

**Austin Fire
Department**

**Hi-Rise
Emergency
Evacuation
Plan**



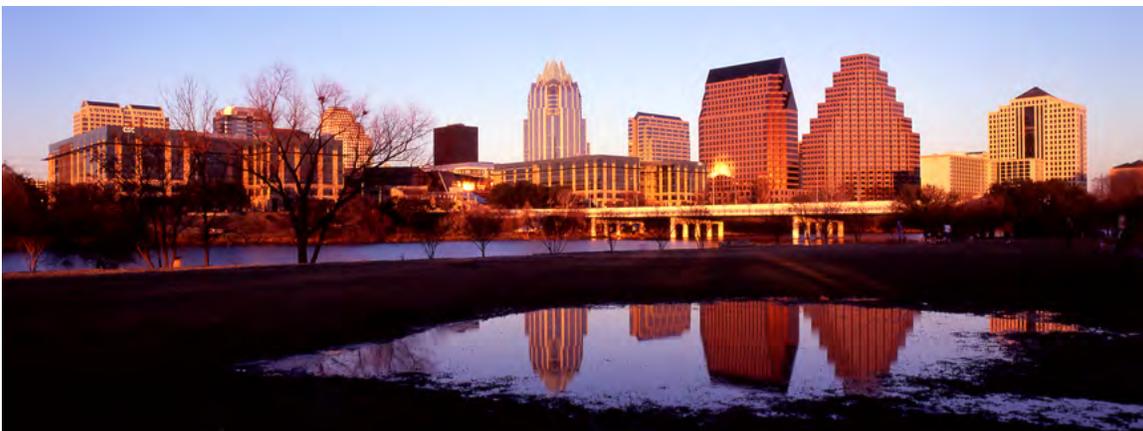
INTRODUCTION

Fire, with Its potential for property destruction and danger to human life, constitutes one of the most frightening aspects of our daily lives. The nature of a high-rise building is such that it represents special problems during a fire that increase the danger to building occupants.

For example, fire fighters cannot reach the upper stories from the building exterior for fire fighting or rescue operations. At the same time, interior fire attacks are hampered by the distances fire fighters must climb with their equipment to reach the fire. This delay in reaching the fire may increase the extent of the fire and the spread of smoke.

To supplement the fire protection features of the building and our fire prevention efforts the Austin Fire Department has compiled this evacuation plan to increase the safety of building occupants from fire and other emergencies.

If any portion of this plan is not clear to you, please feel free to contact your area fire warden, the building fire safety director, the building management, or the Austin Fire Department for further explanation and clarification.



SAMPLE ORGANIZATIONAL CHART

FIRE SAFETY DIRECTOR:	AREA	PHONE
(Name, title)	(Suite #)	(___-___)
ASSISTANT FIRE SAFETY DIRECTOR	(Suite #)	(___-___)

EVACUATION SUPERVISORS:	(Suite #)	(___-___)
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(as many as required for someone capable of supervising the evacuation of the building to be on duty at all times the building is occupied)

EMERGENCY RESPONSE TEAM:

(Name, title)
(Name, title)
(Name, title)

FIRE WARDENS & ASSISTAN FIRE WARDENS:

FIRE WARDEN (one per floor)	
(Name, Suite #)	(Floor #) (___-___)

ASSISTANT FIRE WARDENS	
(Name, suite #)	(Floor #) (___-___)
(one per tenant and a minimum of one per every 5000 sq. ft. of floor area or as required to effectively implement the emergency evacuation plan)	

EMERGENCY EVACUATION PERSONNEL JOB DESCRIPTION AND DUTIES

THE BUILDING FIRE SAFETY DIRECTOR'S duties and responsibilities shall include the following:

- A. Be familiar with the (building name) written Fire Safety and Emergency Evacuation Plan and responsible for implementing this plan in accordance with the applicable City of Austin rules and ordinances in cooperation with the Austin Fire Department.
- B. Select qualified building employees for the building's Emergency Response Team and organize, train, and supervise such Emergency Response Team.
- C. Conduct fire and evacuation drills.
- D. Be responsible for the designation and training of a Fire Warden for each floor, and sufficient Deputy Fire Wardens to assure effective implementation of the Emergency Evacuation Plan for all areas on each floor in accordance with Fire Department rules and guidelines.
- E. Be responsible for reviewing the emergency evacuation plan and revising the plan as needed including adding and/or replacing members of the Emergency Organization as required and updating all rosters.
- F. Notify the owner or other person having charge of the building when any designated individual is neglecting his/her responsibilities contained in the Fire Safety Plan. The owner or other person in charge of the building shall bring the matter to the attention of the firm employing the individual. If the firm fails to correct the condition, the Fire Department shall be notified by the building owner or manager.

