



THE COMMAND CENTER - YOUR FIRST POINT OF CONTACT

The MCC's Command Center is committed to your safety and is staffed 24/7 to provide surveillance, safety response, and emergency or non-emergency communication services. Located on Level One near the Main Lobby, the Command Center oversees:

- Fire code compliance, open flame permit, and floor plan review
- Surveillance of security cameras and Life-Safety systems
- Monitors inclement weather warnings
- Maintains a Lost and Found service
- Documents, reports, and investigates incidents
- Collaborates with security, fire, medical, and police personnel

In the event of an emergency, the Command Center will use the building paging system, portable radios, and security/police/fire/EMT personnel to alert clients, show managers, exhibitors, and guests of the incident.

If you need emergency assistance during your visit, please call the Command Center first. We will immediately communicate with 911 to direct first responders exactly where they are needed.

You can **CONTACT THE COMMAND CENTER:**

- On your cell phone at **612-335-6040**. We encourage show managers to save this number in their contacts lists
- On one of our beige house phones, located in public corridors, lobbies, and fire-hose cabinets on various pillars in exhibit halls. The number (**EXT. 2013**) is posted by each phone
- Through uniformed security officers, who are posted at security podiums 24/7 and who will also respond to any safety concerns you have that we should be aware of.

Emergencies may involve a single individual, a medical event, or a large building-wide situation, perhaps even requiring an evacuation.

SUSPICIOUS ACTIVITY OR A BOMB THREAT

Your Guest Services coordinator will provide you with a bomb threat checklist. If you receive a threat in any way—by phone, FAX, email, writing, verbally, or even as a rumor—please **IMMEDIATELY REPORT IT TO THE COMMAND CENTER**, relaying as much information as possible.

Also, please note our awareness campaign—“if you SEE something, SAY something”. If you see or experience anything that’s suspicious or out of the norm, or if you spot any unattended items, bags, or packages, please let the Command Center or a uniformed patrol officer know right away.

AN ACTIVE SHOOTER

Such an event is defined as an incident where one or more persons are actively engaged in harming, killing, or trying to kill people in a populated area, by means such as firearms, explosives, toxic substances, vehicles, edged weapons, fire, or any combination of these.

THESE EVENTS ARE OFTEN OVER WITHIN MINUTES, BEFORE LAW ENFORCEMENT ARRIVES, so it’s important for people to be prepared, mentally and physically, to deal with their circumstances in the interim—and to determine the most reasonable way to protect their lives:

RUN (IF POSSIBLE)

- Look for a safe escape route
- Leave your belongings behind
- Keep your hands visible while leaving

HIDE (IF YOU CAN'T ESCAPE)

- Hide in an area such as a meeting room that’s out of the shooter’s view
- Block entry to your hiding place with tables and chairs, and lock doors
- Silence your cell phone or put your portable radio on low volume

FIGHT (ONLY AS A LAST RESORT, OR IF YOUR LIFE IS IN DANGER)

- Attempt to incapacitate the shooter
- Act with physical aggression, and throw items at the shooter

Of course, any on-site law enforcement personnel will respond immediately, and the Command Center will contact 911 to respond to and manage the incident.

REMEMBER: During an extremely stressful event, others are likely to follow anyone's lead. This could have a significant effect on the outcome, so **TRY TO STAY AS CALM AS YOU CAN TO INFLUENCE THOSE AROUND YOU.**

A BUILDING EVACUATION

The Command Center makes the decision to evacuate MCC in the event of a building-wide or event-specific emergency or hostile situation. Everyone will be directed to evacuate from the safest and nearest exit or to relocate in specific rental spaces. There are no designated assembly areas for exhibitors and guests.

A PARTIAL EVACUATION may be required because of a localized incident in an event space. Partial evacuations are temporary in nature, and everyone will be directed to an alternate location within MCC.

A RELOCATION occurs if the partial evacuation evolves into something permanent. If possible, the event space would be relocated to an alternate rental space within the building.

A SECURE IN PLACE may happen while an incident is being dealt with in another rental space. If necessary, your attendees would be instructed to stay in your venue, or "secure in place".

A FULL EVACUATION will be implemented only if necessary, such as in the event of a hostile situation or another significant, building-wide emergency that might result in injury or loss of life. If this occurs, everyone should:

- Leave the MCC through the safest and nearest exit, cross the street and remain a safe distance away from the MCC, as instructed. **DO NOT** take time to retrieve personal or booth property
- Remain calm, courteous, and quiet
- Do not attempt to use elevators or escalators
- Assist elderly and disabled persons
- Do not loiter or wait for others
- Do not try to re-enter the building
- Listen for instructions via the PA system and uniformed staff

When it is safe to return, an "all clear" signal will be issued by MCC management.

ANY OTHER SAFETY CONCERNS

If you receive a personal or verbal threat, try to stay calm and contact the Command Center. Please provide your name, location, type of threat, number of persons involved, and if there are weapons. **DO NOT** confront the perpetrator(s) yourself; the Command Center will dispatch uniformed patrol officers and law enforcement to respond to the incident.

If the incident escalates to a civil disturbance, please let the Command Center know about any changes, such as weapons observed or punches thrown.

SAFETY IN DOWNTOWN MINNEAPOLIS

MCC takes great pride partnering and collaborating with show managers to ensure their exhibitors and guests feel safe while at our facility. We want them to feel equally safe as they explore downtown Minneapolis, enjoy our restaurants and shops, navigate our skyways, and use our public streets and transportation.

To help with effort, the city has a staff of friendly Ambassadors who rove the streets and skyways. These folks are part of the **MINNEAPOLIS DOWNTOWN IMPROVEMENT DISTRICT (DID)**, and you'll know them by their neon-lime green summer shirts or their winter blue jackets, all with the DID logo. Approachable and welcoming, Ambassadors can answer questions, give directions, and help with security issues.

Visitors should also know about 311, the number to dial for non-life-threatening events



