



EMERGENCY MANAGEMENT

Safety information for organisers and exhibitors

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Messe Frankfurt Venue GmbH
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60327 Frankfurt am Main

A**Aim of emergency management**

Page 3

B**Alarm and hazard prevention plan**

Page 3

C**Operation and Security Center**

Page 3

D**Procedure for fault and emergency messages**

Page 4

E**Alarm and event levels**

Page 5

F**Alerting, information and decision-making**

Page 6

G**Basics**

Page 7

A AIM OF EMERGENCY MANAGEMENT

Messe Frankfurt's organization and technical equipment guarantee safe and trouble-free operation of the exhibition grounds to the highest degree.

Nevertheless, the possibility of accidents, malfunctions, emergencies or other hazards due to technical and / or human error or external influences (threats, fire, riots, etc.) cannot generally be ruled out.

Messe Frankfurt has therefore also taken precautions for such situations to limit the impact as far as possible and prevent the spread of hazardous situations.

Messe Frankfurt's emergency management defines the necessary measures, decision-making and reporting channels.

Emergency management also fulfills the requirements of existing legal regulations (see § 43 (2) „Muster-Versammlungsstättenrichtlinie“ MVStättV).

B ALARM AND HAZARD PREVENTION PLAN

Messe Frankfurt's alarm and emergency response plan defines internal and external reporting channels and emergency response measures.

It is applied by a defined group of employees and emergency personnel in the event of all accidents, incidents and emergencies that occur on the grounds and in the buildings of Messe Frankfurt.

C CONTROL CENTER IN THE OPERATION AND SECURITY CENTER OSC

The central internal reporting office for all types of incidents, accidents and emergency reports or other irregularities is Messe Frankfurt's OPERATION AND SECURITY CENTER (OSC).

It is **available around the clock - 24 hours a day, 365 days a year** under the internal telephone number

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and externally under the telephone number

+49 - (0)69 - 75 75 - 33 33

Attention: If you do not alert the OPERATION AND SECURITY CENTER in the event of an emergency, there is a risk that the necessary internal and external emergency services will not be alerted and that the necessary immediate measures cannot be initiated in time.

Please report in this order:

1. WHERE did it happen?	2. WHAT happened?	3. WHO is reporting?
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D PROCEDURE FOR FAULT AND EMERGENCY MESSAGES

The following alarm plan diagram shows the basic procedure for all types of messages or alarms (verbal, written, telephone) and for messages via the building management system (GLT):



E ALARM AND EVENT LEVELS

With regard to the severity of an event, the Operation and Security Center distinguishes between alarm levels **1**, **2** and **3**. The various events are shown as examples in plans 1 to 17.

EVENT	LEVEL 1	LEVEL 2	LEVEL 3
Personal injury PLAN 1	Minor/medium injuries, type and extent of personal injury is minor or (still) unknown	Serious personal injury, several people injured	Injury to several people during an event/ serious to fatal injuries
Fire, explosion, smoke development PLAN 2	False alarm / smell of burning / smoke development / container or trash can fire	Smoke development during event / fire in exhibition hall or building	Explosion / major fire / fire during an event
Technical incident, sabotage PLAN 3	"Normal" fault	Failure of technical equipment that impairs an event / exhibitor / visitor	Failure of technical equipment that jeopardizes the continuation of an event
Material damage PLAN 4	The nature and extent of the accident or material damage is (still) unknown	Significant material damage / event, exhibitors and visitors affected	Major damage situation (e.g. collapse of parts of a building)
Environmental damage PLAN 5	Leakage of unknown liquids on the exhibition grounds with potential danger to the environment	Leakage of hazardous substances (e.g. torn-off truck oil pan) and entry into the sewer system	Leakage of gaseous / possibly corrosive substances in halls during an event
Ice, snow, storms PLAN 6	Danger to persons or property due to sudden onset of freezing rain, snow, storm, heat	Sudden onset of freezing rain, snow, storm, heat during an event	Execution or course of the event is significantly impaired by ice, snow, storm, heat
Burglary, robbery PLAN 7	Burglary at Messe Frankfurt	Burglary or robbery with damage to the customer (exhibitor / organizer)	Burglary, robbery leads to significant disruption to the event
Demonstration PLAN 8	Demonstration on the grounds or in the vicinity of Messe Frankfurt	Demonstration leads to disruptions to the event	Demonstration jeopardizes the implementation of the event
Suspicious item PLAN 9	Finding / reporting an "abandoned" item (suitcase, bag, etc.)	After assessment of the situation by Police / task force: Explosive device or similar cannot be ruled out	Explosive search dog alerts, Police definitely assume explosives etc. / realization of the event endangered
Bomb threat, threat PLAN 10	--	Existence of a threat	Serious bomb threat / threat of an attack / hostage-taking / blackmail
Pandemic PLAN 11	Notifications of corresponding disease	The type, frequency and severity of the disease put other people at risk.	Impact on Messe Frankfurt operations / Impact on events
Railing clearance PLAN 12	----	----	Partial or total evacuation of the urban area ordered by the authorities
Incident involving radioactive substances PLAN 13	Notification of increased radiation measurement	Situation center of the Hessian Ministry of the Interior decides on how to proceed	Impact on current event

