

Paragon Services LLC
Emergency Response Plan

Emergency Action Plan



Issue Date: _____

Effective Date: _____

Introduction

This plan contains guidelines and protocols to follow in the event of emergencies affecting the (The Building). This plan in combination with ongoing training will prepare Emergency Coordinators and the Emergency Resource Team respond appropriately during emergency situations.

Due to the complexity of this Building, it is impossible to formulate a precise plan for every situation that could arise. This plan outlines basic steps and procedural standards along with the general assignments for facility personnel.

Purpose

Paragon Services, LLC has developed this plan to effectively manage emergency situations. These guidelines and protocols along with ongoing training will increase the effectiveness of the facility management during medical emergencies, natural disasters and any other emergency situation. Effective response will reduce the potential for injury, improve response times and minimize damage to the facility.

Evacuation processes may differ depending on the type and location of the emergency. No matter what the emergency, it is paramount that all security and administrative personnel react in a prompt and appropriate manner.

1. Definitions of Emergencies

1.1. The Buildings or Property Management Security Company or designee serves as the overall Emergency Coordinator during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist in determining the appropriate response. In all the situations, the Security Company or designee will inform the Engineering Staff and Building for any emergency the status of these emergencies. The definitions of emergencies are:

1.1.1. **MINOR EMERGENCY:** Any incident, potential or actual, which will not seriously affect the overall functional capacity of The Facility. Report immediately to the Management Company.

1.1.2. **MAJOR EMERGENCY:** Any incident, potential or actual, which effects an entire building or buildings, and which may disrupt the overall operations of The Facility. Outside emergency services may be required, as well as response from a variety of Facility support personnel. Major policy considerations and decisions will usually be required from the Management Company during these times. All emergencies in this category should be reported to the Emergency Coordinator, Emergency Resource Team (ERT) or Assistant Emergency Coordinators.

1.1.3. **DISASTER:** Any event or occurrence, potential or actively and has seriously impaired or halted the operations of The Building. In some cases, mass casualties and severe property damage may be sustained. A coordinated effort of all facility-wide resources and outside emergency services is required to effectively control the situation. In all cases of disaster, an Emergency Command Center will be activated, and the appropriate support and operational plans will be executed.

1.2. Any incident, no matter the category, has the potential to generate external media attention concerning facility resources, and/or operations should be promptly reported to The Building Manager/Emergency Coordinator.

2. Assumptions

- 2.1. The Building emergency action plan has been developed with a realistic approach to the problems likely to be encountered at the Building during a major emergency or disaster. The following are general guidelines.
 - 2.1.1. An emergency or disaster may occur anytime of day or night, weekend or holiday, with little or no warning.
 - 2.1.2. The events in an emergency are not predictable, therefore training along with the published guidelines and protocols will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.
 - 2.1.3. Disasters may affect many other facilities in the geographical location of The Building, therefore, city, county, state, and federal emergency services may not be available. Therefore, it is important to communicate with the emergency services in the area.
 - 2.1.4. A major emergency may be declared if information indicates that such a condition is developing or is probable.
- 2.2. It is the responsibility of every department manager and supervisor to ensure that the employees and contracted employees in that supervisor's group are aware of these procedures and how this plan works.

Scope

This plan applies to all employees, visitors and contractors at The Building. All employees should be familiar with the provisions of this plan and be knowledgeable concerning the proper steps to take in the event of an emergency. It is the responsibility of the Property Management Company to ensure all personnel, visitors and contractors understand these emergency procedures.

Employees working for Building could consist of:

- Property Management Team (approximately 0-5 employees)
- Paragon Services, LLC /Engineering Team (approximately 1-15 employees)
- Janitorial Team (approximately 2-15 employees)
- Security Team (approximately 0-5 employees)
- As many as 1-3,000 tenants onsite at location
- As many as 1-3,000 visitors onsite at location

The emergency actions to be performed by the employees may consist of life saving measures until outside emergency agencies arrive and can set up command centers and assume control of the emergency. The Emergency Resource Team will stay at the Command Center to lend technical support to those outside emergency service provides. In the event of a citywide disaster, the Emergency Resource Team shall direct all emergency response until outside agencies arrive to provide assistance.

This EAP contains the following information:

- General assignments and responsibilities of facility personnel
- Information for the proper reporting of emergency situations
- Steps and procedures to follow in the event of an emergency

Program Review and Evaluations

This EAP shall be reviewed by the Emergency Resource Team annually and updated as necessary; and the Emergency Coordinator shall review this program every six – twelve months to determine that all information is current and accurate. Changes shall be e-mailed to all Emergency Resource Team members.

Copies of the EAP can be found in the following locations:

- Security Office
- First Aid /AED Location
- Fire Command Room
- Property Management Locations
- Engineering Offices

Employee Training

Human beings, when faced with adverse situations, tend to react in the manner that they have trained and practiced. Therefore, the Emergency Resource Team shall coordinate mock disaster drills at least annually.

Employees shall be informed and trained:

- when the initial plan is developed
- when new employees go through safety orientation
- when new equipment, materials, or processes are introduced that affect evacuation routes
- when there is a change to the layout or design of the building
- when emergency procedures are revised or updated
- when designated personnel have responsibility changes
- on an annual basis

Additionally, employees are expected to train in their respective roles under the plan as frequent as possible. The Emergency Resource Team will coordinate training and shall document training for official records.

Management Policy Statement

It is the goal of Paragon Services, LLC to be as prepared as possible to protect not only the safety of our own employees but also that of the public when responding to any emergency.

The Building Emergency Action Plan was established to affectively manage emergency situations. It along with the ongoing training will increase the knowledge of building management in how to respond to the different emergencies, thus increasing patron and employee safety. All efforts to make our outline as effective as possible are truly appreciated!

Emergency Resource Team

1. DIRECTION AND COORDINATION

1.1. All emergency operations shall be directed by the Emergency Coordinator (EC):

1.1.1. When an emergency or disaster occurs, the Emergency Coordinator is in charge and responsible for response operations.

1.1.2. The Emergency Coordinators are:

1.1.2.1. Primary Emergency Coordinator: _____

1.1.2.2. First Alternate Emergency Coordinator: _____

1.1.2.3. Second Alternate Emergency Coordinator: _____

- 1.1.2.4. Third Alternate Emergency Coordinator: _____
- 1.1.3. The Emergency Coordinator or his/her designate shall coordinate all emergency operations.
 - 1.1.3.1. The direct operational control of the Building in the event of a major emergency or disaster is the sole responsibility of the Emergency Coordinator or his designee.

2. EMERGENCY RESOURCE TEAM MEMBERS

- 2.1. In addition to establishing an emergency command post as necessary, the Emergency Coordinator shall immediately gather the EMERGENCY RESOURCE TEAM.
- 2.2. Team members will coordinate as necessary with the Emergency Coordinator for implementation; coordination of building operation plan and support as it pertains to their specific areas.
- 2.3. Team members are to be kept in constant communication with the EMERGENCY COMMAND CENTER. General responsibilities of the team members are described further in this document.

Emergency Resource Call List

Building Management Company	W:	H:	M:
Paragon Services, LLC Engineer	W:	H:	M:
Security Company	W:	H:	M:
After Hours Emergency	W:	H:	M:
Fire Life and Safety	W:	H:	M:

Disaster and Off-Site Resources

(This list to be more fully developed as our building partnerships and service providers are chosen over the next few months)

- Fire (PFD), Police (PPD) and County Sheriff's Department -----**911**
- PFD -----
- PPD -----
- DPS -----
- FBI -----
- Hospital-----
- Emergency Spill Cleanup
 - HAZMAT Team -----
 - National Response Center----- (800) 424-8802
 - Chemical Cleanup Company -----
- Local Emergency Planning Commission -----
- OSHA -----
- If 3 or more employees are hospitalized or there is a death
- Arizona Department of Environmental Management (ADEM) -----
- Federal Emergency Management Agency (FEMA) ----- (404) 853-4200
- Arizona Poison Control Center -----
- Gas Company (Emergency 24-Hour Number)-----
- Electric Service (Emergency 24 Hour Number) -----

Water Company (Emergency 24-Hour Number) -----
National Weather Service -----(800) 876-6187

Emergency Equipment:

Emergency Sand and Dirt-----
Emergency Heavy Equipment -----
Emergency Crane Company-----

Paragon Services, LLC Engineering Chief

Chief Engineer: responsible for contacting all department heads after any evacuation to verify that all personnel are accounted for and report to the Emergency Coordinator. Communicate with Property Management and Security who may still be in building and accounting for their department’s personnel.

