

# EMERGENCY AND EVACUATION PROCEDURES



SAN JOSE  
McENERY  
CONVENTION  
CENTER

Team San Jose is committed to the safety and security of our millions of guests, clients and patrons, as well as our employees, throughout all of our venues. Safety considerations are of paramount importance to us at all times. The following Emergency and Evacuation Procedures have been created for your reference while visiting the San Jose Convention Center.

## GENERAL

The following are instructions to use during a drill or actual emergency, such as a fire, earthquake, chemical spill or bomb threat. Any emergency situation should be immediately reported to the Security Department or the nearest Team San Jose employee. When calling Security, speak calmly, state your name, give your exact location, and describe the nature of the emergency.

**Security: 408-277-3500 or access the nearest house phone. These phones will automatically connect you to our in-house security team.**

- Uniformed Security is available 24 hours a day, seven days a week.
- Contacting external resources should always be done by Security. Never call 911 directly.
- Any activation of the fire alarm system will be considered grounds for immediate evacuation without additional notification.
- The decision to evacuate a building will be made by the Emergency Response Team Representative (ERT) except where area supervisors determine that the danger warrants immediate removal from the area.
- Actual instructions to evacuate will come from a paging system, a megaphone, the fire alarm system or verbal/written instructions delivered to the appropriate area.
- In all emergencies Security will provide the current status of the situation to the ERT, supervisors and the administration receptionist. Event Managers will notify clients as needed.
- Clients and patrons are to remain in the designated areas of safe refuge until an “all clear” has been given by the San Jose Fire Department, San Jose Police Department and/or the ERT.

# PROCEDURES

## MEDICAL EMERGENCY

- Contact **Security at 408-277-3500** or access the nearest house phone. These phones will automatically connect you to our in-house security team.
- You may also contact your designated Event Manager who will alert Security on your behalf.
- Security will immediately respond to the location of medical incident, notify any Emergency Medical Services (EMS) personnel that may be onsite and/or contact 911 if immediate emergency medical is required.

## FIRE

- Report any fire or smoke to **Security at 408-277-3500** or access the nearest house phone. These phones will automatically connect you to our in-house security team.
- Leave the building by the closest safe exit. Do not use elevators.
- Proceed to a designated area of safe refuge. (See Evacuation Map)
- Do not return to the building until told to do so by San Jose Fire Department, Security, Event Manager or the ERT.

## EARTHQUAKE

- Take shelter under desk, table, work surface or other stable object.
- Face away from windows and chemical storage containers.
- Remain where you are until the shaking stops.
- After the earthquake subsides stay where you are (shelter-in-place) unless it is unsafe or you are told to evacuate the building by the ERT. Then proceed to the nearest exit. Do not use elevators.
- Proceed to designated area of safe refuge. (See Evacuation Map)
- Do not return to the building until told to do so by the ERT representative or Security.

## CHEMICAL SPILL

- Report any spill to **Security at 408-277-3500** or access the nearest house phone. These phones will automatically connect you to our in-house security team.
- If directed to evacuate, leave the building by the closest safe exit away from the spill.
- Proceed to designated area of safe refuge. (See Evacuation Map)
- Do not return to the building until told to do so by the ERT representative or Security.

