

Insert Tenant Logo

Emergency Procedures

Insert Tenant Name

Insert Suite Number(s)

Insert Building Name

Approved by:

Insert Preparer's Name
Insert Preparer's Title

Insert Manager's Name
Insert Manager's Title

Date

Date

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(**=Standard Chapters)

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Introduction

The purpose of **Emergency Preparedness** is to ensure the immediate and proper response to any foreseeable incident so as to minimize loss of life, injury, property damage, business interruption, liability, and adverse publicity for our company and for the building. The preparation and implementation of **Emergency Procedures** is the responsibility of building management and the tenant.

All **Insert Tenant Name** employees should be familiar with this plan and either have a copy of the plan or know the location of where the written plan has been posted. **Insert Tenant's Introductory Statement**.

Remember, the ultimate success of these emergency procedures depends on **YOU** asking the appropriate questions and seeking the correct answers as often as necessary until you gain confidence in your knowledge of our emergency procedures. This confidence, born of familiarity, will be your greatest asset during an actual emergency.

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1.0 Emergency Organization**

Emergency Contacts

Calling Instructions

- *Call the property management office if you are unsure of what to do.*

- *Call 911 if you see fire or smoke or know an actual fire exists.*

- *Call 911 whenever lives are endangered and property is at risk.*

Contact	Title	Office Number	Home Cell	Work Cell
<u>Security Site Supervisor:</u> Supervisor on Duty	Security Site Supervisor	429-1027	N/A	N/A
<u>Lobby Security Console:</u> Officer on Duty	Security Officer	429-1027	N/A	N/A
<u>Safety Director(s):</u> Mike Demler Guy Gibson	Safety Director Asst. Safety Director	429-1329 429-1340	364-9882 422-9502	364-9882 422-9502
<u>Evacuation Director:</u> Ashley Hosey	Evacuation Director	429-1329	210-2310	210-2310
<u>Emergency Responders:</u> Steve Bradshaw Lue Gibson Alan Strickland	Emergency Responder #1 Emergency Responder #2 Emergency Responder #3	965-2879 631-9764 949-1749	560-0559 990-1794 349-7673	344-9755 505-1273 344-6896
<u>Emergency Technician(s):</u> Buddy Davis Roland Brown	Emergency Technician Asst. Emergency Tech	747-1050 938-9171	393-5835 751-8838	344-8028 344-2320
<u>Floor Warden(s):</u> Insert Name Insert Name	Tenant Floor Warden Tenant Floor Warden	Insert # Insert #	Insert # Insert #	Insert # Insert #
<u>Disability Aide(s)</u> Insert Name Insert Name	Tenant Disability Aide Tenant Disability Aide	Insert # Insert #	Insert # Insert #	Insert # Insert #

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Safety Features

Note:

The Central Alarm Panel is the nerve center of the life safety system.

Note:

Manual Fire Alarm Pull Stations provide a quick way for tenants initiate an alarm.

Note:

Automatic Fire Sprinklers are the properties main line of defense for fire. These systems almost always extinguish the fire before it spreads.

Regions Center is equipped with extensive life safety features throughout the complex organized around the Central Alarm Panel, which is the nerve center of the system. Following is a description of the key components of the system, with which all **Insert Tenant Name** employees should be generally familiar.

- **Central Alarm Panel** also known as the Enunciator Panel is located in the Central Control Station near the security console in the lobby. When it senses an alarm condition anywhere at the property, it will identify the alarm type and its location for any problem and then activate the audible alarm, a corresponding strobe light alarm and automatic evacuation announcement. The alarm will sound on the floor where the alarm was triggered, the floor below and the floor above. The automatic evacuation message will only be heard on the floor where the alarm was triggered. The property management staff and the security staff have been thoroughly trained in the operation of the Central Control Panel and executing the proper actions for any given emergency.
- **Manual Fire Alarm Pull Stations** are located on each floor near the stairwells. If a manual fire alarm pull station is activated, it will register on the Central Alarm Panel as described above. **Insert Tenant Specific Duties with regard to use of pull station on your floor(s).**
- **Smoke/Heat Detectors** are located throughout the building, including the elevator lobbies, in front of the freight elevators, and in the building equipment rooms. Smoke/heat detectors are also located in all mechanical rooms throughout the building. In case of either fire or smoke, these detectors will automatically turn off the air conditioning systems, trigger the fire alarm and register on the Central Alarm Panel as described above.
- **Automatic Fire Sprinklers** are located throughout the property. Regions Building, Regions Tower, the Atrium, and Parking Garage are covered to provide safe passage to the fire exits. If a fire sprinkler is

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Note:

The stairwells contain fans which pressurize the stairwells to prevent smoke from entering.

triggered, it will register on the Central Control Panel as described above.

