



## OTC Emergency Response Plan

The purpose of the OTC Emergency Response Plan is to establish procedures and guidelines to prepare for potential crisis situations. One of the primary purposes of this document is to ensure OTC exhibitors are provided with important information and to ensure proper communication during an emergency.

### **OTC SAFETY GUIDELINES**

- **Proper attire during move-in/move-out**
  - During the installation (move-in) and tear down (move-out) phases of the exhibition, there can be heavy equipment, forklifts, cranes, ladders, etc. on the floor. Exhibitors should always be in closed-toed and low heel shoes during these phases. Be aware of your surroundings; you can see the forklift; the driver may not see you.
- **Take care of yourself/hydrate**
  - Because the freight doors are open during move-in/move-out, the exhibition halls tend to get very warm. Exhibitors should be careful to increase their normal intake of fluids to prevent dehydration. Keep water and/or non-sugary drinks and fruit handy.
- **Notify someone if you notice a safety hazard in the building.**
  - If you notice any potential safety hazards such as wires on floor that have not been taped off, metal structures extending into the aisles, etc., be sure to notify either the Exhibits Manager or the building liaison to get it taken care of before anyone gets hurt.
- **Be aware and be prepared**
  - When you leave the facility at the end of the day, be sure to remove your badge.
  - Program the emergency numbers from the Quick Safety Reference document into you cell phone or carry that document with you.
  - Walking at night? Take a buddy or call a cab, get to know the area where you are going.
  - Leave your cell phone on overnight in case of an emergency.

## **OTC CRISIS TEAM**

A crisis team has been developed by OTC Management. In the event of an emergency, this team of individuals will have specific responsibilities and are prepared to respond. In a crisis, an organization does not want the full responsibility of responding to the crisis and communicating to the various publics to fall on any one individual. A team scenario will also allow the organization to respond in the event when one or more members of the team are unable to function in his/her designated capacity. While names and numbers are listed on the crisis team roster, it is important to note that everyone has been designated a specific responsibility.

Creating a crisis team is an important step. The establishment of a team and specific responsibilities will facilitate an effective response to minimize miscommunication and irrational responses.

### **OTC Contacts:**

- Leigh Ann Runyan – Executive Director
- Sherine Farid – Associate Director
- Paul Jones– OTC Chairman
- Gina Quevedo – OTC Media Contact
- Michael McCall – NRG Park
- Abby Finger – NRG Park

### **Key Media Contacts for NRG Park:**

- Leah Mastaglio – Assistant General Manager
- Nina Jackson – Director of Marketing & Public Relations

## **CONFIDENTIALITY**

In an emergency, it is imperative that OTC exhibitors observe the rules of confidentiality regarding security and contact with attendees and others. Therefore, **OTC exhibitors will not:**

- Speculate about the crisis
- Allow unauthorized personnel to release information
- Provide false information
- Place blame for the incident

## **POTENTIAL CRISIS SITUATIONS**

The following is a listing of potential situations. OTC exhibitors should be aware of the procedures of this plan and should report any suspicious activity as soon as possible.

- Terrorist attack
- Technology disabled (communications systems, telephones, wireless, Internet, etc.)
- Natural disaster
- Fire
- Infectious disease
- Biological threat

- Bomb threat
- Medical emergency
  - Death or serious illness of exhibitor member
  - Death or serious illness of an attendee or exhibitor
- Disgruntled employee injures or threatens
- Riots
- Boycott
- Suspicious mail or packages found unattended

## **WHAT TO DO IN CERTAIN EMERGENCY SITUATIONS**

### **Weather Related Emergency**

- Generally, weather related situations are preceded by a warning to allow ample time to protect the safety of attendees and exhibitors.
- Depending on your location in NRG Park, move participants to an interior room or hallway on the lowest level.
- Move participants away from all windows and areas with glass.
- Keep telephone lines available for emergency use and do not call 911.
- OTC exhibitors and participants must stay inside NRG Center until instructed by emergency personnel.
- Await further instruction from OTC/NRG Park staff.

### **Power Outage**

- All OTC onsite show offices are equipped with flashlights.
- Turn off all electrical equipment in use.
- Await instructions from OTC/NRG Park staff.
- If necessary to evacuate the building, use stairwells instead of elevators (even though some may be designed to operate on emergency power back-up systems).

