

# Orlando

Orange County Convention Center



## Emergency Procedure Plan

For External Use



**Orange County Convention Center**

The Center of Hospitality, where it's all about *your* experience!

# MESSAGE FROM THE EXECUTIVE DIRECTOR

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Thank you for selecting the Orange County Convention Center (OCCC) as the host facility for your event. At the OCCC, we strive to exceed your expectations in every aspect of your meeting. Our tagline encapsulates this commitment to you: *The Center of Hospitality, where it's all about your experience*. Just as essential as outstanding customer service is to the OCCC, dedication to providing a safe and secure environment to clients, exhibitors, attendees and employees is equally important to the overall operation of our facility.

Through ongoing staff training and solid relationships with safety agencies, the OCCC is equipped to adeptly handle emergency situations. OCCC Security personnel and many staff members are certified in CPR, use of automated electronic defibrillators (AEDs) and crowd management. All employees undergo thorough emergency operations training on a regular basis and the OCCC's partnerships with agencies such as the Orange County Sheriff's Office, the Orange County Fire Rescue Department and the Department of Homeland Security are strong, ensuring a seamless experience for clients, guests and staff.

Please review our *OCCC Emergency Procedure Plan* manual with your staff and your contracted Event Security Provider.

I assure you that the health and welfare of our guests and employees is always a first priority at the OCCC and will be at the forefront throughout the planning and execution of your event. Thank you, again, for choosing The Center of Hospitality!

**Kathie Canning**

Executive Director

Orange County Convention Center

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## **Overview**

The Orange County Convention Center (OCCC) is the second largest convention center in North America. The facility is comprised of two buildings—the West and the North/South. The buildings are connected by an overhead covered pedestrian bridge and serve as the focal point of the busy Convention Center District.

## **Definition of an Emergency Situation**

The Orange County Convention Center defines an emergency situation as any incident or situation that affects the safety or security of persons in or near its facility, disrupts the normal facility operation and/or causes damage/destruction to the facility.

## **Purpose**

Ensuring guest and employee safety is at the forefront of OCCC management and staff. This Emergency Procedure Plan manual has been developed with the OCCC's core value of safety in mind and is intended to be a blueprint for the effective management of a crisis or disaster situation at the Orange County Convention Center. While every effort has been made to account for all possible emergencies that might arise at the OCCC, some situations may not be covered in the following document. The information in this plan is comprehensive enough in its scope that it can be translated into any emergency situations not addressed specifically. This plan will be updated, adapted and maintained regularly.

Clients must, at all times, conduct their activities with full regard for public safety and observe and abide by all applicable regulations and requests of Licensor or duly authorized governmental agencies responsible for public safety. Clients will familiarize themselves, their contracted vendors and their employees with the safety procedures and regulations governing all parts of the OCCC used by the client. Clients shall instruct their contracted vendors and employees about the OCCC's evacuation plan in the event of fire or other disaster, and formulate a specific plan to evacuate any disabled persons among them. The OCCC asks for client assistance by supporting the procedures outlined in this plan through cooperation and active listening in the event of any emergency. It is critical that as facility users all clients review this plan with their staff and their contracted event security service provider.

## **Security Division Mission Statement**

The Orange County Convention Center Security Division's ultimate goal is to provide a safe and friendly environment for everyone.

## Security General Information

### Building Security

- The OCCC maintains twenty-four (24) hour building security in the public halls, corridors and grounds.
- Security Command Centers are staffed by OCCC security officers twenty-four (24) hours per day, seven (7) days per week. Security officers are on duty twenty-four (24) hours per day, seven (7) days per week.
- OCCC security officers are uniformed with the majority being First Responder-qualified.
- Clients will be assigned a dedicated OCCC Event Security Liaison to work with them during the planning process to ensure that both the Event Security Provider contracted by the client and the client's security plan meet the standard OCCC security requirements.

### Event Security

The following security guidelines will need to be considered when planning an event at the OCCC.

