
- 2. Avoid obstructing or provoking the protestors.
- 3. If you're inside the building stay inside. Return to the building if you are outside.
- 4. Do not leave the facility unless instructed to do so.
- 5. Security will call the Puerto Rico Police Department.
- 6. Once the Police Department arrives a logistics & assessment plan will be worked out with the Security Manager.
- 7. The Director of Events or Event Manager will explain the situation and response with the show manager if an event is in process.
- 8. An "all clear" message will be issued by the Security Manager once the situation has returned to normal.

XXI. BOMB THREAT AND SEARCH PROCEDURES:

1. Bomb Threats

Statistics reveal the probability of receiving a warning when an explosive device has been placed in or around a facility is remote. However, both true and false bomb threats are made occasionally. It is an ASM obligation to have a set of procedures in place in the event of such a threat that will prove the threat groundless or, in the worse scenario, minimize personal injury and property damage.

When such a call is received, the caller can have two possible reasons for reporting a bomb or explosive device is set to explode:

1. The caller has definite knowledge of or believes a bomb has been planted at the facility and wants to minimize the injury or property damage. The caller may be the person who planted the device or someone who has gained access to the information.
2. The caller calls for 1 of 3 reasons:
 1. If a bomb has been planted, to cause real injuries or building damage.
 2. If a bomb hasn't been planted, **to cause panic** which may lead to real injuries and will certainly disrupt an event.
 3. To and or by calling prevent such an outcome. The call recipient should remember the goal of the caller is to **cause panic**. It is crucial to remain calm and attempt not to project fear. The call recipient should attempt to keep the caller on the line as long as possible. He/she should try to obtain all the information possible on the person calling and the situation. The attached "Telephone Procedures Bomb Threat Checklist."

2. Bomb Threat Search Procedures

In the event a suspected explosive/incendiary device is located proceed as follows:

1. Remain calm
2. Do not touch the bomb (device)
3. Do not move the bomb (device)
4. Notify General Manager and the Director of Security
5. Notify Police immediately
6. Corner off the area to prevent injury should the bomb (device) detonate. (Maintain a minimum of 300 feet from the device).

3. EMERGENCY PHONE NUMBERS Notify Police immediately

Puerto Rico Convention Center:	(787) 300-6700
Puerto Rico District Authority:	(787) 722-3309
Legends Global Team Leader	

Reference to a bomb or bomb threat will not be mentioned to anyone without direct authorization from the Security Manager or the General Manager.

4. BOMB THREAT CHECKLIST

TELEPHONE PROCEDURES

Phone call received at what day/time:

Day _____

Time _____

Who Received Call _____ Position _____

Length of call _____

Describe Callers Voice:

Threat Language:

Male	Female
Adult	Child
Calm	Nasal
Slurred	Familiar
Angry	Stutter
Excited	Lisp
Slow	Raspy
Rapid	Deep
Soft	Ragged
Loud	Clearing Throat
Laughter	Deep Breathing
Crying	Crackling Voice
Normal	Distinguished
Distinct	Accent

Language (English/Spanish)
Message read by caller
Well Spoken (Educated)
Serious/Joking
Foul
Irrational
Incoherent
Taped

If voice is familiar, whom did it sound like?

PLEASE CIRCLE ONE or SEVERAL OF THE ABOVE.

Background Sounds:

Street Noises _____
P.A. Systems _____
Auto or Motor _____
Machinery _____
Static _____
Long Distance _____

Voices _____
Music _____
Animal Noises _____
Clear _____
Local _____

Other:

REMARKS:

REPORT CALL TO SECURITY IMMEDIATELY

5. BOMB THREAT PROCEDURES

1. The telephone call recipient will immediately notify the Security Office...
(See above: Bomb threat forms are available through the Security Department).
2. The telephone call recipient will also notify the General Manager, Security Manager, and the Director of Operations.
3. The Security Manager will call and notify the Police.
4. On arrival of the Police, a joint meeting will be held re the plan of action.

