

# EMERGENCY MANAGEMENT

## Safety and Security information for Organisers and Exhibitors

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## **A OBJECTIVE OF EMERGENCY MANAGEMENT**

Messe Frankfurt's organisation and technical facilities help to ensure that operations on the exhibition grounds run safely and smoothly. Even so, it is not possible to entirely eliminate the possibility that accidents, disruptions, emergencies or other dangers caused by technical or human error or by external influences (threats, fire, riots etc.) may occur. This is why we have instituted a number of precautionary measures in order to contain effects of any such events and to keep dangerous situations from spreading or escalating. Emergency management specifies the measures, chain of decision-making and chain of reporting required for this purpose. Emergency management also implements the requirements arising from statutory provisions (cf. section 43 (2) of the German Venue Regulations (MVStättV)).

## **B THE HAZARD PREVENTION AND ALERT PLAN**

Messe Frankfurt's hazard prevention and alert plan defines internal and external chains of reporting and hazard-prevention measures. It is to be implemented by a predefined group of employees and emergency personnel for all accidents, disruptions and emergencies taking place on the Messe Frankfurt exhibition grounds or in its buildings and halls.

## **C CONTROL CENTER OPERATION AND SECURITY CENTER**

The central internal reporting headquarter for all types of disruptions, accidents and emergencies is the Messe Frankfurt OPERATION AND SECURITY CENTER.

It is **reachable round the clock – 24 hours and 365 days per year–** at the following internal phone number:

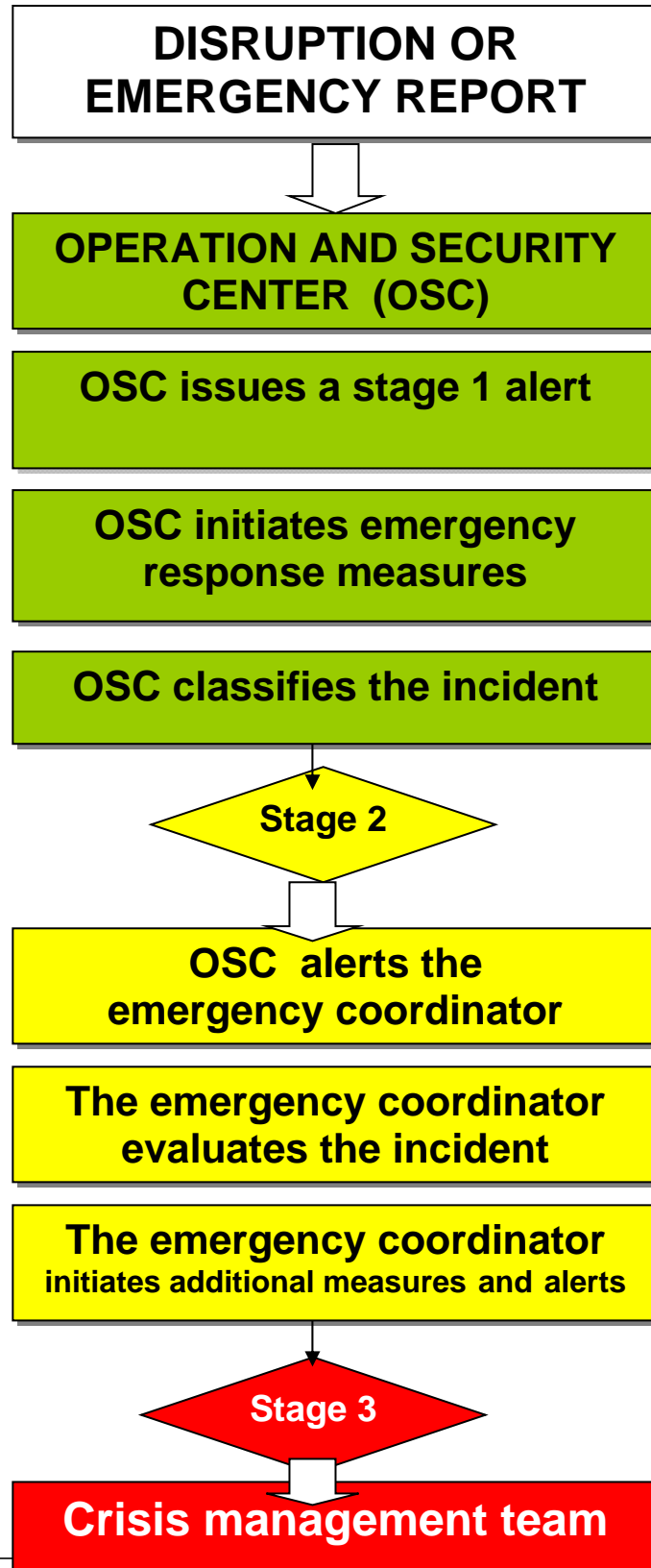
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Please note: If you do not notify the OPERATION AND SECURITY CENTER in the event of an emergency, there is a danger that the necessary emergency response measures will not be initiated in time. When reporting an emergency, please provide the information in the following order:

<b>1. WHERE</b> did it happen?	<b>2. WHAT</b> happened?	<b>3. WHO</b> is reporting it?
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**D PROCEDURE FOR REPORTING DISRUPTIONS AND EMERGENCIES**

The following basic process is set in motion whenever an incident is reported orally and whenever reports or alarms are sent via the building control system:



## E ALERT AND INCIDENT STAGES

Depending on the severity of an incident, the Operation and Security Center distinguishes between alert stages **2** and **3**. There is a list of incidents shown from plan 1 to plan 13.