- Clients are responsible for hiring an Event Security Provider to secure leased premises and support areas. This contract Event Security Provider must be selected from the eligible list available on the OCCC's website or enter into an agreement with the OCCC to operate within the facility.
- An adequate level of event staffing is required and subject to approval by your OCCC Event Security Liaison. Event staffing includes door guards and rover position(s) for each exhibit hall, ballroom or theater that is under the client's lease agreement. Medical personnel may also be required as part of a client's event security staffing. Note that event security service staffing levels for events that are open to the public such as youth events, concerts, plays, ride and drives and/or sporting tournaments, may have additional coverage requirements that will be determined on a case-by-case basis and may necessitate the contracting of off-duty Orange County Sheriff's Deputies.
- Event security staffing coverage must commence at the first minute of move-in and continue through the completion of move-out.
- Event security personnel must be posted before any equipment, show material or freight may be moved into the facility. Twenty-four (24) hour security service coverage is required in exhibit hall areas.
- At least one (1) event security person must be posted at any open freight door during move-in and move-out. No freight or personnel door(s) will be opened until event-security personnel have been posted.
- A detailed security plan must be submitted for review to your OCCC Event Security Liaison no less than twenty-one (21) days prior to the beginning of your lease term. The plan will indicate the number of event security personnel and supervisors, dates, times and assigned locations. The OCCC may request reasonable modifications to plans and will require that any plan meets the minimum requirements of OCCC regulations.

- Event security personnel must immediately report any and all incidents to OCCC Security. An event security supervisor must be available to take reports on all incidents (theft, injury, etc.) that occur in areas under the care, custody and control of clients. Copies of all incident reports must be submitted to OCCC Security within twenty-four (24) hours of each and every reported incident.
- Licensed law enforcement officers may carry firearms in the facility as security officers. Law enforcement officers are required for events that generate large quantities of cash, display products with extraordinary value, require special crowd control and/or heavy traffic flow, or pose harmful or threatening situations. The OCCC reserves the right to determine the minimum number of officers and assigned locations based on individual event requirements.
- Clients and exhibitors shall secure the necessary licensed law enforcement officer services through the contracted Event Security Provider retained for the show.

Additional event security information is available in the OCCC Operational Policies and/or can be obtained from your assigned OCCC Event Security Liaison or OCCC Event Manager.

### **Parking, Transportation and Loading Docks**

- The OCCC currently offers short-term metered parking at the West Building. Over the next twenty-four months, additional short-term metered parking is being installed at the Destination Parkway parking lot and North/South Building.
- Delivery vehicles destined to the West or North/South Buildings will be asked to provide the following documentation: driver and passenger identification, bill of landing and other delivery-related information. Additionally, the vehicle may be subject to a search, if warranted.
- Extended vehicle parking is not allowed in the OCCC loading dock areas. Vehicles are granted access for loading and unloading for twenty (20) minutes only.
- Trailers left in the OCCC loading docks overnight must be empty, open for visual inspection and identifiable.
- The OCCC has the right to tow any vehicle which is in violation of its rules and regulations or at the direction of a client or his/her representative. Violations include, but are not limited to, overnight parking in any of the OCCC parking lots including the Destination Parkway parking garage and flat lot.

### **Incident Reporting**

- In the event of an emergency, please dial 911. Provide details of your location within the facility (i.e. West Building, North/South Building, exhibit hall, meeting room).
- Security awareness is everyone's responsibility. If you or any members of your staff observe anything that appears suspicious or unusual, please contact your contracted Event Security Provider. Your contracted Event Security Provider will communicate the incident to your OCCC Event Security Liaison who will determine the appropriate course of action.

## Emergency Procedure Plan

### Staff Training

All OCCC staff members undergo comprehensive emergency/crisis operational training. Topics covered in this training include procedures for responding to a variety of emergency situations at the OCCC, identification and assignment of personnel to various tasks and responsibilities for emergency response operations and coordination of emergency responses with the local health and safety agencies.

### Emergency Team Membership and Functions

The team developed to respond to emergency situations is comprised of OCCC personnel and individuals who provide support services to the OCCC. Each individual is assigned to specific tasks which correspond with his/her normal day-to-day responsibilities. In some instances, Divisions may be realigned to fit the needs of the emergency situation. The following information identifies the emergency team members and their responsibilities.