IN THE EVENT OF A FIRE the Fire Safety Director shall:

- A. Insure that the Fire Department has been notified without delay of any fire, fire alarm, or other hazardous condition requiring fire department response.
- B. Staff the Fire Control Room; coordinate the evacuation of occupants; and direct the Emergency Response Team until the arrival of the Fire Department.

Hi-Rise Emergency Evacuation Plan

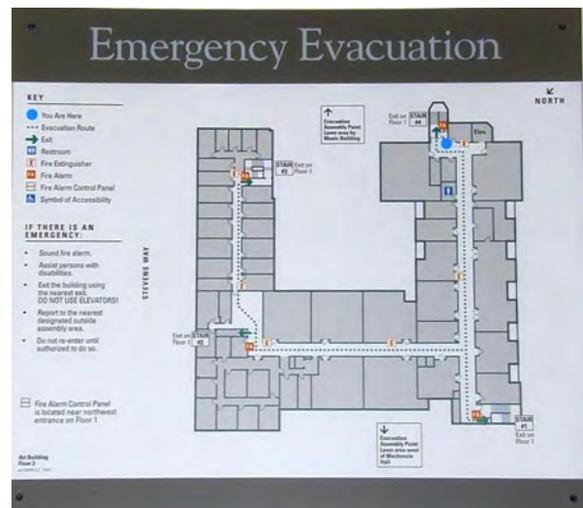
- C. Upon arrival of the Fire Department, advise the Fire Department Incident Commander of the location and condition of the fire and the status of emergency response actions being taken, and provide assistance to the Fire Department incident Commander as requested.

The duties and responsibilities of the ASSISTANT FIRE SAFETY DIRECTOR shall include:

- A. Assist the Fire Safety Director in insuring effective implementation of the Emergency Evacuation Plan.
- B. Assume the full responsibilities and duties of the Fire Safety Director in his/her absence.

A BUILDING EVACUATION SUPERVISOR must be on duty whenever the building is occupied. Duties shall include:

- A. Be familiar with the evacuation plan and assist in its effective implementation as directed by The Fire Safety Director.
- B. In the absence of the Fire Safety Director and the Deputy Fire Safety Director, assume all Duties and responsibilities of the Fire Safety Director.



IV. The duties and responsibilities of the designated FIRE WARDENS shall include:

- A. Oversee the safe evacuation of the occupants of his/her designated floor.
- B. Be familiar with the Emergency Evacuation Plan, the location of all emergency exits and the location and operation of all available fire alarm system components.
- C. Be responsible for assigning duties and responsibilities for the floor's Assistant Fire Wardens as necessary. Such duties might include stairwell monitors, elevator monitors, and searchers.
- D. Assign Assistants to any mobility impaired tenants who might require special assistance in the event of an evacuation. A minimum of 1 and preferably 2 Assistants should be assigned to each mobility impaired tenant. The fire warden shall direct the

Fire Safety Director to revise the roster of mobility impaired tenants as applicable, especially for the copy of the Emergency Evacuation Plan to be kept in the Fire Control Room.

- E. Provide for identification (such as armbands, name tags, conspicuously marked clothing, etc.) of the floor Fire Warden & Assistant Fire Wardens during fire drills & fires.
- F. Be responsible for supervising the fire prevention efforts for his/her floor.



