

# IBC Bank Plaza

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## EMERGENCY PROCEDURES HANDBOOK

# TABLE OF CONTENTS

<b>I.</b>	<b>INTRODUCTION</b> .....	<b>2</b>
A.	EMERGENCY PHONE NUMBERS .....	3
<b>II.</b>	<b>GENERAL INFORMATION</b>	
A.	BUILDING INFORMATION.....	4
B.	STAIRWELL LOCATIONS .....	4
C.	FIRE EXTINGUISHERS AND PULL STATIONS .....	4
<b>III.</b>	<b>FIRE PROTECTION SYSTEMS</b>	
A.	FIRE COMMAND CENTER .....	5
B.	FIRE RESPONSE TEAM .....	5
C.	SMOKE DETECTORS AND PULL STATIONS .....	5
D.	ALARM TRANSMITTALS .....	6
E.	FIRE SUPPRESSION/SPRINKLER SYSTEM .....	6
F.	SMOKE CONTROL SYSTEM.....	6
G.	EMERGENCY POWER SYSTEM.....	6
H.	EMERGENCY LIGHTING SYSTEM .....	6
I.	FIREMAN'S ELEVATOR .....	7
<b>IV.</b>	<b>EMERGENCY PROCEDURES</b>	
A.	EMERGENCY PLAN.....	8
B.	RELOCATION PROCEDURES .....	8
C.	GENERAL NOTES .....	8-9
D.	RELOCATION MOBILITY-IMPAIRED PERSONS.....	10
E.	FIRE ALARMS DURING BUSINESS HOURS.....	11
F.	FIRE ALARMS AFTER BUSINESS HOURS .....	12
<b>V.</b>	<b>EMERGENCY TRAINING PROGRAM</b>	
A.	EMERGENCY FLOOR/SUITE WARDENS .....	13
B.	EMERGENCY FLOOR/SUITE WARDEN'S TRAINING.....	13
C.	EMERGENCY FLOOR/SUITE WARDEN'S RESPONSIBILITIES DURING AN EMERGENCY .....	14
D.	STAIRWELL MONITOR.....	14
E.	CLASSES OF FIRE/FIRE EXTINGUISHERS.....	15
<b>VI.</b>	<b>MEDICAL EMERGENCIES</b> .....	<b>16</b>
<b>VII.</b>	<b>BOMB THREATS</b> .....	<b>17</b>
A.	Desktop Procedures Bomb Threat Checklist .....	18
<b>VIII.</b>	<b>EARTHQUAKES</b> .....	<b>19</b>
<b>IX.</b>	<b>SEVERE WINTER STORMS</b> .....	<b>20</b>
<b>X.</b>	<b>HURRICANES</b> .....	<b>21</b>
<b>XI.</b>	<b>TORNADOES</b> .....	<b>22</b>
<b>XII.</b>	<b>FLOOD</b> .....	<b>23</b>
<b>XIII.</b>	<b>POWER FAILURES</b> .....	<b>24</b>
<b>XIV.</b>	<b>ACTIVE SHOOTER</b> .....	<b>24</b>
<b>EXHIBITS</b>		
A.	EVACUATION ROUTE	
B.	USE OF FIRE EXTINGUISHERS	

## I. INTRODUCTION

The purpose of this **EMERGENCY PROCEDURES** handbook is to **explain the life safety features** of IBC Bank Plaza and **outline the specific steps** for Tenants and Emergency Floor/Suite Wardens to follow in the event of an emergency. The safety of Tenants is the primary concern of this plan.

In the event of a fire or other emergency, following these emergency procedures will maximize the chances of a safe and orderly evacuation and will minimize injuries, losses to the building and contents.

A coordinated effort by IBC Bank Plaza Management Team, Tenant Fire Wardens, Tenants and the Austin Fire Department personnel is required by this plan. Any suggestions or contributions that could help make this plan more effective are welcomed and should be directed to the Property Management Office.