The Emergency Team is comprised of the following individuals:

1. Executive Team Representative
2. Security Director
3. Public Relations Manager
4. Security Supervisor
5. Assistant Director of Facility Operations
6. Assistant Director of Event Services
7. Director of Sales
8. Orange County Sheriff's Office (OSCO)
9. Orange County Fire and Rescue

The Emergency Team is responsible for implementing the following activities:

1. Alerting Orange County Sheriff's Office and/or Orange County Fire Rescue Department.
2. Contacting the OCCC Public Relations Manager.
3. Alerting specific OCCC staff of the emergency situation, e.g. Event Managers and Event Security Liaisons with in-house event activity.
4. Alerting clients and their contracted Event Security Provider with events in-house of the emergency situation.

5. Controlling all decision-making activities concerning the emergency situation.
6. Implementing the OCCC's emergency plan.
7. Ensuring all vital records and information are protected and stored in a safe place.
8. Appointing and activating OCCC personnel as needed.
9. Acting as main coordinator between OCCC staff, clients, guests and all local support agencies.
10. Recommending further action as deemed necessary.

## **Communications During an Emergency**

### *Updates to Clients and Contracted Event Security Providers*

The Event Manager(s) responsible for the event(s) in the OCCC facility during an emergency situation will be the designated liaison with clients and their contracted Event Security Provider. Clients and their contracted Event Security Provider will be kept informed in a timely manner concerning all stages of any emergency and will be consulted, when possible, prior to any facility staff actions that would affect any event activity. OCCC Event Security Liaisons will also provide updates, as appropriate and in coordination with OCCC Event Managers, to clients and their contracted Event Security Provider about any emergency situations at the OCCC facility.

### *Public Announcement System*

All public address announcements concerning emergency situations at the facility will be made from the OCCC Security Control Room. Pre-recorded messages have been created for the emergency situations discussed in this document and should be used as a first option. If the pre-recorded announcement system fails, printed copies of the pre-recorded statements are available in the OCCC Security Control Rooms and can be used as the script when a live announcement must be made in lieu of using a pre-recorded message.

### *Two-Way Radio Traffic*

It is critical to remember that two-way radio traffic is to be kept to a minimum during an emergency situation. If an emergency command center has been activated and an emergency announced over the public announcement system from the OCCC Security Control Room, all two-way radio traffic should end. Once the Security Director provides instructions, normal radio communications can resume.



## *Media*

All information released to the media about an emergency situation at the OCCC must be issued by the Executive Director (or designated alternate). Once/If an official emergency command center is established, all communications will be routed through the OCCC Public Relations Manager. The OCCC Public Relations Manager will also coordinate all communication with area support agencies and the local media.

## **Types of Emergencies**

In the event of any life-threatening emergency at the Orange County Convention Center, **dial 911**. Provide your location within the facility to the 911 dispatcher (i.e. West Building, North/South Building, exhibit hall, meeting room).

After calling 911, notify your contracted Event Security Provider of the emergency. Your contracted Event Security Provider will then contact your OCCC Event Security Liaison who will involve any additional OCCC staff and/or agencies, as needed.

For non-life-threatening situations, always contact your contracted Event Security Provider first. Your contracted Event Security Provider will then contact your OCCC Event Security Liaison who will involve any additional OCCC staff and/or agencies, as needed.

## **Medical Emergencies/Injuries**

In the event of any medical emergency at the OCCC facility, e.g. heart attack, stroke, or seizure, **dial 911**. Provide your location within the facility to the 911 dispatcher (i.e. West Building, North/South Building, exhibit hall, meeting room).

After calling 911, notify your contracted Event Security Provider of the emergency. Your contracted Event Security Provider will then contact your OCCC Event Security Liaison who will involve any additional OCCC staff and/or agencies, as needed.

For minor injuries, e.g. bruises or blisters, always contact your contracted Event Security Provider first. Your contracted Event Security Provider will then contact your OCCC Event Security Liaison who will involve any additional OCCC staff and/or agencies, as needed.

All parties should remain calm and at the scene. Administer aid, if possible.

## **Fire**

The Orange County Convention Center has many fire prevention features including an extensive fire sprinkler network, wall-mounted fire alarm pull stations located throughout the facility, a powerful horn and light alarm system and multiple fire extinguisher units. All are monitored and serviced for quality assurance on a regular basis.