Service Level Offices and Work Areas

Assistant Chief or Lead Engineer: responsible for evacuating all personnel in their respective departments including work areas, storerooms, restrooms, machine and HVAC rooms.

Checking the supply room: attendant to secure the supply room prior to evacuation.

Checking with the Day Porter/Janitorial: responsible for accounting for their department personnel.

Property/Asset Manager Security/Guest Services: responsible for accounting for their department personnel.

Emergency Coordinator Duties

1. The Emergency Coordinator (EC) is responsible for the overall building emergency response.
2. Works with Emergency Resource Team to assess the emergency and coordinate The Buildings specific response.
3. Account for all personnel at the Emergency Designated Areas.
4. Direct personnel not to leave the designated area until they receive direction from the EC or Emergency Resource Team (ERT).
5. Reinforce to personnel that they are not to go to their vehicles or any other locations unless specifically directed by the EC.
6. Manage and Coordinate First Responders and other Medical Personnel to assist the injured.
7. Restrict smoking by personnel if it will potentially create an additional hazard.
8. Establish the Emergency On-Scene Command Post and assume the role of On-Scene Commander (OSC *highest ranking Emergency Responder*) until properly relieved by PFD On-Scene-Commander or Local Emergency Planning Commissions (LEPC).
9. Inform responding rescuers of any personnel not accounted for that might still be in the building, and the most likely area where they might be found.
10. Ensure the Public Liaison is adequately briefed and has a prepared statement if necessary.
 - 10.1. Ensure all information given to the Public Liaison is up-to-date and has been verified. If uncertain about any information, verify the information before passing it on.
 - 10.1.1. Never release names of injured or dead until next of kin have been notified.
 - 10.1.2. It is recommended a pre-prepared release be printed up that can be easily modified and used as a script.
 - 10.1.3. Inform all personnel that if approached by the media to refer all questions to the Public Liaison.

- 10.2. All information passed on to the press should be documented in writing and that information is to be saved for post-emergency reporting.
11. When the emergency is over, direct personnel to cleanup duties, return to work, or to go home.
 - 11.1. If in the middle of the emergency you are directed to send personnel home, be sure to inform them which direction you wish them to travel to prevent further problems.
 - 11.1.1. Some hazards involved in exiting that should be considered:
 - 11.1.1.1. Do not direct traffic through smoke or fumes from burning debris or through vapor plumes.
 - 11.1.1.2. Do not direct traffic over fire hoses or toward emergency vehicular traffic lanes.
12. If personnel are to return to work, caution them about potential hazards of restarting machinery or other equipment and any hazards that may have been created during the emergency.
13. As soon as possible after the incident is secure, write up a summary of events. This information will be very important when you notify your insurance carriers, city officials, and potential state agencies.
14. Declares and ends, when appropriate, the Facility state of emergency as provided for in this guide.

Assistant Emergency Coordinator (AEC) Duties

1. The Assistant Emergency Coordinator(s) are responsible for keeping the Emergency Coordinator informed of situations that may need their attention.
 - 1.1. Assists the Emergency Coordinator with assessing the emergency and dictating the overall direction of The Facility emergency response.
 - 1.2. Assists with notification of the governmental agencies, First Responders, and others as necessary.
2. Without endangering themselves, the AECs are responsible for leaving their work areas last.
 - 2.1. They should check their work area(s) as they leave to ensure all personnel, contractors and/or visitors have evacuated.
 - 2.1.1. Be sure to check elevated or isolated areas, storage areas, offices, and restrooms.
3. Ensure all non-essential equipment and machinery has been shut down safely, and potential hazards eliminated.
 - 3.1. Make sure critical operations that pose a threat to personnel if abandoned are reported to the Emergency Coordinator as soon as possible.

Managing Air Handling Units: Preventing Smoke & Chemical Vapors from Entering the Facility

- 3.2. Critical Operations that will need addressed include:
 - 3.2.1 Facility Engineer have the security code to enter the system
 - 3.2.1.1. Restrict air intake in the case of a chemical spill with vapor cloud trying to enter the building:
 - 3.2.1.1.1. **Preventing air from entering from the South:**

- 3.2.1.1.1.1. Close all outside dampers on the south side of the building manually on the Energy Management System.
 - 3.2.1.1.1.2. Shut down Air Handling Units (AHU)
 - 3.2.1.1.1.3. Put the AHUs in “down mode” so they won’t come on.
 - 3.2.1.1.1.4. These AHUs will stay off until the emergency is resolved before bringing them back on line.
 - 3.2.1.1.2. **Preventing air from entering from the North Side:**
 - 3.2.1.1.2.1. Close all outside dampers on the North side of the building.
 - 3.2.1.1.2.2. Shut down AHUs and maintain AHUs.
 - 3.2.1.1.3. **Preventing air from entering from the West Side:**
 - 3.2.1.1.3.1. Close all outside dampers on the West side of the building.
 - 3.2.1.1.3.2. Shut down AHUs and maintain any of the rest of the AHU that need to be utilized.
 - 3.2.1.1.4. **Preventing air from entering from the East Side:**
 - 3.2.1.1.4.1. Close all outside dampers on the East side of the building.
 - 3.2.1.1.4.2. Close AHU and maintain any of the other AHUs.
- 3.3. The AECs are responsible for knowing where the inside and outside Gathering Areas are as they depend upon the type of emergency. Emergency Gathering Areas depend on the emergency.
 - 3.3.1. The Primary Outside Gathering Area is the _____
 - 3.3.2. For outside evacuation the Gathering Area may change depending on wind direction (stay upwind) or the condition of the Building(s) being evacuated to.
- 3.4. The AECs must direct employees, tenants and contractor to maintain clear and safe emergency egress to the Primary and Secondary Emergency Escape Routes and Exits at all times.
 - 3.4.1. **Emergency Escape Routes Should Never Be Obstructed.**
 - 3.4.2. It is recommended that each AEC check all the exits at the beginning of every day and mandatory before any special event to ensure they are unobstructed.
 - 3.4.3. **Fire Extinguishers and First Aid Equipment should never be obstructed.**
 - 3.4.4. It is the responsibility of the AEC’s to ensure all emergency equipment is accessible at all times.
 - 3.4.4.1 It is recommended that when the emergency exits are checked that emergency equipment is also checked.
4. AECs shall ensure the first aid/casualty Gathering Areas are established as directed by the command center and the First Aid Coordinator (FAC) as soon as possible.
 - 4.1. The First Aid Coordinator working with the AEC’s shall direct triage/treatment until relieved by outside emergency responders.
 - 4.1.1. They shall remain an integral part of the Emergency Medical Services.
 - 4.1.2. They shall prepare and have readily available medical supplies, stretchers and other materials to set up a field medical treatment area.
 - 4.1.3. The FAC shall monitor medical supplies with expiration dates at least monthly.
5. Provides equipment and personnel to perform shut down procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs, and equipment protection.
6. Provides vehicles, equipment operators for movement of personnel and supplies, and assigns vehicles as required to for emergency use.
7. Obtains the assistance of utility companies as required for emergency operations.
8. Furnishes emergency power and lighting systems as required.

9. Emergency Equipment Kit needed during an emergency should include:
 - 1.1. Cellphone.
 - 1.2. Two-way Radio.
 - 1.3. Emergency Telephone Numbers.
 - 1.4. Set of Master Keys to the Building.
 - 1.5. Building Map with Designations for Emergency Utility shut off and Emergency Equipment Locations.
 - 1.6. Flashlight with extra batteries.