- **Smoke Resistant Stairwells** are located on both the Northeast and Southwest corners of the buildings. Stairwells are your safest haven, fire resistant and safe from smoke, provided the doors are not propped open.
- **Dry Chemical Fire Extinguishers** are located near each stairwell doorway. Fire extinguishers may also be located in each tenant suite. Tenants will need to ensure that all employees are trained in their use. **Insert Tenant Specific Duties with regard to use of fire extinguishers.**
- **Emergency Public Address System** provides for instantaneous one-way communication, from the Central Control Station, throughout the building. This system will be used during an emergency and/or evacuation drill to communicate instructions to tenants. It will also be used periodically to conduct equipment tests.
- **Compartmental Design** of the buildings is intended to prevent fire from spreading from one office space to another. Fire-rated walls are designed to contain the fire in the area it starts.
- **Fire Dampers** in all air conditioning ducts slow the spread of fire/smoke through the air conditioning system.
- **Power Supply** is centrally controlled which allows for rapid emergency shutdown if required.
- **Emergency Generator** powers all exit lights, emergency lights, fire pumps and elevators in the case of power loss.
- **Battery Back-up Lighting** in stairwells in the event all power and/or emergency generator service is interrupted.
- **Siamese Standpipe Connections** are available at four exterior locations for connection to the City's

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fire trucks for back-up to the building fire pumps.

- **Interoperable Portable Radios** for all members of the building management staff and security staff including the Safety Director, Assistant Safety Director, Evacuation Director, Emergency Technicians, Emergency Responders, and on duty Security Officers.
- **Emergency Telephones** which are available to evacuees on every fifth floor of each stairway. These phones provide two-way, party line communication with the Central Control Station.
- **Fire Department Communication System** located in the Central Control Station consists of portable handsets that can be plugged into telephone jacks located at the entrance to each stairwell, in each elevator and at all elevator lobbies and provides for party line, two-way communication. It also provides a public address system.
- **Elevator Control Panel** parks the elevators on the first floor during alarm condition. It also features a elevator floor position indicator and elevator intercom system.
- **Smoke Evacuation & HVAC Controller** which indicates the status of stairwell exhaust fans and pressurization fans and provides for activation and control of these fans.
- **Emergency Generator Control Panel** indicates the status of the diesel generator and provides switches for the activation and control of the generator.
- **Fire Pump Control Panel** indicates the status of the pumps that feed water to the fire sprinkler system and provides switches for activation and control.

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Emergency Personnel – Building

Note:

Tenant's will use the Emergency Personnel Notice and Disability Aide Notice forms

For your safety, the Regions Center property management staff has been organized into a emergency response team with specific duties and procedures for each member of the team. All **Insert Tenant Name** employees should be generally familiar with the titles and duties of the property Life Safety Team as summarized below. Names and phone numbers of the property Life Safety Team are listed in the Emergency Contacts section of this manual.

SAFETY DIRECTOR: The Safety Director will immediately report to the Central Control Station (CCS Room) when an alarm is sounded or when there is a report of smoke or fire in the complex, possible bomb, or when severe weather necessitates an evacuation. The Safety Director is responsible for coordinating all activities in the CCS room. He will make the decision on notifying fire department and when to activate the general alarm and direct a general evacuation. The Safety Director is also responsible for giving the “all clear” message and telling people when they can return to the building.

ASSISTANT SAFETY DIRECTOR: The Assistant Safety Director will immediately report to the Central Control Station when an alarm is sounded or when there is a report of smoke or fire in the complex, possible bomb, or when severe weather necessitates an evacuation. In the absence of the Safety Director, he will perform the duties of the Safety Director. The Assistant Safety Director is also responsible for identifying the location of the alarm, seriousness of the bomb threat and severe weather warning. He will direct Emergency Technicians to investigate the situation and report location and findings to the Safety Director. Assistant Safety Director will assist Safety Director in coordinating all activities involving the situation.

BUILDING EVACUATION SUPERVISOR: The Building Evacuation Supervisor will immediately report to the Central Control Station when an alarm is sounded or when there is a report of smoke or fire in the building, possible bomb, or when severe weather necessitates an evacuation. The Building Evacuation

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Supervisor is responsible for the orderly evacuation of the building during an emergency necessitating an evacuation. In the case of severe weather, the Building Evacuation Supervisor will direct the personnel to lower level or to a designated location. The Building Evacuation Supervisor will receive instructions from the Assistant Safety Director and will assist Security personnel as necessary. At the appropriate time, the Building Evacuation Supervisor will go to the evacuation site and coordinate with Building Floor Wardens. The Building Evacuation Supervisor will keep the CCS Room advised on the numbers of people at evacuation site and any reported problems (i.e. anyone reported missing or unable to evacuate their floor -- as reported by Floor Wardens).

EMERGENCY TECHNICIAN: The Emergency Technician will immediately report to the Central Control Station when an alarm is sounded or when there is a report of smoke or fire in the complex, possible bomb, or when severe weather necessitates an evacuation. The primary function of the emergency technician is to assess the situation by determining the location and severity of the problem. He will receive instructions from the Assistant Safety Director. The Emergency Technician will keep the CCS Control Room advised of his location and the current situation at the site. The Emergency Technician will assist Floor Wardens in the evacuation of the floors and will check the appropriate floors to ensure proper evacuation.

ASSISTANT EMERGENCY TECHNICIAN: The Assistant Emergency Technician will immediately report to the Central Control Station when an alarm is sounded or when there is a report of smoke or fire in the complex, possible bomb, or when severe weather necessitates an evacuation. The primary function of the Assistant Emergency Technician is to assist in the evaluation of the situation by determining the location and severity of the problem. He will receive instructions from the Assistant Safety Director. The Assistant Emergency Technician will keep the CCS Control Room advised of his location and the current situation at the site. The Assistant Emergency Technician will assist Floor Warden in the evacuation

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of the floor and will check the appropriate floors to ensure proper evacuation.

