



EMERGENCY PROCEDURES FOR SHOW MANAGERS

The safety and wellbeing of our clients and attendees are foremost in the minds of the Phoenix Convention Center staff. This information is provided in the unlikely event of an emergency. If you have questions about this information or any safety and security measures at PCC, please contact a member of our security team listed at the end of this document.

About PCC

The Phoenix Convention Center Operations Center is open 24 hours a day, every day of the year. Security operations are coordinated there. The phone number for the **Operations Center is 602-262-7271**. The Operations Center staff is available to help you anytime!

55 Automatic External Defibrillators (AED) are distributed around the PCC campus. AED cabinets are alarmed and opening a cabinet will generate a response from Security. Take the time to locate the nearest AED to your location.

First Aid rooms are available on every exhibition level. Your Event Manager can provide more information on their use.

Event security personnel can assist you by controlling access to your space, coordinating emergency medical response and a host of other duties essential to security and life safety.

How to Report an Emergency

Emergencies may be reported to:

House Security at **602-262-7271** or dial **85** from any house phone.

- House Security will call 9-1-1 for Phoenix Fire Department and/or Phoenix Police Department and coordinate their arrival.

9-1-1 directly.

- If 9-1-1 is called directly, please inform the nearest security guard or staff member so that we can work with first responders to expedite their arrival.

Emergency Evacuation

You and your event Manager should agree to meet at a specific location in case an evacuation of the building is required. Should the fire alarm sound, you and your guests should immediately evacuate the building using the nearest exit. After you have safely left the building you should meet your Event Manager at your agreed location.

Your Event Manager will be in touch with our Operations Center and will provide you with the latest and most reliable information.

Nearest Locations for Pharmacy, Urgent Care, Hospital

Fry's Pharmacy 100 E. Jefferson Street., Phoenix 0.3 mi SW - (480)569-6805	Express Urgent Care 333 W. Thomas Road Phoenix 2.6 mi. NW - (623)322-5900
CVS Pharmacy 50 W Jefferson Street Phoenix 0.3 mi. SW - (602)296-7611	Banner- University Medical Center 1111 E McDowell Rd, Phoenix 1.2 mi. NE - (602)839-2000
Banner Urgent Care 1 N. Central Ave., Phoenix 0.32mi W - (602)255-7650	Banner - University Women's Institute 1300 N 12th Street, Phoenix 1.1 mi. NE - (602)839-4915
Concentra Urgent Care 1818 E. Sky Harbor Cir. Phoenix 1.7 mi SE - (602)244-9500	St Joseph's Hospital Medical Center 350 W Thomas Road, Phoenix 2.2 mi. N - (602)406-3000

We suggest the use of the following announcement prior to your general session:

“Hello and Welcome. Before we get started today, we'd like to take a minute to remind everyone that in the unlikely event of the need to evacuate this building an alarm will sound. If this occurs, please immediately vacate the building using the nearest exit. Once outside, staff will be on hand to provide updates and information.”

Should an alarm sound during a presentation, may we suggest that the speaker assist with a safe evacuation by making the following announcement?

“Ladies and Gentlemen, this alarm means that an emergency has been reported in the building. Please move immediately towards the nearest exit and evacuate the building. Remain calm and help each other. If you require assistance, gather near the elevator where you see the blue sign and wait there for security staff to arrive.”

Questions? Our staff is ready to answer your life safety and security questions. Please contact:

Tom Kaucke
Security Manager
602-262-5063
Thomas.Kaucke@phoenix.gov