Physical Damage Control Coordinator

1. The Physical Damage Control Coordinator (DCC) shall assist the EC and On-Scene-Commander with technical information about The Facility.
 - 1.1. Must know the location of:
 - 1.1.1. All main electrical, gas, water and sewer shut-off locations.
 - 1.1.2. Location and proper use of all emergency equipment.
 - 1.1.3. Be knowledgeable of all air handling units supply and exhaust.
 - 1.1.4. Know how to interpret the smoke and fire alarm system, and how to bypass or shut them down.
 - 1.1.5. Know what extinguishing systems are in The Facility and how to activate or shut down the systems.
 - 1.1.6. Must know the location of all hazardous material storage areas and proper spill and fire control measures.
 - 1.2. The DCC shall be responsible for assigning maintenance personnel to man the three emergency generators if necessary.

Emergency Action Plan Distribution and Review

1. It is this persons responsibility to review this manual to determine that all information is current and correct. Any changes should be e-mailed to the entire building management, engineering and security team.
2. The Emergency Action Plan shall ensure all hard copies are distributed as necessary. Copies of the Emergency Action Plan can be found in the following locations:
 - 24-Hour Security Office
 - Property Management Office
 - Engineer Office
 - Fire Command Room
3. The Emergency Action Plan shall document employee training annually and as soon as possible after all changes.
4. At the discretion of the Emergency Action Plan EC, any changes that should have immediate attention can be made at anytime during the year.
5. Changes in the manual should include (but are not limited to):
 - 5.1. Updates of names and telephone numbers of those serving in various positions.
 - 5.2. Additions or deletions in the basic core material of the plan.
 - 5.3. Changes in responsibilities of Emergency Coordinator, Assistant Emergency Coordinators, etc.

Property Management

1. It is the responsibility of Property Management to inform tenants of the existence of emergency situations, and react in an appropriate manner.
2. Voluntary actions that personnel may perform **only** if they are properly trained:
 - 2.1. Incipient fire fighting.
 - 2.2. Assist with rescue.

- 2.3. Render first aid.
- 2.4. Initiate the alarm and prompt evacuations when necessary.
3. Each tenant/employee shall comply with instructions from the Emergency Coordinator, Assistant Emergency Coordinators and/or any Emergency Resource Team Coordinator.
4. Once an employee has left their workstation to assemble in the Gathering Area, they shall not leave that area unless instructed otherwise to do so by the Assistant Emergency Coordinator.

- 4.1. If they have evacuated The Facility, employees should not re-enter the Facility until directed to do so by the Emergency Coordinator or Assistant Emergency Coordinators.
5. In an emergency evacuation condition, each employee and tenant **shall not** go to their vehicle or any other area, but will proceed safely to their designated Gathering Area.
6. All employees shall help by maintaining clear and safe for the Primary and Secondary Emergency Escape Routes.
7. All employees shall help by maintaining clear and safe egress to all Emergency Equipment.
 - 7.1. **Fire Extinguishers and First Aid Equipment should never be obstructed.**
 - 7.2.

Crisis Communication Plan

Alarm System

There is a comprehensive life safety alarm system in the facility. These alarm systems consist of visual and audio enunciator devices and active and passive detection devices located throughout The Facility. All alarm systems are connected to the Central Control Station, a XXXXXX system located in the Security Office.

Security Response to a Fire Alarm

1. Immediately upon receipt of a fire alarm indication, following the steps outlined will afford maximum protection with minimal inconvenience.
2. Determine Zone or the Area of the Alarm
 - 2.1. Automatically and simultaneously, whenever any of the alarm systems activate, the alarm horns will sound in the area of the alarm. At the same time, the printer will print out a record of the alarm by time, date and location.
 - 2.2. The Security Console Operator must immediately acknowledge the alarm on the Control Panel, turn off the Main Panel Buzzer System, and then notify all personnel involved as to the location of the area alarms.
 - 2.2.1. Until checked out in person by one or more facility personnel, all alarms are considered **Actual Alarms**.
 - 2.3. Building Facility Personnel who check out the area of the alarm must notify Central Security again by radio or phone as to whether the alarm is false or an actual emergency.
 - 2.3.1. False Alarms from Manual Pull Stations should be immediately reset.
 - 2.3.1.1. If multiple manual pull stations are pulled, all stations on this zone will have to be checked to determine that no more than one station was pulled.
 - 2.3.1.1.1. See Emergency Equipment layout and attached listing of all pull stations and zones.
 - 2.4. If an actual fire emergency exists and/or the water flow alarm is sounding due to sprinklers being set off, or heat detectors indicate a build up of heat in some space, the following section on **Fire Evacuation Procedures** will be initiated at once by Security.

System Response to a Fire Alarm

The following steps should be followed to effectively respond to the alarm:

1. Determine Zone in Alarm
 - 1.1. The first indication of a fire alarm condition is audible.
 - 1.1.1. The Panel in the Security Office will send a coded signal indicating which zone is in alarm.
2. Investigation of Area or Zone Alarms
 - 2.1. If checking an area under alarm and there is a fire, begin emergency procedures.
 - 2.2. If no fire exists (false alarm), begin reset procedure immediately (Maintenance Personnel will assist in this procedure).
3. Resetting the System
 - 3.1. After the fire is out or source of false alarm is determined, the system will need to be reset.
 - 3.1.1. This is a function of Maintenance Personnel.

Fire Alarm System Response

1. System response shall be determined by the nature of the event as indicated on the panel or visual confirmation of event.

Reset Procedure

2. The Fire Alarms system shall be reset in accordance with the manufacturers recommendations and/or the training supplied by Building FLS service provider.

Central Console

1. Immediately upon receipt of a CONFIRMATION that there is an ACTUAL emergency in The Building/Facility, the Security Staff shall contact the Emergency Coordinator and the Emergency Resource Team if the possibility of injury exists to patrons or employees, they may call 911 immediately.
 - 1.1. Console Operator Will:
 - 1.1.1. Advise all units by radio on all channels of the classification and location of the situation.
 - 1.1.2. Notify either by radio or phone the following:
 - 1.1.2.1. Emergency Coordinator
 - 1.1.2.2. Executive Director of Operations
 - 1.1.2.3. General Manager
 - 1.1.2.4. Assistant General Manager
 - 1.1.2.5. Operations Director
 - 1.1.2.5.1. If any one of the above may instruct, them to immediately call: **911**
 - 1.1.2.5.2.

Reporting of Emergency Information

2. When contacting emergency services **speak slowly and calmly**. Announce the following:
 - 2.1. "My name is (*name*). I work at the following building_____.
 - 2.2. Our address is _____.
 - 2.3. We have a (*type of*) emergency.
 - 2.4. We need (*the fire department, ambulance, and police at this location*).
 - 2.5. We (*have/have not*) evacuated the building.
 - 2.6. All employees are accounted for **or** We cannot locate (*number of*) employees.

- 2.7. We do not have any injuries **or** We have (number of) employees injured. Their injuries are: (list injuries).”
3. Dispatch a Security Officer with an orange flag to direct emergency personnel.
- 3.1. Notify all the following offices in The Building, informing them of the situation and advising how they are to respond:
- 3.1.1. Security Dispatch Center
 - 3.1.2. Housekeeping /Janitorial
 - 3.1.3. Engineering
 - 3.1.4. Tenants
 - 3.1.5. Parking Attendants
 - 3.1.6. Operations
 - 3.1.7. Advise those not assigned or directly involved in the situation to evacuate/relocate (give specific area) and to stand by for instructions.
- 3.2. If the Facility is closed (nights) – AFTER THE SITUATION IS VERIFIED – then call as follows:
- 3.2.1. Phoenix Fire Department – 911
 - 3.2.2. Director of Security Services
 - 3.2.3. Executive Director of Operations
 - 3.2.4. General Manager
 - 3.2.5. Assistant General Manager
 - 3.2.6. Director of Operations
- 3.3. Then proceed with step 2.0 on previous page.
- 3.3.1. Dispatch a Security Guard with an orange flag to direct P.F.D. and or P.P.D. (if called).
4. If there are client events in progress in the Facility and there is an actual situation, notification will be as follows:
- 4.1. Upon notification of the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event, the public notification address shall be announced over the building public announcement system with the approval from the General Manager.
- 4.2. Once the Command Post location has been established by the Emergency Coordinator or his designate, the Console Operator will inform all personnel monitoring emergency channels of the location of the Command Post and Emergency Resource Team locations.
- 4.3. The Console Operator shall remain with the console until told to evacuate by the Emergency Coordinator, or other Resource Team Members (except if the Console Operator is in danger).
- 4.3.1. The Console Operator shall monitor radio traffic and video monitors and provide tactical information to the Command Center if not located in the Center Console Room.