Search operations will be directed and coordinated by the Security Manager, in conjunction with Police and Fire Representatives. If the bomb threat caller did not designate a specific area where the bomb was planted, a comprehensive search would include the following areas for the PRCC as deemed necessary:

AREA #1 - OUTSIDE PERIMETER EAST/WEST
Check thoroughly around pillars, glass doors, stairs, fire exit doors and all parked vehicles.

AREA # 2 - LOADING DOCKS, UNDERNEATH PUMPS, EMERGENCY GENERATORS AND FUEL TANKS, PUMPS, AND STORAGE ROOMS

AREA # 3 - ROOF

AREA # 4 - HALLS A/B/C, BALLROOM & ALL MEETING ROOMS

AREA # 5 - LOBBY, TOILETS AND ALL PUBLIC AREAS (WASTE RECEPTACLES, BEHIND ATM)

AREA # 6 - 2nd LEVEL
Check all elevators, escalators and water fountains on the 1st, 2nd and 3rd levels.

AREA # 7 - 3rd LEVEL & EXECUTIVE OFFICES

AREA # 8 - STORAGE, CLEANING AREAS & SERVICE CORRIDORS AND OFFICES

AREA# 9- GRID SYSTEM

AREA#10- TELECOMMUNICATIONS, ELECTRICAL & HVAC ROOMS

If the efforts of a search do not disclose the presence of a suspected explosive device; the Security Manager, in conjunction with the Police Representative, will announce an "ALL CLEAR" via radio. Upon hearing this announcement, staff will resume their normal duties. If an evacuation was conducted show managers and visitors will be allowed to re-enter the building. All staff using radio communications may resume use of radios. Use of search dogs will be determined by the Puerto Rico Police Department.

XXII. ACTIVE SHOOTER

Definition of Active Shooter as an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm[s] and there is no pattern or method to their selection of victims." Most incidents occur at locations in which the killers find little impediment in pressing their attack. Active shooter situations are unpredictable and evolve quickly. PRCC takes these situations seriously and has prepared the following procedures run, hide or fight for the safety of our clients, visitors and staff.

Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

GUIDELINES

Law enforcement will contain and terminate such threats as quickly as possible. The following guidelines will enable you to take appropriate & immediate action and are intended for emerging or in progress situations.

A. SECURE THE IMMEDIATE AREA:

1. If able, lock or barricade the door. Block the door using whatever is available: tables, file cabinets, other furniture, etc.
2. After securing the door, stay behind solid objects away from the door as much as possible
3. If an assailant enters the room and leaves, lock or barricade the door behind him/her.
4. If safe to do so, allow others to seek refuge with you

B. PROTECTIVE ACTIONS:

Take appropriate steps to reduce vulnerability:

1. Close blinds
2. Block windows
3. Turn off radios and computers
4. Silence cell phones
5. Keep people calm and quiet
6. After securing the room, people should be positioned out of sight and behind items that might offer additional protection – walls, desks, file cabinets, bookshelves, etc.
7. Do not sound fire alarms. This may cause others to flee the buildings and put them at risk.

C. UNSECURED AREAS:

If in an open area, immediately seek protection:

1. Put something between you and the assailant
2. Consider trying to escape, if you know where the assailant is and there appears to be a safe escape route immediately available to you
3. If in doubt, find the safest area available and secure it the best way you can

D. TELEPHONE SYSTEMS:

These may be overwhelmed during this type of incident. Be prepared to provide law enforcement with as much information as possible, such as the following:

1. What is happening?
2. Where are you located?
3. Number of people at your specific location
4. Injuries if any, including the number of injured and types of injuries
5. Your name and other information as requested

E. WHAT TO REPORT (POLICE/911):

Try to note as much as possible about the assailant, including:

1. What exactly was heard – e.g., gunshots, explosions, etc.
2. Specific location of the assailant
3. Number of assailants
4. Gender, race, and age of the assailant
5. Language of commands used by the assailant
6. Clothing color and style
7. Physical features- e.g., height, weight, facial hair, glasses
8. Type of weapons- e.g., handguns, rifle, shotgun, explosives
9. Description of any backpack or bag
10. Do you recognize the assailant? Do you know his/her name?

