

## **Emergency Procedures**

In the event the emergency alarms go off in the Global Center or the Convention Center, the following instructions are to be followed by all guest visiting the facility during the time of the emergency;

1. Please remain calm.
2. Please listen to the instruction(s) being announced over the public address system for the Convention Center or Global Center. (Whichever facility you are in during the emergency).
3. Follow the instructions given over the public address system for the facility you are in at the time of the emergency.
4. If you are instructed to evacuate the facility, please proceed to the closest emergency exit to your location.
5. Please do not run.
6. Please do not use the escalators or elevators when evacuating the facility.
7. Please inform security of any guest who is unable to evacuate the facility and their location.
8. Depending on your location in the facility, please evacuate to the corner of Lakeside and East Mall Ave., the Justice Center on the west side of Ontario Ave., or the Mall C Stairs on the outside of the loading dock.
9. Please DO NOT re-enter the facility until instructed to do so by the Security Command Center through staff present at your rally point.

In the event you experience or witness a medical or other type of emergency, please do not call 911 from your cell phone. Call 1601 from any black house phone or call 216-928-1601 from your cell phone. Calling either of these numbers will connect you with our Security Command Center. They will call 911 for medical or police assistance.