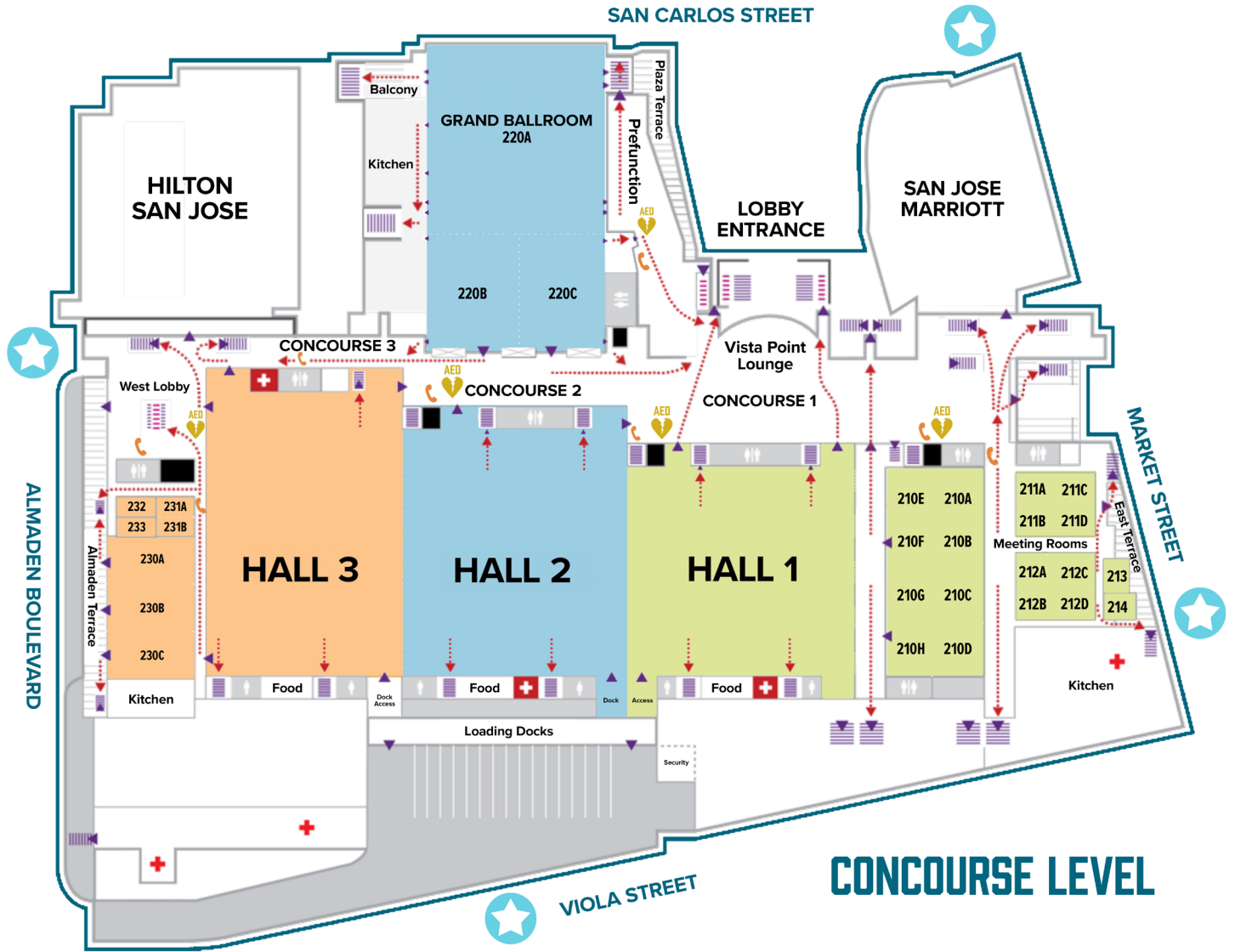
## **BOMB THREAT**

- Contact **Security at 408-277-3500** or access the nearest house phone. These phones will automatically connect you to our in-house security team.
- **DO NOT TOUCH IT.**  
**BOMB DISPOSAL IS THE RESPONSIBILITY OF EXPERTS ONLY!**
- All Event Managers will contact clients directly and advise personnel with radios to cease all use until further notice.
- An evaluation of the threat will be made by the ERT/SJPD and a decision to evacuate the facility may be given prior to any search.

## **EMERGENCY COMMUNICATION PROCESS**










- Prior to the start of a program, Event Managers will advise their clients of the appropriate exits to use and the location areas of safe refuge in case of an emergency.
- Event Managers will notify attendees as needed and will give instructions to evacuate to the designated areas of safe refuge.
- The ERT and/or Event Managers will physically respond to affected Convention Center locations if safe to do so.
- The ERT and/or Event Managers will monitor their radios for updates from personnel who have responded to the event.
- Once investigation is under way, megaphones will be used to advise attendees of the current situation if the PA system has not already been activated.
- Constant communication will be made to attendees advising of the current status.
- Do not return to the building until told to do so by the ERT representative or Security.