IN THE EVENT OF FIRE OR FIRE ALARM, the Fire Wardens shall:

- A. Ascertain the location of the fire and direct the evacuation of the floor in accordance with Directions received and the following guidelines:
 1. The most critical areas for immediate evacuation are the fire floor and those floors immediately above and below. The Fire Warden and Assistant Fire Wardens on These floors should immediately implement evacuation procedures for their floor and area. Evacuation from other floors shall be instituted upon instructions from the Fire Command Station, or Emergency Response Personnel, or when conditions indicate such action is necessary. Evacuation shall be via uncontaminated stairs. **REMEMBER, ELEVATORS SHOULD NEVER BY USED IN A FIRE EMERGENCY EXCEPT** when the elevator is under the direct control of a member of the Fire Department.
 2. Assure that all persons on the floor are notified of fire and evacuated to safe areas. A search must be done of all lavatories and other areas intermittently occupied. This may be done by specially assigned Deputy Wardens.
 3. The evacuation should proceed down to at least three floors below the fire. The Fire Command Station shall be kept informed of the location of the floor's occupants.
 4. The Fire Warden shall verify that the Fire Department has been notified as soon as it is safe to do so. The Fire Safety Director should then be notified as soon as practical.
 5. After the evacuation to a safe area of refuge, perform a head count to verify that all the occupants known to have been on the floor have been evacuated and are accounted for.

The designated safe areas of refuge for the building are as follows:

(List the areas inside and outside of the building designated as safe areas of refuge and assembly. See the definition (page12) of "safe area of refuge" under the heading "What to Do in Case of Fire" for guidance)

- B. Fire Wardens on those floors not in the immediate vicinity of the fire should begin evacuation procedures as far as staging the floor occupants at the stairwells and await further instructions from the Fire Command Station. All occupants of the floor should be notified of the fire condition and a search made of all areas that might be occupied. The doors to each area should be shut after the search of that area is completed.
- V. The duties and responsibilities of the Assistant Fire Wardens shall include the following:
- A. Be subordinate to and assist the floor's Fire Warden to insure effective implementation of the Emergency Evacuation Plan.
 - B. Be familiar with the Emergency Evacuation Plan, the location of all emergency exits, and the location and operation of all components of the fire alarm system.
 - C. In the absence of the Fire Warden, assume the full duties and responsibilities of that position.
 - D. Attend all fire and safety training functions as required by the Fire Warden, Fire Safety Director, or the Austin Fire Department.
 - E. Be responsible for the fire prevention efforts in your assigned areas.
 - F. Verify that all mobility impaired occupants in your assigned area have been assigned Evacuation Assistants and notify the Fire Warden of any changes in the location or status of these occupants and their Assistants located in your assigned area.

IN THE EVENT OF FIRE OR FIRE ALARM, the Assistant Fire Wardens shall:

- A. Ascertain the location of the fire and direct the notification and evacuation of occupants in the immediate fire area and their assigned area.
- B. Report the fire condition to the Fire Warden and assist in implementing the evacuation plan by performing the pre-assigned functions as directed by the Fire Warden. These functions may include the following positions and duties:
 1. STAIRWELL MONITOR with the following duties:
 - a. Be the first at the entrance to their stairwell, as previously assigned by the Fire Warden, during an emergency condition.
 - b. Verify that the stairwell is clear of smoke or other conditions that might prohibit the safe evacuation of occupants. Notify the Fire Warden of the condition of the stairwell.
 - c. If the fire is located on your floor, the floor immediately below your floor, or the Floor immediately above, or as conditions warrant, begin the orderly flow of occupants. Assist the safe and orderly flow of occupants by alternating them with any who 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.
 - d. Securely close the stairwell door after all the occupants have exited.
 - e. Notify responding fire fighters of the fire condition on your floor.
 - f. If your floor is not in the immediate vicinity of the fire floor, line up the occupants in an orderly fashion and keep them at the stairwell until instructions are given to begin the evacuation to an area of safe refuge. This instruction may come via the Fire Warden, the public address or fire alarm system, Fire Department personnel, or members of the Emergency Response team.
 - g. Verify that occupants who have mobility impairments have assistants to help them evacuate or notify Fire Department or other personnel to assist as required
 2. ELEVATOR MONITOR whose function is to immediately go to the elevator lobby during an emergency and prevent occupants or visitors from using the elevators and to direct them to the nearest safe stairwell.

3. SEARCH TEAMS responsible for assisting the Floor Wardens in conducting a systematic and thorough search of all areas of a floor, including all restrooms, offices, conference rooms, photocopier rooms, mail rooms, storage areas, and other closed areas.

VI. THE FIRE RESPONSE TEAM shall be appointed by the Fire Safety Director and be composed of the building engineering and maintenance staff and other building employees as required whose duties and responsibilities shall include:

A. Verifying that the fire pump, emergency generator, and other emergency equipment is operating as required.

B. Verify that all valves controlling water flow to the fire sprinkler system are in the "open" position. Sprinkler control valves should be in the "open" position at all times, except as required to perform maintenance on the system. The Fire Department dispatch should be notified any time the sprinkler system is taken out of service.

