

Monterey Bay Aquarium AZA Accreditation Crisis Management-Drill Evaluation

Drill Type:	Main Aquarium Evacuation. Evening Event Staff-SSA	Date Conducted:	3/6/2017
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Type of Drill: Live Action –	Notification / Alert Method: (check all that apply)	Participants: (check all that apply)
<input type="checkbox"/> Live Action <input type="checkbox"/> Table Top <input type="checkbox"/> Fire / Evacuation <input type="checkbox"/> Human Injury <input type="checkbox"/> Severe Weather <input type="checkbox"/> Animal Escape Recapture <input type="checkbox"/> Dive Emergency <input type="checkbox"/> Lock Down <input type="checkbox"/> Work Place Violence <input type="checkbox"/> Active Shooter <input type="checkbox"/> Bomb Threat <input type="checkbox"/> Electrical Supply Interruption <input type="checkbox"/> Other:	<input type="checkbox"/> Audible/ Visual Alarm <input type="checkbox"/> Everyone E-mail <input type="checkbox"/> Everyone Voice-mail <input type="checkbox"/> Hand-Held Two Way Radio <input type="checkbox"/> Word of mouth <input type="checkbox"/> Other:	<input type="checkbox"/> All Building Occupants <input type="checkbox"/> Work Force <u>51</u> <input type="checkbox"/> Guests- numbers: <input type="checkbox"/> Volunteers <input type="checkbox"/> Contractors <input type="checkbox"/> Daily Crisis Managers <input type="checkbox"/> Executive Crisis Managers <input type="checkbox"/> Fire Department <input type="checkbox"/> Police Department <input type="checkbox"/> Department Staff Only <input type="checkbox"/> Team Specific <input type="checkbox"/> Other:

Incident Command System Used? No

Scenario (If necessary attach separately): 51 members of the Evening Event Staff working both for the MBA and SSA who facilitate evening events, food preparation, programs, food service and other guest related service after regular business hours were given the 2017 Emergency Procedures Pocket Guides and attended a 1 hour training on the guide and evacuation procedures for evening events.

The one hour briefing consisted of review of their emergency guidebooks, evacuation tools and resources available to them and the procedures for evacuating guests from the building at night. After the initial training the staff was escorted to the location of all evacuation supply boxes and evacuation gathering site. Once the briefing was completed, the staff members were divided up into various areas of the Aquarium where they would likely be working their regular event duties. Once they were in place, a pull station was activated initiating the fire alarm within the building. The staff was then observed and evaluated on their response to the alarm and subsequent evacuation from the building.

List Below Names of Evaluation Team Members:	Date of Evaluation:	3/6/2017
<ol style="list-style-type: none">1. Director of Security2. Security Manager3. AGM Service Systems Associates4. Catering Operations Manager, Service Systems Associates5. Executive Chef6. Catering Operations Assistant manager7. Event sales Coordinator8. Events and Conference Senior Coordinator9. Event Catering Sales Manager10. Senior manager Events Catering and Sales		