# CONVENTION CENTER CONCOURSE LEVEL EVACUATION PLAN

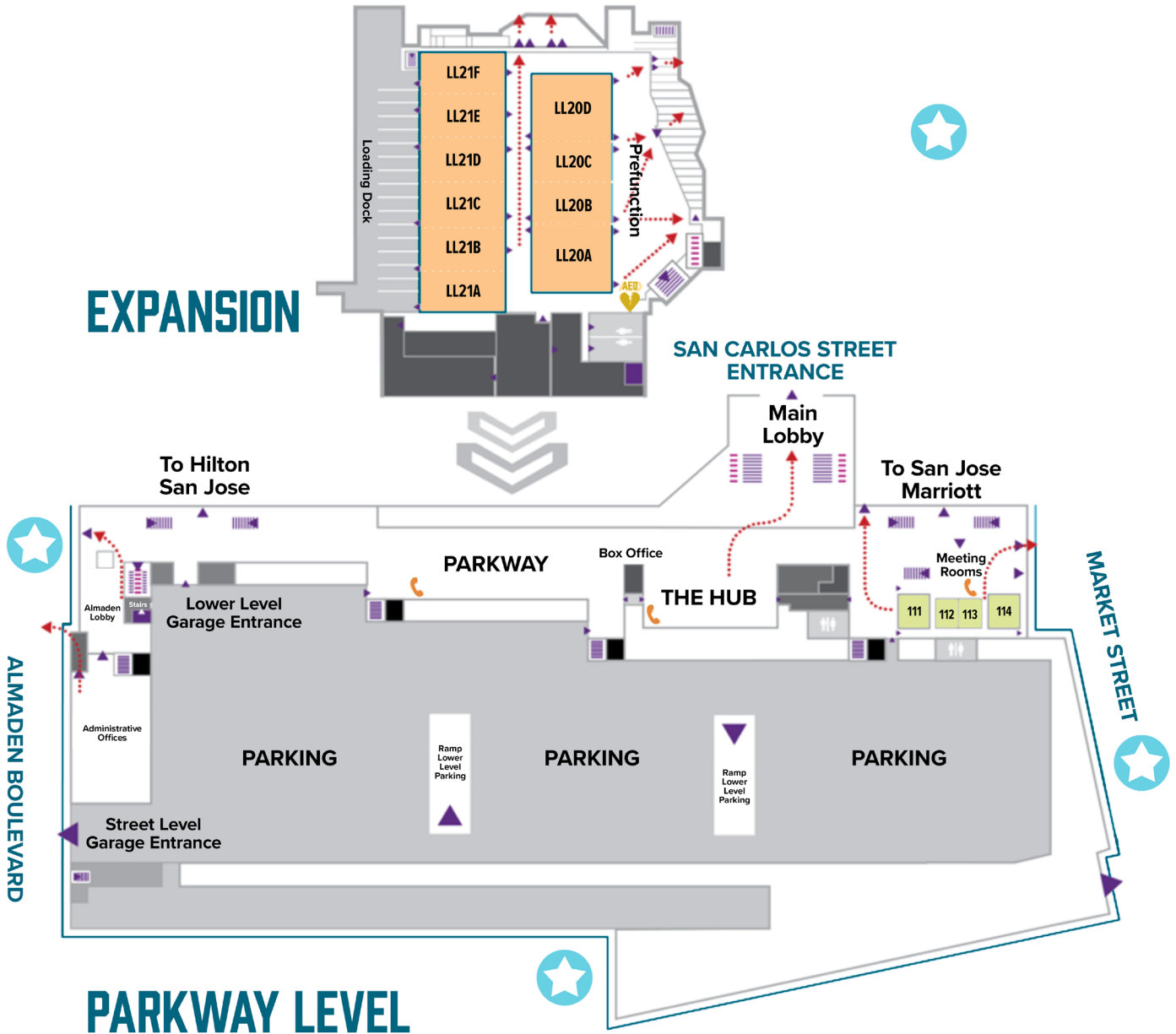


## CONCOURSE LEVEL

### Evacuation Key










-  Safe Refuge
-  Stairs
-  First Aid Kit
-  Escalators
-  First Aid Room (EMT)
-  Elevators (Avoid)
-  AED
-  Parking
-  Emergency Phones