EMERGENCY RESPONDERS: All Emergency Personnel will immediately report to the Central Control Station when an alarm is sounded or when there is a report of smoke or fire in the complex, possible bomb, or when severe weather necessitates an evacuation. The Emergency Personnel will be dispatched to designated exit points to ensure an orderly evacuation of the building and to keep anyone from entering the building during the evacuation. Emergency personnel will receive instructions from the Safety Director and Assistant Safety Director and will assist Security Personnel as necessary.

Insert Tenant's Specific Policies or Instructions regarding Building Emergency Staff

Emergency Personnel – Tenant

Note:

Tenant's will complete the Emergency Personnel Notice designating their Fire Wardens and Assistant Fire Wardens and submit to the property management office. These forms will be maintained in a binder at the atrium security console for ease of access during an emergency.

Insert Tenant Name has appointed responsible and dependable employees for the positions of Fire Warden, Assistant Fire Warden and Disability Aide(s). These individuals are personnel who regularly remain in the office on a daily basis. Their names and phone numbers are listed in the Emergency Contacts section of this manual. The duties are:

FIRE WARDEN RESPONSIBILITIES:

The Fire Warden is a tenant employee, holding a position of sufficient authority, to ensure the proper response by suite occupants. They will take charge of the emergency plan and operation of the suite and coordinate with the efforts of the property's Life Safety Team and Fire Department.

- The Fire Warden must be familiar with the Emergency Evacuation Plan.
- Fire Wardens will review and study the floor plan for his/her suite, the number of suite occupants and the number of exits for the purpose of dividing the population into groups or squads and to formulate the traffic patterns for a timely and proper evacuation in both primary and secondary exits.
- Periodically, Fire Wardens shall make checks to prevent any accumulation of combustible materials in the entrances, exits, lobbies, corridors and aisles of his/her suite.
- Each Fire Warden shall be responsible for the Assistant Fire Wardens and all Disability Aides (if necessary).
- Fire Wardens shall have available, a current list of all persons with disabilities and their aides. This list shall include locations of both the disabled person and their aide. This list should be reviewed monthly and an updated copy, if needed, given to the property management office. It is the responsibility of the Fire Warden to assign Disability Aides to each disabled person in your suite and to insure that they are evacuated to the interior of the stairwell for rescue by fire fighters or other building personnel.
- Insert Tenant Specific Responsibilities

During an emergency:

- Take up positions in the corridor by the appropriate stairwell exit.
- Instruct Assistant Fire Wardens and searchers to immediately inspect their assigned area, including restrooms, and report their findings.
- Insure that the Disability Aides have located the people they are assigned to and that they have sufficient help in moving them near to the entrance of the stairwell that is nearest the service elevator.
- Before opening any stairwell door, it should be checked to make certain that it is not hot. **DO NOT OPEN A HOT DOOR.** If the door is not hot and the stairwell does not contain heavy smoke, have all floor occupants proceed down the stairwell at a steady but safe pace.
- After arriving at your designated assembly area outside the building, perform a head count. If an employee is unaccounted for, you should proceed to the Evacuation Command Post to advise the Safety Director that an employee cannot be accounted for.
- **Insert Tenant Specific Duties**

ASSISTANT FIRE WARDEN:

The Assistant Fire Warden is a tenant employee who will assume the duties of the Fire Warden in the event he/she is absent or unable to perform her/her duties. They will ensure that their portion of the floor has been searched and that they have accounted for each person and everyone had been directed to the primary evacuation stairwell.

- Each Assistant Fire Warden is responsible for assisting the Fire Warden to whom he/she is assigned.
- The Assistant Fire Warden must be familiar with the Emergency Evacuation Plan and the location of all exits.
- **Insert Tenant Specific Responsibilities**

During an emergency:

- Immediately go to the appropriate stairwell exit. If

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Note:

Tenant's should complete the Emergency Personnel Notice designating their Disability Aides and submit to the property management office. These forms will be maintained in a binder at the atrium security console for ease of access during emergencies.

the Fire Warden is not present, then assume the duties of the Fire Warden.

- If the Fire Warden is present, check to make sure that all interior doors are closed in your suite. Close, but DO NOT LOCK, all interior doors when evacuating. Turn off all electrical equipment except lights.
- Be certain all personnel have been evacuated before leaving your floor to report to your designated area.
- Report to your Fire Warden any personnel that cannot be accounted for.

• **Insert Tenant Specific Duties**

DISABILITY AIDE'S RESPONSIBILITIES:

The Disability Aide will assist with the safe evacuation of persons requiring assistance.

- They will stay with the person until the emergency is over.
- Every person with a disability shall have at least one aide who works in his/her office assigned to assist him/her in the event of an evacuation.
- In most incidences, it will only be necessary to move the person into the stairwell for safety.
- They must stay with the person until the emergency is over.

