

Kay Bailey Hutchison Convention Center Dallas

EVENT SAFETY AND SECURITY REQUIREMENTS



KAY BAILEY HUTCHISON
CONVENTION CENTER DALLAS

PURPOSE

- » To provide safe and secure environment and to reduce risk to the Kay Bailey Hutchinson Convention Center Dallas (KBHCCD), its personnel, guests, attendees, clients, exhibitors, and assets.
- » To establish 'best practices' for providing event security at the KBHCCD.
- » To prevent crime and the fear of crime.
- » To maintain order.
- » To protect persons and property.
- » To respond to and implement emergency services when required.
- » To prepare for and request necessary emergency and non-emergency services.
- » To comply with the KBHCCD's policies as well as local, state, and federal law.

APPLICABILITY

This requirement applies to all lessees, clients, and security contractors including but not limited to independent contractors, subcontractors, contractors through a third party, contractors through outsourcing arrangements/service contract, consultants and temporaries unless specifically exempted from the requirement as detailed in this policy.

These procedures are intended to apply to those contractors with whom the Kay Bailey Hutchinson Convention Center Dallas (hereinafter referred to as "KBHCCD") or its lessees/clients have a verbal or written agreement.

POLICY

This policy establishes the minimum safety and security requirements for each client leasing space (paid or unpaid) at the KBHCCD. However, each event is unique and KBHCCD reserves the right to require the client to implement additional safety and security staffing and/or measures as it deems fit to protect the facility and all its guests and visitors.

All security contractor personnel shall be licensed in accordance with applicable Texas laws when working in any security capacity prior to assignment to the KBHCCD premises, jobsites or events. The term "premises" is used in its broadest sense and includes, but is not limited to, all property owned, leased, operated or otherwise under the control of the KBHCCD.

The KBHCCD has established the following requirements for event security operations. These requirements are also outlined in the Event Security Provider (ESP) Agreement, the Event Resource Guide, and the KBHCCD's Security Policies and Procedures.

Event Security is required for every event or meeting that occurs on KBHCCD property. The KBHCCD is aware that some events/meetings are of such a nature that contracting private security may not be required. The KBHCCD Security Department will evaluate each event or meeting once contracted to determine if event security is needed. An event/meeting that meets the following criteria will always require event security:

- » Lease of any Exhibit Hall
- » Lease of the Theater or Arena
- » Any sporting, dance, or cheer event

- » Any event that includes the serving of alcohol
- » Any event that has an attendance of 500 people or more

The KBHCCD may require event security for an event that does not meet these requirements if in the KBHCCD's determination the event poses a risk to the facility, its employees, guests or attendees, or the event is of such a nature that it may invite undue media or public scrutiny, protests, or other disruptive elements.

Any requests for a waiver from the Event Security requirements must be submitted by the client in writing to the KBHCCD's Director of Safety & Security and clearly outline the reason(s) for the waiver and how the requirements place an undue burden on the Client and/or Event. The Director of Safety & Security shall weigh all the options and render a decision. This decision is final.

All clients are required to provide a written security plan to the KBHCCD's Security Department at least forty-five (45) days prior to the first contracted day. This plan should be based upon a comprehensive Threat and Hazard Identification and Risk Assessment (THIRA) conducted by the contracted Event Security Provider or security consultant. The Security Plan provided to the KBHCCD shall take an 'all hazards' approach and contain the following functional annexes:

- » Schedule and staffing roster, including leadership structure and authority for the Security Provider and Show Management
- » Command and Control Plan
- » Active Shooter/Active Assailant Plan
- » General and Special Orders
- » Individual Post Orders
- » Post Dot Maps
- » Drone Management policy/procedures
- » Photography policy/procedures
- » Evacuation Plan [as appended to the KBHCC's]
- » Crowd Management/Crowd Flow Plan
- » Audience Management Plan, including public safety announcements
 - Ushers should be included in this plan.
- » Executive Protection/VIP Plan
- » Mass Casualty/Mass Care Plan
- » Communications and Warning Plan
- » Media Guidelines
- » Emergency Public Information Plan (Joint Information Center (JIC)/Procedures)
- » Pedestrian Movement Plan
- » Entry and Egress Control Plan, with sample Credentialing Board (includes bag screening, clear bag policy, magnetometers, etc.)
- » Credentialing Plan for all personnel working or volunteering to work the event including, but not limited to General Service Contractors (GSC), Exhibitor Authorized Contractors (EAC), Show Authorized Contractors (SAC), Installation and Dismantle (I&D), Production or A/V crew, and all other third-party contractors.