# CONVENTION CENTER PARKWAY LEVEL EVACUATION PLAN



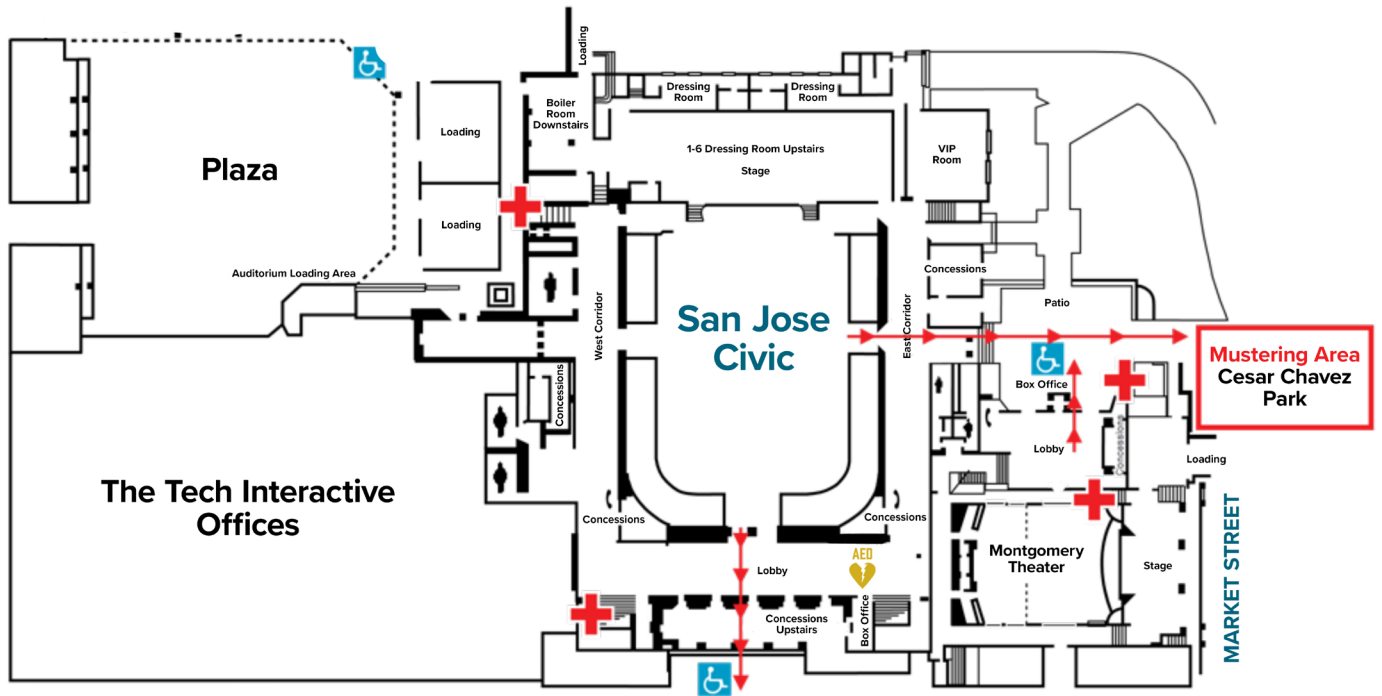
## PARKWAY LEVEL

### Evacuation Key



-  Safe Refuge
-  First Aid Kit
-  First Aid Room (EMT)
-  AED
-  Emergency Phones
-  Stairs
-  Escalators
-  Elevators (Avoid)
-  Parking