# **EMERGENCY TELEPHONE NUMBERS**

<b>POLICE DEPARTMENT.....</b>	<b>911</b>
<b>FIRE DEPARTMENT.....</b>	<b>911</b>
<b>PARAMEDICS AND AMBULANCE.....</b>	<b>911</b>
<b>POISON CONTROL.....</b>	<b>1 (800) 222-1222</b>
<b>RED CROSS.....</b>	<b>(512) 928-4271</b>
<b>GAS LEAKS.....</b>	<b>911 OR 1 (800) 959-5325</b>
<b>POWER OUTAGES.....</b>	<b>(512) 322-9100</b>
<b>PROPERTY MANAGEMENT OFFICE.....</b>	<b>(512) 645-3260</b>
<b>IBC BANK PLAZA SECURITY.....</b>	<b>(512) 595-2285</b>

## II. GENERAL INFORMATION

### A. BUILDING INFORMATION

**IBC Bank Plaza** includes 194,794 square feet of office space on seven (7) floors and six (6) parking garage levels. A site plan and Emergency Evacuation Plan of the project is included at the back of this **EMERGENCY PROCEDURES** handbook.

### B. STAIRWELL AND FIRE ESCAPE LOCATIONS

There are **four stairwells** in the building. Stairwell 1 runs on the West side of the building, from the 13<sup>th</sup> level through ground level, exiting on Nueces St. Stairwell 2 runs on the East side of the building, from the 13<sup>th</sup> level through the interior of the building and exits behind the security front desk in the main building lobby. Stairwell 3 runs from Parking Level 6 to ground level and exits into the North East corner of the building into the loading dock entrance. Stairwell 4 runs from the IBC Bank Office area on the 1<sup>st</sup> level and exits in the North West corner of the building onto Nueces St.

### C. FIRE EXTINGUISHERS AND PULL STATIONS

All IBC Bank Plaza building levels have fire extinguishers located on each level, including parking garage levels. Each level has at least two fire extinguishers located next to all stairwell entrances and exits. On the 1<sup>st</sup> Floor, you can find a fire extinguisher at the security front desk, as well as inside the tenant spaces on every floor.

Since the fire extinguisher cabinet may be located differently on your floor, especially if you are a full floor tenant, it is very important to identify the location before a need arises.

There is one pull station located in the ground level fire control room.

### III. FIRE PROTECTION SYSTEMS

#### A. FIRE COMMAND CENTER

The **Fire Command Center** is located on the **lobby level** behind the front security desk and is monitored 24 hours per day.

The **Fire Command Center** is equipped with the following systems:

- 1) Fire alarm and communication panels
- 2) Elevator position panel
- 3) Air handling unit and ventilating fan override control panel
- 4) Emergency generator auxiliary control alarm and status indicator
- 5) Emergency Telephone

#### B. FIRE RESPONSE TEAM

The **Fire Response Team** is headed by the Fire Safety Director (Property Manager) and is composed of IBC Bank Plaza's Engineering Staff, Management Office Staff, Security Team and other building employees as required. Their duties and responsibilities include:

1. Verifying that the emergency generator and other emergency equipment are operating as required.
2. Verifying that all valves controlling water flow to the fire sprinkler system are in the open position.
3. Meeting the Fire Department unit with any available information as to the location and extent of the fire and to facilitate their access to the building as required.

#### C. SMOKE DETECTORS

**Smoke detectors** provide an early and **an automatic** indication of fire or smoke. Detectors are located on each level in the **main core hallways and elevator lobbys** of each floor area. There are smoke detectors located in each **mechanical room**. The activation of a single smoke detector will sound an alarm at the Fire Command Center.

#### D. ALARM TRANSMITTALS

1. Fire Alarms will sound when smoke activates the smoke detectors in the corridors, or when sprinklers are activated.
2. When the fire alarm is activated in the building, you will hear a siren alarm and a voice command.

#### E. FIRE SUPPRESSION/SPRINKLER SYSTEM

The building is equipped with an automatic **sprinkler system**.

