



SECURITY AND EMERGENCY INFO

SECURITY & EMERGENCY INFORMATION

Washington State Convention Center (WSCC) is very serious about the safety of our guests. We understand that, unless you are comfortable in your surroundings, it is difficult to focus on the important issues of your meeting or to enjoy the wonderful experiences Seattle and the State of Washington have to offer.

The Center makes it a point to “think” safety everyday:

- All Security staff, supervisors, managers, and Admission Attendant Leads are trained and certified in Red Cross First Aid and CPR.
- In addition to your Event Manager, the Center has a Duty Supervisor program that assures there is a management representative on site to coordinate emergency activities. This supervisor has direct communication with the security control center at all times.
- Key management staff that serve as decision-makers in emergency situations are always connected to security control by radio or telephone. During those times when key management staff may not be on site, a radio and cell phone protocol is in place to instantaneously contact these decision-makers.
- In the event of an emergency situation, your Event Manager will be your primary contact to assure communication between the facility and your event.
- Emergency Medical Technicians (EMT’s) are on site during all event hours when more than 1000 guests are in the facility. WSCC will recommend EMT services to clients at other times when a risk is noted. WSCC is located just five minutes away from Seattle’s primary medical and trauma centers.

In addition to local medical emergency response capability, the Center has a staff of security officers who are on duty 24 hours a day, 365 days a year, for your protection. The Center staffs the security control center at all times with a security officer dispatcher. This security officer monitors all life safety systems, including fire and smoke detection systems, as well as an extensive series of active security cameras that cover the Center’s interior, exterior and parking garage entrances.

The Center has numerous red emergency phones throughout the facility that are directly connected to security control. Assistance call stations are also located outside the facility to summon security support if it is needed. The Center has patrol officers inside the facility, at all times, as well as bicycle patrol officers who patrol the exterior and parking areas. All officers are in radio contact with, and are dispatched by, the security control officer.

The exterior of the facility, as well as the interior of all parking facilities, are well lighted. Security cameras are present throughout the facility including the exterior.

Our security personnel work closely with the Seattle Police Department (SPD). The Convention



Center works closely with all special operations units of the Seattle Police Department and the Seattle Fire Department to ensure that these teams are familiar with the facility.

Communications between the Convention Center, the Seattle Police Department, the Washington State Patrol and the FBI occur so that we are well informed regarding any known security risks. Onsite SPD Officers can be arranged when event requirements necessitate coverage.

We understand that our clients and guests are more conscious than ever about their personal and group security. WSCC shares that concern and we have instituted the following:

- Special educational meetings are held with all staff members to stress the importance of security and to explain staff responsibility for observing and reporting all unusual or suspicious activity.
- Courses are given to security personnel and telephone personnel on bomb threat procedures.
- WSCC personnel are trained to look for suspicious letters or packages.
- All personnel and guests are required to wear some form of badge or event identification, plainly visible to staff and security. (This may not be the case for public events.) All temporary badges issued by WSCC expire within 24 hours. All contractor personnel must check in through the security office when coming on-site and be given a badge to wear while on-site.
- Routine sweeps are made of the facility daily to look for unusual conditions or unidentifiable packages.

In order for our facility and your event to be truly safe, we need your assistance in maintaining these security protocols. Please ask your attendees, contractors and exhibitors to help us by cooperating with all security regulations. Security is everyone's business so please let us know if anything looks out of the ordinary so that we can investigate. We hope your event in Seattle will be successful, and we will do our best to make it safe.



EMERGENCY PROCEDURES

Alarms-South Facility

In the unlikely event an alarm is activated, a loud klaxon-type horn will be heard in the affected areas. This will be followed immediately by an announcement stating that a security officer has been dispatched to the area to investigate and requesting you to please stand by for further information.

The horn will continue to be heard in the background, but at a lower sound level allowing event activity to proceed.

Once the security officer has located and determined the cause for the alarm, another announcement will be made giving instructions or in most cases, stating that it was a false alarm.

While in the alarm condition, any doors that are magnetically held open will close automatically. These doors are primarily located on the 6th floor. The elevators will recall to the bottom levels and remain inoperative until reset. The escalators will continue to operate.

A total time elapsed from the time the alarm first sounds to the time everything is reset and back to normal will be approximately **15** minutes. This is a result of the Seattle Fire Department's requirement to physically inspect the area of the alarm and verify that no hazard exists. When this has occurred, permission will be given to clear the alarm.

Alarms-North Facility

If an alarm is activated in the North Exhibition Halls (including 4D, the pedestrian bridge) or any of the North Lobby space, a series of three short alarm tones will be heard followed by a brief pause, with this sequence repeating throughout the activation in the affected area(s). The strobe lights on the walls will also be activated. All occupants of the affected area(s) should immediately proceed to the nearest exit and leave the facility.

During any alarm activation, both the escalators **and** elevators in the North Lobby space will become inoperative and cannot be used for evacuation purposes.

If the activation is caused by a false alarm, our staff will notify all guests that the building is safe to re-enter. Entrance is through the appropriate doors for your event.

A total time elapsed from the time the alarm first sounds to the time everything is reset and back to normal will be approximately **15** minutes. This is a result of the Seattle Fire Department's requirement to physically inspect the area of the alarm and verify that no hazard exists. When this has occurred, permission will be given to clear the alarm.



EMERGENCY SERVICES

Medical Emergencies

If a medical emergency occurs while you are at the Convention Center, please contact the Security Control office immediately by dialing extension **5127** from any house phone located in the facility. In addition, there are red “hot line” phones located throughout the facility that will connect you directly to the security department. You can also ask any uniformed WSCC employee with a radio to assist you.

Contacting Security Control will greatly minimize response time in the event an emergency medical unit has to be dispatched to the Convention Center. Security officers can lead emergency response directly to the individual in need, saving critical minutes. For this reason, WSCC requests that guests NOT contact 911 directly when possible.

IF A MEDICAL EMERGENCY OCCURS OFF WSCC PREMISES CALL 911