▪ **Insert Tenant Specific Responsibilities**

During an emergency:

- All disabled individuals should be helped to the stairwell nearest the freight elevator so they can be evacuated from the building via the freight elevator if an actual emergency exists. As soon as the emergency situation is confirmed, management personnel will man the freight elevator and will manually control the elevator in order to evacuate those persons requiring assistance from each floor (unless directed otherwise by the Fire Department or conditions exist which prevent this as a means of evacuation).

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Evacuation Drill

Note:

Evacuation drills will be held annually during normal building hours. You will be notified in advance of these drills.

For your safety, Regions Center will conduct a full evacuation drill annually to include every floor of both buildings. **Insert Tenant Name** will participate in all Evacuation Drills.

- All **Insert Tenant Name** employees will be contacted one week in advance of the scheduled drill and then again 24 hours in advance of the drill.
- All **Insert Tenant Name** employees are required to participate in the Evacuation drill as if the emergency were bona fide. Drill effectiveness is directly related to drill seriousness. Keep in mind that drills are the only opportunity for practice.
- Disabled persons who have been identified as requiring assistance and the Disability Aides assigned to assist them will be included in the evacuation drill, **but will not evacuate the building**. Instead, they will assemble and practice what they would do in a real emergency.
- As part of the drill, you should practice closing, but NOT LOCKING all interior doors in your area prior to evacuating, as would be done during a real emergency.
- You should practice turning off all electrical equipment except lights prior to evacuating during the drill as would be done during a real emergency.
- Remember, all employees should participate. One of the most important parts of the drill is for Fire Wardens to make sure that all of their employees participate.
- All **Insert Tenant Name** employees should proceed to the nearest stairwell exit and move at a steady, but safe pace down the stairwell. Form a single file staying close to the outside of the stairwell. As you approach the next landing, be prepared to move to the center (toward the inside) of the stairwell, if necessary, to allow any evacuees from that level to move to the outside of the stairwell.
- REMEMBER, in a real emergency, DO NOT enter the

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Alert:

NEVER evacuate to the restrooms, roof or try to use the elevators.

Always evacuate down the stairs and out to the safe assembly area.

Tip:

Count the number of doors from your company's exit to the stairwell door so that you can "feel" your way to the stairwell in the event of heavy smoke.

restrooms, evacuate to the roof, or use the elevators as a means of evacuation.

- Disabled persons and their aides should simulate discussions with the Fire Department personnel concerning which elevators may be used for the evacuation drill or if persons with disabilities will have to be chair carried down the stairwell.
- Fire Wardens should remind their employees that in an actual fire, if caught in smoke, take short breaths, breathe through your nose and crawl to escape. Air is better near the floor.
- Also, count the number of doors from your company's exit to the stairwell door so that you can "feel" your way out in the event of heavy smoke.
- Once you have exited the building, proceed to the safe assembly area designated for you by your Fire Warden to report that you have safely evacuated the building.

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Safe Assembly Area

When evacuating Regions Center, it will be necessary to move well away from the building to a so-called "safe assembly area" to avoid the danger of falling glass and debris that can occur during an actual fire.

- The **primary safe assembly area** will be the closed motor bank located at the corner of Milam Street and Edwards Street.
- The **secondary safe assembly area** which will be used in the event the primary area is not available will be the alley that runs behind M.L Bath.
- Insert Tenant's Specific Policies or Instructions

2.0 Emergency Responses**

Alarms

Important Alert:

Do not hesitate to evacuate when you hear or see an alarm. In the World Trade Center attack, many lives were lost when tenants waited in their offices to hear further announcements from building management. The announcements never came because the public address system had been knocked out.

Important Reminder:

Tenant's often call the property management office to inquire if the alarm is "real". Remember, the building management staff is busy investigating the alarm to determine the cause and will make an "all clear" announcement if the alarm is determined to be a false alarm.

Regions Center features audible alarms, visual alarms and automated announcements that will be triggered whenever a manual pull station, smoke detector, or sprinkler system flow switch is activated. Upon activation of any of these devices, the following will occur: All **Insert Tenant Name** employees should be completely familiar with alarm conditions.

- The audible alarm will sound on the floor where the alarm was triggered, the floor below and the floor above.
- On the floor where the alarm was triggered, the so-called "fire floor", you will hear not only the audible alarm, but you will also see a corresponding strobe light alarm and hear the automatic evacuation announcement.
- The automatic evacuation message will *only* be heard on the floor where the alarm was triggered. The taped message is:

MAY I HAVE YOUR ATTENTION? MAY I HAVE YOUR ATTENTION, PLEASE? AN EMERGENCY CONDITION EXISTS ON THIS FLOOR. AN EMERGENCY CONDITION EXISTS ON THIS FLOOR. PLEASE PROCEED TO THE STAIRWAYS AND EXIT THE BUILDING. DO NOT USE THE ELEVATORS.

- Additionally, you may hear the alarms echoing throughout the stairwells and elevator shafts.
- No matter where you are, should you hear or see an alarm, do not hesitate to begin evacuating the building to the ground floor and then outside to the safe area.
- Building management will make an "all clear" announcement when and if it determines that the alarm is a false alarm.

NEVER ASSUME THAT AN ALARM IS FALSE!