- » Health and Medical Services Plan (developed ICW the Event Medical Provider)
 - Including pandemic plan and PPE plan
 - Includes temperature and symptom screening plan, policies, and protocols
- » Foodborne Illness Plan (developed ICW the Event Medical Provider)
- » Severe/Inclement Weather Plan
- » Shelter-in-Place/Lockdown Plan
- » Personnel Accountability Plan
- » Dealing with persons with special needs
- » Continuity of Operations Plan as related to event operations with Orders of Succession
- » Lost and Found Procedures
- » Suspicious Device/Package or Bomb Threat
- » Power Failure
- » Lost Parent/Child procedures, with Reunification Plan
- » Donation Plan Procedures
- » Package Removal Procedures
- » Specific event training for staff (must encompass the KBHCCD's hospitality philosophy)

SAFETY ACT

Effective October 1, 2029, any security company performing work at the KBHCCD must be "Certified" or "Designated" under the Department of Homeland Security's (DHS) Support Anti-terrorism by Fostering Effective Technologies (SAFETY) Act to provide security services applicable to their operations at the KBHCCD. A copy of the company's "Exhibit A" from their approved SAFETY Act application must be submitted to the KBHCCD Security Department NLT the effective date. Any Security Provider that does not have SAFETY Act certification or designation on October 1, 2028 will not be allowed to perform work on site until such time that they obtain the appropriate certification/designation.

TRAINING

All Security Officers assigned to work an event at the KBHCCD shall be trained and fully licensed in accordance with applicable Texas statutes. All Security Officers must be fluent in written and spoken English. All Security Officers shall also be trained in the following:

- » Certified Crowd Manager in accordance with NFPA 101
- » CPR/AED through the Red Cross, American Heart Association, or similar organization
- » Thorough orientation to the KBHCCD facilities and the local area.

Recommended Training

- » Basic First Aid
- » IS-100; Introduction to the Incident Command System, ICS 100
- » IS-200; Basic Incident Command System for Initial Response, ICS 200

- » IS-700; Introduction to the National Incident Management System (NIMS)
- » IS-904; Active Shooter Prevention: You Can Make A Difference
- » IS-906; Workplace Security Awareness
- » IS-907; Active Shooter: What You Can Do
- » IS-914; Surveillance Awareness: What You Can Do
- » IS-915; Protecting Critical Infrastructure Against Insider Theft
- » IS-916; Critical Infrastructure Security: Theft & Diversion – What You Can Do

The KBHCCD reserves the right to inspect Security Officer training and licensing records at any time.

STAFFING LEVELS FOR ALL EVENTS SHALL INCLUDE THE FOLLOWING:

A. General Staffing Requirements

- » For the first ten (10) Security Officers assigned* one (1) Security Supervisor is required.
- » For each additional ten (10) Security Officers, or portion thereof, assigned* an additional Security Supervisor shall be assigned.
- » For every four (4) Security Supervisors assigned a Security Manager shall be assigned.
- » If staffing levels are such that a supervisor is not required (less than 10 Officers) then one (1) Officer shall be designated as the “Lead” for personnel working during that specific time period.

**For the purposes of this section, the term “assigned” means working on KBHCCD property at any given time.*

The KBHCCD reserves the right to mandate a tighter span of control if it determines that the event requires a higher degree of security or supervision/management.