C. Meet the first responding 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.

D. Be responsible for performing routine inspection, testing, and maintenance of the building's fire protection systems as required.

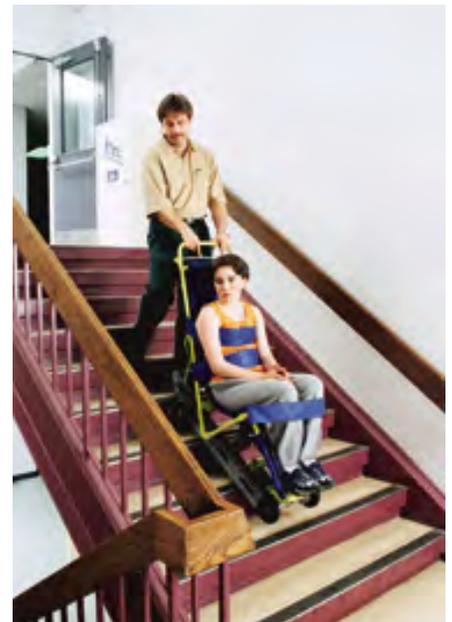
Perform other functions as necessary and attend all training sessions as required by the Fire Safety Director.

VII. A minimum of one, and preferably two, EVACUATION ASSISTANTS TO OCCUPANTS WITH IMPAIRED MOBILITY shall be appointed by the Fire Warden with the following duties and responsibilities:

A. Notify their assigned occupants of an emergency condition.

B. Be trained In the proper methods of safely evacuating mobility impaired persons.

C. Assist their assigned occupants in evacuating to an area of safe refuge in accordance with following guidelines:



SPECIAL INSTRUCTIONS FOR MOBILITY IMPAIRED OCCUPANTS

Persons having any mobility impairment need to be considered **prior** to any need for evacuation. It is necessary for Fire Wardens to notify the Fire Safety Director of any mobility impaired tenants who may require special assistance in the event of an evacuation. A list must be updated as necessary and maintained in the Emergency Evacuation Plan, especially the copy of the plan to be located in the Fire Control Room.



Tenants not requiring assistance who are not going to assist will evacuate first. This avoids the possibility of persons in need of assistance being bumped and falling down, thus slowing evacuation and/or causing injury. If there is evidence of fire, persons having mobility impairment should be positioned near the fire exit stairs that are located farthest away from the fire. If fire conditions pose a personal threat the mobility impaired tenant shall be placed in the exit stairwell and Fire Department personnel notified for assistance. If conditions warrant immediate action, the mobility impaired should be evacuated to a safe area of refuge.



SAMPLE ROSTER OF MOBILITY IMPAIRED TENANTS

MOBILITY IMPAIRED OCCUPANT	FLOOR & SUITE #	LOCATION OF THE SUITE	PHONE NMBER	DESIGNATED ASSISTANTS
(IE) John Doe	10 th Floor Ste. 1001	NW Corner of the floor	123-4567	Jerry Adams Tom Baker

(Continue as needed and update on a regular basis.)

IN CASE OF FIRE

IF YOU SEE SMOKE, FLAMES, OR SMELL SOMETHING BURNING, **IMMEDIATELY**:

- A. **ISOLATE** the fire by closing the door, if possible.
- B. **ACTIVATE** the **FIRE ALARM PULL STATION**
- C. **EVACUATE** to a **SAFE AREA OF REFUGE** using the **EXIT STAIRS (NEVER USE THE ELEVATOR, *unless* it is under the direct control of the fire department)**. A **SAFE AREA OF REFUGE** is an area that offers a reasonable degree of protection from fire and smoke and may consist of such areas as a smoke proof stairwell; an area on a floor at least 3 floors below the fire floor; a designated area on the ground level of the building; or designated assembly areas outside the building.

