

Emergency and Evacuation Procedures

EMERGENCY AND EVACUATION PROCEDURES

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 and Cultural Facilities.

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 use a house phone and dial x3500

- 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.

Emergency and Evacuation Procedures

- 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 use a house phone and dial x3500.**
- 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 use a house phone and dial x3500.**
- 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.

Emergency and Evacuation Procedures

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 use a house phone and dial x3500.**
- 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.

Emergency and Evacuation Procedures

BOMB THREAT

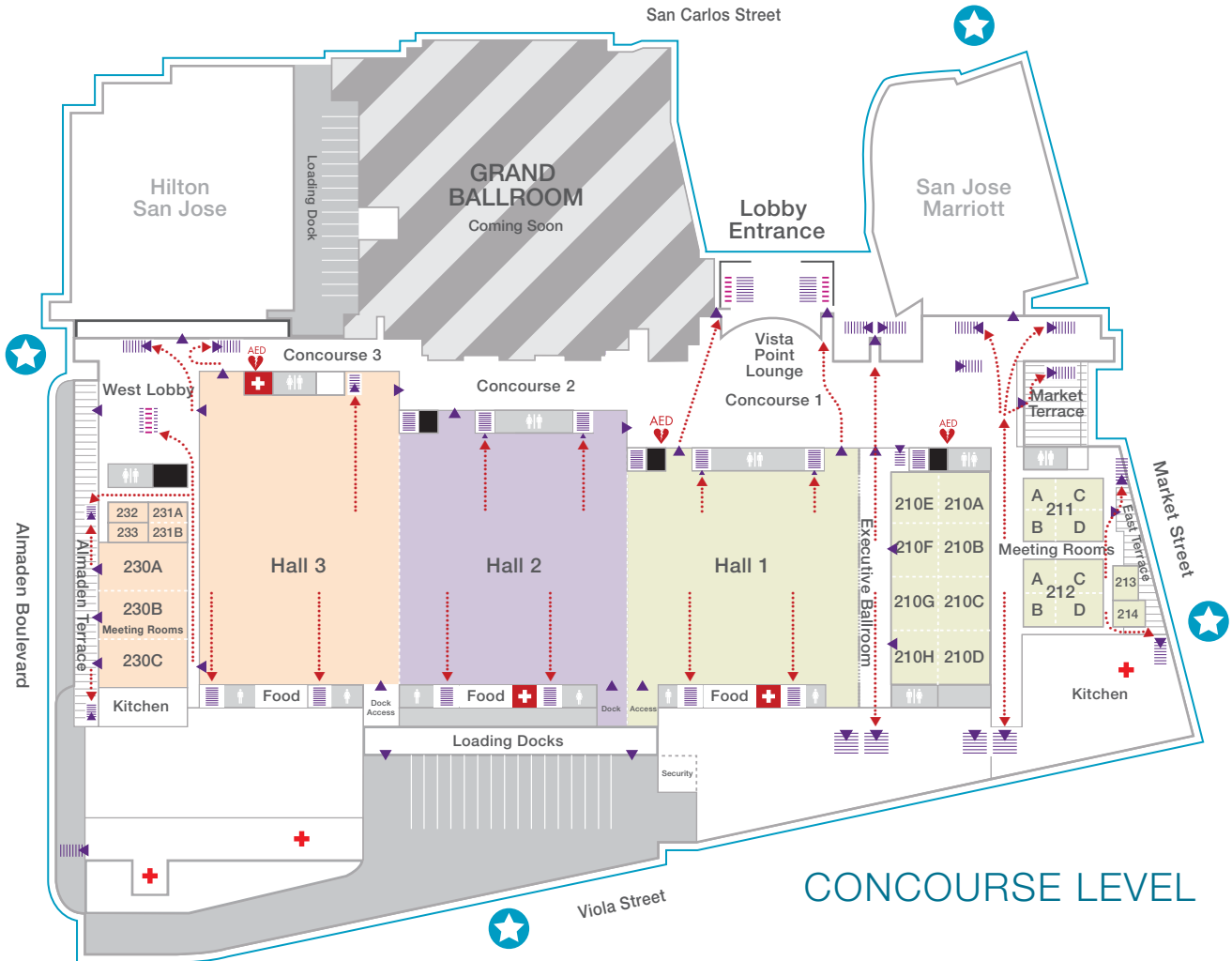
- Contact **Security at 408-277-3500 or use a house phone and dial x3500, to report any suspicious object.**
- DO NOT TOUCH IT. BOMB DISPOSAL IS THE RESPONSIBILITY OF EXPERTS ONLY!
- All Event Managers will contact clients directly and advise personnel with radios to cease all use until further notice.
- 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.