B. Specific Staffing Requirements

- » Each point of entry, exhibit hall, meeting room, theater, etc., wherein access may be denied requires a licensed Security Officer in accordance with Texas law. Badge checking, ticket taking, etc., may be performed by event staff, but a licensed Security Officer must be posted at each location for the entire period (i.e. if a meeting room is utilized for an educational session and is restricted to only registered attendees then a Security Officer is required during that period of time).
- » Each dock entrance and exhibit hall entrance/door shall require a minimum of one (1) licensed Security Officer 24/7 from thirty (30) minutes prior to the scheduled move-in time until thirty (30) minutes after the scheduled move-out completion time. The total number of Security Officers assigned to any given set of doors depends upon their intended use and configuration. If multiple sets of doors are assigned to a single officer, the officer must have functional control over all doors within his/her span of control. If they are unable to do so, then additional officers must be assigned to that post.
 - Should the GSC, or other contractor, exceed the scheduled move-out time then the security requirements must remain in place at the Client’s expense. The Client may subrogate those additional costs to the GSC or contractor at a later date.
 - Should the GSC, or other contractor, finish move-out prior to the scheduled date/time, then all security may be terminated provided the client has released all contractual holds on all leased space. If the client does not release all holds then security must remain in place, even if the area is empty.
- » Each set of exhibit hall doors and dock doors is unique, and its design or configuration may require additional Security Officers in order to properly staff it. Furthermore, the function the doors play in the overall event program will affect the level of security staffing needed (i.e. restricted entrance for VIPs, exit only, general admission entrance, etc.). These functions must be documented in the Security Plan

with appropriate staffing levels. The KBHCCD reserves the right to determine if any post exceeds the staffing level presented by the Event Security Provider and require additional staffing.

- » Roving Security Officers (aka Rovers) are required in each exhibit hall 24/7 based upon the same schedule denoted above. A minimum of one (1) officer is needed per exhibit hall. Additional Rovers may be needed based upon show requirements.
- » Relief Security Officers are required to provide the appropriate breaks for Security Officers working the event. Breaks should be given in accordance with applicable laws and corporate guidelines. Rovers and supervisors cannot be used as Security Relief. The number of Relief Security Officers will depend upon staffing levels, shift schedules, event/show program or schedules, etc.
- » Whenever any concourse or public space is being utilized for event activity such as registration, exhibitors/vendors, bookstore, etc., then a licensed Security Officer is required to be posted/roving that area. The specific number of officers required, and whether they are at a static post or roving, depends upon the size and configuration of the space and must be documented in the Security Plan.
- » Any leased space that houses expensive or sensitive equipment/material (e.g., A/V storage, new product showcase, etc.) should have a Security Officer posted any time the equipment or material is present.
- » Any individual exhibitor requesting security for their booth or other area (e.g., client meeting) must contract security through the Event Security Provider contracted by the Client.
- » Should an exhibitor or other entity sublease an area under contract to the Client in order to host an event in conjunction with (ICW) the primary event, the Client still has overall responsibility for ensuring that the KBHCCD's safety and security requirements are met. Subleasing an area does not absolve the Client of their overall responsibility.
- » Any location that is handling cash should have a Security Officer present during any period that cash is on hand unless it has been secured in a locked safe. Any time the safe is open/unlocked a Security Officer should be present. It is highly recommended that armed commissioned security officers or off-duty law enforcement officers be utilized when the event is anticipating large amounts of cash.
 - The use of armed commissioned security officers and/or off-duty law enforcement officers are highly recommended for any money runs or bank deposits. The use of armored car pickups is very highly recommended.

C. Additional Requirements

- » No freight doors may be opened unless an event contracted Security Officer is present. Freight doors may be closed at the discretion of the KBHCCD if inclement weather poses a threat to the facility. The freight doors will be closed if sustained winds reach 25 – 30 mph.
- » Armed commissioned security officers (Level III) must be licensed and contracted through the designated ESP. This includes off-duty law enforcement officers.
 - Lessee may not utilize their own security personnel in an armed capacity on the KBHCCD's property unless the officers and employing company are properly licensed to provide those services in Texas.
 - Close personal protection for VIPs or other dignitaries is a very high liability area and must be outlined in detail in the Security Plan. Unarmed personnel from the ESP and the lessee's own appropriately licensed employees may perform this function. However, any armed close personal protection must be performed by on-duty or off-duty law enforcement officers having jurisdiction on the KBHCCD's property or by duly licensed Personal Protection Officers (Level IV) in accordance with State of Texas laws and employed by a company licensed to perform such security services in Texas.
- » The lessee may utilize their internal security management, or a third-party consultant, to assist in developing the overall Security Plan. However, if the employee or consultant is expected to have direct operational control over the security officers hired then this needs to be clearly delineated in the Security Plan's Command & Control Plan.
 - For the purposes of this section, the term "internal security personnel" refers to employees directly employed by the lessee and not contract personnel (i.e., a W-2 employee versus a 1099 contract employee).