- FLASHING EXIT LIGHTS are a WARNING that there could be a problem. When you see these, do not evacuate. Instead, await audible alarm or announcement.
- **Insert Tenant's Policies & Procedures**

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Civil Disturbance

Note:

In a recent example of civil disobedience, a union occupied the lobby of an office building in Chicago to protest the owners using non-union labor to clean the property.

Regions Center, as one of the highest profile properties in the area, could become the target of civil disobedience. Additionally, certain types of tenants who deal with the general public, such as banks or utility companies, could be specifically targeted as well. A civil disturbance serious enough to require evacuation of the property is very unlikely

However, should it become necessary to evacuate the property due to civil disorder, the procedure used would be the same as a fire evacuation.

If you should become aware of individuals preparing to commit civil disorder at the property or if you hear of plans being made to disrupt the property or your company, immediately:

- call the police at 911
- call the property management office at 429-1329.

Insert Tenant's Policies & Procedures

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Bomb Threat

Logic:

The longer the caller talks, the more likely it is that you may be able to obtain important information such as the location of the bomb.

Note:

For more detail on what to ask the caller and what to note, use the Bomb Threat Checklist as a guide (see Forms chapter). Keep copies of this checklist handy.

Most bomb threats are made over the telephone by former employees or unhappy customers and are many time simply hoaxes perpetrated to disrupt our company. However, if you receive a telephoned bomb threat, treat it very seriously and adhere to these general guidelines when responding:

Do the following:

Keep the caller talking,
Do not interrupt,
Ask the caller to repeat what he said,
Write down the message in its entirety.

Ask the caller:

When is it set to explode?	What type of explosive?
Where is it located?	What will make it explode?
What does it look like?	Where are you now?
Is it in a package/briefcase?	What is your address?
Why did you place it there?	What is your name?

Note the following:

Male or Female:	Approximate Age:
Any Accent:	Callers Voice (calm, excited, drunk, angry, vulgar):
Time of day:	Background Sounds:
Exact Wording:	

Make notifications:

Call the property management office at 429-1329.
Notify your supervisor and other floor occupants.

Search for the device:

Since office personnel are the most familiar with their area, a quick check for suspicious packages, briefcases, etc., located in their area is the best search that can be made. Any person finding such items should immediately report it to the Fire Warden. Fire Warden will give instructions to evacuate the floor should it become necessary. Evacuation routes and procedures should follow that of a fire evacuation.

Insert Tenant Specific Requirements

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Elevator Malfunction

Remember:

If you or someone else should become ill or panic while trapped inside the elevator, use the phone again to advise emergency personnel of the situation. Stay on the phone if needed to reduce panic.

Logic:

Maintaining continuing communication on the elevator emergency telephone elevator can help decrease and control panic responses because it offers assurance to those entrapped that help is on the way.

All Regions Center, elevators are equipped with emergency telephones that are answered 24 hours a day at the Atrium security console. In the event an elevator you are on stops and you become entrapped, do the following:

- Locate the white emergency telephone. This telephone has the appearance of an intercom. It will be mounted above or below the elevator floor buttons at the front of the elevator.
- Press the red emergency button that is on the front of the white emergency telephone panel.
- When the phone is answered, report the **elevator number** you are in. The elevator number is written at the top of the emergency telephone panel.
- Report the **floor number** the elevator is stopped on if you know it or if it is indicated on the floor LED display.
- Qualified personnel will be promptly dispatched to remedy the situation. No attempt should be made to force open doors or climb out of a stalled elevator cab.

If you or someone else should become ill or panic while inside the elevator, use the phone again to advise emergency personnel of the situation. Stay on the phone if needed to reduce panic.

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Evacuation

Definition:

Most evacuations are the result of fire alarms or fire which is why evacuation is often referred to as “fire evacuation”.

Important:

If caught in smoke, take short breaths, breathe through your nose and crawl to escape. Air is better near the floor.

Evacuation of Regions Center may be required as a response to fire, fire alarms, severe weather, toxic spills, bomb threat and civil disturbance. However, most evacuations are the result of fire alarms or fire which is why evacuation is often referred to as “fire evacuation”. Follow these general guidelines when evacuating:

- After leaving your office, close but DO NOT LOCK, the door. Turn off all electrical equipment except lights.
- Proceed to the nearest stairwell exit and move at a steady, but safe pace down the stairwell, in single file, staying close to the outside wall of the stairwell. As you approach the next landing, prepare to move to the inside of the stairwell, (closer to the handrail) to allow any evacuees from that level to move on to the stairwell.
- If you are disabled, gather near the stairwell closest to the service elevator and await evacuation by elevator or fire chair. Fire Department personnel will advise if certain elevators may be used for the evacuation of persons with disabilities.
- DO NOT ENTER THE RESTROOMS, DO NOT EVACUATE TO THE ROOF, AND DO NOT USE THE ELEVATORS AS A MEANS OF EVACUATION.
- If caught in smoke, take short breaths, breathe through your nose and crawl to escape. Air is better near the floor.
- Once you have exited the building, proceed to the **safe assembly area**, which is at the closed motor bank near the corner of Milam and Edwards.
- **Insert Tenant's Policies & Procedures**

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Fire and/or Smoke

Attention:

Think safety first. Do not put yourself in jeopardy. If you suspect fire in a room, feel the temperature of a door before opening it.