Emergency and Evacuation Procedures

Convention Center Concourse Level - Evacuation Plan

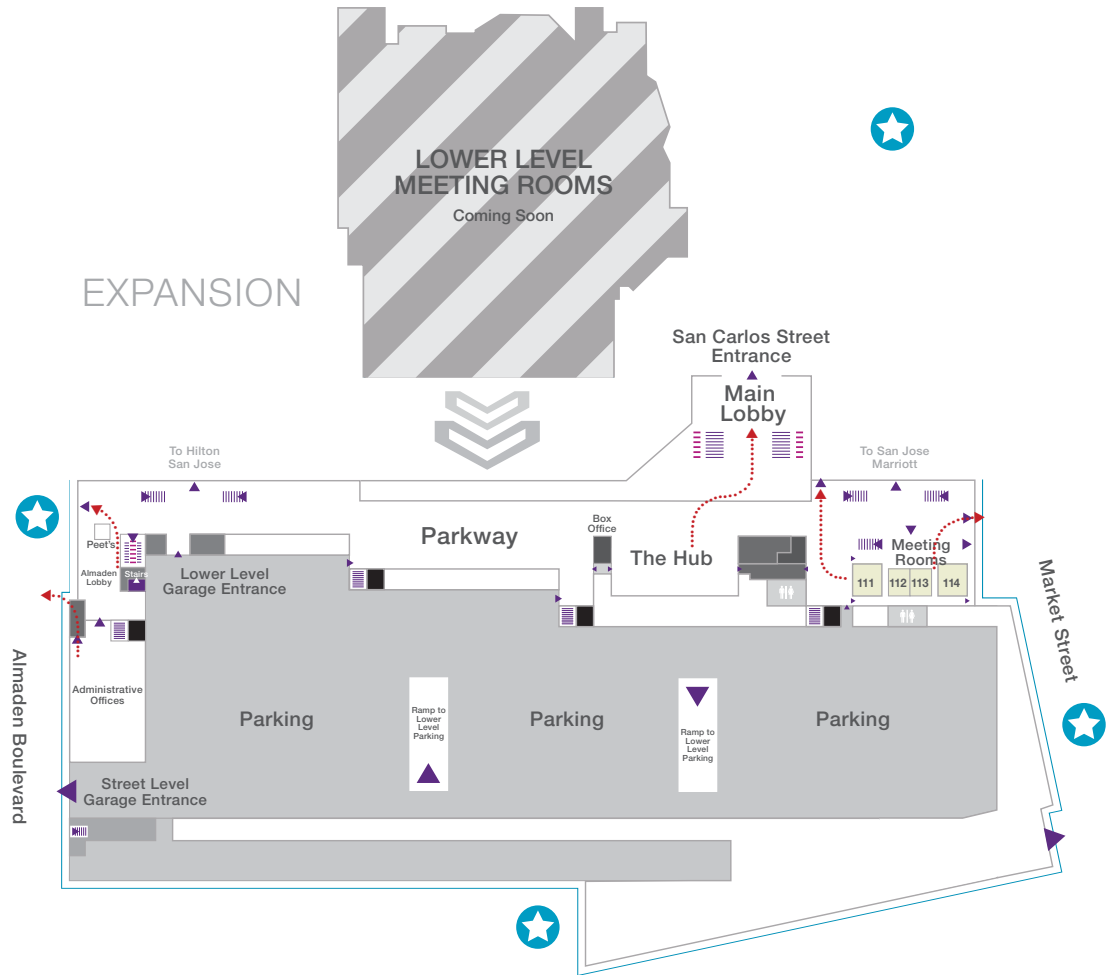


Evacuation Key

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

Emergency and Evacuation Procedures

Convention Center Parkway Level - Evacuation Plan



PARKWAY LEVEL

Evacuation Key

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

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FOR YOUR INFORMATION

Emergency Facilities closest to the 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