

Welcome to the Salt Palace - We're Prepared!

We're pleased that you have selected our venue for your event. Please know that safety and security is our number one concern.

We have taken many measures to help enhance safety and well-being at your event.

- The Guest Services Department is **staffed 24/7** by three attendants at all times.
- **House phones**, strategically located throughout most of the building and parking garages are directly connected to the Guest Services office, showing them exactly where the call originates
- There are over 200 **surveillance cameras** in and outside the facility, including the back-of-house areas and the parking garages. These are monitored in the Guest Services office.
- The Salt Palace Guest Relations department schedules **Hosts** to staff multiple information booths. Booths are located at the main entrances to the facility and staff can engage people entering the building. In most instances, booths will be staffed during move-in, show days and move-out.
- Two **text alert systems** - one for building-wide emergencies to alert all staff, the other is show-specific, alerting show management if emergency responders are called to help an attendee or staff member.
- The facility features a Constable on Patrol (**COP**) **office**. This is frequented by Salt Lake City Police who use the facility during break times. Their presence adds an extra layer of security.
- **Worker Identification System** (WIS) identifies staff, contractors and vendors and allows building access and tracking
- **Contracted security** personnel and the required police presence (for events over 1,000 attendees) complements other security measures
- **EMTs or Paramedics** can be scheduled through Guest Services (Paramedics must be ordered in pairs)
- Comprehensive **Emergency Response, Security & Emergency Management Program** and **Crisis Communication Plans** have been developed
- Facility **risk assessment** completed by Homeland Security
- Facility has a **well-trained staff**:
 - Academy for Venue Safety
 - State Office of Emergency Management
 - Active Shooter Training / Tabletop Discussion Groups
 - Certified FEMA Emergency Management Training

Your Personalized Guest Services Plan

Event Name/Description of Event:

Event Profile: Competition

Threat assessment/Threat level: All shows vetted through SLCPD

Attendance profile:

VIP attendees: Pending

Event Producer/promoter/Client contact/event manager:

Contracted Security Company: Pending

Post Orders: Attached

Insurance Verified: Yes/Claire

Medical Providers: In house EMT's

Show Cop Days and Hours: Attached

Access permission: Private.

ID Requirements: .Pending

Schedule of Operations: 6 am to 10 pm (Basically)

Access locations: Three main entrances will be open at 6am.

Incident Command Center: Guest Services Office

Response Protocols: Attached within this packet.

Help Us Help You and Your Attendees

Prior History at the SPCC - Touched base with Event Manager and there are no known threats at this time.

Emergency & Crisis Meet-up Locations

In the event of any situation that requires evacuation of the building, employees of the facility will follow certain emergency evacuation protocols. Several meet-up sites have been established based on the roles various staff members will play during an emergency or crisis situation. We provide the following information to give show management options on how they may want to plan for and respond to an emergency.

CRISIS CENTER - The General Manager and those in leadership positions report immediately to the **Guest Services Office** (formerly Security) which is located on the north end of the lower concourse, adjacent to Hall A.

If the Guest Services Office is not habitable, then the **General Manager's office** is used. This office is located on the 3rd floor in the Administrative offices, in the area above the Visitor Center (off of West Temple).

If the building is off-limits, then the group assembles in the lobby of the **Marriott Hotel**, located across the street from the main entrance of the Salt Palace (on West Temple/100 South).

We encourage the Show Manager to join this group so that he/she will receive the most up-to-date information on the situation. There, plans can be formulated for communicating with show staff, vendors, contractors and attendees.

Your Event Manager and other staff members will help evacuate the building if that is the appropriate course of action.

Refer to our publication "*Keeping You Safe at the Salt Palace*" for information on what to do in the event of an active shooter situation or natural disaster.

ACCOUNTING FOR STAFF MEMBERS - The facility has a plan in place to account for staff members who are working in the facility. In advance of your event, you may want to develop a roster of those individuals who will be present during move-in, show times and move-out. Having a complete roster will aid search and rescue personnel.

ACCOUNTING FOR ATTENDEES, EXHIBITORS, VENDORS AND CONTRACTORS - Consider storing names of all individuals associated with your show in an off-site location or on a cloud-based platform.

ASSEMBLY AREAS - The Salt Palace has a footprint of four square blocks with dozens of exits. You may want to consider identifying a central meeting place for all of your staff members. Some suggestions include: The South Plaza (corner of West Temple and 200 South); by the Radisson Hotel (South Temple); or the Abravanel Hall Plaza (corner of West Temple and South Temple).

If you would like to discuss the development of a comprehensive safety plan for your event, please contact your Event Manager.

Keeping You Safe at the Salt Palace

Safety and security is our number one concern at the facility. We ask each patron to be aware of his or her surroundings and use common sense before, during and after an event. Please do not leave valuables unattended -- even for a short period of time. Backpacks, purses, cameras, computers, cell phones and other valuables need to be monitored, kept with you or locked away.

Valuables should not be in plain sight in a vehicle. Lock them in the trunk or keep them covered, with the doors locked. Use caution going to and from the parking garages. A member of our Guest Services department is always happy to accompany you to a vehicle parked on property. If you see something suspicious, say something. (See below for a list of phone numbers.)

Event Text Alert System

Your Event Manager will speak with you about being part of our event text alert system. It's easy! Just provide phone numbers and names of the carriers. You and your staff will be notified if any first responders have been called during your event.