#### F. SMOKE CONTROL SYSTEM

A smoke control system is provided for the building, which has the following features:

1. There are separate **stairwell pressurization systems** for stairwells 1 & 2. This minimizes smoke from entering the stairwells. For this reason, it is **imperative that stairwell doors are NOT propped open!**

#### G. EMERGENCY POWER SYSTEM

One diesel-driven **emergency generator**, with automatic controls and a fuel storage tank to store at least an **12-hour fuel supply**, are part of the building's fire system. Stand-by power is provided for the following:

1. Fire alarm and public address system
2. Fire detection systems
3. Fireman's elevator
4. Stairwell pressurization fans
5. Exit way and other emergency lighting
6. Automatic sprinkler flow detection system
7. All power requirements for lighting equipment for Fire Command Center
8. Building smoke evacuation system

#### H. EMERGENCY LIGHTING SYSTEM

An **emergency lighting system** is provided for normal and stand-by power sources, utilizing automatic transfer switches for the following lighting systems:

1. Stairwells and public exit ways
2. Exit Signs
3. Minimal lights in Tenant Suites are provided by a Diesel Powered Generator

## **I. FIREMAN'S ELEVATOR**

**Stand-by power** and normal power is available to **all elevators**.

The main elevator control panel is located behind the front security desk in the fire command center in the Lobby. This panel includes an **intercom system** for the Fire Department's use.

Elevator controls are provided to **automatically return all elevators to the ground level**. The Fire Department and/or Building Management provides fireman's key operation to permit manual operation.

In the event the fire alarm in the elevator lobbies is activated on the lobby floor, the elevators will recall to an alternate floors.



## IV. EMERGENCY PROCEDURES

### A. EMERGENCY PLAN

In the event of smoke and/or fire being detected, the following steps should be initiated immediately. Remembering R.A.C.E. will aid in bringing the following strategy to mind.

- R. Rescue:** Remove injured and other personnel from the area.
- A. Alarm:** Call the Fire Department at 911, giving as much information as possible. Identify the building as **IBC Bank Plaza at 500 West 5<sup>th</sup> Street**, and give the floor number of the fire. If time allows, **notify the Management Office (512) 645-3260** giving as much information as possible.
- C. Confine:** Isolate the fire. Close doors, smother the flames with a carpet, or unplug equipment that is on fire.
- E. Extinguish or Evacuate:** If the fire is minor in nature (wastebasket, etc.), you may attempt to extinguish it with a portable fire extinguisher, after first calling the **Fire Department at 911**. If the fire is too large to extinguish begin evacuation of your floor and of the building.

### B. RELOCATION PROCEDURES

1. Follow the directions provided over the public address system during an emergency. The programmed message will instruct occupants to go to the nearest stairwell and exit the building. **IT IS IMPORTANT FOR THE FIRE WARDEN TO INSTRUCT PEOPLE TO WALK DOWN THE STAIRWELL AND AWAY FROM THE BUILDING TO THE RELOCATION AREA UNLESS THEY ARE INSTRUCTED OTHERWISE.**
2. There is **ONE (1) DESIGNATED ASSEMBLY POINT** to use during a full building evacuation.

#### **ASSEMBLY POINT:**

**US Post Office parking lot at the SE corner of 5<sup>th</sup> Street and San Antonio Street**

### C. IMPORTANT GENERAL NOTES:

- **DO NOT PANIC!** Walk down the stairway to the ground floor level. **DO NOT USE THE ELEVATORS.**
- Remain calm and quiet and listen for instructions and directions from the Floor Wardens.
- Take off and carry high heel shoes to avoid tripping and/or falling.
- If there is smoke, stay low to the ground but keep moving.
- Close all doors when exiting to limit spread of smoke and fire.
- Leave all lights on.
- Keep all stairwell doors closed to eliminate the migration of smoke into the stairwell.
- If fire or smoke is encountered in the stairwell, re-enter the floor and proceed to the secondary exit stairwell. If this stairwell is also blocked, take refuge on your floor and notify the Fire Department or Security of your situation and your location. **REMAIN CALM.**
- If, while walking downstairs, you meet fire fighters coming up, stay on the outside/right of the stairs in a single file.
- NEVER proceed back up the stairs. Move to an upper floor only if directed by Fire Department personnel.
- When exiting to the street level, leave the building area. Do not stand around the lobby. Report to your assigned meeting place. Move cautiously and well away from the building. Watch for falling debris.
- Stay with company Fire Wardens so they can see if anyone is missing. **NOTIFY YOUR FIRE WARDEN OF ANY MISSING PEOPLE.**

#### **D. RELOCATION - MOBILITY-IMPAIRED PERSONS**

Mobility-impairment is a physical or medical disability which would prevent that person from descending the stairs in an evacuation situation at a rate of speed consistent with the normal flow of other building occupants, or which would cause such person physical harm if they attempted to descend the stairs.