## **Reporting Fires**

If there is obvious evidence of a fire at the OCCC facility, follow these steps in the order listed:

1. Leave the area of the fire immediately.
2. Call 911 and report the fire. Be prepared to give as much detail as possible about the fire (e.g. flames, smoke) as well as the location of the fire (i.e. West Building, North/South Building, exhibit hall, meeting room).
3. Report the fire to your contracted Event Security Provider after calling 911.

Once notified of the fire by your contracted Event Security Provider, your OCCC Event Security Liaison will relay as many pertinent details about the fire as possible to the Orange County Fire Rescue Department, e.g. flames, smoke, location of fire, number of functions in the facility, approximate number of attendees and meeting place for EMT to meet fire truck at facility.

## **Fire Extinguishers**

Fire extinguishers are located throughout the OCCC facility and are quality checked by a third party on a regular basis. If the client or employee discovering/reporting the fire feels that he/she may be able to extinguish the fire without endangering him/herself or others, then he/she should try to do so. Otherwise, the client or employee should clear the immediate area of building staff, client staff and guests and remain available to point out the fire's location to responding OCCC Security and Orange County Fire Department personnel.

## **False Alarms**

Due to the size and complexity of the OCCC facility, the activation of the fire alarm system's horns and lights may not accurately indicate a problem in an area. If no obvious evidence of a fire exists, e.g. presence of smoke or flames, then clients should remain in place until announcements are made over the public announcement system either ordering an evacuation or verifying a false alarm.

## **Hurricanes**

Florida's hurricane season runs from June through November annually. OCCC Security has overall responsibility for the exercise and conduct of hurricane preparedness for the OCCC. In a hurricane or any other weather-related emergency, OCCC Security staff will work to protect clients, guests and staff of any bodily harm, minimize the disruption to normal facility operations and event activities and reduce property losses.

## **Hurricane Preparedness Action Plan**

OCCC Security will take the following actions to ensure guest safety with relation to a hurricane or other weather-related natural disaster:

### ***Communications***

- Brief clients and clients' contracted Event Security Provider (via OCCC Event Manager or OCCC Event Security Liaison) with upcoming and in-house events on the facility's action plan for a hurricane.
- Brief personnel who will be on duty at the time of a hurricane.
- Advise guests and employees to refrain from moving their vehicles until conditions are deemed safe.
- Track storm and report on progress to Executive Team, staff, clients and clients' contracted Event Security Provider.
- Monitor all HAZMAT conditions and report promptly to the Orange County Fire Rescue Department.

### ***Structures, Equipment and Property***

- Assess infrastructure safety.
- Secure all vehicles, equipment, materials and guest property.
- Check parking lots for loose debris.
- Inspect fire protection equipment.
- Check and ensure that all emergency exits are clear and free from obstructions.
- Fill all OCCC Security gas powered-vehicles with gasoline.
- Charge all OCCC Security electrical powered-carts and store in an exhibit hall.
- Inspect all section radios, batteries, and flashlights to ensure that they are in good working order.

## Hurricane Safety Tips

In the event of a hurricane or other serious weather situation, OCCC guests and employees should avoid the following areas:

- Spaces Adjacent to Exterior Glass Panels
- Exterior of West and North/South Buildings
- Loading Docks
- Catwalks
- Elevators
- Escalators
- Electrical Rooms

The OCCC Security Director, OCCC Security Supervisor, members of the OCCC Emergency Management Team or the assigned OCCC Event Manager or OCCC Event Security Liaison will remain in constant contact with clients and clients' contracted Event Security Provider during any hurricane activity or weather-related emergency. Clients and their staff are guests are encouraged to contact their contracted Event Security Provider or OCCC Event Security Liaison if weather conditions worsen, leaks are detected, etc.

## Regulated Materials

Many materials are regulated for their use, handling, storage, transport and disposal. Regulated materials may be classified as hazardous, non-hazardous, and biomedical. These materials are defined by Florida Administrative Code FAC 62-730, FAC 64E-16 and the Code of Federal Regulations 40 CFR 261. Regulated materials include a wide range of gaseous, corrosive, ignitable, reactive, toxic, biomedical, and potentially infectious materials.