- If a 3rd party consultant shall be in direct control of security operations, then they must meet all licensing requirements to operate as such as outlined in State of Texas laws.
- » Law Enforcement Officers (LEO) employed by the ESP must adhere to KBHCCD policies including parking, access to restricted areas, and follow assigned duties. The ESP is responsible for managing all off duty law enforcement officers working their event.
- » Security Officers shall not be used as ticket takers, to pass out brochures, or perform other non-security related duties. Other personnel, contractor, or volunteer can be used to fulfill this function.
- » The ESP, in conjunction with Show Management, shall ensure that all room occupancy loads are not exceeded. The Dallas Fire Marshal is the ultimate authority on room occupancy and other life safety issues. The KBHCCD reserves the right to shut down any meeting, productions, shows, events, etc., if they pose a safety hazard or at the direction of the Dallas Fire Marshal.
- » It is very highly recommended that Show Management designate a Safety Officer from within their staff or through their General Services Contractor (GSC) whose sole function is to ensure all applicable OSHA and KBHCCD safety requirements are being met.
- » At the start of all general sessions, meetings, productions, etc., Show Management or their designee shall make a safety announcement that will include at a minimum:
 - Identification of the emergency exits.
 - Directives to keep the aisles clear (i.e. no standing in the aisles, do not block exits, etc).
 - No smoking, vaping (e-cigs), or the use of tobacco products inside the facility. Smoking is only permitted in designated areas.

The announcement(s) should be repeated periodically during the program, such as between speakers, between entertainment acts, or intermission. A copy of the announcements will be included in the overall security plan for review by the KBHCCD's Security Department and/or Dallas Fire Marshal.

- » ***Docks and Move-In/Out:*** The freight loading docks pose a hazardous work environment especially during move-in and move-out. Show Management in conjunction with their GSC are ultimately responsible for safe operations in the freight docks and any areas where move-in and move-out are being conducted. However, the ESP is an integral part of the Dock Logistics Plan. The following basic safety requirements shall be adhered to and enforced by the ESP, GSP and Show Management:
 - Smoking or vaping is NOT permitted indoors at any time. This includes the parking garage. Per City of Dallas ordinance, there is no smoking anywhere there is an overhead covering or within 15 feet of any entrance. There is no smoking in the dock area. Smoking is only permitted in designated areas.
 - No children under the age of sixteen (16) are allowed in the dock area at any time or in any area (including exhibit halls, ballrooms, etc. where move-in/out is being conducted and equipment is being utilized (i.e. forklifts, utility carts, lifts, etc.) or overhead work is being performed (i.e. rigging, truss work, banner hanging, etc). Children under sixteen (16) may enter move-in/out areas once all equipment has been staged, rigging completed, etc. at the discretion of Show Management. Children under sixteen (16) are prohibited from being in the Dock area at all times. Failure to adhere to this may result in the ejection of the child and the parent/guardian.
 - Attendees are afforded a higher degree of "duty of care" than exhibitors. Attendees are not permitted in the dock areas at any time. Exhibit halls must be cleared of all attendees/guests before move-in/out can commence.
 - Exhibit Hall doors, meeting room doors, and fire apparatus (e.g. strobes, hose cabinets, fire extinguishers, etc.) must be monitored during move-in, show days and move-out. Doors should not be propped open or blocked except for the immediate passage of people or equipment. Fire apparatus must be visible and accessible at all times.
 - Often exhibitors and attendees wish to exit the exhibit halls directly through the docks to the parking lot or to await transportation. The KBHCCD highly discourages mixing pedestrian traffic with vehicle traffic in the dock basin. This poses a dangerous risk to all involved. If the client desires to create a path from the exhibit floor to the parking lots via the docks then there must be a detailed plan with appropriate staffing to ensure the safe and efficient movement of people through the dock area and vehicle travel lanes.