Visitor Emergency Announcements

1. Earthquake

- 1.1. The following message is to be read only with the approval of the General Manager, his designate and/or at the direction of the Emergency Coordinator:
- 1.1.1. Attention Please. Attention Please

Ladies and Gentlemen, an earthquake has occurred in the Phoenix area. No substantial damage has occurred to the Building; however, our assessment teams are searching the building.

Please remain seated and await further instructions.

Thank you.

2. Facility Evacuation:

2.1. The following message is to be read only with the approval of the General Manager or designate:

2.1.1. Ladies and Gentlemen, may I have your attention please. A situation has occurred requiring us to request that you exit The Facility. Please remain calm and walk to the nearest exit. Security personnel are standing by to assist you.

Thank you.

Emergency Command Post

1. When a major emergency occurs, or is imminent, it shall be the responsibility of the Emergency Coordinator to set up and inform the responding Emergency Services of the location of the Emergency Command Center.

1.1. The Primary Location is the Security Office.

1.2. The Emergency Coordinator will stay at the Command Center until properly relieved by outside emergency authorities.

1.3. The Planned Command Center locations shall be communicated and agreed upon by all appropriate outside agencies and Emergency Coordinator.

1.4. The **Primary Emergency Coordinator or his designated Assistant** must ensure the driveways are clear after calling in the alarm. They should await the emergency vehicles at the designated assigned location.

1.4.1.

2. Materials List And Location

2.1. Individual identified emergency command offices should maintain basic emergency equipment that might be needed in order to continue operations as well as possible.

2.1.1. Kits containing items such as flashlights or other emergency lighting, battery powered radios, extra batteries and basic first aid supplies should be kept stocked and up-to-date.

2.1.1.1. Candles and matches are not recommended for lighting since they require an open flame that can be hazardous.

2.1.2. Large items such as power generators and pumps for flooded areas can be furnished by Facility Operations if needed.

3. Medical Supplies

3.1. A First Aid kit is located in the Property Management Office, Security and Engineering Office for emergency use.

3.2. These supplies are designed to be used by first responders until such time as more qualified medical assistance can arrive on site. These kits are replenished on a regular basis. Other supplies, such as rubber gloves are also available.

Emergency Shutdown & Evacuation Procedures

Any time a situation arises within the Building that poses an immediate threat to employee or patron life, health, or safety, all individuals are required to immediately evacuate or move to a safe area. Exiting from any building in an emergency situation is a straightforward matter of walking to the nearest safe exit door and leaving the building.

In the event of a building evacuation, employees are responsible to do the following:

1. Immediately turn off any electrical equipment, torches, etc. they are using. Electric and pneumatic tools should be safely turned off and all electric cords, extension cords, and pneumatic hoses moved or stored as to **not** create a trip hazard for you or others.
 - 1.1. **Do not** throw hand or power tools where individuals might trip and fall over them when exiting the building.
 - 1.2. If operating machinery, the machine should be shut off in a manner that will not create a hazard with the material being machined.
 - 1.3. All vehicles should be pulled to the side of the drive or road, out of the path that may be taken by emergency vehicles.
2. Walk, **do not run**, to the nearest safe exit and **exit the building**. **Do not go to your locker** for personal items or to retrieve tools, etc. Proceed directly to your designated Gathering Area at the Building.
 - 2.1. **Remember: Your possessions can be replaced, you cannot!**

Emergency Evacuation Kit

1. Emergency Evacuation Kits will be located in the Security Office. The following are items that may be stock in the Emergency Kit.
 - 1.1. Clipboard.
 - 1.2. Laminated tenant roster with fire warden phone listings.
 - 1.3. Flashlight with extra batteries for after-dark operations.
 - 1.4. Wax pencil and lead pencil.
 - 1.5. Notepad.
 - 1.5.1. Cellular phone.

Escape Route Assignments

1. Emergency exits are identified and illuminated throughout The Building.
2. Emergency Evacuation Maps are posted in different work areas of The Building indicating primary and secondary routes to exit.
 - 2.1. Take a minute to look at the Emergency Evacuation Map posted in the area to familiarize yourself with the location of the nearest exits.
3. **Do not assume that any door is an exit unless it is marked with an exit sign!!!**

Emergency Gathering Areas

1. After exiting the building, walk to the **Primary Emergency Gathering Area**.
 - 1.1. If the Primary Emergency Gathering Area is jeopardized by a real or potential hazard, proceed to the **Secondary Emergency Gathering Area**.
2. Once you reach the appropriate Gathering Area give your name to the **Assistant Emergency Coordinator** so you can be accounted for.
3. **Under no circumstances is there re-entry into the building without permission from the Emergency Coordinator or the Assistant Emergency Coordinator.**

4. Once you have reported to the Emergency Coordinator and they have recorded your name, you should **remain in the Emergency Gathering Area**.
5. **Do no attempt to move your car** while emergency vehicles are entering or exiting the Facility.
 - 5.1. If your vehicle needs to be moved, the Emergency Coordinator, the Assistant Emergency Coordinator or responding emergency personnel will direct you.
6. **Do not go home or leave the premises** until the Emergency Coordinator or Assistant Emergency Coordinator instructs you to do so.
 - 6.1. The Emergency Coordinator or the Assistant Emergency Coordinator will provide you with information about returning to work, etc..
7. **In the case of an external disaster**, all personnel should proceed to the ***Inside Emergency Gathering Areas***.
 - 7.1. The DESIGNATED SHELTERS are:
 - 7.1.1. To be determined once we meet with the appropriate outside emergency agencies.

Fire Fighting, Rescue and First Aid

1. **Rescue and First Aid Duties**
 - 1.1. **Only outside emergency response professionals will be responsible for fire fighting, rescue, and emergency first aid, unless staff are properly trained.**
 - 1.1.1. If necessary, the Emergency Coordinator will assign Secondary Assistant Emergency Coordinators or other key personnel to render technical assistance to emergency responders, i.e., directing them in emergency shutdown of equipment or processes; or locating emergency equipment.
 - 1.1.2. First Responders will assist with injured personnel until local EMS personnel arrive and can relieve the First Responders.

Incident Procedures

1. **Fire/Explosion**

1.1. **Before the Emergency**

- 1.1.1. Know the location of fire extinguishers and emergency exits and how to use them.
 - 1.1.1.1. The Emergency Coordinator will arrange annual training for all employees.
 - 1.1.1.2. Employees should be attentive to the location of the nearest emergency exit and secondary exits at all times.
 - 1.1.1.2.1. Employees should also pay attention to the location of fire extinguishers in case of an emergency.
 - 1.1.1.2.2. All employees need to know the Gathering Areas for either inside or outside evacuations.

1.2. **Identify the Emergency**

- 1.2.1. In the event of a fire or explosion, the Emergency Coordinator should be notified immediately. The EC will direct the notification of Emergency Responders and any outside agencies that may be needed.
- 1.2.2. All sources of fuel for fires should be eliminated *if possible*.
- 1.2.3. Be prepared for harmful fumes or chemicals vapors to be present.
- 1.2.4. Fires and explosions frequently result in the loss of electricity, so be prepared to provide lighting or other power sources if needed.
 - 1.2.4.1. Emergency lighting will be tested periodically to ensure there is adequate lighting to evacuate the Facility in an emergency.