Occupants who require assistance in evacuating during an alarm are responsible for:

- Advising Emergency Fire Wardens so that a pre-plan can be established;
- Practicing the evacuation procedures

##### **When the alarm sounds:**

- Mobility-impaired persons go directly to the predetermined stairwells on their floor. There are stairwells on the East and West sides of the building. At the entrance to each stairwell there is area of refuge for any mobility – impaired persons. These areas of refuge are fire rated and come equipped with communication panels to speak with 24/7 operators who will provide your location to fire fighter personnel.
- Return to the building only when authorized by Fire Department personnel or by the Fire Safety Director.

## **E. EMERGENCY PROCEDURES – FIRE ALARMS DURING BUSINESS HOURS**

In the event of a fire DURING business hours, the following emergency steps should be taken:

### **A. Notify Fire Department**

Dial 911 and be prepared to give the operator the following information:

1. Location: **500 West 5th Street and the floor number the fire is on**
2. Cross Street: Bounded by **San Antonio St, Nueces St. and 6th Street**
3. Extent of the fire and exact location
4. Your name, suite number, and call back phone number

**DO NOT HANG UP UNTIL YOU ARE TOLD TO DO SO BY THE 911 OPERATOR**

### **B. Notify the Management Office**

Call **(512) 645-3260** in order to reach a Building Management representative.

### **C. Extinguish Fire**

After you have called 911 and reported the fire, if the fire is small and contained, and if you can safely do so, you may attempt to put it out with a fire extinguisher. The fire extinguishers in the building can be used on all types of fires: wood, paper, clothing, gasoline, grease, paint, or live electrical equipment.

Instructions on how to use a fire extinguisher are shown on Exhibit B.

### **D. Notify Fire Warden**

Contact your Fire Warden and ask them to immediately initiate evacuation procedures. **DO NOT USE THE ELEVATORS**. Follow the Evacuation Procedures as outlined in Section IV.

**NOTE: When the City of Austin Fire Department arrives, they have absolute authority.**

## **F. EMERGENCY PROCEDURES – FIRE ALARMS AFTER BUSINESS HOURS**

In the event of a fire AFTER business hours, the following emergency steps should be taken:

### **A. Notify Fire Department**

Dial 911 and be prepared to give the operator the following information:

1. Location: **500 West 5<sup>th</sup> Street and the floor number the fire is on**
2. Cross Street: Bounded by **San Antonio St, Nueces St, 6<sup>th</sup> St.**
3. Extent of the fire and exact location
4. Your name, suite number, and call back phone number

### **DO NOT HANG UP UNTIL YOU ARE TOLD TO DO SO BY THE 911 OPERATOR**

### **B. Notify the Management Office**

Call the Management Office at (512) 645-3260 and give all the information regarding the fire to the representative.

### **C. Extinguish Fire**

After you have called 911 and reported the fire, IF the fire is small and contained, and IF you can safely do so, you may attempt to put it out with a fire extinguisher. The fire extinguishers in the building can be used on all types of fires: wood, paper, clothing, gasoline, grease, paint, or live electrical equipment.

Leave the building via the nearest stairway. **DO NOT USE THE ELEVATORS.**

## V. EMERGENCY TRAINING PROGRAM

### A. EMERGENCY FLOOR/FIRE WARDENS

**Emergency Floor/Fire Wardens** are selected on the basis of two principal criteria:

1. They must be **responsible** individuals capable of performing in a leadership role during an emergency situation; and
2. They must generally be **working in their respective company areas** within the building, rather than having primary duties and responsibilities elsewhere.