Should the client desire to pursue this option then the addition of off-duty Police Officers from the Dallas Police Department may be required to control pedestrian and vehicular traffic.

- No bicycles, motorcycles, skates/skateboards, hoverboards, or any other mode of transportation deemed unsafe by the KBHCCD Security Department are permitted in the dock area. The use of “Segways”, scooters, etc are not permitted inside the building without express written permission of the KBHCCD Director of Safety & Security.
- No vehicles, forklifts, crates equipment shall be parked or left unattended on the loading dock ramps. The ramps are considered emergency egress routes and must be kept clear at all times. This includes all dockside doors. Blocking these with forklifts, carts, etc. is a serious violation.
- **Dock Passes:** All Dock Passes shall be issued in accordance with KBHCCD policies. All Dock Passes should be either hung from the rear-view mirror or placed on the dashboard where it is clearly visible. Any pass that has been tampered with or altered is deemed invalid.
- **Contractors:** The control, accountability and safety of all contractors working at an event including General Service Contractors (GSC), Exhibitor Appointed Contractors (EAC), Installation and Dismantle Contractors (I&D), and Show Appointed Contractors (SAC) is the responsibility of the client/lessee. It is imperative that the client/lessee have a comprehensive plan to identify and control access of all these contracted personnel. It is recommended that the Event Security Provider (ESP) be assigned this function and coordinate with the GSC to ensure consistent entry and access controls are in place for all contractors and temporary staff.
- » Event Security Providers are required to enforce KBHCCD policies and procedures. This includes the prohibition of outside food and drink (unless lessee has a buy-out), helium balloons, air horns, drones, etc.
- » **Failure of Staffing:** Should in the opinion of the KBHCCD the client/lessee fail to appropriately staff its event security requirements, the KBHCCD may fill any vacancies/shortfalls with a provider of its choice. The cost for this will be borne by the client/lessee and they will be charged at a rate of a minimum of \$65 per hour, per officer, with a four (4) hour minimum.

CROWD MANAGEMENT

Crowd Management is a major concern during any event. The KBHCCD follows the National Fire Protection Code (NFPA) 101 which outlines the minimum Crowd Management guidelines for mass gatherings.

Large meetings and assemblies have common challenges and characteristics: large crowds entering and egressing, threats of crowd crush, crowds unfamiliar with their surroundings the building's fire protection and egress systems, etc.

Assembly occupancies require the presence of Crowd Managers to assist with orderly evacuation and to ensure that all occupants can leave the venue successfully in emergency and non-emergency events. They are trained to understand safety and security hazards that can endanger the public assembly, understand crowd management techniques, understand methods of evacuation and movement, and more.

Where the occupant load meets or exceeds 1,000 then four (4) trained crowd managers shall be provided. The minimum number of crowd managers shall be established at a ratio of one crowd manager to every 250 persons. For example, an event with 1,000 persons would require four crowd managers; an event with 1,500 would require six crowd managers. One Crowd Manager must be designated as the Principal Crowd Manager.

Some of the duties of the Crowd Manager include:

- » Means of egress shall be continuously maintained free of all obstructions or impediments for full instant use in the case of fire or other emergency. This includes exit access, exits and exit discharge which may be outside of the building.
- » No furnishings, decorations, or other objects shall obstruct exits or their access thereto, egress therefrom, or visibility thereof.
- » Every door opening and every principal entrance that is required to serve as an exit shall be designed and constructed so that the path of egress travel is obvious and direct.
- » Exit doors shall be arranged to be opened readily from the egress side whenever the room is occupied.

- » The total capacity of the means of egress shall be sufficient for the occupant load thereof.
- » Storage of combustible materials shall be orderly (this includes ensuring that fire protection systems are not obstructed). This must be approved by the Dallas Fire Marshal.
- » Means of egress shall be marked (including exits and paths to get to the exits).

