



SEAT PLANNERS' EMERGENCY PREPAREDNESS AND RESPONSE

SEAT Planners Incorporated arranges an organized emergency meeting location for every site that we manage vehicles. All of our staff and drivers are notified and briefed prior to any convention regarding our emergency preparedness and response plan (examples; attached emergency plan with coordinator schedules, utilization of U.S. Department of Homeland Security active shooter pamphlet during briefings, etc.) In addition to our core staff being trained in emergency preparedness as well as CPR and First Aid, we also pack accordingly to ensure that we are equipped for any type of emergency. Please read further to get an idea of the items we pack in preparation for an emergency.

List of Included Emergency Equipment

- **Standard First Aid Kit**
- **Emergency Water Supply**
- **Emergency Cash**
- **N95 Face Masks**
- **Flashlights**
- **Batteries**
- **Incident Reports**
- **List of Local Emergency Contacts**

Order of communication for SEAT Planners in the event of an emergency will begin with the onsite manager. The first point of contact will then be referenced to our designated client representative, the venue Event Manager (as appropriate), then to Veronica Sosa, Executive Vice President and Manager of Gulf States Office (619- 921-0311), and Steve Weathers, President (619-921-0299).

In the event that a motorcoach should breakdown, has an accident or should an unexpected emergency occur onsite, SEAT Staff is ready with incident report documentation. In addition, SEAT Staff is also prepared with 24-hour emergency contact information for all subcontracted motorcoach companies as well as direct communication to each driver.

Moreover, our company often utilizes hired police when at a location that requires police services. Should your group require such services, SEAT Planners will assume the responsibility of communicating with hired police in the city hosting your convention.

In the event of an emergency, SEAT Planners Incorporated is committed to vigilant preparedness. In matters requiring an immediate response by Fire, EMS, or Police, SEAT Staff will relay information based on Convention Center protocol if possible or contact 911 directly. If the matter is not an emergency requiring an immediate response by Fire, Police, or EMS, then Convention Center Security will be contacted. Below are some examples of emergency procedures:

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Medical Emergencies

1. To determine what is a true medical emergency, check for signs such as chest pain, difficulty breathing, excessive or uncontrollable bleeding, unconsciousness, and life-threatening injuries (severe head injuries, severe burns, etc.)
2. Call on-site EMS if available or 911, then contact Convention Security, and report the nature of the illness or injury, your name, and the location as well as telephone number from which you are calling.
3. Administer first aid (if you are trained AND permission is granted by the injured.)
4. Direct emergency and medical personnel to the scene.
5. Remain with the victim until emergency personnel arrive.
6. After wellbeing and safety has been established, the on-site manager will immediately contact the client in order to relay information.

Flood

1. Assess areas on bus routes that have a potential to flood as a part of pre-convention or event planning. Prior to and during the conference, check weather conditions regarding potential for rain and flooding.
2. In the event flooding occurs, the safety risk will be communicated between SEAT Planners on-site manager and client. Once equipment and safety risk become too great, shuttle service will be re-routed or halted until it is deemed acceptable to resume.
3. In coastal areas, identify tsunami evacuation routes.
4. Move to higher ground.
5. During rainstorms, stay away from trees, which may attract lightning.
6. Avoid fast flowing water, even in your vehicle.
7. Do not walk in flooded areas (water depth is not always obvious).
8. Do not use and avoid contact with electrical devices.
9. Remain cautious of high water at night, as darkness may hide other hazards.

Fires and Fire Evacuations

1. Upon discovering a fire, immediately call Convention Security if appropriate and/or possible or 911 directly.
2. When a fire alarm sounds, evacuate the building immediately, and DO NOT use elevators.
3. Walk, DO NOT RUN, to the nearest exit, notifying others of the fire. Go to the designated evacuation site for further instructions.
4. If your clothing catches fire, DO NOT RUN. STOP, DROP, and ROLL.
5. Immediately notify emergency personnel on the scene if you suspect that someone may be trapped inside building.
6. In the event of a vehicle fire, immediately exit the vehicle then notify proper authorities. Staff and passengers will maintain as well as advise others to maintain a safe distance from said vehicle until clearance authorization has been given by emergency personnel.
7. After wellbeing and safety has been established, the on-site manager will immediately contact the client in order to relay information.