Monterey Bay Aquarium AZA Accreditation

Crisis Management-Drill Evaluation: Goals and Outcomes

List Drill Goals and or Desired Outcomes:	List Drill Outcomes and Degree of Goal Achievement
1. Goal: Verify that staff members are familiar with the fire alarm system, what it looks and sounds like.	1. All staff members responded to both audio and visual alarms and appropriately evacuated the building utilizing evacuation routes.
2. Goal: verify that SSA and Evening event staff understand their roles in an evacuation of the building.	2. Staff demonstrated their understanding of their roles by directing simulated guests out of the building, getting them safely across the street and into the evacuation gathering location.
3. Goal: Ensure staff know where the evacuation resource and supply cabinets are located within the building and what resources to utilize in an evacuation.	3. Staff effectively removed the necessary supplies from the associated cabinets along the evacuation routes and utilized the resources effectively during the evacuation.
4. Goal: Ensure that the staff knows where to evacuate guests during an evening event and what to do for access to facilities and shelter from inclement weather.	4. Staff evacuated effectively to the bus turn around and opened the education building lower doors allowing access to facilities.
5. Goal: Evaluate proper use of evacuation equipment by event staff (bull horns, stop signs, vests, etc.)	5. Staff utilized vests, stop signs, doors stops, bull horns and barricades effectively.
6. Goal: Ensure that all staff evacuate to the evening evacuation gathering area and post the green evacuation beacon as a guide to guests.	6. Staff posted 4 green evacuation beacons and deployed them effectively throughout the bus turn-around illuminating the designated evacuation zone.
7. Goal: Ensure that all food is properly covered, burners are turned off, and kitchen food storage and handling protocols have been addressed.	7. All Sterno candles were extinguished immediately upon the alarm activating, food was properly covered and maintained in warming boxes.
8. Goal: Staff roster was completed and all staff were accounted for.	8. Staff all signed in on the roster and then re-deployed to security the perimeter of the building and evacuation zone.
9. Goal: Service recovery options are discussed and in place for guests who are upset by the evacuation and are seeking some form of restitution.	9. Service recovery strategies were discussed amongst the staff with the emphasis on provided a positive guest interaction and experience.

Drill Start Time/ Alarm Sounded: 3/6/2017 19:22	Time Drill Concluded: 3/6/2017
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Time Log- List time of key events and notifications. (If necessary, attach command's time stamped activity log)	
List chronology of events: 18:00 All staff briefing 19:04 Evacuation supplies and gathering site walk through 19:07 Notification made to County Comm. and Sentry Alarm regarding drill. 19:15 Event staff deployed throughout the Aquarium 19:20 Pull Station activated 19:40 Drill complete	
Identify notable achievements and improvements implemented since previous drill evaluation.	
✓ This was the <u>first annual evening event drill.</u>	✓

Identify Deficiencies and Vulnerabilities
<ol style="list-style-type: none"> 1. Identified that the Security Department needed a script for drill notifications on overhead announcements and radio. 2. Identified that Security needed a script for evening event guests advising them of alarm status. 3. Service recovery plan needed for guests who want an immediate refund of their purchase price for the event. 4. Identified that two bull-horns were defective.

Identify Mitigation and Plans for Improvement:
<ol style="list-style-type: none"> 1. Announcement script being drafted for drill notifications. 2. Announcement script being drafted for guest notifications of alarm status. 3. Working with sales regarding protocol for upset guest refund service recovery 4. Bull-horns replaced.

Other Comments:

- "Thank you to you and your team! It was very smooth, clear and helpful." – Events and Conferences Senior Coordinator
- "I've been doing this for 25 years and this is the first time I have ever been to training on what to do at night when the fire alarm goes off, Thank You!"

List Executive Leadership and other management staff copied on this report and their comments:

COO
VP Operations
Director Husbandry (AZA Review)

Orientation Briefing – Slide Deck

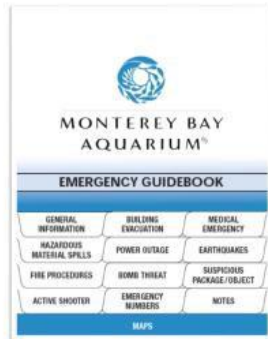
Evening Event Staff Evacuation Training 2017



What is Your Role When the Fire Alarm Activates?



Do We Have a Plan?



- Who's job is it to evacuate the MBA when the alarm goes off?
- Where are the resources located to facilitate the evacuation?
- Where do staff and guests from an evening event gather?
- Who is in charge?

Security Operations Center



What is Security doing while you are evacuating?



- Silencing the alarm panel and determining where the source of the alarm is.
- Dispatching the other security officer to investigate the source of the alarm.
- Coordinating with the fire department and alarm company.

Evacuation Tools



Evacuation Tools



Evacuation Beacon
located in all
evacuation supply
cabinets.