# SAN JOSE CIVIC EVACUATION PLAN

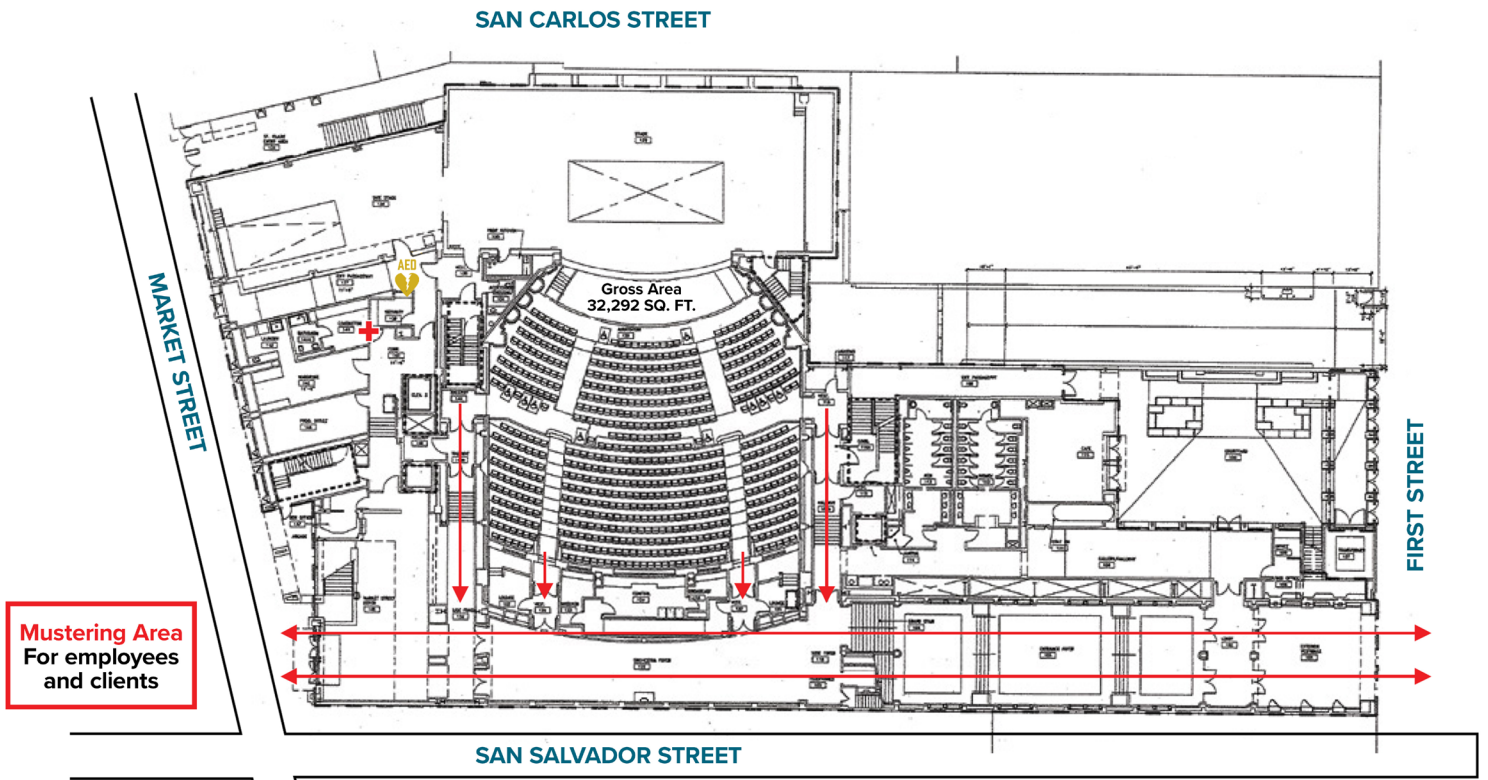
ALMADEN MALL WALKWAY





## Key

-  First Aid Kit
-  AED

# CALIFORNIA THEATRE EVACUATION PLAN



## Key

-  First Aid Kit
-  AED

# FOR YOUR INFORMATION

Emergency Facilities closest to the San Jose McEnery Convention Center and Cultural Facilities Venue

## HOSPITAL

### **Santa Clara Valley Medical Center**

751 South Bascom Avenue

San Jose, CA 95128

(408) 885-5000

### **O'Connor Hospital**

2105 Forest Avenue

San Jose, CA 95128

(408) 947-2500

## POLICE

### **San Jose City Police Department**

(408) 299-3144

## FIRE DEPARTMENT

### **Station 30**

454 Auzerais Avenue

San Jose, CA 95126

(408) 277-4630

### **Station 1**

1380 North 10th Street

San Jose, CA

(408) 277-4365

## PHARMACY

### **CVS Pharmacy**

821 The Alameda

San Jose, CA 95126

(408) 291-4550

### **Walgreens**

1399 West San Carlos Street

San Jose, CA 95126

(408) 971-3098