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Evacuations

1. You will be notified by Convention Security or local authorities; and/or the public address system.
2. Walk, DO NOT RUN, to the nearest exit, then to a designated evacuation site.
3. DO NOT use elevators
4. Follow the instructions of emergency personnel.
5. Immediately notify emergency personnel of any disabled or injured persons needing assistance; if you are disabled or injured, ASK FOR HELP until you are rescued.
6. Stay with the group you were with inside the building or vehicle until emergency personnel tell you that you may leave the area.
7. After wellbeing and safety has been established, the on-site manager will immediately contact the client in order to relay information.

Earthquakes

1. If indoors, take cover under a desk or table (duck, cover, hold), or stand in a doorway or where two walls join, away from windows and objects that may fall. If outdoors, stay in an open area away from buildings, trees, power lines, and other structures. If driving, pull over and stop, away from overhead power lines.
2. After the shock subsides, proceed outside to an open area.
3. DO NOT use elevators when leaving a building.
4. Follow the instructions of emergency service workers.
5. Immediately notify emergency personnel if you know of a disabled or injured person needing assistance.
6. After wellbeing and safety has been established, the on-site manager will immediately contact the client in order to relay information.
7. Stay with the group you were with inside the building or vehicle until emergency personnel tell you that you may leave the area.
8. After wellbeing and safety has been established, the on-site manager will immediately contact the client in order to relay information.

Bomb Threats

1. If you spot a suspicious object, package, etc., report it to Convention Security if possible or 911 directly, but DO NOT touch, tamper with, or move a suspicious item.
2. If a suspicious object, package, etc., is located on a conference vehicle, the vehicle will be evacuated and proper authorities notified. DO NOT touch, tamper with, or move a suspicious item. Staff and passengers will maintain as well as advise others to maintain a safe distance from said vehicle until clearance authorization has been given by emergency personnel.
3. DO NOT use any electronic devices (cell phones, laptops, radios, tablets, etc.) in close proximity to the suspected package or device.
4. If you are notified by telephone of a bomb within the building or vehicle, keep the caller on the line. If they hang up, DO NOT hang up the line, but go to another phone to call 911, and then contact Convention Security.

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Bomb Threats Continued

5. If an evacuation occurs, follow standard evacuation procedures, and DO NOT attempt to re-enter a building or vehicle until clearance authorization has been given by emergency personnel. Also, immediately notify emergency personnel if you know of a disabled or injured person needing assistance.
6. Ask the caller questions: Where is the bomb? When is it set to explode? What does it look like? What kind of bomb is it? Did you place it? Why? What is your address? What is your name?
7. Pay careful attention to the caller's exact wording, voice, and manner of speaking, and try to determine the caller's gender, race/ethnicity, and age, as well as any background sounds and length of the call.
8. After wellbeing and safety has been established, the on-site manager will immediately contact the client in order to relay information.

Active Shooter

1. If it is safe to do so, exit the building; if not, lock or barricade yourself inside a room.
2. Turn off lights, cover and lock any windows, and lay on floor.
3. If the shooter(s) leave the area, go to a safer place, if possible. Have an escape route/plan in mind. Keep your hands open and visible, and follow any instructions given by law enforcement.
4. Call 911 when it is safe to do so. Remain calm, use a quiet voice, and provide as much information as possible (your name and location, number and type of injuries, details about the shooter(s)-appearance, weapons, etc.)
5. If you can't speak, leave the line open so the dispatcher can listen and try to pinpoint your location.
6. If approached by law enforcement officers, freeze and raise your arms with open palms facing the officer.
7. Once you are at a safe location, stay there until police or emergency personnel give the "all clear."
8. In the event the active shooter(s) situation is located at or near one of the shuttle route hotels or becomes mobile, shuttle service will be halted and coaches carrying passengers will be brought back to the Convention Center for safety. Upon given the "all clear" the shuttle service will resume.
9. After well-being and safety has been established, the on-site manager will immediately contact the client in order to relay information.

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ACTIVE SHOOTER EVENTS

When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.



You have three options:

1 RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

2 HIDE

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet

3 FIGHT

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter
- Commit to your actions . . . your life depends on it

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

Source - https://www.dhs.gov/sites/default/files/publications/active_shooter_pamphlet_508.pdf