1.3. **Take Appropriate Action**

- 1.3.1. In the event of a fire or explosion, the emergency fire procedures as outlined will be followed:
 - 1.3.1.1. Unless a fire can be controlled within 30 seconds with or without a fire extinguisher, emergency evacuation should be announced on the Building radios.
 - 1.3.1.2. All personnel have the authority to act on controlling a fire providing their safety is taken into consideration.
 - 1.3.1.3. If the employee can control the fire with or without a fire extinguisher, **act immediately** and extinguish the fire.
 - 1.3.1.3.1.1. Do not use water on incompatible materials, i.e. electrical fires.
 - 1.3.1.4. If the employee is doubtful of their ability to control the fire, **do not delay in announcing the need for emergency evacuation and outside assistance.**
 - 1.3.1.5. As much as possible without risk to personnel, remove as much potential fuel as possible:
 - 1.3.1.5.1. Turn off gas lines, remove oxyacetylene cutting portable units, move containers of flammable liquids and solids, remove as many combustible products as possible from the immediate area of the fire.
- 1.3.2. Follow all emergency shutdown procedures.
 - 1.3.2.1. If two or more employees are involved, direct one to announce the emergency evacuation, and contact Security Company, while one or more try to contain and extinguish the fire.
 - 1.3.2.2. A simple acronym will be taught to all employees to remember in an emergency, R.A.C.E.:
 - 1.3.2.2.1. **Rescue:** The number one priority is to make sure all personnel are out of harms way.
 - 1.3.2.2.2. **Alarm:** Even if you think you can extinguish the fire quickly, make sure the alarm has been communicated. Those precious minutes may make the difference if you cannot extinguish the fire quickly.
 - 1.3.2.2.3. **Contain:** Contain the fire by removing fuel sources so it cannot grow or by closing doors and windows to contain it and starve it of oxygen.
 - 1.3.2.2.4. **Extinguish:** Finally, if possible, use whatever means are available to extinguish the fire.
 - 1.3.2.2.4.1. Remember do not attempt fire extinguishment if you are not properly trained.
- 1.3.3. When anyone announces an evacuation, The Building should be evacuated immediately. Walk quickly to the nearest marked exit and alert others to do the same. Assist disabled persons in exiting the building. Close all doors to help confine the fire and reduce oxygen.
- 1.3.4. DO NOT LOCK DOORS!
- 1.3.5. DO NOT RETURN TO AN EVACUATED BUILDING unless directed to do so by EC or AEC.
- 1.3.6. Once outside, move to a clear area away from The Facility.
 - 1.3.6.1. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. If requested, assist emergency crews as necessary.
- 1.3.7. A Facility Emergency Command Post may be set up near the emergency site. Keep clear of Command Post unless you have official business.
 - 1.3.7.1. Any damage or injuries should be reported to the Command Post.

1.3.7.2. The Command Post will be the site for immediate first aid. Other action as may be necessary will be determined by the Emergency Coordinator or his designate.

1.4. End Crisis Mode

1.4.1. A Crisis Communications Plan is put into action to notify facility personnel, their families and outside media.

1.4.2. The Public Liaison Coordinator will contact family members as deemed appropriate.

1.4.2.1. See Individual Duties for Public Liaison Coordinators.

1.4.3. The Emergency Coordinator will meet with the Emergency Resource Team to develop a follow-up plan for each type crisis.

1.4.4. The Emergency Coordinator will hold debriefing meetings with all employees to discuss problems or improve any action plans.

1.4.5. The Public Liaison Coordinator will deliver a news release to local radio, television and newspaper news personnel.

2. Chemical Release

2.1. Before the Emergency

2.1.1. Excluding acts of God or Natural Disasters, chemical releases pose the greatest threat of injury or death to employees and the surrounding community.

2.1.2. Know the location of emergency exits and internal shelters.

2.1.2.1. The Emergency Coordinator will schedule annual training for all employees.

2.1.2.2. This training will educate personnel as to specific hazards in their facility and where associated emergency equipment is located.

2.1.2.3. Employees should be attentive to the location of the nearest emergency exit and secondary exits at all times.

2.1.2.3.1. Employees should also pay attention to the location of fire extinguishers in case of an emergency.

2.1.2.4. Employees should know the Gathering Areas for internal and external evacuations.

2.1.3. If possible, know beforehand any chemicals or hazardous materials that may be stored in your area. This information may be useful to Fire Department and spill recovery unit officials in case of spill.

2.2. Identify the Emergency

2.2.1. There are two scenarios for chemical spills:

2.2.1.1. A Spill that occurs in the Building and requires personnel to evacuate upwind of to prevent exposure from hazardous vapors and gases.

2.2.1.2. A Spill that occurs outside the Building that may require personnel to seek shelter indoors to prevent exposure from hazardous vapors and gases.

2.2.2. The Emergency Coordinator should be notified immediately.

2.2.2.1. The EC will then either notify the Phoenix Fire Department and/or Emergency Spill Clean-up Co. for assistance.

2.2.2.1.1. If necessary, notify the Phoenix Police Department or State Police to maintain Facility security of the Building.

2.2.2.2. When calling the EC be sure to give the following information:

2.2.2.2.1. Name and telephone extension of person calling,

2.2.2.2.2. Substance and quantities involved (if know), and

2.2.2.2.3. Location: Within the Building.

2.3. Take Appropriate Action

- 2.3.1. Take all actions and necessary precautions to confine and/or contain the spill.
 - 2.3.1.1. If possible, prevent the spilled material from entering the sewer system, i.e. through a floor drain or storm sewer.
- 2.3.2. Personnel on site should be evacuated up wind from the affected area at once.
- 2.3.3. Only HAZWOPER trained personnel should be allowed to investigate or respond in any way to a large chemical release.
 - 2.3.3.1. For every person who enters the hot zone, there must be at least one backup person on standby.
- 2.3.4. The Building personnel depending on the quantity and expertise required to perform the task may clean up chemical spills posing low or no hazard risks. (i.e. small quantities of oil, paint, organic solvents etc.)
- 2.3.5. If at any time there is any question as to whom should be taking care of a chemical spill, a HAZWOPER certified employee, the Emergency Coordinator, or Assistant Emergency Coordinator should make the decision.
- 2.3.6. Since each chemical release poses specific hazards to responders, every chemical release must be evaluated individually.
- 2.3.7. All ignition sources should be extinguished in the immediate area and surrounding adjacent areas if time permits and there is no risk of exposure to the employees.
 - 2.3.7.1. This includes but is not limited to: vehicles, cutting and welding equipment, hand tools, cigarettes, lights, etc.
- 2.3.8. The contaminated area should be sealed off or physical barricades put in place to prevent further contamination.
- 2.3.9. As soon as possible it should be determined if medical attention is needed.
 - 2.3.9.1. Proper decontamination techniques should be followed prior to removing personnel to uncontaminated areas unless it is a life-threatening situation.
 - 2.3.9.1.1. If the victims contamination poses a risk to personnel outside the hot zone, the victim must be decontaminated prior to being moved into an uncontaminated area.
- 2.3.10. When the proper authorities have arrived, an assessment should be made to determine any further measures including clean up.
 - 2.3.10.1. Further assessment should be made regarding medical attention.
- 2.3.11. The entire facility may need to be evacuated.
- 2.3.12. A command post may need to be established near the scene of the spill.
 - 2.3.12.1. Keep clear of the command post unless you have official business.
- 2.3.13. If the spill is outside The Building (tank truck or train accident) the Building employees may need to shelter indoors. If sheltering indoors perform the following:
 - 2.3.13.1. Have employees move to one of the shelters.
 - 2.3.13.2. Close all doors and windows to the outside.
 - 2.3.13.3. Turn off all ventilation.
 - 2.3.13.4. Have gas monitors available to monitor interior atmospheres.
 - 2.3.13.5. Be prepared to evacuate the Facility and send employees to a safe area.

2.4. End Crisis Mode

- 2.4.1. The emergency will be considered over when determined so by the proper authorities.

- 2.4.2. No personnel should be allowed to re-enter the Hot Zone until told to do so by the Emergency Coordinator.
- 2.4.3. Upon notification, the Chief Engineer or building manager and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the Building Manager.