F. UN-SECURING THE AREA:

1. The assailant may not stop until his objectives have been met or until engaged and neutralized by law enforcement.
2. Always consider the risk of exposure posed by opening the door for any reason.
3. Attempts to rescue people outside a secure area only should be made if it can be done without further endangering the people inside the secured area.
4. Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area
5. If there is any doubt about a threat to the safety of the individuals inside the room, the area needs to remain secured.

ACTIVE SHOOTER (IN ANY MOMENT)

RUN

1. If there is an accessible escape path, attempt to evacuate the premises.
2. Have an escape route and plan in mind.
3. Evacuate regardless of whether others agree to follow.
4. Leave your belongings behind.
5. Help others escape, if possible (Clients, Visitor and Staff).
6. Prevent individuals from entering an area where the active shooter may be.
7. Emergency PA system won't be used.
8. Keep your hands visible.
9. Follow the instructions of any police officers.
10. Do not attempt to move wounded people.
11. Call 911 when you are safe.

HIDE

1. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
2. Be out of the active shooter's view
3. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
4. Do not trap yourself or restrict your options for movement.
5. Lock the door.
6. Blockade the door with heavy furniture.
7. Silence your cell phone and/or pager.
8. Turn off the lights.
9. Turn off any source of noise (i.e., radios, televisions)
10. Hide behind large items (i.e., cabinets, desks)
11. Remain quiet

FIGHT (As a last resort, and only when your life is in imminent danger)

1. Attempt to disrupt and/or incapacitate the active shooter
2. Act aggressively as possible against him/her with physical aggression
3. Act in group
4. Throwing items, improvising weapons
5. Yelling
6. Committing to your actions

LAW ENFORCEMENT ARRIVES

1. Remain calm, and follow officers' instructions
2. Put down any items in your hands (i.e., bags, jackets)
3. Immediately raise hands and spread fingers
4. Keep hands visible at all times
5. Avoid making quick movements toward officers such as holding on to them for safety
6. Avoid pointing, screaming and/or yelling
7. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premise.

The first officers to arrive at the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.



XXIII. MAIL, PACKAGES, DELIVERIES:

The following supplemental mail and package handling procedures are designed to guide any mail receiving PRCC employee. These procedures are based on advice from the United States Postal Service (USPS) and the federal Centers for Disease Control and Prevention (CDC).

Mail and packages receiving:

All incoming mail and packages (USPS, personal and commercial delivery) received by our employees for PRCC departments, visitors and groups are to be examined to record and verify both the addressee and sender's name, department, company, address, date of posting, time and date of receipt and method of delivery (USPS, FEDEX, Airborne, UPS, personal delivery, etc.).

Mail and packages to be deemed suspicious:

Subsequent to initial screening of any piece of mail or package received by the PRCC, a client of the PRCC or to a group meeting that meets any of the categories below is to be deemed "suspicious" and will require special handling as indicated below:

- a. Lacks a return address.
- b. Shows any sign of a leaking liquid of any kind.
- c. Excessive postage
- d. Excessive sealing, tying and security material such as masking tape, string, etc.
- e. Shows evidence of discharge of any kind of loose powder or granular substance.
- f. Contains any unusual or threatening wording.
- g. Is from an unexpected source in general or is postmarked/sent from an unexpected location.
- h. Has a return address that differs from the postmark or air bill return address.
- i. Packages that have protruding wires, strange odors, stains.
- j. Packages from which a sound is emanating.

According to a CDC Health Advisory regarding biological agent threats: "Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents."

1. How to handle anthrax and other biological agent threats

- 1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.

