

# SAFETY GUIDE



**KAY BAILEY HUTCHISON**  
CONVENTION CENTER DALLAS

## **WELCOME TO THE KBHCCD**

Located in the heart of downtown Dallas, the Kay Bailey Hutchison Convention Center Dallas (KBHCCD) welcomes over a million visitors annually, providing world-class service in a safe and secure environment.

Safety is our top priority, so we believe it's necessary to provide our clients and event organizers a basic understanding of our safety guidelines and procedures.

Together, we can maintain a safe and welcoming environment.

## **WHAT IS AN EMERGENCY?**

An emergency, as defined by the KBHCCD, is any incident or situation that causes damage or destruction to the facility and has the potential to affect the safety and security of persons in or near the KBHCCD.

### **SUSPICIOUS PERSON**

All persons within the facility shall abide by all applicable federal and state laws, administrative rules and orders, city and county codes and ordinances, and all rules and regulations of the KBHCCD. Please report all suspicious people and activity to KBHCCD Dispatch at 214-939-2940.

## **POLICE**

Legal violations, incidents of violence, or threats of violence which could jeopardize the lives, property, or safety of others should be reported immediately to the police. These could include, but are not limited to: assaults, bomb threats, drug use, robberies, suspicious packages or persons, theft, or weapon possessions.

## **CALL**

KBHCCD Security Dispatch at 214-939-2940 or 2941

KBHCCD Security Dispatch will call 911 and inform your Event Coordinator

## DO

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- If there is immediate danger, leave the area and do not make contact with the perpetrator or threat
- Describe the perpetrator or threat to Security Dispatch in as much detail as possible
- Tell Dispatch the exact location of the emergency (room number, exhibit hall, lobby, floor/level)
- Identify, if possible, any witnesses and keep others away from the area

## DON'T

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- Attempt to disarm, disengage, or neutralize the perpetrator
- Touch or move suspicious or dangerous objects

## **FIRE**

The KBHCCD has many fire prevention features. All are monitored and serviced regularly for quality assurance; however, smoke, extreme heat, and sparks can spread quickly, destroying property and lives. Fires and fire dangers should be contained and reported immediately to minimize damage and protect those in danger.

## **CALL**

KBHCCD Security Dispatch at 214-939-2940 or 2941

KBHCCD Security Dispatch will call 911 and inform your Event Coordinator

## **DO**

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- Describe in as much detail as possible the situation to KBHCCD Security Dispatch
- Stay calm then cover, contain, or use fire extinguishers to control small flames
- Activate the fire alarm system
- Touch doors to assure they're not hot before opening
- In an orderly fashion, move quickly to the nearest emergency exit, assisting others to the designated evacuation location
- If smoke is present, cover your nose/mouth and avoid standing while leaving the area
- Listen carefully and follow any instructions given over the public-address system

## **DON'T**

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- Evacuate the facility by using elevators and escalators

## **BOMB THREAT**

Bomb threats or suspicious items should always be taken seriously. They are most commonly received via phone, but are also made in person, via email or written note. If you receive a bomb threat report it immediately.

### **CALL**

Call KBHCCD Security Dispatch at 214-939-2940 or 2941. KBHCCD Security Dispatch will call Dallas Police and Fire. Security will initiate evacuations procedures if warranted.

### **DO**

- Keep the caller on the line as long as possible; be polite and show interest to keep them talking
- If possible, signal or pass a note to other staff to listen and help notify authorities
- Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.

### **DON'T**

- Panic
- Hang up even if the caller does



## SUSPICIOUS PACKAGE

A suspicious package is a mail item of unknown contents which can potentially cause injury or destruction. A suspicious package can arrive from multiple sources including the U.S. Postal Service, UPS, FedEx, local messenger/ courier services, inter-office/organizational mail, or can be hand delivered.

### DO

- Put the package down and do not handle it further
- Alert others in the area
- Leave the area and prevent others from entering
- Create a list of persons in the room where the package was received
- Wash hands if you come in contact with package

### DON'T

- Open or shake it
- Carry it or show to others
- Smell, touch or taste the package

## ACTIVE SHOOTER

An active shooter is defined as an armed person or persons who have used deadly physical force on another person and continues to do so while having unrestricted access to additional victims. Most active shooters have significantly planned their assaults with the intent to kill as many people as possible.

### DO

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- Always make sure you have an escape route in mind
- Keep hands visible, and follow instructions given by police

### DON'T

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- Attempt to gather personal belongings
- Attempt to leave the parking garage until you've been told to do so by police
- Attempt to move injured persons; leave them where they are and notify authorities of their location

## ACTIVE SHOOTER PROCEDURE

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1. Go to a room that can be locked or barricaded by using nearby material
2. Close the window blinds, turn off the lights and get everyone down on the floor so that no one is visible from outside the room
3. Call Security Dispatch, describe the situation and give your name and location
4. If you can't speak, leave the line open so the dispatcher can hear what is taking place and attempt to determine your location
5. If the active shooter enters your space and you're unable to run or hide be prepared to fight using whatever you can find as a weapon
6. Remain in place until police give the all clear

# MEDICAL

The time required to get medical attention can make all the difference during a medical emergency (i.e. heart attack, stroke or seizure) while at the KBHCCD.