Note:

Protect yourself from heat, smoke, and gases produced by the fire.

Logic:

Your primary objective is to get professional, emergency personnel on site as quickly as possible. Try to extinguish a fire only after you have notified your supervisor, the property management office and called 911.

Remember:

When in doubt, call 911.

In the event that you detect actual fire or smoke in your area, it is imperative that the proper notifications are made and that the established Life Safety Plan for our company and the property be strictly adhered to.

- In case you see actual fire or smoke in your area, remove yourself and anyone else from immediate danger. This means the room where the fire or smoke is located or the immediate vicinity. It may not be necessary to evacuate the building.
- If the alarm is not already sounding, go to the nearest fire alarm manual pull station on your floor and pull the station handle. This will alert the occupants on your floor, the floor below and the floor above. DO NOT attempt to extinguish the fire until an alarm has been activated and notifications have been made.
- Notify the Fire Department by calling 911 and provide the following information:
 - Identify yourself and describe the situation.
 - Give the name and address of the location of your emergency as follows:

REGIONS CENTER

333 Texas Street

Regions Building or Regions Tower.

Provide Floor # and Company Name

- Notify the Building Safety Director at 429-1329. Alert your supervisor and all other occupants on your floor.
- Once you have reported the fire, attempt to extinguish it (if small) using the fire extinguishers located near the stairwells only if the fire is small and the conditions do not pose a personal threat.
- Evacuate the property immediately if the fire cannot be extinguished or if directed to do so.

Leaks and Spills

There are two types of leaks and spills – toxic and non-toxic.

Toxic Leaks and Spills

Remember, many toxic chemicals do not have a taste or odor. Some can only be detected because they cause physical reactions such as watering eyes or nausea. If you suspect a chemical threat of any kind in your area, please follow the established plan.

- Close off the area affected by the chemical spill or leak. Do not attempt to move any objects that may have been contaminated.

- **Insert Tenant's Specific Instructions**

- Call 911 and report: "We have a possible toxic chemical threat on the ____ floor of the Regions Tower or Regions Building, Suite ____, 333 Texas Street".
- Notify the property management office at 318-429-1329. Alert your supervisor of the situation.
- Once you have reported the threat and closed off the affected area, have any employee that has come into contact with the chemicals wash their hands thoroughly.
- The Fire Department will provide further instructions to follow.

If it becomes necessary to evacuate, the procedure is the same as a fire evacuation.

Non-Toxic Leaks and Spills

Non-toxic leaks or spills, such as water leaks from sinks, should be immediately reported to the property management office by calling 318-429-1329. Steps should immediately be taken to minimize the damage from these types of leaks, such as closing cut-off valves. **Insert Tenant's Specific Instructions**

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Emergency Responses

Medical Emergencies

When you witness or are notified of an accident/illness that involves one to four people, follow these steps:

Insert Tenant's Specific Instructions

Evaluate the situation as quickly as possible using all available information. Ask yourself:

- Is the situation serious?
- What kind of accident/illness is it?
- Is the person coherent?
- Is the person intoxicated?
- Is the person complaining of chest pains?
- How many people are injured?

If the patient is coherent, let him decide what to do.

- Rest for a short period
- Call the person's family emergency contact
- Call **911**
- Call your supervisor and inform them of the event and what the person decided to do

If the patient is seriously hurt or too sick to assume responsibility for himself:

- Call **911** for assistance. (Try to ensure that someone stays with the patient while you telephone for help.)

Do not hang up with **911** until you have:

- Explained the situation
- Given the address and location of the facility
- Explained which entrance to use

If you called the paramedics, meet them or arrange to have someone else meet them at the assigned entrance and direct them to the patient. Calmly reassure the ill or injured person that help is on the way. Do not perform emergency first aid unless you have been trained to do so.

Emergency Procedures**Emergency Responses****Power Outages**

In the event Regions Center experiences a power outage, the emergency lights in our office space, corridors, restrooms, elevators and stairwells will activate automatically. Power outages normally last for a brief period of time, and it is best to remain in your work area if possible. However, property management will notify you in the event of an extended power outage.

Power Outage

- In the event of a power failure, all electrical systems in the building will go off for approximately two or three seconds and then the emergency generator power system will activate and supply electricity to minimal corridor lighting, emergency stairwell & exit lighting and fire pumps.
- The elevators are automatically recalled to the ground floor to let out anyone who may be trapped inside. The generator will power one elevator cab per elevator bank to be recalled to the ground floor. Once that elevator has reached the ground floor, the generator will energize the next elevator in each bank until all elevator cabs have reached the ground. Please note this process is time consuming and the elevator you may be in might be the last in line to be energized. All elevators cabs are equipped with battery back-up lighting.
- All stairwell doors will unlock allowing free access from floor to floor by way of the stairwells.
- Once all the elevators have reached the ground floor, the freight elevator can be manually operated to assist in the evacuation of handicapped, elderly persons, pregnant women or any other individual requiring assistance.
- Turn off all computers and sensitive electrical equipment in their suites to prevent an electrical surge that could potentially damage such equipment once power is restored.
- In the event of an emergency, such as a medical emergency, during a power outage, call the property management office or security console for assistance. For general information concerning the outage, only one individual should go to the security console in the Atrium to find out the status of the situation.