All Security Officers assigned by the ESP to work any event at the KBHCCD shall be certified as Crowd Managers in accordance with NFPA 101. It should be noted that Security Officers alone may not be sufficient to provide the adequate number of Crowd Managers required under NFPA 101. The Lessee/Show Manager is ultimately responsible for ensuring the proper numbers of Crowd Managers are on hand for each assembly. This may necessitate training Show Management staff, volunteers, ushers, etc., to supplement trained security personnel.

The ESP is responsible for checking the interior exits and must notify KBHCCD Security Department that all interior exits are clear prior to show opening. KBHCCD Security is responsible for checking all exterior exits.

Crowd Managers may not be required under certain circumstances. Final decision is up to the Dallas Fire Marshal.

- » This requirement shall not apply to assembly occupancies used exclusively for religious worship with an occupant load not exceeding 2,000.
- » The ratio of trained crowd managers to occupants shall be permitted to be reduced where, in the opinion of the authority having jurisdiction (AHJ), the existence of an approved, supervised automatic sprinkler system and the nature of the event warrant.

SPORTING, DANCE, CHEERLEADING, OR ENTERTAINMENT EVENTS

In addition to the minimum requirements listed above, certain events by their very nature pose additional risks to the facility, lessee, exhibitors, guests, spectators, etc. These events necessitate more proactive security arrangements for the safety and security of all persons in attendance. These requirements apply regardless of the venue utilized. They apply to any meeting room, theater, ballroom, exhibit hall, or open space utilized for sporting, dance, cheerleading, or other entertainment function.

Some examples of additional requirements include:

- » Practice areas often pose an issue for these types of events. The use of the public concourse or outdoor spaces for practice/rehearsal is not permitted. Additional Security Rovers may be needed to control crowds, particularly children. The use of dedicated spaces for practice, warmups, rehearsal, etc., should be included in the overall plan with the appropriate level of security.
- » Dressing Rooms/Green Rooms often invite autograph seekers, etc. All dressing rooms/green rooms should be secured in a manner that best protects the occupants.
- » Stage Left/Stage Right: Security Officers specially trained on managing crowds should be utilized stage left and right when appropriate.
- » Front of the house/stage poses great risk during performances, VIPs, Keynote Speakers. The Security Plan must address front of the house/stage security measures.
- » During many sporting events and performances, the aisles will become clogged with spectators. It is incumbent upon the Client and their contracted ESP to ensure that the aisles are always kept clear for the free flow of patrons and emergency response personnel. The use of ushers can assist in this endeavor and reduce the reliance upon Security Officers.

YOUTH EVENTS

Events focused on children, or anticipating large numbers of children, also require special security considerations. Children are susceptible to exploitation, and it is the mission of the KBHCCD to protect any children attending an event at the KBHCCD with all reasonable precautions.

Many events at the KBHCCD that involve large numbers of children include sporting events, i.e. basketball, volleyball, dance, cheerleading, thespian performances, etc. Any event that has large numbers of children must provide additional security measures such as Lost Parent/Child reunification areas, roving security patrols looking for illicit behavior, dealing/communicating with Autistic children, etc. Furthermore, the ESP

must develop plans to control children from wandering or playing in areas not associated with or appropriate for the event. It is essential that children attending one event are not disruptive to any other event at the KBHCCD.

Other challenges facing child-centric events include disruptive/argumentative parents and family members as well as coaches. The nature of many of these events can cause people to become very emotionally involved in the performance or outcome of the event. The ESP and Show Management must have a well-defined set of rules for proper conduct and these should be widely disseminated to all attendees. The ESP's plan should include procedures for removal of any disruptive individuals.

MISSING/LOST CHILD/ADULT & REUNIFICATION

Lost/missing children or endangered adults can be cause for severe stress. The overall event security plan should have a functional annex that addresses these situations. It is very highly recommended that a highly visible reunification area be designed within the event space to help bring these situations to a quick resolution.

Whenever a situation of this nature arises there shall be no delay in notifying KBHCCD security. KBHCCD Security has contact with the applicable resources to help resolve the situation more quickly than Show Management alone.