## CALL

Call KBHCCD Security Dispatch at 214-939-2940 or 2941  
KBHCCD Security Dispatch will call 911 and inform your Event Coordinator

## DO

- Tell Security Dispatch exactly what occurred and where it happened (room number, exhibit hall, lobby, floor/level)
- Administer CPR or first aid, if warranted
- AEDs are located throughout the facility and include instructions. (See Map for locations)
- Keep the person as calm and comfortable as possible and let them know that help is on the way
- Minor injuries such as bruises, sprains, etc. should be reported to your contracted Security Provider

## DON'T

- Attempt to move an injured person

## SEVERE WEATHER

Severe weather can occur at any time in Dallas, but it peaks from March through June, during tornado season. KBHCCD Security staff will be onsite to direct clients and event attendees if a weather emergency warrants onsite sheltering.

### DO

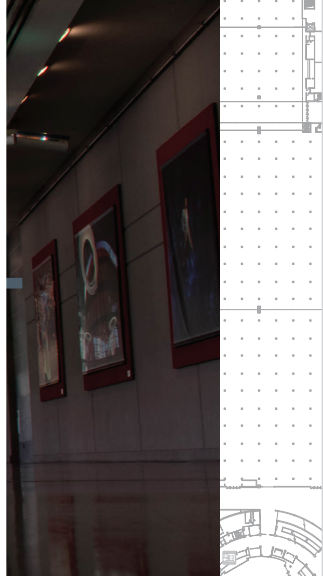
- Follow all instructions given by KBHCCD Security
- Take shelter and avoid the following areas:
  - Spaces adjacent to exterior glass panels (windows, doors)
  - Exterior of the facility
  - Loading Docks
  - Catwalks
  - Elevators
  - Escalators
  - Electrical Rooms

### DON'T

- Move or attempt to move vehicles or go outside the facility

# NON-EMERGENCY

Non-emergency situations are defined as any which disrupt normal facility or event operations



## SOCIAL DEMONSTRATIONS

Social demonstrations can range from a small confrontation to a large protest, inside or outside the facility. If a demonstration occurs in your leased space, contact your contracted Event Security Provider. The contracted Event Security Provider will then notify KBHCCD Security, who will coordinate with the Dallas Police Department, as needed.

As a government-owned, public facility, the KBHCCD does not have designated demonstration areas and will comply with the wishes of clients in social demonstration situations at the facility. At the client's request, KBHCCD Security will ask any individual (or individuals) whose activity is contrary to the protocol of in-house events to cease and desist the following actions:

- Distribution of materials, programs, pamphlets
- The formation of a protest and/or demonstration

Individuals who fail to obey KBHCCD Security's cease and desist instructions may be asked to leave the facility. If a disturbance turns violent at any time, call KBHCCD Security Dispatch at 214-939-2940.



## UTILITY DISRUPTION

In the event of a power outage, the KBHCCD is supplied emergency power by generators. These generators will activate within a few minutes of any power disturbance. Once activated, there is a general level of power provided to those affected areas.

### CALL

Your KBHCCD Event Coordinator

### DO

- Remain calm and in place until help arrives or service is restored
- If inside a meeting room, open the doors to provide lighting until service is restored