Restoration of Power

- When power is restored, all emergency systems will go off for approximately two or three seconds and then all systems will be restored to regular power.
- Regular elevator service will resume.
- The building HVAC system will energize. Please remember that although it will immediately be turned on, the air conditioning system may take some time to cool the building. This is especially true if the outage lasts a few hours.
- Individual tenant problems will be corrected. Due to the amount of power passing through the building when the power is restored, circuit breakers may be tripped. If electricity is not fully restored to the suite, designate one person to contact the property management office.

Emergency Generator

Both Regions Tower and Regions Building have an emergency diesel generator, which will supply electricity to emergency lights, the Fire Alarm system, the fire pumps and restricted elevator cabs. This system does not power electrical outlets, HVAC system, tenant servers and personal computers, etc.

Insert Tenant's Policies & Procedures

Emergency Procedures

Emergency Responses

Severe Weather

Remember:

Be familiar with the terminology used in watches and warnings issued by the National Weather Service.

Important:

A "Watch" generally means that severe weather could develop whereas a "Warning" means that the severe weather has been confirmed.

Regions Center was constructed to withstand high winds and other severe weather. However, there are number of weather events which can pose a threat to the property and the safety of its occupants, the most common of which are:

- **Severe Thunderstorm-** A strong thunderstorm with wind gusts in excess of 58 mph and/or hail with a diameter of 3/4" or more. A thunderstorm with winds greater than 39 mph and/or hail greater than 1/4" inch is defined as approaching severe.
- **Tornado-** A violent rotating column of air, in contact with the ground, pendant from a cumulonimbus cloud. A tornado does not require the visible presence of a funnel cloud. It has a typical width of tens to hundreds of feet and a lifespan of minutes to hours.
- **Winter Storm-** A heavy snow and/or ice event. A snow accumulation of more than 6 inches in 12 hrs or more than 12 inches in 24 hrs. and/or liquid rain falling and freezing on contact with cold objects creating ice build-ups of 1/4th inch or more that can cause severe damage and hazards.

The names and definitions of the various watches and warnings that are issued by the National Weather Service in response to above listed weather events:

- **Severe Thunderstorm Watch-** Issued when conditions are favorable for the development of severe thunderstorms in and close to a defined area.
- **Severe Thunderstorm Warning-** Issued when thunderstorms are present in the area and are expected to have wind gusts to 58 mph or above or hail 3/4 inch or more in diameter.
- **Tornado Watch-** Forecast issued well in advance to alert the public of the possibility of a tornado. The occurrence, location and timing may still be uncertain.

- **Tornado Warning-** Issued when there is likelihood of a tornado within the given area based on radar or actual sighting. It is usually accompanied by conditions indicated for Severe Thunderstorm Warning.
- **Winter Storm Watch-** A significant winter storm may affect the area, but its occurrence, location and timing are still uncertain. A winter storm watch is issued to provide 12 to 36 hours notice of the possibility of severe winter weather. A watch will often be issued when neither the path of a developing winter storm nor the consequences of the weather event are as yet well defined. Ideally, the winter storm watch will eventually be upgraded to a warning when the nature and location of the developing weather event becomes more apparent. A winter storm watch is intended to provide enough lead time so those who need to set plans in motion can do so.
- **Winter Storm Warning-** Issued when 7 or more inches of snow or sleet is expected in the next 24 hours, or 1/2 inch or more of accretion of freezing rain is expected. A warning is used for winter weather conditions posing a threat to life and property.

Tips and Procedures

- Advance knowledge of impending severe weather is key, so **Insert Tenant Name** will maintain a weather radio, with battery back-up, of the type that activates automatically whenever the National Weather Service issues any of the above warnings or watches. This radio will be placed at a central location where reliable employees are always present, such as the reception desk.
- If life threatening weather is imminent, an outside evacuation would increase the likelihood of injury, so we will instead take shelter in the interior areas of the office space or this floor, such as interior offices not near windows, public restrooms, corridors and stairwells.

Logic:

A weather radio can provide advance warning of severe weather events which will help to avoid panic situations.

Emergency Procedures

Emergency Responses

- In some instances, such as very high winds causing window breakage, it may be necessary to evacuate to a safer area of the property, in which case you should follow the stairwells all the way to the basement level and assemble in the service corridor and/or the Wheelless Auditorium. **Do not enter or cross the atrium to get to the basement level - use only the stairwells.**
- Property management will make the following announcement over the public address system when the National Weather Service issues a severe weather warning for **Downtown Shreveport**:

**MAY I HAVE YOUR ATTENTION?
MAY I HAVE YOUR ATTENTION
PLEASE. A SEVERE WEATHER
WARNING HAS BEEN ISSUED
FOR THIS AREA. A SEVERE
WEATHER WARNING TORNADO
WARNING HAS BEEN ISSUED
FOR THIS AREA. PLEASE TAKE
ALL APPROPRIATE SAFETY
ACTIONS AT THIS TIME.**

Alert:

In high rise buildings, there is a danger of glass breakage and flying glass from high winds. Stay away from the exterior windows and close office doors to minimize this threat.