INCIDENTS	STAGE 1	STAGE 2	STAGE 3
Personal injury <b>Plan 1</b>	Minor / moderate injuries, type and scope of the injury is limited or not (yet) known	Severe personal injury, multiple people injured	Multiple people are injured during an event / severe to fatal injuries
Fire, explosion, smoke <b>Plan 2</b>	False alarm / smell of burning / smoke / fire in a container / rubbish bin	Smoke during an event / fire in a hall or building	Explosion / large fire / fire during an event
Technical disruption, sabotage <b>Plan 3</b>	--- Normal malfunction	Failure of technical facilities resulting in the impairment of an event / exhibitors / visitors	Failure of technical facilities which endangers the continuation of an event
Property damage <b>Plan 4</b>	Type and scope of the accident and / or property damage is not (yet) known	Considerable property damage / event, exhibitors and visitors are affected	Major damage has occurred (e.g. parts of a building have collapsed)
Environmental damage <b>Plan 5</b>	Leakage of unknown fluids on the exhibition grounds posing a potential danger to the environment	Leakage of dangerous substances (e.g. a truck's oil pan has broken off) and entry into the sewer system	Leakage of gaseous / possibly corrosive substances in halls during an event
Ice, snow, severe storms <b>Plan 6</b>	Danger to persons or property resulting from sudden occurrence of freezing rain, snow storms	Sudden occurrence of freezing rain, snow, storms during an event	Major impairment of the event due to ice / snow / storms
Break-in, attack / assault <b>Plan 7</b>	Break-in at Messe Frankfurt	Break-in or attack / assault in which customer (exhibitor / organizer) suffers damage	Break-in, attack / assault which results in considerable impairment of the event
Demonstration <b>Plan 8</b>	Demonstration on the exhibition grounds or in the vicinity	The demonstration results in impairment of the event	The demonstration endangers the staging of the event
Suspicious object <b>Plan 9</b>	Finding / reporting of an „abandoned“ object (e.g. suitcase, bag etc.)	Following evaluation of the situation by police / crisis management team: possibility that it is explosive or similar cannot be excluded	Explosive-sniffing dog indicates explosives, the police believe it is an explosive etc / the staging of the event is endangered
Bomb threat, threat <b>Plan 10</b>	----	A threat has been received	A bomb threat which has to be taken seriously / threat of an attack / hostage-taking / extortion
Pandemia <b>Plan 11</b>	Reporting of critical illness in association with a pandemia	Kind of affection, commonly occurring and overall disease severity endanger other persons	Effect on the operation of Messe Frankfurt / Effect on events
Evacuation of the campus <b>Plan 12</b>	----	----	Official instruction to evacuate all or parts of municipal area
Radioactivity <b>Plan 13</b>	Finding / reporting of a suspicious object	Control center of the federal state called „Lagezentrum Hessisches Innenministerium“ decides on the further course of action	Effect on current events

## F ISSUING ALERTS, INFORMATION AND DECISION-MAKING

The hazard prevention and alert plan contains binding specifications for issuing alerts, notifications, information and decision-making.

**Example: Plan 2 Fire , explosion, smoke**

### Issuing alerts OPERATION AND SECURITY CENTER

Building: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Compiler OSC: \_\_\_\_\_

<u>Alert sequence</u>	<u>Phone number</u>	<u>Alerted Name / time</u>
<ol style="list-style-type: none"> <li>1. Fire brigade</li> <li>2. Traffic general office</li> <li>3. Security</li> <li>4. Director OSC</li> <li>5. Fire protection engineer</li> <li>6. On-call duty</li> <li>7. Buildingmanager</li> </ol>	<p style="text-align: center;"><b>112</b></p> <p>If there is no automatically report</p> <p style="text-align: center;">phone</p> <p style="text-align: center;">phone</p> <p>If <b>2.</b> is not on site</p> <p style="text-align: center;">phone</p> <p style="text-align: center;">phone</p> <p>By duty roster, if <b>4.</b> and <b>5.</b> are not available or not on site!</p> <p>By alert list <b>D</b>, monday to friday in the daytime or during events</p>	<p>Funk</p>
<p>...to alarm in case of fire or smoke in a building</p>		
<ol style="list-style-type: none"> <li>8. Emergency coordinator</li> <li>9. Buildingmanager</li> </ol>	<p style="text-align: center;">phone</p> <p>By alert list <b>D</b></p>	

### Emergency response measures OPERATION AND SECURITY CENTER

Measures:	veranlasst / Uhrzeit
<ol style="list-style-type: none"> <li>1. <b>Fire brigade:</b> (if not reported automatically) Information of type and scope of an incident</li> <li>2. <b>Traffic general office</b> Information: Fire brigade is approaching via Gate Ost, information about place of action. If the traffic general office is not on site, the security company takes over.</li> <li>3. ...</li> </ol>	

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### Measures / Decisions EMERGENCY COORDINATOR

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### Measures / Decisions CRISIS MANAGEMENT TEAM

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**G BASICS**

Messe Frankfurt is operating with the Emergency management every day.  
All incidents which are mentioned are still happened in any form.  
The emergency management is permanent updated because of experiences and consideration of requirements.

We place our services at your disposal.  
If you have any further queries please do not hesitate to contact us.

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Operation and Security Center

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