The following areas have been designated as **SAFE AREAS OF REFUGE** and **ASSEMBLY** for this building:

- D. **CALL THE FIRE DEPARTMENT (DIAL 911)**, just as soon as it is safe to do so, with the following information:

- 1. **ADDRESS:** (street address & building name)
- 2. **WHAT FLOOR IS ON FIRE**



- 3. **WHAT AREA OF THE FLOOR IS THE FIRE ON** (north, south, east, west)

4. WHAT IS ON FIRE (if known)

E. **CALL** or notify the BUILDING FIRE SAFETY DIRECTOR (Dial _____ - _____)

II. If you detect something that might be a smoke odor but you aren't sure,

IMMEDIATELY:

A. **CALL THE FIRE DEPARTMENT** (DIAL 911) as soon as you suspect that there might possibly be a fire with the following information:

1. ...that you think you smell a smoke odor
2. building name and address
3. what floor you are on and the area where you smell smoke

B. **NOTIFY A FIRE WARDEN** on the floor with the odor, giving the location and characteristics of the odor.

CALL THE BUILDING FIRE SAFETY DIRECTOR (_____ - _____)

III. IF YOU HEAR (OR SEE) THE FIRE ALARM sounding on your floor, **IMMEDIATELY:**

A. **BEGIN EVACUATION PROCEDURES** to a designated area of safe refuge.

B. **VERIFY** that the FIRE DEPARTMENT has been notified (DIAL 911).

C. Report to your supervisor or fire warden at the designated assembly area to accounted for.

IV. IF YOU HEAR THE FIRE ALARM that is not on your floor, **IMMEDIATELY:**

A. **CALL THE FIRE DEPARTMENT (DIAL 911)** with the following information:

1. ...that you hear an alarm
2. building name and address
3. what floor you are on

B. **CALL THE BUILDING FIRE SAFETY DIRECTOR (_____ - _____)**

C. **CALL** or **NOTIFY** the **AREA FIRE WARDEN**

D. **DIRECT ALL OCCUPANTS ON THE ALARM FLOOR** to the staging area near the exit stairwell to await further instructions.

V. **THE BUILDING FIRE SAFETY DIRECTOR WILL:**

A. Notify the **FIRE DEPARTMENT**

B. Notify the **BUILDING EMERGENCY RESPONSE TEAM**

C. **BEGIN EMERGENCY EVACUATION PROCEDURES**

D. Upon arrival of the fire department, advise the Fire Department Incident Commander of the emergency status and actions being taken.

IN CASE OF FIRE AFTER REGULAR BUILDING HOURS

IF YOU SEE SMOKE, FLAMES, OR SMELL SOMETHING BURNING, **IMMEDIATELY:**

A. **ISOLATE** the fire by closing the door, if possible.

B. **ACTIVATE** the **MANUAL FIRE ALARM**.

C. **EVACUATE** to a safe area of refuge using the EXIT STAIRS.

NEVER USE THE ELEVATOR, unless it is under Fire Department control.

D. **CALL THE FIRE DEPARTMENT (DIAL 911)** just as soon as it is safe to do so.

Never assume someone else has called the fire department.

E. **CALL BUILDING SECURITY (_____ - _____)**

HAZARDOUS MATERIAL INCIDENTS

A hazardous material incident would involve the accidental spill or release of a chemical in or near the building that could pose a potential threat to the building occupants due to the potential of fire or adverse effects from exposure to toxic vapors that might be released. Such a condition may warrant the evacuation of all or some of the building occupants. Such an evacuation would utilize many of the same provisions as an evacuation due to a fire emergency with the following additional considerations:



1. The immediate shutdown of all air handling systems by maintenance or engineering personnel may be necessary.
2. The room or area of the incident should be sealed off by engineering or security personnel, if it is safe to do so, to prevent the spread of the material and reduce exposure to occupants.
3. If an evacuation of the building is warranted, occupants should attempt to evacuate to the *up-wind* side of the building, if possible.

Cleanup of the spill should be attempted only by those persons adequately trained and equipped to do so.

