

# Super MAGFest Security Procedures

**When in doubt, call 911.**

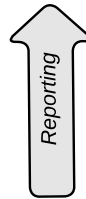
**FestSec** (our volunteer security) can be recognized by their **red vests**.

**Contact FestSec** via radio channel 2 or text/call the Security Hotline, 1-833-337-8732 (1-833-FEST-SEC). **Also on back of badge.**

**Gaylord Safety Services:** 333 on any hotel phone or 301-965-4500. **Save to your favorite contacts.**

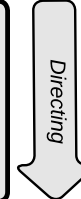
## How To Report A Crisis:

- **In-Person** to FestSec, Gaylord Employees, Uniformed Police/Fire/EMS
- **By Radio** on channel 2 (security)
- **On Slack** in #super-security-questions
- **Via Text/Call** to the Security Hotline: 1-833-337-8732 (1-833-FEST-SEC)



## Chain of Communication

FestSec  
DHs & Trained Crowd Managers  
Other Managers  
Floor Staff  
Attendees



## A Major Crisis Will Be Announced:

- **On Slack** @channel in #announcements and #super-general
- **By Radio** on all channels
- **In-Person** from Manager, Department Head, or FestSec where available
- **By Text** to numbers marked as Staff, if necessary

A Crisis should be identified by its **location** and by its **level of severity**, indicated by the alert levels on the back of this sheet. For example: "I'm reporting an medical alert in Chesapeake 7. There is a male in a blue shirt and black pants having an asthma or anxiety attack."

**FestSec generally acknowledges reports within 0-3 minutes.**

**The responder will communicate if any further action is required from you, and will dispatch the appropriate personnel to the Crisis.**

## IF AN ATTENDEE REPORTS A SAFETY ISSUE TO YOU

- **Listen first.** If an attendee is actively experiencing an issue, they may have difficulties explaining what's going on. Make sure you listen carefully to identify the issues and how you should respond.
- **Repeat what you've heard.** Repeat what you believe the attendee to have said and make sure you understand them clearly.
- **Report and Resolve.** Depending on the details of the event, Relay to FestSec or your area's manager.
- **If needed, relay attendee to a trained report taker.** In cases of harassment or assault, an attendee might need help that you aren't able to provide, and that's okay! We have trained report takers who can help. In these cases, your job is to facilitate connecting your attendee to FestSec. If you sense an issue might require a report taker, please don't try to take a report on your own! It's easiest if a potential victim only has to tell their story once, and to as few people as possible.

## IF AN ATTENDEE IS UNCOOPERATIVE

- When in doubt, or if you don't feel comfortable interceding directly, **CALL FESTSEC!**
- If you do step in, **ask another staffer to back you up.** If needed, they can call security while you de-escalate.
- Lower your volume and relax your body language. Move to a quieter place if possible.
- **Remember, there's no need to debate.** Your role is to communicate the rules and procedures as they exist.
- Ask if they are willing to walk with you (or another staffer) to security. Or ask how they would like to see the issue resolved.
- Obtain a **picture, name, and/or badge number** if you can. Do not touch them physically or take their badge.

Failure to report a crisis, giving conflicting instructions, or delaying in disseminating instructions can have serious consequences during a Crisis.  
Please defer to the FestSec in all cases.

## Yellow Alerts

An incident that is confined to a small area. EMS and/or Police may be needed.

Examples:

- Minor medical emergency (broken bone, allergic reaction, altered mental state, etc.)
- Minor illegal activity (unauthorized sales, marijuana use/possession, etc.)
- Verbal altercation
- Suspicious bag left unattended
- Uncontrolled Line or crowd blocking walkways

Action:

- Report incident to FestSec
- Quarantine and deny access to area
- Guide responders to incident

## Orange Alerts

A localized incident that may increase in size and scope. EMS and/or Police should be called.

Examples:

- Major medical emergency (unconscious person, etc.)
- Major illegal activity (theft, assault, hard drug use/possession, etc.)
- Physical altercation or riot

Action:

- Report incident to FestSec
- Quarantine and deny access to area, if it is safe for you to do so
- Guide responders to incident

## Red Alerts

A life-threatening event that causes significant, widespread disruption and requires the evacuation of MAGFest. EMS and/or Police should be called.

Examples:

- Fire alarm
- Shooting
- Bomb Threats

Action:

- Get yourself to safety
- Report incident to 911 first, and then to FestSec
- Assist others only if it is safe for you to do so

**If the Crisis is a yellow or orange alert, and it is not in your area, you may continue operations as normal unless instructed otherwise. Do NOT go to the location of a Crisis. If a Crisis is a red alert, please prepare your area for evacuation and wait for further instruction by EMS, Gaylord staff, or the FestSec**  
**Please do not announce a Crisis or Crisis Response on social media until it has been made public by MAGFest official accounts.**

**Take action according to your level of comfort and the level of the Crisis. Taking action may include:**

- Providing light assistance such as directing security to the Crisis.
- Avoiding the area and/or closing it off.
- Sheltering in place until the Crisis is resolved.
- Evacuating the area by directing people towards appropriate exits. Personal property should be left behind as it can be recovered later.
- In the case of an active shooter, you may need to fight to address the situation. Breaking the train of thought of an assailant by throwing objects can distract them until additional help arrives.

## OTHER IMPORTANT TIPS

- **Know your location** within the Gaylord (Chesapeake 7, Expo Hall D, etc.).
- Familiarize yourself with marked exits, fire extinguishers, first aid kits, and AEDs.
- Evacuation route maps are printed on some room signage, by the room cap. Not all exits are evacuation exits; know which ones to point out to attendees in the event of an evacuation.

## SPECIAL NOTE ON FIRE ALARMS

Fire Evacuations at the Gaylord are usually not complete evacuations; they are zoned by floor or area. If you are not in an area where an alarm is going off, you may stay in your area unless instructed otherwise. The key indicator if your area is impacted by a fire alarm will be strobing white lights – you may hear audible fire signals from another area but your immediate area is impacted if you see strobes. Crash doors may close in some areas. If you see a fire alarm, notify attendees in your area that they need to evacuate. Look for emergency EXIT signs in your area and calmly and clearly direct attendees in that direction. Lock down your area as appropriate. Gaylord staff assigned to assist with evacuations will also guide you.

Once evacuated, do not return to the area until an “all clear” is communicated via FestSec or Gaylord Safety Services. Once the “all clear” is given, staff will be the first people readmitted so they can prepare the area for regular attendees.

Please note, the FestSec and Gaylord staff may not be in perfect sync with each other, so you may receive conflicting instructions. In general, please prioritize instructions from FestSec, using your best judgment where this is not feasible.