### B. EMERGENCY FLOOR/FIRE WARDEN'S TRAINING

1. Be **familiar** with all of the information in this **Emergency Procedures handbook**.
2. **Report** any fire or other emergency to the Management Office.
3. Know how to **evacuate** the building.
4. Know how to **operate** the **fire extinguishers**.
5. Know the **layout of each floor**, including the **exits** and **location of fire equipment**.
6. Be **familiar with the personnel** under their control with specific attention given to any occupants who are **mobility impaired** and would require more than ordinary assistance if relocation were necessary. Update Building Management of any changes i.e. addition, subtraction, or change in the location of these personnel.
7. Be knowledgeable about what is not commonplace, i.e., "unusual" or "foreign" to the normal environment or their respective tenant areas, so that in the event of a bomb threat or other emergency situations, they can assist in the **identification of any suspicious situations**.
8. Arrange for qualified **replacements** while away from the office.

**C. EMERGENCY FLOOR/FIRE WARDEN'S RESPONSIBILITIES DURING AN EMERGENCY**

1. **Direct control and responsibility for Tenant's employees during an emergency.**
2. **Instruct everyone on the floor to follow the directions provided through the public address system.**
3. **Assist any mobility-impaired visitors or employees with a safe evacuation.**
4. **Verify that ALL occupants in your tenant space have safely relocated before proceeding to relocate themselves.**
5. Instruct employees to take their essential **personal possessions** with them because they will not be allowed to re-enter during the emergency.
6. Remind everyone to **remain quite during the relocation** so they will be able to hear and understand all emergency instructions.
7. **Please do not call the Management Office during an emergency to request information because it ties up the line.**
8. Because of the importance of the Emergency Floor/Fire Warden in responding to an emergency in the building, immediate replacement of any vacant position is necessary. Each tenant has a **minimum of two Emergency Floor/Fire Wardens.**

**D. STAIRWELL MONITORING**

The Fire Warden will monitor the stairwells during an emergency situation. They will have the following duties:

1. Be the first at the **entrance to their stairwell** during an emergency condition.
2. **Verify that the stairwell is clear of smoke or other conditions** that might prohibit the safe evacuation of occupants.
3. **Assist the safe and orderly flow of occupants by alternating them with any whom might be evacuating from the floors above. Evacuating occupants should be instructed to keep to the right as they descend the stairs so as not to impede the response of Fire Department personnel who might be coming**

**up the stairs.**

4. Securely **close the stairwell doors** after all the occupants have exited.
5. **Notify responding fire fighters** of the fire condition on the floor.
6. Verify that occupants who have **mobility impairment** have **assistance** to help them evacuate or notify Fire Department or other personnel if assistance is required.

## **F. CLASSES OF FIRE/FIRE EXTINGUISHERS**

Fires are classified into four basic groups or classes according to the material involved. IBC Bank Plaza is equipped with multi-purpose (ABC) Fire Extinguishers that can be utilized on Class A, B and C fires. Following is a description of the types of fires:

**Class A:** Fire involving ordinary combustibles such as wood, cloth, paper, rubber and plastics.

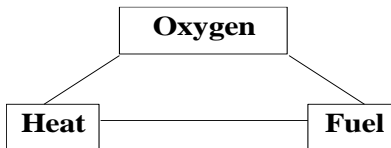
**Class B:** Fire involving flammable liquids such as gasoline, acetone greases and oil. And, fire with flammable bases like methane or hydrogen.

**Class C:** Fires involving energized electrical equipment, appliances, and wiring.

**Class D:** Fires involving combustible metals such as magnesium, lithium, potassium, etc.

### **Elements of Fire:**

There are **three** components of fire. The removal of any one of these components will result in the extinguishment of the fire



### **How to use Fire Extinguishers:**

Remember how to use an ABC Fire Extinguisher by **PASS**:

**P - Pull the safety pin (usually a twist-pull action);**

**A - Aim the nozzle, horn or hose at the base of the fire;**

**S - Squeeze the trigger handle;**

**S - Sweep from side to side.**

Points to remember:



- 1) Never place a used fire extinguisher back in a cabinet. Notify the Management Office.
- 2) Always keep a safe distance between you and the fire and maintain a safe means of escape.
- 3) Never attempt to extinguish a fire if it will jeopardize your safety.