- **Stay away from windows**, glass doors and outside walls - especially during storms with hail, high winds, or possible tornadoes.
- Stow away important papers, files, and small items if there is the possibility of exterior window breakage from high winds.
- Many times, during winter storms with icing, the roof of the Parking Garage will freeze over making it unsafe for vehicles and pedestrians. Property management will close the garage roof level until conditions are again safe for parking.
- Regions Center will remain open during winter storms, but **Insert Tenant Name** will make an independent decision as whether to remain open. When making this decision, the expected icing

Emergency Procedures

Emergency Responses

conditions at the property, such as in the garage, or on the sidewalks around the property, and also the icing on the roads and bridges will be considered.

- **Insert Tenant Name** will consider closing early to avoid road icing that sometimes occurs later in the day as temperatures drop below freezing.
- **Insert Tenant's Policies & Procedures**

Emergency Procedures**Emergency Responses****QUICK REFERENCE - ALARMS**

STIMULUS	DURING NORMAL HOURS	AFTER NORMAL HOURS
FIRE AND/OR SMOKE IS SEEN	<ol style="list-style-type: none">1. CALL 911*2. Call Safety Director at 429-1329*3. Pull Manual Alarm Box located in hallway.4. Contact Floor Warden6. Prepare for Evacuation7. Evacuate	<ol style="list-style-type: none">1. CALL 911*2. Call Security at 429-1027 or 429-1329*3. Pull Manual Alarm Box located in hallway.4. Prepare for Evacuation5. Evacuate
SMOKE IS DETECTED	<ol style="list-style-type: none">1. Call Safety Director at 429-1329*2. Pull Manual Alarm Box located in hallway.3. Prepare for Evacuation	<ol style="list-style-type: none">1. Call Security at 429-1027 or 429-1329*2. Pull Manual Alarm Box located in hallway3 Evacuate
ALARM SOUNDS & STROBE LIGHTS ARE FLASHING	<ol style="list-style-type: none">1. Prepare for Evacuation2. Evacuate	<ol style="list-style-type: none">1. Prepare for Evacuation2. Evacuate
FLASHING EXIT LIGHTS	<ol style="list-style-type: none">1. Flashing Exit Lights Indicates "Warning"—Stand-by for audible alarm	<ol style="list-style-type: none">1. Flashing Exit Lights Indicates "Warning"—Stand-by for audible alarm

* When calling 911, Security, or the Safety Director, always provide the street address (333 Texas Street, the name of the building you are in (Regions Building or Regions Tower, and your suite #.



3.0 Forms**

Note:

Hard copies of all forms are available from the property management office and are downloadable from the property website.

Copies of the below listed forms, which are referred to in this manual, are provided in this section. Additionally, hard copies of all forms are available from the property management office and also at the property website as well. To view and print PDF files from the website will require the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

- Bomb Threat Questionnaire
- Disabled Personnel Notice
- Emergency Personnel Notice



Emergency Procedures

Forms

BOMB THREAT QUESTIONNAIRE	
When is the bomb going to explode?	
Time the call was made and phone number that threat was received on:	
Exact words of the caller:	
Are you sure you called the right building?	
What number did you call?	
Where is the bomb right now?	What floor?
What side of the building?	
What kind of bomb is it?	
How powerful is it?	
What does it look like?	
Why did you place the bomb?	
How did you get it into the building?	
Where are you calling?	
Description of the caller: voice characteristics:	
1) Male	2) Female
3) Young	4) Old
5) Middle Aged	
Description of the caller's accent:	
1) Slow	Angry
2) Loud	Slurred/Drunken
3) Normal	Scared
4) Sincere	
5) Rapid	Laughing
6) Disguised	Soft
7) Broken	Stutter
8) Excited	
Background noises:	
Is the voice familiar?	Who does it sound like?
Time caller hung up:	
Remarks: Person who received the call:	
Address/Telephone of person who received the call:	



DISABLED PERSONNEL NOTICE

Each Regions Center tenant will appoint a Disability Aide to assist with the safe evacuation of persons requiring assistance. They will stay with the person until the emergency is over. Every person with a disability should have at least one aide who works in his/her office assigned to assist him/her in the event of an evacuation.

TENANT NAME: _____

SUITE(S): _____ TELEPHONE: _____

FIRE WARDEN: _____

The following handicapped persons will require assistance in case of an emergency evacuation:

DISABLED INDIVIDUAL	DISABILITY AIDE
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

NOTE: It is the responsibility of the tenant to revise this form when needed and submit to the building management office, 333 Texas Street, Suite A-250, Shreveport, LA

SUBMITTED BY: _____ DATE: _____



EMERGENCY PERSONNEL NOTICE

Each Regions Center tenant will select responsible and dependable employees to be designated for the position of Fire Warden, Assistant Fire Warden and Disability Aide (recommend one for each separate suite). These individuals should be dependable personnel who regularly remain in the office on a daily basis.

TENANT NAME: _____

SUITE(S): _____ TELEPHONE: _____

FIRE WARDEN(S): _____

ASSISTANT FIRE
WARDEN(S): _____

DISABILITY AIDE(S): _____

SUBMITTED BY: _____ DATE: _____