3. **Severe Weather**

3.1. **Before the Emergency:**

- 3.1.1. Know the location of fire extinguishers and emergency exits and how to use them.
 - 3.1.1.1. The Emergency Coordinator will arrange annual training for all employees.
 - 3.1.1.2. All personnel should know the specific hazards in their department and where emergency equipment is located.
 - 3.1.1.3. Employees should be attentive to the location of the nearest shelter, emergency exit and secondary exits at all times.
 - 3.1.1.3.1. Employees should know the location of fire extinguishers in case of an emergency.
 - 3.1.1.3.2. Employees should know the Gathering Areas for either inside or outside evacuations.

3.2. **Identify the Emergency:** The Security Staff shall monitor the National Weather Service in order to be forewarned of any inclement or dangerous weather approaching the Building.

- 3.2.1. In the event that a "Tornado/Severe Weather Warning" is issued for the immediate area, the EC or their designate should make the following notifications (regardless of the hour of the day or night).
 - 3.2.1.1. The Emergency Coordinator if not directing the notifications.
- 3.2.2. Once these notifications are made, decisions will be made regarding other persons or services to contact. Once this process is completed and the Building has been put on alert, the Emergency Coordinator or his designate will decide when the alert is to be cancelled.
 - 3.2.2.1. Cancellation of all alerts shall be repeated after 15 minutes to ensure all personnel and/or services have been notified.
- 3.2.3. If a "Tornado/Severe Weather Warning" is issued, an immediate place of optimum safety should be sought. Existing plans of action should be implemented as quickly as possible. Otherwise, the Emergency Coordinators should begin to facilitate moving everyone to the designated place of shelter within The Building.

3.3. **Take Appropriate Action/Severe Weather**

- 3.3.1. In the event of a tornado, the emergency procedures as outlined will be followed:
 - 3.3.1.1. Employees will shut down operations of their department as directed by the Emergency Coordinator.
- 3.3.2. Employees will then proceed to their designated or the nearest shelter.
 - 3.3.2.1. If you are indoors and do not have adequate time to reach one of the indoor shelters, seek refuge under sturdy benches or equipment that can withstand the weight of the roof if it should fall.
 - 3.3.2.1.1. Stay clear of windows or other hazardous materials that can become projectiles.
 - 3.3.2.1.2. Use anything around to cover yourself or protect you from flying debris.

- 3.3.3. Once the weather has passed and the Emergency Coordinator has given the all clear, all personnel should evacuate the building and Gather at their outside Gathering areas for head-count.
- 3.3.4. No personnel should re-enter The Building until instructed to do so.
- 3.3.5. The local Police and Fire Departments will be notified by the Emergency Coordinator.
- 3.3.6. If outside and unable to get to shelter, seek shelter in a low-lying area, a ditch or depression in the ground and curl up in a fetal position covering your head with your arms and hands on the ground.
 - 3.3.6.1. Tornadoes/Severe Weather are frequently accompanied by heavy rain, so try to avoid seeking shelter in drainage ditches or other areas prone to flooding.
- 3.3.7. CAUTION: Avoid down power or utility lines as they may be energized.
- 3.3.8. If in a vehicle, stop as quickly as safety permits. Exit the vehicle and seek shelter under overpasses, in a ditch or depression in the ground, and curl up in a fetal position covering your head with your arms and hands on the ground.
- 3.4. In the event a tornado/severe weather does strike The Facility, the Emergency Coordinator will coordinate efforts with the proper authorities.
 - 3.4.1. A command post will be established, and outside emergency agencies will be contacted as needed.
 - 3.4.2. Facility personnel may be utilized to help shut off utilities.
 - 3.4.3. The EC or AEC will provide first aid, etc. as needed.

3.5. End Crisis Mode

- 3.5.1. A Crisis Communications Plan will be put into action to notify building and outside media.
- 3.5.2. If injuries are incurred, designated first aid providers will deal with types of injuries and the Public Liaison Coordinator will contact family members as deemed appropriate.
- 3.5.3. The Emergency Coordinator will meet with the outside emergency services to develop a follow-up plan for each type crisis.
- 3.5.4. The Emergency Coordinator will hold debriefing meetings with facility employees to discuss concerns or improve any action plans.
- 3.5.5. The Public Liaison Coordinator will deliver a news release to local radio, television newspaper news personnel.

4. Earthquake

4.1. Before the Emergency:

- 4.1.1. Know the location of fire extinguishers and emergency exits and how to use them.
 - 4.1.1.1. The Emergency Coordinator will arrange annual training for all employees.
 - 4.1.1.2. Employees should be attentive to the location of the nearest shelter and emergency exit and secondary exits at all times.
 - 4.1.1.2.1. Employees should also be aware of the location of fire extinguishers in case of an emergency.
 - 4.1.1.2.2. Employees should know the Gathering Areas for either inside or outside evacuations.

4.2. Identify the Emergency

- 4.2.1. The emergency will begin with an earthquake, as they are not predictable.
- 4.2.2. All employees should attempt to evacuate The Building.
- 4.2.3. If personnel have to remain indoors, seek refuge in a doorway, under sturdy machinery or a table.

- 4.2.3.1. Stay away from windows, shelves, and heavy equipment that may fall.
- 4.2.4. If in a vehicle, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle as it offers shelter.
- 4.2.5. Protect yourself at all times and be prepared for after-shocks.
- 4.2.6. DO NOT RETURN TO AN EVACUATED BUILDING unless directed to do so by the Emergency Coordinator or Assistant Emergency Coordinator.

4.3. Take Appropriate Action

- 4.3.1. In the event of an earthquake, the emergency procedures as outlined will be followed:
 - 4.3.1.1. Employees will shut down operations in their department as soon as possible or as directed by the Emergency Coordinator.
 - 4.3.1.2. The Emergency Coordinator may direct all but emergency power be shut down.
 - 4.3.1.3. Depending on time, employees should evacuate the building, seek shelter under desks, other sturdy equipment, or stand in doorways.
 - 4.3.1.4. **Remember to stay clear of windows or areas where hazardous materials may fall on them.**
- 4.3.2. Once the earthquake has subsided, all personnel should be evacuated from the building until structural integrity can be evaluated and it is determined safe to reenter.
- 4.3.3. After the initial shock, an evaluation process will begin to determine the amount of damage and the necessity for outside emergency assistance.
- 4.3.4. Part of the evaluation process will be to determine the possibility of employees trapped under building debris.
- 4.3.5. All personnel should proceed to the primary outside Gathering Area
- 4.3.6. Local Police and Fire Departments will be notified by the Emergency Coordinator.
- 4.3.7. Depending on the magnitude of the earthquake, emergency assistance may or may not be available. The Emergency Coordinator or personnel trained in emergency first aid may be utilized to assist with any injured.
- 4.3.8. A command post will be established and its location communicated to the to all appropriate emergency services.
- 4.3.9. Keep clear of the command post unless you have official business.

4.4. End Crisis Mode

- 4.4.1. The crisis ends when everyone is accounted for and the immediate threat of danger has passed.
- 4.4.2. No personnel should be allowed to re-enter any structure until qualified personnel have verified it is safe to do so.
- 4.4.3. Upon notification, the Building General Manager, Chief Building Engineer Assistant General Manager, Executive Director of Operations, Director of and Security Company and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the Building General Manager.

5. Terrorism and Bomb Threats

5.1. Before the Emergency

- 5.1.1. Terrorism is a growing problem in the world today and next to impossible to determine when it may strike. Being prepared for the unexpected.
- 5.1.2. Know the location of fire extinguishers and emergency exits and how to use them.

5.1.3. The Emergency Coordinator will arrange annual training for all employees and tenants.

5.1.4. Employees and Tenants should be attentive to the location of the nearest shelter, emergency exit and secondary exits at all times.

5.1.4.1. Employees and Tenants should also be aware of the location of fire extinguishers in case of an emergency.

5.1.4.2. Employees and tenants should know the location of the Gathering Areas for either inside or outside evacuations.

5.2. Identify the Emergency

5.2.1. If someone receives a bomb threat or observes a suspicious object or package in the Building, the Emergency Coordinator should be notified immediately. The Police Department or Maricopa County Sheriffs Department will be notified for assistance and the Crisis Communications Plan will be activated.