EVENT	STAGE 1	LEVEL 2	LEVEL 3
Explosive ordnance found <i>PLAN 14</i>	----	RP Darmstadt, Explosive Ordnance Clearance Service, decides on conditions for defusing	Scope and timing of the mitigation affect operations and / or events
Airport terminal evacuation <i>PLAN 15</i>	--	Request from the airport	Effects on ongoing trade fair and event operations
Terror (threat, attack) <i>PLAN 16</i>	--	After situation assessment by police / task force: Threat to be considered serious	Effects on operation / Effects on the event
Public transport failure <i>PLAN 17</i>	Failure of public transport during event operation after visitor admission or <i>after</i> visitor exit phase	Cancellation of public transport for major events <i>during</i> visitor admission or during the visitor exit phase	Cancellation of public transport during a major event over a longer period of time or for an unforeseeable period of time

F ALERTING, INFORMATION AND DECISION MAKING

The alerting and emergency response plan contains binding specifications for alerting, notification, information and decision-making for a total of 17 different event categories.

Example excerpt: Plan 2 Fire, explosion, smoke development

Alerts **OPERATION AND SECURITY CENTER**

Building: Date: Time: Processor OSC:

<u>Alarm sequence</u>	<u>Phone number</u>	<u>Alarmed Name / Time</u>
<ol style="list-style-type: none"> 1. Fire department 2. Traffic center 3. Security service / Property protection 4. Head of department OSC 5. Fire protection officer 6. On-call duty in general 7. Building manager 	<p>112</p> <p>If the message is not automatic</p> <p>Tel.</p> <p>Tel.</p> <p>If 2. not occupied</p> <p>Tel.</p> <p>Tel.</p> <p>According to duty roster, if 4th and 5th are not available or not on site! According to alarm list D, only Monday to Friday during the day or during events</p>	<p>Radio</p>
<p>...alarm in the event of fire and smoke in the building</p>		
<ol style="list-style-type: none"> 8. Emergency coordinator 9. Building manager 	<p>Tel.</p> <p>According to the alarm list D</p>	

Immediate measures **OPERATION AND SECURITY CENTER**

Measures:	initiated / time
<ol style="list-style-type: none"> <li style="color: red;">1. Fire department: (only for non-automatic alarm) Information on the location, type and extent of the event <li style="color: red;">2. Traffic center: Send information about the arrival of the fire department to Tor Ost, information about the location. If the traffic center is not manned, site security will take over. <li style="color: red;">3. ... 	

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Measures / decisions **EMERGENCY COORDINATOR**

Measures / decisions **CRISIS UNIT**

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G BASICS

Messe Frankfurt works with emergency management on a daily basis.

All of the events mentioned have already occurred in some form.

Based on the experience gained and to take account of changing requirements, the emergency management system is subject to constant updating and updating.

We will be happy to advise you.

If you have any questions, please contact

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Operation and SecurityCenter**

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