## **VI. MEDICAL EMERGENCIES**

If you have a medical emergency in your area or witness someone with a need for medical assistance, you should immediately call 911 and be prepared to provide the following information:

- The exact location within the building where the patient is located. Be sure to tell the EMS the **IBC Bank Plaza building** and the address is **500 West 5th Street**. Providing good details will assist responders.
- Describe the nature of the medical emergency or injury. EMS provides a multi-level emergency response. Specific information will expedite the dispatch of the appropriate unit (s) and support agencies.
- Remain calm and speak in a clear, slow voice. Realize that while the EMS operator may appear to be asking unimportant questions, emergency response units may have already been dispatched. Any additional information you are able to provide will better prepare the crews to assist the patient.
- **Notify Building Management at (512) 645-3260 of the emergency so that they can meet the ambulance and direct them to the location of the individual. IBC Bank Plaza Engineering will hold an elevator for this purpose.**
- Once emergency crews arrive on the scene, allow them to take over care of the patient. They will request assistance if it is needed.

**CPR TRAINING AND FIRST AID COURSES ARE AVAILABLE  
FROM YOUR LOCAL AMERICAN RED CROSS.**

## VII. BOMB THREATS

A large majority of bomb threat calls are false alarms, meant to disrupt the normal work of a person or company.

However, at no time should any threat be regarded as a false alarm. The following guide and the **Desktop Procedures Bomb Threat Checklist** on the next page will be useful:

- Keep the caller on the line as long as possible. Ask the caller to repeat the message.
- Obtain as much information from the caller as possible.
- Location of the bomb
- Time of detonation
- Outside appearance and description of the bomb
- Reason for the bomb
  
- Tell the caller the building is occupied and the bomb might cause the death of innocent people.
  
- Listen for background noises to help determine where the call was made from.
  
- At the conclusion of the call, immediately report the call to the Police (911) and to the IBC Bank Plaza Management Office at (512) 645-3260, giving as much of the following information as possible:
  - Your name
  - Your location and phone number
  - Name of anyone listening in on the line
  - **TIME** the bomb is supposed to detonate
  - Location where the bomb is supposed to be
  - **OUTSIDE APPEARANCE** and **DESCRIPTION** of the bomb
  - **REASON** given for the bomb
  - Time of the bomb threat
  
- Notify your supervisor about the "Bomb Threat Call". Provide written records or notes of the "Bomb Threat Call" to Property Management.
  
- Please be advised that Property Management will not make the decision to vacate your floor(s) during a bomb threat. Only the Fire Department, Police Department or your company executives can make that determination. If your company decides to evacuate, please notify the Management Office at (512) 645-3260.
  
- If relocation is necessary as determined by the Fire or Police Department, they will notify you and the Management Office will notify other Tenants in the building.