2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.
3. Suspicious unopened envelope, package or box marked with threatening message i.e., "Anthrax" or envelope/package/box with powder spills/leakage
 - Do not handle, shake, open or empty the contents of any suspicious envelope/ package or box.
 - If possible, using gloves, place the envelope/package or box in a plastic bag or some other type of container to prevent leakage of contents.
 - If you do not have a container, cover the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
 - Leave the room or work area, ask others in the room to leave with you, close the door and arrange to keep others out of the room or area.
 - Do not touch your face. Immediately wash your hands with soap and water.
 - Report the incident immediately to the Security Department.
 - List all people who had contact with the container or were in the room or area when the suspicious envelope/ package or box was recognized.
 - Give this list to the Security Department. They will provide it to both the local public health authorities and law enforcement officials for follow-up.
 - Remove contaminated clothing as soon as possible and place it in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
 - Shower with soap and water as soon as possible. Do not use bleach or other disinfectants on your skin.

XXIV. RECOVERY:

- Essential personnel will be notified to return to the facilities when and if possible. (Operations Staff)
- Protection of equipment belonging to shows leasing the facilities at the time of the Emergency will be priority. (Operation's Staff)
- The PRCC may be utilized for Emergency Personnel. If so, staff will make necessary arrangements to accommodate. (Operations & Event Services Staff) To the degree possible, all full-time employees should report to work and assist with emergency efforts.
- All employees must have **ASM identification** for re-entry access.
- Any fire treatment water seepage shall be removed as soon as possible. (Operations Staff)
- Remove all protective devices and clear all debris from buildings inside and outside. (Operations Staff)

1. KEY STAFF ALERT: Will be coordinated via the General Manager to the Directors as noted above.

2. REPORTING TO WORK:

Key staff must have facility identification with them when reporting to work. When possible, staff should report to their immediate supervisor, and follow the policy and procedure for recovery.

3. EVACUATION:

After completing assignments, as per the aforementioned policy and procedures, the General Manager will provide notice to evacuate to the Directors. In turn, the Directors will inform the staff assigned to them.

4. TIME FRAME:

The Executive Office takes approximately 4 hours for evacuation preparation. The interior and exterior of the facilities requires 8 hours. The storage of City Equipment may extend the preparation time past the 8 hours.

5. RE-ENTRY:

Prior to re-entry, the Director of Operations and Security Manager, will survey the property for damage. If structural damage is identified, Property Management will be notified to determine whether employees will be allowed back on site. Employees will be contacted according to notification procedure.

XXV. INFANT/CHILD MISSING RESPOND PLAN:

The PRCC has taken in seriously all emergencies and during an event or in the premises of the PRCC an Infant/Child is reported missing, follows these procedures.

1. Call Security Department Immediately Ext. 2060.
 - a. Provide a description of the infant/child.
 - b. Provide the infant/child's name and age.
 - c. Where was the infant/child last seen?
 - d. Identify infant/child relatives, friends, and family.
2. Notify Security Manager, General Manager, Operations Director, Engineering Director, and Event Manager.
3. Code Violet (Missing Infant/Child) alert will be given by Security Supervisor via radio to all Departments.
4. The facility will be locked down and deny access or exits until the Infant/Child appears. **Only the General Manager, Security Manager or Event Manager in charge of the situation may approve end of lockdown.**
5. An external search and a floor-by-floor search, assisted by staff will begin.
6. All Departments will have an assigned search area. (See Department Assigned Areas list)

7. At a specific time 15 to 20 minutes the infant/child hasn't appear local law enforcement will be contacted to initiate an "Amber Alert". **Only General Manager, Security Manager or Event Manager can authorize this procedure.**
8. A complete report will be filled out regarding the incident.

DEPARTMENT AREAS ASSIGN

AREA #1 - SUB-CONTRACT SECURITY COMPANY

OUTSIDE PERIMETER

Check thoroughly East/West parking's, District Park, Caguax Street, Water Fountains and all around the District. During an event all vehicles leaving the parking will be verified.

AREA # 2 - ADMINISTRATION OFFICE EMPLOYEES

3rd LEVEL & EXECUTIVE OFFICES, BALLROOM AB, SALON LAS OLAS, TERRECE, EMERGENCY STAIRS AND 4 LEVEL.