REQUIREMENTS FOR K-9 SERVICES

In order to provide a safe and secure environment of the employees, customers and guests of the KBHCCD the following requirements will be adhered to for employing K-9 services at the KBHCCD. These rules apply to the use of explosive K-9s or vapor K-9s. The use of narcotics detection K-9s is prohibited unless approved by the KBHCCD in advance.

- » All K-9 services must be contracted through the Event Security Provider (ESP). Clients/show management, exhibitors, General Service Contractors (GSC), etc., may not contract with a K-9 service directly.
- » All companies that are providing K-9 services must be properly licensed according to Texas law and provide the requisite insurance and other documentation to the KBHCCD's Security Department.
- » Effective October 1, 2028, any K-9 company performing work at the KBHCCD must be "Certified" or "Designated" under the Department of Homeland Security's (DHS) Support Anti-terrorism by Fostering Effective Technologies (SAFETY) Act to provide security services applicable to their operations at the KBHCCD. A copy of the company's "Exhibit A" from their approved SAFETY Act application must be included in the ESP's security plan.
- » The ESP shall provide as part of their overall security plan a deployment plan detailing how the K-9 services will be utilized on KBHCCD property. At a minimum this shall include a schedule, areas to be checked, Post Orders, Special Orders, and actions to be taken upon a 'hit' or 'alert'.
- » The ESP shall provide copies of the certifications for all K-9s and their handlers working the event. This documentation shall be included in their security plan.
- » If the client requests area searches of articles, freight, etc., they must understand that common items (i.e. solvents, gaff tape, etc.) may cause the K-9 to alert. The client must be prepared for the potential work stoppages, evacuations, etc.; therefore, general area searches are discouraged unless there is a bona fide threat or articulable necessity.
 - If area searches are to be performed, all freight, gang boxes, toolboxes, etc., should have an emergency contact name and cell number posted conspicuously on them to expedite clearing any K-9 alerts.
- » In situations where dignitaries or high-profile visitors are present, K-9 services may be coordinated through the Dallas Police Department or third-party K-9 providers as appropriate.

LUGGAGE STORAGE

Any baggage/luggage storage areas must be clearly defined and secured. A tag shall be affixed to each article stored within the controlled area with the owner's name and cell number. The storage area shall be staffed anytime there is any article stored within.

LOCK CHANGES

Temporary locks or chains may not be placed on doors of exhibit halls, meeting rooms, or staff offices. The KBHCCD can provide keys and lock changes for its clients. All lock changes must be requested through the assigned KBHCCD Event Manager. Fees apply for all key and lock changes as outlined in the fee schedule. All key and lock changes should be submitted to the assigned KBHCCD Event Manager no later than seven (7) business days prior to the first contracted day.

KBHCCD Security Officers are responsible for locking/unlocking all hall doors, meeting rooms (except those on lock change) and freight doors as requested by the Event Manager or ESP. The ESP is responsible for providing access and ensuring that lock change rooms are secured.

COOKING

From time to time, events at the KBHCCD will include cooking on the show floor or in meeting rooms. The Fire Marshal shall determine the legality and safety requirements of these situations.

The ESP is responsible for understanding what the Fire Marshal has mandated and shall monitor any area where cooking is taking place to ensure these mandates are followed. This includes such things as; ensuring the correct fire extinguisher is present; that all appliances have been turned off following the close of the show each day or when no one is present.

RADIOS AND KEYS

The ESP is responsible for furnishing the required communications system for its employees working at the KBHCCD. Each Security Officer must have a radio at a minimum. Both radio and cellular communication is preferable. The KBHCCD Security Department will provide at least one (1) KBHCCD radio on which Building Security can be reached for emergency situations or to have doors locked/unlocked.

All Event Security Officers with a KBHCCD radio will check-in/out on the radio at the start and end of their shift. They will also check-in with Security Dispatch at least hourly if not responding to calls for service.

The ESP's on-site supervisor or manager will receive a set of keys for their assigned event space. They are responsible for safeguarding the radio and keys. They may be required to leave their ID as collateral for the equipment. Under no circumstances should the radios and/or keys be passed from person to person.