<b>QUESTIONS TO ASK</b>		<b>CALLER'S VOICE:</b>																									
1. When is bomb going to explode? 2. Where is it right now? 3. What does it look like? 4. What kind of bomb is it? 5. What will cause it to explode? 6. Did you place the bomb? 7. Why? 8. What is your address? 9. What is your name?		<table border="0"> <tr> <td>Calm</td> <td>Nasal</td> </tr> <tr> <td>Angry</td> <td>Stutter</td> </tr> <tr> <td>Excited</td> <td>Lisp</td> </tr> <tr> <td>Slow</td> <td>Raspy</td> </tr> <tr> <td>Rapid</td> <td>Deep</td> </tr> <tr> <td>Soft</td> <td>Ragged</td> </tr> <tr> <td>Loud</td> <td>Clearing Throat</td> </tr> <tr> <td>Laughter</td> <td>Deep breathing</td> </tr> <tr> <td>Crying</td> <td>Cracking voice</td> </tr> <tr> <td>Normal</td> <td>Disguised</td> </tr> <tr> <td>Distinct</td> <td>Accent</td> </tr> <tr> <td>Slurred</td> <td>Familiar</td> </tr> </table> <p>If voice is familiar, who did it sound like?</p> <p>_____</p>		Calm	Nasal	Angry	Stutter	Excited	Lisp	Slow	Raspy	Rapid	Deep	Soft	Ragged	Loud	Clearing Throat	Laughter	Deep breathing	Crying	Cracking voice	Normal	Disguised	Distinct	Accent	Slurred	Familiar
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<b>EXACT WORDING OF THE THREAT</b>		<b>BACKGROUND NOICES:</b>																									
_____ _____ _____ _____ _____ _____ _____		<table border="0"> <tr> <td>Street noise</td> <td>Factory machinery</td> </tr> <tr> <td>Café/bar</td> <td>Animal noises</td> </tr> <tr> <td>Voices</td> <td>Clear</td> </tr> <tr> <td>PA System</td> <td>Static</td> </tr> <tr> <td>Music</td> <td>Local</td> </tr> <tr> <td>House noises</td> <td>Long distance</td> </tr> <tr> <td>Booth</td> <td>Motor</td> </tr> <tr> <td>Office machinery</td> <td></td> </tr> <tr> <td>Other:</td> <td>_____</td> </tr> </table>		Street noise	Factory machinery	Café/bar	Animal noises	Voices	Clear	PA System	Static	Music	Local	House noises	Long distance	Booth	Motor	Office machinery		Other:	_____						
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Other:	_____																										
Sex of caller: _____ Race: _____ Age: _____ Length of call: _____ Number at which call is received: _____ Time: _____ Date: _____ Your Name _____ Position: _____ Phone Number: _____		<b>THREAT LANGUAGE:</b> Well spoken (educated) Incoherent Taped Foul Message read by threat maker Irrational <b>REMARKS:</b> _____ _____																									
		<b>REPORT CALL IMMEDIATELY TO:</b> _____ <b>PHONE NUMBER:</b> _____																									

## VIII. EARTHQUAKES

Should a major earthquake occur, Fire Wardens will be responsible for maintaining a calm atmosphere within their respective areas of responsibility. The phones should not be used except to report emergency conditions.

### **Preparation for an Earthquake**

- Coordinate plans with local authorities
- Know who the Building Emergency Team members are and where they are located.

### **During an Earthquake**

- Take cover immediately. Find shelter under tables, desks or doorways
- Kneel down and cover your head with your arms.
- Stay calm and remain undercover until the all clear signal is given, or until further instructions are provided by the Building Emergency Team members
- Remain inside the building and stay as far away from windows as possible
- Do not use elevators unless directed by emergency personnel. If on an elevator, exit at the nearest floor. If trapped in an elevator, remain calm and push the alarm button
- Do not smoke. Do not use matches, lighters, or other open flames
- Do not use the telephone except for emergency contacts. It is vital to keep available phone lines open for essential calls.
- Keep out of the way of all emergency personnel and vehicles

### **After the Earthquake**

- Follow the instruction of the Building Emergency Team
- Do not smoke. Do not use matches, lighters, or other open flames
- Check for injuries
- Check utilities (e.g. gas, electric, communications)
- Be prepared for aftershocks
- Keep out of the way of all emergency personnel and vehicles

## **IX. SEVERE WINTER STORMS**

Severe winter storms bring heavy snow, ice, strong winds and freezing rain. Winter storms can prevent employees and customers from reaching the facility, leading to a temporary shutdown until roads are cleared. Heavy snow and ice can also cause structural damage and power outages.

- Considerations when preparing for winter storms
  - Listen to NOAA Weather Radio and local radio and television stations for weather information
  - Winter Storm Watch
    - Severe winter weather is possible
  - Winter Storm Warning
    - Severe winter weather is expected
  - Blizzard Warning
    - Severe winter weather with sustained winds of at least 35 mph is expected
  - Traveler's Advisory
    - Severe winter conditions may make driving difficult or dangerous
  - Establish procedures for facility shutdown and early release of employees
  - Store food, water, blankets, battery-powered radios with extra batteries and other emergency supplies for employees who become stranded at the facility
  - Provide a backup power source for critical operations (if applicable)

## X. HURRICANES

Hurricanes are severe tropical storms with sustained winds of 74 miles per hour or greater. Hurricane winds can reach 160 miles per hour and extend inland for hundreds of miles. The hurricane season lasts from June through November.