AREA # 3 - ENGINEERING

ROOF, TELECOMMUNICATIONS ROOMS, ALL ELEVATORS, ELECTRICAL & HVAC ROOMS, EMERGENCY GENERATORS

AREA # 4 - INTERNAL SECURITY

HALLS A/B/C, ALL MEETING ROOMS, ESCALATORS 1st, 2nd and 3rd LEVELS, EMERGENCY STAIRS

AREA # 5 - HK - SETUP

LOBBY, ALL RESTROOMS, ALL PUBLIC AREAS, EMERGENCY STAIRS, CLEANING STORAGE, OFFICES AND MEZANNI.

AREA # 6 - INTERNAL SECURITY

LOADING DOCKS, FUEL TANKS, STORAGE ROOMS, EMERGENCY STAIRS

AREA # 7 - F/B

BACK OF THE HOUSE 1st, 2nd and 3rd LEVELS & SERVICE CORRIDORS, EMERGENCY STAIRS

XXVI. BIO-HAZARDOUS INFECTIOUS DISEASE

Infectious disease have the potential of creating a severe impact to organizations by limiting access to essential internal and external employees, materials, equipment and service. Evolving types and outbreaks of infectious disease threats (e.g. COVID-19 coronavirus, West Nile virus, Ebola, Zika) require organizations to continually evaluate the impact these new threats may have to their existing business continuity plan response. Within this comprehensive Emergency Response Plan are practical procedures and a few essential tasks that our facilities will prepare and respond to infectious disease.

Note: A separate comprehensive protocol document is available for full preparedness and response.

1. How to prevent the spread of virus?

- a. Wash your hands frequently with soap and water for at least 20 seconds. If not, you can use hand sanitizer that contains at least 60% alcohol.
- b. Avoid touching your eyes, nose and mouth without washing your hands.
- c. Avoid close contact with people who are sick, even within the home.
- d. Keep distance from other people outside home. 6 feet recommended.
- e. Avoid congregations.
- f. Keep distance from people who are at increased risk of becoming seriously ill.
- g. The virus can spread even if the person has no symptoms.
- h. Always wear a cloth cover or other type of face mask to cover nose and mouth.
- i. Remember to always cover your nose and mouth with a disposable tissue or the inside of the elbow when coughing or sneezing.
- j. Discard used disposables tissues in the trash.
- k. Clean and disinfect frequently touched surfaces daily, such as tables, doorknobs, light switches, railings, desks, telephones, keyboards, toilets, keys and sinks.
- l.

2. Facility Implementation

- a. We are aware that the acceptance of people in large numbers will increase the risk of contagion if visitors do not respect the security rules. To achieve an orderly and safe event, we are providing the resources of personnel, administrative and engineering controls to ensure that the rules are followed. The pillars for a security protocol during an event should include, but not limited to:
 - i. Entry registration that includes the COVID vaccination card check or a negative test or both if necessary. Guard will ensure guest has face mask on and knows rules and regulations upon entering the facility.
 - ii. Facility provided “safe zone” markers that promote social distancing between event furniture such as booth, tables and chairs- taking into consideration room capacity.
 - iii. “Safe zone” markers that identify where guests should stand in hallways, bathrooms, and other common access areas to maintain 6 to 10 feet of distance.
 - iv. Provide enough stations with hand sanitizer or antibacterial solution, as well as soap and water.
 - v. Avoid crowding people in lines to go to the bathroom, use the stairs or elevators, and order food.

3. Potential active case on site

a. Is the person displaying any of the following symptoms?

- Difficulty breathing
- Coughing
- Sudden loss of smell and taste
- Sore throat
- Body ache
- Nauseous/Diarrhea

The person will be escorted out of the premises and encouraged to:

- Visit a doctor
- Get tested
- Follow quarantine protocol
- Notify folks that may have been in close/ direct contact without the face mask on for 15 minutes.