TORNADO OR SEVERE WEATHER GENERAL INFORMATION



The U.S. Weather Service reports the movement of severe weather that may present a threat to metropolitan areas. Severe weather includes but is not limited to thunderstorms, tornados, windstorms, snowstorms, etc. If a tornado warning has been issued by the weather service, a tornado siren may sound in your area to notify you that a tornado warning is in effect

If an alert for severe weather is announced by the U.S. Weather Service:

1. The Emergency Response Team should move all occupants away from the perimeter of the building instructing tenants to close perimeter doors when exiting.
2. If time permits, close all drapes and blinds.
3. Take cover in core areas of the building such as interior offices, hallways, corridors, or restrooms away from glass doors and windows.
4. When the all clear is announced, the Emergency Response Team will direct employees to return to regularly scheduled duties
5. Call 911 and notify the Management Office of injuries. [See the Medical Emergencies section of this Guide] (page 20)
6. Report any damage such as broken windows, leaks, or fire to the Management Office.
7. Tenants should maintain an inventory of first aid and emergency supplies to be used during severe weather. [See the Medical Emergencies - First Aid/Emergency Supplies section of this Guide.]

HURRICANES AND FLOODS GENERAL INFORMATION

When a hurricane warning has been issued, it is of the utmost importance that all precautionary measures and actions are taken immediately for the protection of life and property.

PROCEDURE

1. Keep abreast of weather conditions via radio or television.
2. Remove all papers, pictures, plaques, hanging objects, desktop items, and other loose objects from perimeter offices and store in interior rooms.
3. Close all doors of perimeter offices. If time permits, close all drapes and blinds.
4. **LEAVE ALL INTERIOR DOORS OPEN** in order to prevent atmospheric pressure problems.
5. Move all expensive equipment and important documents to interior rooms.
6. Notify the alarm company (if your company has one) of the probability of a power outage during the storm.
7. Report all flooding, leaks, fires and structural damage to the Management Office as soon as possible.



CHEMICAL, BIOLOGICAL, OR RADIOLOGICAL (CBR) EVENT GENERAL INFORMATION

There is a heightened awareness of the emerging threat of terrorism by unconventional weapons. The most dangerous forms of these weapons are often the most difficult to manufacture, transport, and weaponize because they are volatile, difficult to produce and employ. The response to an incident involving CBR agents is similar to any other incident involving hazardous materials.

PROCEDURE

IF YOU DISCOVER A CBR INCIDENT:

1. Call 911 or the local emergency number.
2. Provide the dispatcher with the following information:
 - Name
 - Type of Emergency
 - Company Name
 - Physical Building Address [not building name]
 - Floor and Suite Number
 - Telephone Number
3. Listen to the dispatcher for any additional instructions before hanging up.
4. Call the Management Office.

5. Remain calm.
 - Isolate the CBR object, area, and those exposed.
 - Evacuate the area, move occupants up wind at least 300 feet away from the contaminated site, closing doors as you move away.
 - Notify the 911 and the Management Office.
6. A partial or full evacuation may be ordered if the incident is deemed credible, or if mandated by the local authorities. The Management Office will call each tenant's primary contact to inform him or her of the incident.

If danger is unsubstantiated, the building may remain open for business, The Management Office will call each tenant's primary contact to inform him or her of the incident. It is up to each tenant, to decide whether to evacuate the building or remain open for business, If the building remains open and your company chooses to close and evacuate the building, please notify the Management Office so there is a record that your suite is empty. This information will be important if the incident escalates.

Hi-Rise Emergency Evacuation Plan

Evacuation Team Member	Description	Key Responsibilities
	<ul style="list-style-type: none"> • Manages stairwell evacuation inside suites and common areas • Appointed by the tenant for each suite. • Appointed by the Floor Warden for common areas. 	<ul style="list-style-type: none"> • Ensures that the stairwell door is not hot to the touch and there is no smoke in the stairwell. • <u>Monitor #1</u>: Holds the stairwell door, keeps talking to a minimum, does not allow food and beverages into the stairwell, and ensures those evacuating stay on the right side of the stairwell. • <u>Monitor #2</u>: Stands on the stairwell landing to direct traffic flow and encourages evacuees to remain calm and quiet.
Elevator Monitors	<ul style="list-style-type: none"> • Prevents use of elevators. • Appointed by the tenant for each suite • Appointed by the Floor Warden for common areas 	<ul style="list-style-type: none"> • Ensures that no one uses the elevators in an emergency. • Redirects occupants to stairwell

ALTERNATES

Sufficient alternates for each Emergency Response Team position must be assigned so that a principal or alternate is in the building at all times during working hours to supply leadership under the Plan. Coverage during vacation, sick leave, etc. must be taken into account.