- Considerations when preparing for hurricanes
  - Ask local emergency management office about community evacuation plans
  - Make plans for assisting employees who may need transportation
  - Make plans for communicating with employees' families before and after a hurricane
  - Purchase a NOAA Weather Radio
  - Listen for hurricane watches and warnings
    - Hurricane Watch – A hurricane within 24 – 36 hours. An evacuation may be necessary
    - Hurricane Warning – A hurricane will hit land in 24 hours. Take precautions at once. Evacuate immediately
  - Prepare to move records, computers and other items within your office or facility.

## XI. TORNADOES

Tornadoes are violent local storms that extend to the ground with whirling winds that can reach 300 mph.

Spawned from powerful thunderstorms, tornadoes can uproot trees and buildings and turn harmless objects into deadly missiles in a matter of seconds. Damage paths can be in excess of one mile wide to 50 miles long.

Tornadoes can occur in any state but occur more frequently in the Midwest, Southeast and Southwest

- Ask local emergency management office about community's tornado warning system
- Purchase a NOAA Weather Radio with a warning alarm tone and battery backup. Listen for tornado watches and warnings
  - Tornado Watch – Tornadoes are likely. Be ready to take shelter. Stay tuned to radio and television stations for additional information.
  - Tornado Warning – A tornado has been signed in the area or is indicated by radar. Take shelter immediately.
- Best protection in a tornado is usually an underground area. If an underground area is not available, consider:
  - Small interior rooms on the lowest floor without windows
  - Hallways on the lowest floor away from doors and windows
  - Rooms constructed with reinforced concrete floor or roof system overhead
  - Protected areas away from doors and windows

***NOTE: Auditoriums, cafeterias and gymnasiums that are covered with a flat, wide-span roof are not considered safe.***

- Make plans for evacuating personnel away from lightweight modular offices or mobile home-size buildings. These structures offer no protection from tornadoes.
- Once in the shelter, personnel should protect their heads with their arms and crouch down

## **XII. FLOOD**

- Move to a safe area before access is cut off by flood waters
- Avoid low-level floors and basements. Move to the highest point possible
- Do not attempt to cross flooded areas if the water is above your knees. Be especially wary of flowing water
- Do not attempt to drive over flooded roads
- Follow the instruction of law enforcements/public safety personnel

### **Prior to and During a Flood**

- Place perishable food in a safe location on high floors
- Store drinking water from a reliable source (i.e. bottled water) in a clean container. Water service may be interrupted.
- Move to a safe area before access is cut off by floodwater.
- Avoid low-level floors. Move to the highest point possible without causing crowding conditions.
- Do not attempt to cross flooded areas if water is above your knees. Especially if it is flowing water.
- Do not attempt to drive over flooded roads.

### **After a Flood**

- Do not eat food that has been in contact with floodwaters.
- Boil non-bottled drinking water before using. Wells should be tested for purity.
- Avoid disaster areas unless your presence is needed.
- Do not handle electrical equipment until its safety can be verified.
- Do not use open flames until the building can be checked for gas or flammable liquid leaks.



## **XIII. POWER FAILURES**

If a power failure occurs, it is recommended that you turn off all electrical equipment such as computers, copiers, printers, etc. to lessen the electrical load on the circuits in the building when power is returned. The Management Office will determine the cause of the outage and the possible duration. Necessary information will be communicated to the tenants. The Management Office will contact you as soon as we have available information.

## **XIV. ACTIVE SHOOTER**

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

### **1. Evacuate**

**If there is an accessible escape path, attempt to evacuate the premises.**

**Be sure to:**

- Call 911 when you are safe
- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people

### **2. Hide out**

**If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.**

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door) • Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)

- Remain quiet

**If evacuation and hiding out are not possible:**

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

## EXHIBIT A: EVACUATION ROUTE