Some examples of regulated materials include, but are not limited to, the items listed below:

Oils/Fuels	Reactives
Spent Plating Wastes	Flammable Gases
Pesticides	Lead-Acid Batteries
Acids/Bases	Ink
Sludges	Dry Cleaning Residue
Printing Byproducts	Solvents
Heavy Metals/Inorganic Compounds	Biomedical

If a client or exhibitor intends to bring a regulated material into the OCCC, he/she must notify the OCCC Event Manager prior to move in and provide all documentation required by the related regulation governing that material. The client and his/her exhibitor are both expected to be knowledgeable about the regulations governing the materials brought into the OCCC and comply with those regulations. The client and his/her exhibitors must ensure that contractors involved in the use, handling, transportation, storage, and disposal of any regulated material are knowledgeable with the related regulations and complies with them at all times.

In the event of a regulated material leak, the Orange County Fire Department will be contacted and advised of the situation if it is determined by the on-scene OCCC Security and supervisory staff that the leak, spill, or accident cannot be contained and/or corrected by OCCC employees.

If the nature of the incident is severe enough, it may be decided by the Executive Director (or authorized designee) or the Orange County Fire Rescue Department on-site Incident Commander or Orange County Sheriff on-site Incident Commander that an evacuation of an area or the entire facility, is necessary.

#### **Partial or Catastrophic Loss of Electrical Service**

In the event of a power outage, the OCCC is supplied emergency power by generators. These generators will activate within the first few minutes of any power disturbance. Once activated, there is a general level of power provided to those areas affected by power loss.

In any power outage event, guests and employees are advised to stay in place until power returns or security or public safety personnel arrive to assist.

The following steps should be followed in the event of a partial or catastrophic loss of electrical services:

1. Clients or show office staff members experiencing the loss of power are to call their contracted Event Security Provider. Caller and colleagues should remain calm and stay in place until help arrives or power returns.
2. The client's contracted Event Security Provider will contact the OCCC Event Security Liaison. The OCCC Event Security Liaison will contact OCCC Facility Maintenance with verification of the extent of the affected area.
3. OCCC Facility Maintenance will make the initial contact with the priority outage departments at Duke Energy (West Building) and/or the Orlando Utilities Commission (North/South Building).

4. OCCC Facility Maintenance and/or OCCC Security will guide Duke Energy and/or the Orlando Utilities Commission response unit(s) to the affected area. After Duke Energy and/or the Orlando Utilities Commission identifies/identify the cause of the outage, an assessment of the time required for full restoration of power will be made.
5. OCCC Security will update OCCC Event Managers and OCCC Event Security Liaisons with the electrical power restoration action plan. OCCC Event Managers and OCCC Event Security Liaisons will brief clients and contracted Event Security Providers with in-house activity.

### **Bomb Threat**

Bomb threats should always be taken seriously. The following steps should be taken in the event of a bomb threat:

1. Remain calm.
2. Do not upset or hang up on the caller.
3. Be careful not to say or do things that will scare the caller away.
4. Record the time the call is received and the exact extension/number that was called.
5. Keep the caller talking by asking specific questions about the bomb. The OCCC has a bomb threat checklist available which clients can request for show office use.
6. Try to identify the caller.
7. Upon termination of the phone call, immediately notify your contracted Event Security Provider.
8. Do not tell anyone else about the call.

Your contracted Event Security Provider will contact your OCCC Event Security Liaison who will notify the Orange County Sheriff's Office and OCCC Executive Director, Deputy Directors, Security Director and Supervisor and any Event Managers or Event Security Liaisons with in-house events.

During a bomb threat situation, please refrain from two-way radio usage and listen to the overhead public announcement system for any evacuation instructions.

### **Suspicious Letters, Packages or Objects**

The following procedure should be followed in any instance of a letter, package or object that appears suspicious:

1. Do not move or touch the object.
2. Report the suspicious object to your contracted Event Security Provider. Two-way radios increase the chance of detonation and are not a secure communication line so should not be used. Share with your contracted Event Security Provider what about the envelope, package or object is suspicious, e.g. no return address, unknown odor or leaking emanating from within, looks bulky or oddly-shaped.

3. Keep the immediate area clear of guests and employees until the responding security or specialized personnel arrive and can take control of the area.
4. Your contracted Event Security Provider will notify your OCCC Event Security Liaison of the suspicious package situation. Your OCCC Event Security Liaison will coordinate, as needed, assistance from the Orange County Sheriff's Office.
5. Your OCCC Event Security Liaison will notify the OCCC Executive Director, the OCCC Security Director and the OCCC Security Supervisor. Further instructions will be issued from one of these parties.