INITIAL ASSEMBLY AREA

In the event of a full building evacuation, the property team will direct evacuees out of the building toward an initial assembly area. This procedure accomplishes two goals. 1) helps provide a safe direction of travel that does not interfere with the emergency, emergency equipment, and responding emergency vehicles. 2) helps prevent a back up of evacuees in the building's lobby and stairwells. The initial assembly area is located far enough away from the building to allow all occupants to evacuate out of the building and relocate to an assembly area away from the emergency. Once the initial assembly area is reached, tenants may move to the tenant designated meeting location and wait for instructions from the Floor Warden or Suite Monitor.

TENANT DESIGNATED MEETING LOCATION

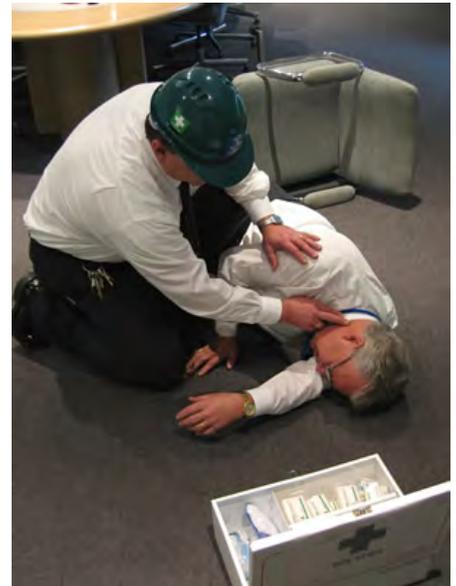
Each tenant is responsible for designating its own company meeting location for employees to congregate, in the event of a full building evacuation. The meeting place should be located well away from the building (300ft. minimum), and provide safe refuge. After the evacuation, the Suite Monitor is responsible for taking attendance to ensure that all of their company's suite occupants and visitors are accounted for, and should report missing individuals to the local authorities.

MEDICAL EMERGENCIES GENERAL INFORMATION

Time is extremely important in the case of a medical emergency. It is recommended that all tenants keep a first aid kit and emergency supplies available.

THE PERSON WHO DISCOVERS THE EMERGENCY SHOULD:

1. Call **911** or the local emergency number.
2. Provide the dispatcher with the following information:
 - Name
 - Type of Medical Emergency
 - Location of Medical Emergency
 - Company Name
 - Physical building address [not building name]
 - Floor and Suite Number
 - Telephone Number



3. Listen to the dispatcher for any additional instructions before hanging up.
4. Call the Management Office to report the emergency. The property team will open doors, and hold elevators for the paramedics in order to expedite treatment.

NOTE: It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving, unless a life-threatening hazard exists.

FIRST AID/EMERGENCY SUPPLIES

The more supplies you have on hand when an emergency occurs, the better prepared you are to deal with injuries. It is recommended that, at a minimum, you have the following available in your tenant space:

- First aid kit
- Cell phone
- Flashlights and fresh batteries
- Transistor radio
- Latex gloves for blood borne pathogen protection
- Heavy gloves in case of broken glass



POWER FAILURE GENERAL INFORMATION

In the event the building sustains a power failure, emergency lighting should be available in the stairwells. Stairwell emergency lighting is powered by either a battery-back up system or emergency generator. Generally, HVAC equipment, lights, outlets, most elevators and telephone equipment will not be operational, however, check with the property team to become familiar with the systems that are in place at your building.

PROCEDURE

1. The property team will contact the electric company to attempt to find out the cause of the outage and the anticipated duration of the outage.
2. Turn off all appliances, computers and other equipment. If equipment is turned on and a power surge occurs, the surge may damage the equipment.
3. Floor Wardens and the Emergency Response Team meet in the elevator lobby to determine if any people are trapped in the elevators. If so, ask the occupants to remain calm and determine if anyone is injured. Let them know that you are requesting assistance. Call 911 if people are injured or in danger. Floor Wardens contact the Property Management Office and inform them of the entrapment, status and location of the elevator car.
4. Elevator Monitors stay in contact with the trapped individuals until assistance arrives. Re-assure them that assistance is on the way.
5. If the power outage becomes lengthy (an hour or more) and the electric company does not know how long the power will be out, the property team will provide information and direction to the tenants. The building may close for business. [See the Evacuation Section of this Guide] (page 4).
6. The Emergency Response Team reports to their posts and prepares to evacuate the floor according to the Evacuation Plan when notified by the Floor Warden.