House Phones

If there is an emergency (medical, fire, etc.) pick up any house phone to notify Guest Services. We ask that you and your attendees do this in lieu of calling 911 directly. Guest Services personnel can direct first responders to the nearest entrance, saving valuable time. Plus, on-site EMTs can manage a medical situation until additional help arrives.

Outside Our Walls

Please ask attendees to be aware of their surroundings when walking to and from hotels and restaurants, or exploring our beautiful city. Panhandling is legal, but we ask that you do not support this. Instead, drop spare change into the bright red parking meters in front of our facility. All the money collected goes directly to organizations that provide homeless services.

Inside the Facility

We make every effort to maintain a safe and secure environment within our facility. The Guest Services Department **operates 24/7** and can always be reached by calling 385-468-2220 or from any of the house phones. Staff continually monitors activity inside and outside the facility by tapping into any of the more than **200 surveillance cameras**. Other safety protocols include:

- Salt Lake City Police Officer is required at events of more than 1,000 attendees
- Salt Lake City Fire Department personnel work on-site as paramedics for events
- COP (Constable on Patrol) office on-site and available to Salt Lake City Police
- Emergency text alert system (for all facility employees)
- Satellite phone system
- Electronic check-points for in-house Guest Services patrols

Partnerships continue to be forged to develop a complete crisis communication strategy, including:

- Meeting with FEMA to discuss emergency response protocols
- Key staff have taken online FEMA classes in incident command systems
- Homeland Security has prepared a safety analysis for the facility
- Emergency Response Plan is being incorporated into Salt Lake City Emergency Operations regarding city's hospitality industry
- Staff briefed by the State Office of Emergency Management on earthquake preparedness
- Facility has been used for active shooter scenarios and EMT training exercises
- Select staff have attended various venue safety training sessions to learn best practices

Power Outages

- Emergency lighting will be activated
- Text alert system will provide updates on situation
- Remain calm; panic could cause injuries
- In the event an evacuation is necessary, Salt Palace personnel will assist

Earthquake

- Remain calm. Do not run outside
- Take cover in a doorway, if possible, to protect yourself from falling objects
- Stay away from windows, glass, outside walls and stairways
- Remain in place until the earthquake has stopped
- Do not use elevators or escalators
- Follow the Emergency Evacuation Procedures (see below)

Active Shooter ([Watch Video](#))

We recommend a “Run, Hide, Fight” protocol for an active shooter situation. When an active shooter is in your vicinity:

- **RUN:** Have an escape route and plan in mind. Leave your belongings behind. Keep your hands visible.
- **HIDE:** Hide in an area out of the active shooter’s view. Block entry to your hiding place and lock the doors. Mute cell phones. Do not post your location on social media.
- **FIGHT:** As a last resort and only when your life is in imminent danger. Attempt to incapacitate the active shooter. Act with physical aggression and throw items at the active shooter.

How to respond when law enforcement arrives at the scene:

- Remain calm and follow officer’s instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid pointing, screaming and/or yelling
- Avoid making quick movement toward officers, such as attempting to hold on to them for safety.
- Do not stop to ask officers for help or directions when evacuating; just proceed in the direction from which officers are entering the premises.

Information you should provide to law enforcement or 911 operators:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims and the location.

Medical Emergencies

- Notify Guest Services immediately. Give your name, location and brief description of emergency
- Stay with the individual until help arrives
- Do not attempt to move the person unless their position is life-threatening
- Do not attempt to render first aid or medical assistance unless you are qualified to do so

Fire

- Notify Guest Services in the event of any size fire
- Locate alarm pull stations and fire extinguishers
- Smoke and heat sensors will automatically activate the fire alarm system
- An audible alarm and strobe flashers will be
 - activated
 - Do not use elevators or escalators
 - Follow the Emergency Evacuation Procedures (see below)

Hazardous Materials

- Stay clear of the area
- Avoid inhaling near the substance, if possible
- Attempt to keep others from the area
- Notify Guest Servi

Bomb Threat

- Treat all threats seriously
- Notify Guest Services immediately
- If possible, keep the caller on the line
 - Remain calm
 - Do not interrupt the caller
 - Listen carefully
 - Obtain as much information as possible
 - Listen for voice and speech characteristics
 - Do not discuss the call with attendees; panic could ensue
 - If you're on a cell phone, walk to the Guest Services office while the caller is on the line

Recognize the 8 Signs of Terrorism ([Watch Video](#))

Civil Disturbance in the Facility

- Do not become involved
- Separate yourself from the conflict and leave the area
- Notify Guest Services

Civil Disturbance outside the Facility

- Keep away from the area

Weather Situation – High Winds, Tornado, Blizzard

- Remain calm and do not go outside
- If the building is threatened, remain in place, away from all windows and glass doors
- Do not use elevators or escalators
- Facility Management will announce status updates

Emergency Evacuation Procedure

If facility management decides to evacuate the building, it will be announced over the public address system. The announcement will be repeated every 30 to 60 seconds. Calmly exit the building at the nearest marked exit. This may be different from how you entered the space. Look around; the nearest exit should be fewer than 200 feet away. Salt Palace staff will assist with the evacuation. Do not re-enter the building until the "all clear" signal has been given.

Remember:



Pick up any house phone
Guest Services @ 385-468-2220
911
SL City Police @ 801-799-3000

Follow us on:



@ SaltPalaceCC



@ "Salt Palace Convention Center"



@ SaltPalaceCC

If a major event occurs in or around our facility, follow us at #saltpalaceCC/emergency.