### DON'T

- Use elevators which are not moving or have been turned off

**EVENT COORDINATOR'S NAME:**

**EVENT COORDINATOR'S NUMBER:**

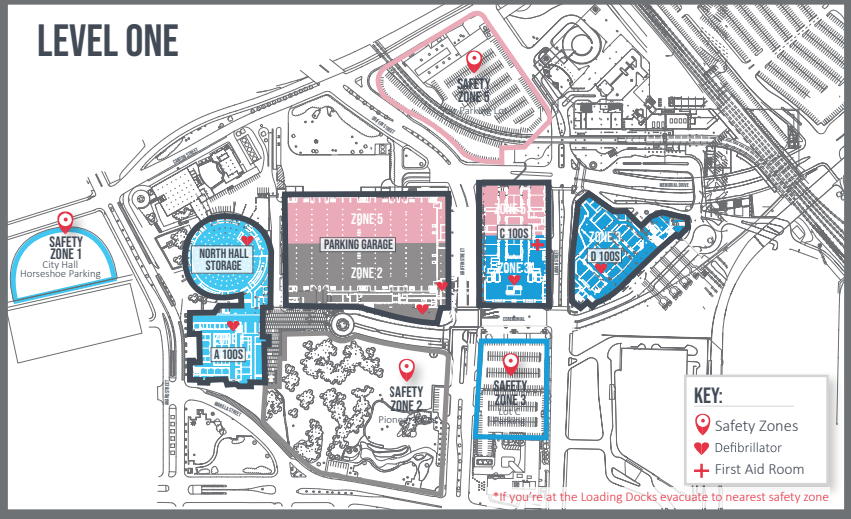
**LOCATION: (ROOM #, EXHIBIT HALL, LOBBY, FLOOR/LEVEL, ETC.)**

**INCIDENT:**

**WITNESS(ES):**

**OTHER:**

# LEVEL ONE

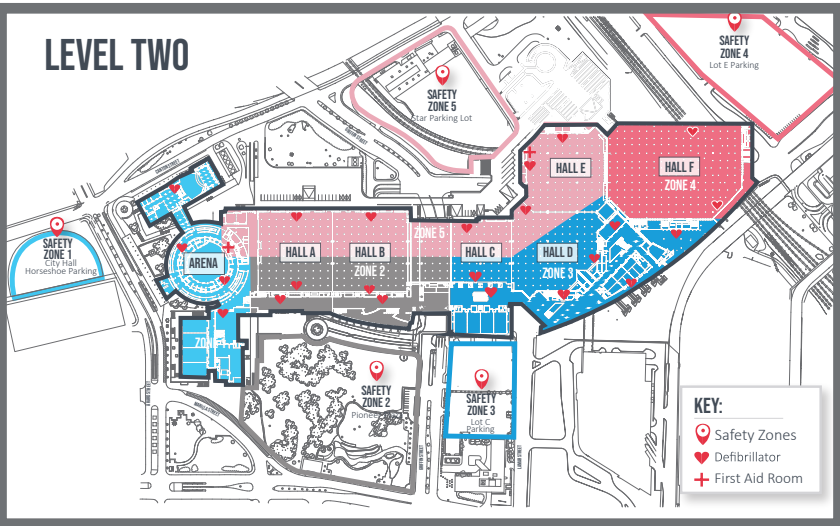


**KEY:**

- Safety Zones
- Defibrillator
- First Aid Room

\*If you're at the Loading Docks evacuate to nearest safety zone

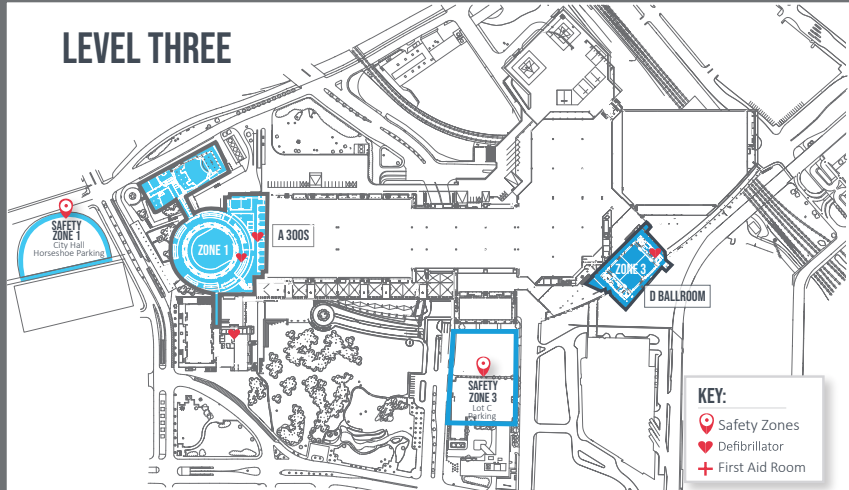
# LEVEL TWO

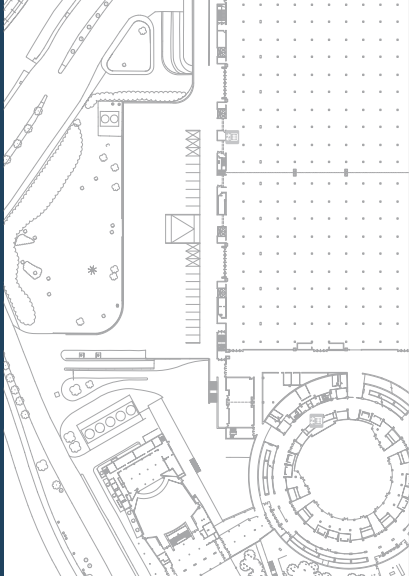


**KEY:**

- Safety Zones
- Defibrillator
- First Aid Room

# LEVEL THREE





**KAY BAILEY HUTCHISON**  
CONVENTION CENTER DALLAS

**650 S. GRIFFIN ST., DALLAS, TX, 75202**  
**(214) 939-2700**

**DALLASCONVENTIONCENTER.COM**

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