5.2.2. If you receive a bomb threat, immediately fill out the bomb threat form that is found in this manual. This will provide information to the investigators regarding the call.

5.3. **Receiving the call:** The employee who receives the call should try to obtain as much information as possible from the bomb threat caller. If possible, obtain the following information:

5.3.1. The First Question should always be what time is the bomb set to go off? This will determine if you ask more questions or immediately evacuate The Facility.

5.3.2. Where is the bomb located?

5.3.3. What type of bomb is it?

5.3.4. What does it look like? i.e. What is it in?

5.3.5. How can it be deactivated?

5.3.6. Why did they set the bomb?

5.3.7. No matter when the evacuation is ordered, do not hang up the phone. In some instances, the call can be traced if there is still a connection.

5.4. Attempt to obtain the following information for the police (if time allows):

5.4.1. Is it a male or female caller?

5.4.2. Is there more than one caller?

5.4.3. Are they disguising their voice(s)?

5.4.4. Do they have an accent?

5.4.5. What background noise(s) do you hear?

5.4.6. Are they on a cell phone?

5.5. Take Appropriate Action

5.5.1. The Emergency Coordinator will notify the Police and Fire Department as soon as possible after receiving information about a bomb threat.

5.5.2. If you are in a building where a bomb is suspected, **DO NOT OPEN DRAWERS OR CABINETS, TURN LIGHTS OR OTHER SWITCHES ON OR OFF AND DO NOT TOUCH ANY SUSPICIOUS PACKAGES!**

5.5.3. Facility personnel should not conduct searches, activate equipment, or disconnect electrical service unless directed by a trained and qualified responder.

5.5.4. The Emergency Coordinator and the Emergency Resource Team, along with local authorities, will determine the plan of action.

5.5.5. A decision on evacuation will be based on all available information.

5.5.5.1. If the decision is to evacuate, occupants should take personal packages, lunches, briefcases, etc. so they will not be mistaken for explosives.

5.5.6. Employees are to report any bomb threat to the Emergency Coordinator as soon as reasonably possible. In the event of a bomb threat, the emergency procedures as outlined will be followed:

5.5.6.1.1. In this situation, **facility radios and cell phones will not be utilized to contact personnel** since electronic signals may detonate the bomb.

5.6. End Crisis Mode

5.6.1.1. The crisis will be considered ended when declared so by the Police Department or the Emergency Coordinator. This will usually be after a sufficient amount of time has passed and the threat is considered over.

5.6.1.2. Upon notification, the Building Manager, Building Chief Engineer, and Security Company and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.

6. Power Failure

6.1. Before the Emergency

6.1.1. A strong preventative maintenance program will keep The Building power system running as efficient as possible.

6.2. Identify the Emergency

6.2.1. Any employee that discovers a power failure will notify the Emergency Coordinator of the situation as soon as possible.

6.2.2. The Physical Damage Control Coordinator shall assign maintenance personnel to monitor the emergency generators, and remain on station until properly relieved.

6.2.3. As soon as possible the Emergency Coordinator must direct personnel to determine if it is an internal power failure or an external failure.

6.2.3.1. If the failure is external, the Emergency Coordinator will notify SRP/APS of the situation.

6.2.4. All employees should deactivate their equipment and power tools and remove all products from equipment that may present a hazard if the power was to be suddenly restored.

6.2.4.1. Equipment that restarts automatically should be posted with warning signs.

6.2.5. If the power failure is internal, the Emergency Coordinator shall contact the Physical Damage Coordinator to correct the condition.

6.2.6. If telephones are out of service as well, information may have to be passed by radio or staff members going from point to point.

6.2.7. If the outage is prolonged, the Crisis Communications Plan goes into effect.

6.2.8. If backup emergency power fails, a crisis may quickly develop and the Emergency Coordinator will need to direct personnel in safety procedures.

6.3. Take Appropriate Action

6.3.1. The source of the outage should be identified as quickly as possible.

6.3.2. If the problem is within The Building, personnel from Maintenance should evaluate it. If the outage is caused by factors outside The Building, SRP/APS will be contacted for assistance

6.3.3. A command post may be set up.

6.3.3.1. Keep clear of the command post unless you have official business.

6.3.3.2. If the power failure causes any emergency situation, all employees will evacuate The Building, assemble in the Emergency Gathering Area and wait for further instructions.

7. Power Restoration

7.1. Follow the procedures as outlined for restoring power.

7.1.1. Contact the Emergency Coordinator.

7.1.2. The Emergency Coordinator will notify SRP/APS and follow their direction for safe restoration of power.

7.1.3. It should be noted that all machinery and tools should be evaluated prior to restoration of power to prevent possible machine or system damage, tool damage or personal injury.

8. Returning to Normal Operations

8.1. There is no particular sequence of steps required before start-up is initiated after an emergency shutdown.

8.2. As part of the start-up procedures, the Emergency Coordinator and Assistant Emergency Coordinators will perform a “walk around” to check all equipment for damage or other related problems.

8.3. End Crisis Mode

8.3.1. The crisis will be considered over when proper authorities have taken charge and power is restored.

8.3.2. Individual circumstances should be assessed to see if a back-up power source is warranted.

8.3.3. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.

9. Toxic Exposure or Food Poisoning

9.1. Identify the Emergency

9.1.1. An emergency exists when there is an outbreak of illness in the Facility that appears to be toxic exposure, food poisoning, or the result of possible contamination of food or water.

9.2. Take Appropriate Action

9.2.1. The Emergency Coordinator should be contacted immediately and made aware of the situation.

9.2.2. The Emergency Coordinator shall contact the Maricopa County Public Health Department.

9.2.3. The Local Emergency Room and Emergency Medical Services should also be alerted to a potential medical crisis.

9.2.4. The Public Liaison Coordinator should be contacted to deal with outside media coverage.

9.2.5. The Emergency Coordinator will decide at this time what other notifications should be made.

9.2.6. If the source of the food/water contamination is the Facility vending foods or water supply, all individuals who have come into contact with the contaminated food/water must be contacted and made aware of the situation.

9.2.7. Efforts should be made to determine the source of contamination.

9.2.8. Medical needs of those affected must be assessed and addressed by the Emergency Coordinator or outside agencies as deemed necessary.

9.2.9. When the investigation is complete, clean up efforts should begin to rid the Facility of the source of the contamination.

9.2.9.1. The Emergency Coordinator shall be in charge of the clean-up.

9.3. End Crisis Mode

9.3.1. The crisis will be considered over when all persons affected have been given the proper assistance.

9.3.2. The cause of the contamination should be addressed and steps taken to prevent a reoccurrence.

9.3.3. The Public Liaison Coordinator should again handle all contact with the media.

9.3.4. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.

10. Water Loss or Contamination

10.1. Identify the Emergency

10.1.1. An emergency exists when the Building loses water or the water supply becomes contaminated in some way. This may be determined by wide-spread sickness, a change in the color or odor of the water, or lack of water from taps.

10.2. Take Appropriate Action

10.2.1. The Emergency Coordinator is notified.

10.2.2. Assessments are made to determine the cause and location of the loss or contamination.

10.3. End Crisis Mode

10.3.1. The emergency is considered over when service is restored or the contamination has been eliminated.

10.3.2. Notification of this fact should be made to all personnel.

10.3.3. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.

11. Hostage Situation

11.1. Identify the Emergency

11.1.1. An emergency exists when an employee or patron has become detained against their will by non-law enforcement personnel.

11.2. Take Appropriate Action

11.2.1. It is possible that departments or buildings may need to be evacuated, but that should not take place unless directed by the Emergency Coordinator.

11.2.1.1. If evacuation is necessary, it should be accomplished as quickly and quietly as possible.

11.2.2. Assessment will need to be made as to:

11.2.2.1. What areas of the Facility may be threatened,

11.2.2.2. Are hostages actually involved.

11.2.3. A command post will be set up near the crisis point.

11.2.3.1. Keep clear of the command post unless you have official business.

11.2.4. Allow the proper law enforcement agencies to resolve situation.

12. End Crisis Mode

- 12.1. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.