### **Social Demonstrations**

Social demonstrations can range in size and intensity from a small confrontation to a large crowd of protesters located inside or outside the facility. The majority of disturbances at the OCCC are non-violent demonstrations held outdoors.

If a demonstration occurs in leased space, clients should contact their contracted Event Security Provider. The contracted Event Security Provider will then notify the client's OCCC Event Security Liaison who will coordinate assistance, as needed, from the Orange County Sheriff's Office.

If a demonstration occurs outside leased space, clients should contact their OCCC Event Security Liaison directly. The OCCC Event Security Liaison will coordinate assistance, as needed, from the Orange County Sheriff's Office and will update the client's contracted Event Security Provider.

If a disturbance turns violent at any time, call 911 and provide details of your location within the facility (i.e. West Building, North/South Building, exhibit hall, meeting room).

As a government-owned, public facility, the OCCC does have designated demonstration areas. However, OCCC Security will comply with the wishes of clients in all social demonstration situations at the facility including protests. At the client's request, OCCC Security personnel will ask any individual (or individuals) whose activity is contrary to the protocol of events in-house to cease and desist the following actions:

1. Distribution of materials, programs, pamphlets.
2. The formation of a protest and/or demonstration.

Additional demonstration situations will be addressed on an as needed basis. Individuals who fail to obey OCCC Security's cease and desist instructions may be issued an official trespassing warning.

## **Evacuation and Assembly Plan**

The Emergency Evacuation and Assembly Plan procedures for the Orange County Convention Center are intended to provide safe evacuation guidelines to protect life and property.

### **Authority**

The OCCC Executive Director (or designated alternate) is the only person who can authorize the evacuation of the OCCC facility due to an emergency situation prior to the arrival of responding authorities called in to handle the emergency situation.

### **Responsibilities**

The OCCC Security Division will be responsible for the exercise and conduct of the evacuation procedures during emergencies in the facility. OCCC staff is responsible for assisting in the execution of emergency procedures, the safe evacuation of guests and employees and the safeguard of equipment to minimize loss of life and property.

### **Evacuation Plan**

In the event an emergency is announced over the public announcement system or a fire alarm is sounded, guests and employees should follow these evacuation procedure safety steps:

1. Be calm, courteous and quiet.
2. Immediately evacuate the work or meeting area following the exit plan posted on the wall.
3. Only use stairs and exit doors. Do not use elevators or escalators.
4. Guests and employees should refrain from moving their vehicles until advised to do so by OCCC Security. This is to ensure that emergency vehicles will have clear access to the facility.

### **Assembly Plan**

Customized evacuation route maps are posted on the walls of exhibit halls, meeting rooms and staff offices throughout the OCCC facility. In the event of an evacuation, guests and employees should refer to these route maps and exit the building as quickly as possible. Announcements will be made over the facility public announcement system and OCCC Security staff will be on-hand to assist with directing guests and employees to a safe location.



1. Following the posted route maps, evacuate the building immediately upon notification of an emergency.
2. Walk directly outside and away from the building.
3. Use crosswalks and only cross with green light. If an Orange County Sheriff's Deputy is present at a crosswalk, his/her instruction supersedes traffic light/crosswalk indicator.
4. Wait quietly for further instructions.
5. Do not leave the relocation area unless instructed to do so.

Every manager and supervisor will ensure that all personnel are knowledgeable about these Evacuation and Assembly Plan procedures. OCCC Event Managers and OCCC Event Security Liaisons will discuss evacuation plans with clients and clients' contracted Event Security Provider. Clients should make evacuation and assembly planning, including the establishment of an agreed-upon location outside the OCCC facility in the event of a building evacuation, part of their team on-site orientation at the OCCC.

### **West Concourse**

9800 International Drive, Orlando, FL 32819

### **North Concourse**

9400 Universal Boulevard, Orlando, FL 32819

### **South Concourse**

9899 International Drive, Orlando, FL 32819

**800-945-3845**

**407-685-9800**

**[www.occc.net](http://www.occc.net)**