What not to do

1. Do not assume that the alarm is a test, or false alarm.
2. Do not assume that if you can't clearly hear the alarm that the alarm is malfunctioning. Some notification devices do not have sound, only a flashing light.
3. Do not go back into the aquarium building until an all clear has been given.
4. Do not speculate what caused the alarm, or relate anything to guests associated with what you think might have happened.

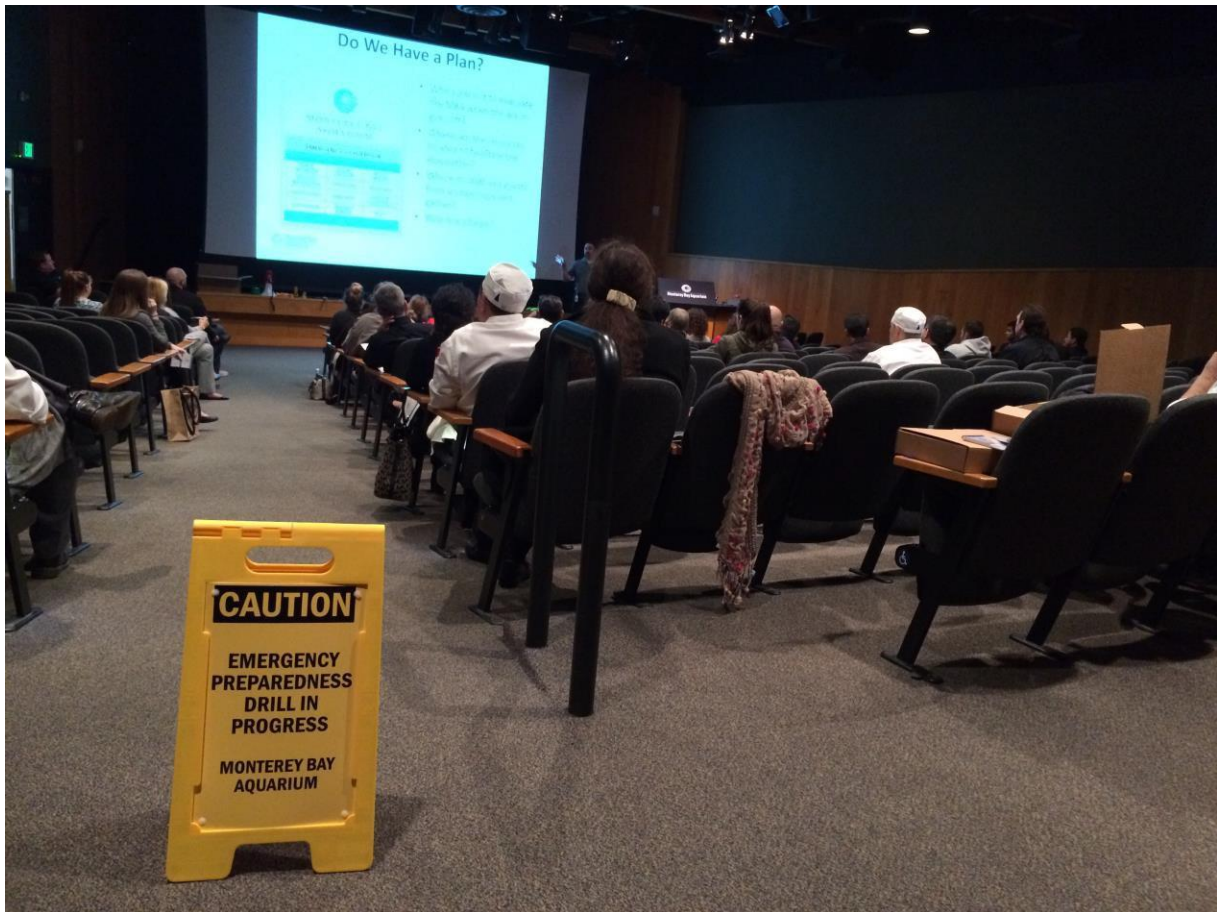


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Photos of Drill





Food Storage in Warmer while
guest have evacuated.





2017 Evening Event Staff