### **Fire and/or Smoke**

- In case of fire or smoke, notify an OTC/NRG Park staff representative immediately. Provide concise, accurate information and severity of the fire and/or smoke.
- For minor fires (waste basket, etc.), try to extinguish fire with fire extinguisher.
  - Fire extinguisher procedure: **PASS** procedure:
    - **P** – **Pull** the pin on the extinguisher
    - **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.
- If the fire is serious and begins to spread – remember **RACE**:
  - **R** – **Rescue** any participants in immediate danger, paying close attention to your own personal safety
  - **A** – **Activate** the building alarm
  - **C** – **Confine** the area as best as possible
  - **E** – **Evacuate** the area and pay close attention to handicapped/disabled persons that may require your assistance.

## **Suspicious Mail/Package**

- Do not approach or touch the suspicious package.
- Notify an OTC/NRG Park staff representative either in person or by landline telephone.
- ***Do not use cellular telephones or portable radios.***
- Quarantine the area to not allow access.
- Await further instructions from Emergency Personnel.

## **Suspicious Individual(s)**

- Make note of individual(s) description (gender, age, physical characteristics, unusual markings (tattoos, etc.), clothing, facial hair, voice, etc.
- Notify OTC/NRG Park representative immediately.

## **Disturbance and/or Confrontation**

- Report any disturbance and/or confrontation to an OTC/NRG Park exhibitor's representative immediately.
- Stay calm and use verbal skills to encourage the person to "vent".
- Take all implied threats seriously.
- Do not engage in behavior that is confrontational or defiant.

## **Medical Emergency**

- A First Aid Center will be staffed with on-site personnel (Emergency Medical Technicians) during all phases of OTC including Move-In, Show Days, and Move-Out.
- If a medical emergency arises, contact OTC/NRG Park exhibitors via portable radio, cellular telephone or landline telephone immediately.
- Provide accurate and concise information of exact location. Repeat notification until confirmed by an OTC/NRG Park staff representative.
- To the best of your ability, stay with the individual and try to make them as comfortable as possible, letting them know that help is on the way.
- Do not administer any treatment or CPR activities unless you are adequately certified and/or qualified to do so.
- Do not leave the individual until appropriate emergency assistance arises.

## **Bomb Threat**

- Take all implied threats seriously.
- Remain calm.
- Follow the bomb threat procedures provided to all exhibitors.

## **IMPORTANT**

- **Do not use cellular telephones or portable radios to communicate a potential bomb threat situation. Speak directly to an OTC/NRG Park staff member or use a landline telephone to notify OTC Headquarters at +1. 832.667.2902**

## **Active Shooter**

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms(s) and there is no method to their selection of victims. Active Shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

**What to Do:**

- Remain calm. Always be aware of your environment, escape routes, and possible safe rooms.
- If you are in an office, remain there and secure the door.
- If you are able to escape out an emergency exit, do so quickly.
- If you are not able to flee out an exit get into a room and secure the door.
- Utilize cover whenever possible; cover is a barrier that could stop a bullet. Concealment is a barrier that will hide you but would not stop a bullet.

**Law Enforcement Response:**

- Police officers responding to an active shooter may be wearing regular uniforms or special tactical gear, but they will be clearly identified as law enforcement officers.
- First responding officers are not here to save you; they are there to stop the shooter. They might even point firearms at you while seeking the threat. This is a normal part of their training and response.
- Obey all officer commands and keep your hands visible to officers at all times.
- Remain calm and immediately comply with all commands from law enforcement officers.

# ACTION PLAN

- Alert Code will be announced.
- Appropriate local Emergency Services are notified.
- Depending on the severity of the situation, the OTC Executive Director along with the OTC Chairman has the authority to close the meeting until the determination has been made to verify the threat or situation.
- Emergency Codes will be announced via cell phone or radio.
- PA announcement will be made by NRG staff announcing the evacuation of NRG Center. OTC staff will subsequently make PA announcements in the NRG Arena, Outdoor Areas, and Registration Area.
- Assembly outside of NRG Center, Outdoor Area, and Registration Area will be at the following locations:

## **NRG Center**

Exit the South side of building front of the hall – move to NRG Arena

Exit the East side of the building – move to NRG Arena

Exit the West side of the building – move to North Kirby red parking lot

Exit the North side of the building – move to guard gate at North Stadium Drive

## **Outdoor Areas**

NRG Center – leave the area away from NRG Center – move to NRG Arena

NRG Stadium–leave the area to NRG Parkway away from NRG Stadium–move to NRG Arena