4. Cleaning and Disinfecting

We are closely following recommendations from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and Puerto Rico Department of Health and Puerto Rico OSHA, and taking precautions to protect the health and well-being of everyone at our facilities, including:

- a. Undergoing enhanced cleaning at the facilities, with a special focus on public areas like bathrooms and food and beverage areas.
- b. Increasing the frequency of cleaning, especially on frequently touched surfaces, such as doors, handrails, and elevator buttons.
- c. Following the approved guidelines of social distancing, established by the local Executive Order of 6 feet.
- d. Offering additional hand sanitizing stations and promotional signage around facility (hand washing, social distancing, and use of face mask) throughout the facilities.

XXVII. CONFIDENTIALITY:

Experience in facilities nationwide has established when an emergency occurs in a crowded facility, whether the emergency derives from structural damage or any other cause **panic and crowd control** become a larger problem than the emergency itself. For this reason it is imperative all members of the Emergency Response Team observe the rules of ***strict confidentiality*** and ***absolute security*** in dealing with large or small emergency situations. A misspoken word by a team member or one of his or her staff personnel may trigger panic in a crowd that may create a tragic or fatal mishap.

In addition, it is important to keep Show Management informed; however, utilize channel one or the show office radio to do so. Show Management's contact is via the Event Services Department.

Regarding media relations, only the General Manager can provide information. If you are approached by the press or media refer them to the appropriate spokesperson.

XXVI. HOSPITALS AND MEDICAL SERVICES:

Local Hospitals are as follows:

Hospital Pavía
1462 Calle Asia
Santurce PR
Phone: (787) 727-6060

Hospital Presbiteriano
1451 Avenida Ashford
Santurce PR
Phone: (787) 721-2160

XXVII. EXTERNAL EMERGENCY PHONE NUMBERS

Normally only the Security Manager or his designate would contact these agencies to request their assistance as determined/ approved by the Emergency Response Team.

Sistema de Emergencia.....	911
Agencia Estatal Para El Manejo De Emergencias y Administración De Desastres...	(787) 724-0124 (787) 724-9001 (787) 723-8127
Manejo De Emergencia y Administración.....	(787) 765-0486
Desastres Municipal.....	(787) 296-0702
(EMERGENCIAS).....	(787) 758-0848 (787) 763-4465
Bomberos de Puerto Rico.....	(787) 343-2330 (787) 725-3444 (787) 726-3159 (787) 728-5528
Cuerpo de Emergencias Médica Estatal.....	(787) 754-2550 (787) 754-2553 (787) 754-2554 (787) 754-2560 (787) 765-1594 (787) 766-1733 (787) 343-2550
Cuerpo de Emergencia Médica Municipal.....	(787) 720-8033 (787) 774-9840 (787) 790-3105
Policía de Puerto Rico.....	(787) 343-2020 (787) 792-4239
Cuartel Distrito TMobile.....	(787) 793-1234 Ext. 5023
Cuadro del Cuartel General.....	(787) 793-1234
Centro de Mando.....	(787) 793-4101
Radio Control	(787) 782-0167
Precinto Policía de Santurce.....	(787) 777-0640
Policía Municipal San Juan.....	(787) 296-1124 (787) 751-2233
Cuartel Hato Rey Oeste.....	(787) 763-7235 (787) 754-8535

Guardia Nacional de Puerto Rico Cuadro.....	(787) 721-3131 (787) 289-1400 (787) 723-7700
Departamento de Salud.....	(787) 723-7755 (787) 274-7676 (787) 276-7605
Salud Ambiental.....	(787) 763-9782
Autoridad de Energía Eléctrica.....	(787) 289-3434
Federal Emergency Management Agency.....	(787) 296-3500 (787) 296-3504
Federal Bureau of Investigation.....	(787) 754-6000 (787) 763-6061
Cruz Roja Americana.....	(787) 296-3519 (787) 296-3526

OPEN FOR BUSINESS DONE SAFELY. THAT'S OUR THING.