BOMB THREATS GENERAL INFORMATION

The success of the building's preventive strategy requires the full cooperation of all tenants. All suspicious individuals, activities, articles, packages or situations should be reported to the Property Management Office immediately. We depend on your eyes and ears to help keep the building safe.

Generally most bomb threats are false, they are intended to disrupt operations and cause confusion. If a bomb is intended to kill, injure, and destroy there is typically no advance warning, as that would defeat the purpose. Regardless, every threat should be taken seriously until proven otherwise.

PROCEDURE

IF YOU RECEIVE A BOMB THREAT OVER THE TELEPHONE:

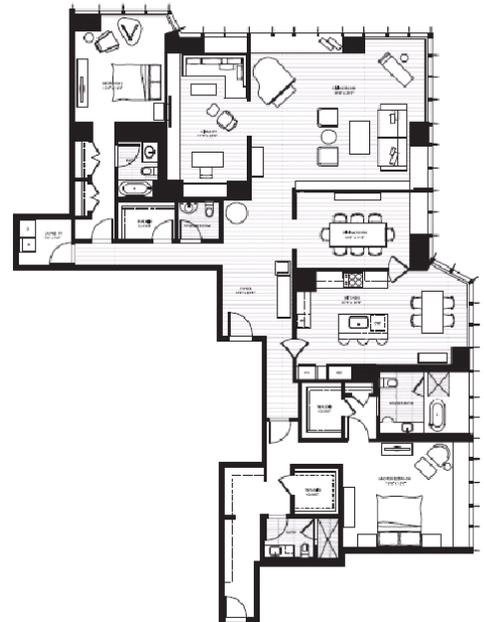
1. Keep the person talking as long as possible.
2. As you are speaking with the caller, record the information received on the attached Bomb Threat Report Form, located at the end of this section. Note the characteristics of the caller such as gender, tone of voice, age, accents, and background noises. Keep a copy of the report form in the main reception telephone area for easy access. Review the form with your staff and ask them to use it, if necessary.
3. At the end of the call, dial *69 and record any number provided by the service.
5. Provide the dispatcher with the following information:
 - Name
 - Type of Emergency
 - Company Name
 - Physical Building Address [not building name]
 - Floor and Suite Number
 - Telephone Number
 - Any information from the **Bomb Threat Report Form** (located at the end of this section)

Listen to the dispatcher for any additional instructions before hanging up.

Call the Management Office.

CONDUCTING A SEARCH

1. If the caller states or implies that a bomb is in a particular suite, be aware that the individuals working in that suite will be called upon to conduct a search of their area. These individuals are the best people to determine whether something doesn't belong or if something has been moved, or is out of place.
2. Each tenant should develop and maintain a search plan for their office suite. There should be two Searchers per team. If the suite is large, divide It into quadrants and permanently assign searchers to a specific quadrant.
3. Conduct your search by assessing the room utilizing the following method:
 - search from floor to waist level
 - then search from waist to chin level
 - then search from chin to ceiling level
4. Keep a written record of the rooms searched and the results.
5. If a device is found, do not touch it:
 - Isolation - isolate the object
 - Evacuation - evacuate the area
 - Notification - notify the authorities
6. If the caller states or implies that a bomb is in a common area of the building, the property team will conduct the search.



The local authorities generally respond to the building to simply take a report if an unidentified or suspicious article is not found. In turn, if an article is found, the bomb squad is generally called by the police department.

Bomb Threat Report Form

Property Name

Address:

City, State Zip Code:

Exact Wording of the Threat: _____

Information to record:

Dial *69 record number: _____

Gender of caller: _____ Accent/Type: _____

Age: _____ Length of call: _____

Number call received at:

Exact date and time of call: _____

Questions to ask:

1. When is the bomb going to explode? _____

2. Where is the bomb right now? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause the bomb to explode? _____

6. Did you place the bomb? _____

7. Why? _____

Caller's Voice:

- Normal Stutter
- Angry Lisp
- Excited Whisper
- Laughter Crying
- Familiar Slurred

Background Sound:

- Street Noises Animal Noises
- Voices Static
- PA System Local
- Music Long Distance
- Motor Noises Cellular
- Children
- Other:

Threat Language:

- Educated Incoherent
- Foul Taped
- Irrational Message Read