The radio(s) and keys will be checked in/out at the KBHCCD's Security Dispatch Center.

FIRE EXTINGUISHERS

All ESP personnel working at the KBHCCD should be familiar with the location of the nearest fire extinguisher and have been trained in the proper use of a fire extinguisher.

VEHICLE INSPECTIONS

For the purposes of this section the term "Vehicle" refers to any motorized vehicle, vessel, aircraft, etc that utilizes a combustible fuel.

The KBHCCD Security Department reserves the right to search any vehicle accessing the loading dock for contraband or other items that may be deemed hazardous.

The Dallas Fire Marshal is responsible for the procedures for inspection of all vehicles that will be displayed inside the KBHCCD. The ESP's Security Officers are responsible for ensuring that each vehicle entering the building has been inspected by the Dallas Fire Marshall and has the appropriate permit.

EMERGENCIES

All emergencies (e.g. injuries, illness, disputes, thefts, etc.) must be reported immediately to the KBHCCD Security Department. The KBHCCD Security Department will coordinate the emergency response of EMS, Fire or Police. The ESP's employee should remain on the phone or radio channel and provide the KBHCCD dispatcher with all relevant information necessary to help first responders. It is imperative that the ESP's employees are familiar with their immediate area and able to communicate that to the KBHCCD dispatcher.

INCIDENT REPORTS

ESP Security Officers must submit written statements/reports of all incidents, regardless of severity (e.g. theft, injury, damage, destruction, etc.) to KBHCCD Security before the end of their shift. Written statements/reports must include the time, date and location of the incident, witnesses, a full description of the incident and the name of the party writing the statement/report.

KBHCCD Security Department will produce an Incident Report on all issues that occur on KBHCCD property. Copies will be available through the City of Dallas' open records process. Medical reports will only be available through the Event Medical Provider or approval of OVG Risk Management as appropriate.

APPEARANCE, ETC.

All ESP personnel shall report to work in the prescribed uniform. It shall be neat, clean, and ironed. Supervisors/Managers shall be is a clearly distinctive uniform that allows for ready identification as a supervisor/manager.

ESP personnel are not permitted to bring large backpacks, gym bags, or large tote bags on KBHCCD premises. Personal items (e.g., purse, lunch bag) are permitted but shall not be keep at the individual Officer's post. They should be stored in a designated, secure area, outside of public view.

ESP personnel are discouraged from accepting personal visitors during work hours and from loitering on KBHCCD property prior to or following assigned work schedules.

KBHCCD reserves the right to trespass, temporarily or permanently, any ESP employee who deviates from the policies and procedures of the KBHCCD, depending upon the nature of the violation.

The KBHCCD has a "No Take" policy. Event staff are not allowed to take gifts, leftovers, etc. from the Center without prior approval of the KBHCCD and/or Show Management. In each case wherein removal of property is approved, then a Package Form shall be completed and signed by the person/company giving away the property along with their business card.

KBHCCD reserves the right to trespass, temporarily or permanently, any EEMP employee who deviates from the policies and procedures of the KBHCCD, depending upon the nature of the violation.

Event Staffing Proactive Compliance Inspections will be conducted by KBHCCD staff to ensure compliance with these directives. Inspections will take place on a regular basis with violations noted and forwarded to State of Texas investigators, if applicable.

PARKING

Parking for all ESP employees and contractors will be available at rates established between the KBHCCD and its exclusive parking contractor (Ace Parking). The ESP is free to negotiate rates with Ace Parking. Show Management may or may not pay for parking as part of their contract with their contractors/vendors. Regardless of the methodology, personnel working the event are not entitled to free parking. This requirement also applies to First Responder personnel working directly for the event in an off-duty capacity. Contracted law enforcement officers, EMTs, firefighters, and paramedics are required to pay for parking when working off-duty at the KBHCCD. All parking will be on a space available basis. Only law enforcement officers working off-duty at an outside traffic post may park their vehicles near their traffic post.

OTHER

The KBHCCD reserves the right to alter and/or amend these requirements as necessary to meet the goals and objectives of the KBHCCD.