13. Murder at The Facility

13.1. Identify the Emergency

- 13.1.1. An emergency exists once the Emergency Coordinator has been notified that a murder has been committed, at or near The Facility.
- 13.1.2. The Crisis Communications Plan will be activated and the police notified.

13.2. Take Appropriate Action

- 13.2.1. If a crime scene exists in the Facility, it should be secured immediately. This should be done by anyone available until police officers can arrive to assist.
- 13.2.2. Assessment should be made to determine if anyone else is in danger, if a suspect might still be in the area, or if The Facility or other areas need to be evacuated or neutralized. Beyond this, assist the Police Department in their investigation.
- 13.2.3. A command post will be set up in the immediate area.
 - 13.2.3.1. Keep clear of the command post unless you have official business.

13.3. End Crisis Mode

- 13.3.1. The Public Liaison Coordinator will be responsible for handling any media attention brought on by this event.
- 13.3.2. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.

14. Unstable Person

14.1. Identify the Emergency

- 14.1.1. A psychological crisis (unstable person) exists when an individual is threatening harm to himself / herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic episode.
 - 14.1.1.1. A psychotic episode may be manifested by hallucinations or uncontrollable behavior. A psychotic episode may also involve a person from an area hospital or a halfway house walk-away.

14.2. Take Appropriate Action

- 14.2.1. Do not attempt to handle the situation, contact the Emergency Coordinator.
- 14.2.2. Once the call has been made to the Emergency Coordinator, they will determine who to contact.
 - 14.2.2.1. Allow the appropriate response individuals to address the situation.

14.3. End Crisis Mode

- 14.3.1. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.

15. Suspicious Person/Package/Vehicle

15.1. Identify the Emergency

- 15.1.1. Any individual not fitting typical Facility profiles.

- 15.1.1.1. Anyone fitting the description of known terrorist or criminals.
 - 15.1.1.2. Persons displaying inappropriate or suspicious behavior.
 - 15.1.1.3. Persons found in restricted or authorized personnel areas.
 - 15.1.2. Any package, brief case, box, bag, etc. that is left unattended or in unauthorized areas.
 - 15.1.3. Any vehicle attempting to access or parked in an unauthorized area.
 - 15.2. **Take appropriate action**
 - 15.2.1. Any guest who refuses search of themselves or their baggage shall be denied access to the Facility.
 - 15.2.2. Any Facility employee who sees a suspicious person/package or vehicle shall contact security dispatch and report what they witnessed.
 - 15.2.2.1. Management has the right to deny access to anyone at any time.
 - 15.2.3. All suspicious packages or bags shall require Facility personnel contact law enforcement personnel to investigate the package.
 - 15.2.4. Any unauthorized or unaccounted for vehicles parked at or near the Facility shall be towed immediately.
 - 15.3. **End Crisis Mode**
 - 15.3.1. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.
16. **Criminal On or Near Facility**
- 16.1. **Identify the Emergency**
 - 16.1.1. An emergency exists when the Facility has been notified that a crime has been committed and the suspect is located on or near the Facility.
 - 16.1.2.
 - 16.2. **Take Appropriate Action**
 - 16.2.1. Notification should be made to the Emergency Coordinator.
 - 16.2.2. The Crisis Communications Plan should be activated as well.
 - 16.2.3. The Police Department will have a command post set up in the immediate area, to address the situation.
 - 16.2.4. Personnel should be placed at strategic locations throughout the Facility to act as lookouts.
 - 16.2.5. Contact with police should be maintained by the EC to monitor developments.
 - 16.2.6. Attempts should be made to determine if the suspect(s) could be identified to determine if there are any connections to the Facility.
 - 16.2.7. The Public Liaison will be responsible for handling outside media (if necessary).
 - 16.2.8. Employees (if necessary) should gather in an area of The Facility not easily accessed from the outside, preferably behind a locked door. Outside doors should be locked to prevent anyone from entering the building(s).
17. **End Crisis Mode**
- 17.1. Upon notification, the General Manager, Assistant General Manager, Executive Director of Operations, Director of Security Services and the main contact of the event the public notification address shall be announced over the building announcement system with the approval from the General Manager.
 - 17.2. Events will be monitored and The Facility notified when this situation is brought to conclusion.

Emergency Warning & Communication Systems

1. Any time that an emergency evacuation it is necessary the following procedures should be followed:
 - 1.1. The Emergency Coordinator or the Assistant Emergency Coordinator shall call 911 to inform the necessary Emergency Response Personnel.
 - 1.2. Next the Emergency Coordinator shall inform all personnel via radio as to the emergency [except during a bomb threat and then he shall inform them in person or with messengers].
 - 1.3. Radio Communications for Emergencies are as follows:
 - 1.3.1. Speak into the microphone **calmly and slowly and announce:**
 - 1.9.1.1. “ _____ All personnel evacuate the building, repeat _____ – All personnel evacuate the building and report to your designated Gathering Area
 - 1.4. Alternate means of communication for emergency evacuations are: using employees to hand carry messengers’ from person to person.

Required Reports

1. The Emergency Coordinator will submit all applicable reports after any emergency situation.
 - 1.1. Some of these individuals include but not limited to Corporate Officials.
 - 1.2. Insurance Company.
 - 1.3. Local Emergency Planning Commission (Fire Dept.), OSHA, EPA, etc.
2. If injuries occur, the local emergency medical responders will be contacted. If the injury results in a fatality or three or more personnel requiring inpatient hospitalization, OSHA must be notified within eight hours of the incident.
 - 2.1. This will prompt an OSHA site inspection to evaluate the disaster and the root cause.
3. The Safety Representative and the Building Manager should be notified as soon as possible after any incident, fatality, or inpatient hospitalization to assist with necessary reporting procedures.
4. Emergency response training records are kept on file in the **Security’s Office at the Building.**

Plan Updates

1. The Emergency Action Plan will be reviewed annually or as changes become evident that modifications are required.
2. An Annual Report Form will be attached to the plan stating the date of review and any changes that have been made to the original plan.

Training Requirements

1. The Building will provide training to employees that includes the following:
 - 1.1. Emergency Coordinator, Assistant Emergency Coordinators, and Tenant responsibilities and duties.
 - 1.2. A review of the plan shall be conducted with all personnel:
 - 1.2.1. When the plan is developed;
 - 1.2.2. When there are changes made to the plan; and
 - 1.2.3. When designated personnel have responsibility changes.
2. The location of the plan and scheduled times it will be reviewed.

Training and Mock Disasters

1. Human beings, when faced with adverse situations, tend to react in the way that they have trained and practiced. Therefore, Director of Operations and Security shall coordinate mock disaster drills at least annually.

2. All personnel shall receive annual training to refresh them on disaster procedures and will also receive updated information any time the Emergency Action Plan is changed.
3. The EC should have regular meetings with employees to ensure everyone knows what to do and what to expect should an emergency situation arises.
 - 3.1. These meetings should be held often enough to keep everyone properly informed.
 - 3.2. The Security and Director of Operations should coordinate these training sessions.
4. Meetings and training sessions should be documented by the Emergency Coordinator and kept in the employee training files.

SUMMARY

In this manual:

1. We have listed the various types of crises and what constitutes a crisis beginning and ending.
2. We have identified the Emergency Coordinator and the other members of the Emergency Resource Team and how to best reach them in case of emergency and what their responsibilities are.
3. We have outlined, a step-by-step process of reaction that will protect each individual as well as possible, considering the variables and unknowns inherently involved with emergencies and disasters.
 - 3.1. Each situation must be evaluated individually and decisions made based on the factors present at that time.

Paragon Emergency Response Plan

This is listed as a system in each of the potential emergency scenarios.

Emergency Action Plan

Training Record Form

I, _____ (print full name), have been trained and read through the Emergency Action Plan. I fully understand the purpose of and my responsibilities and agree to abide by and follow all policies and procedures set forth in this program. I understand that by deliberately breaking these policies and procedures are grounds for disciplinary action. If I do not understand any instructions, I will ask questions.

Employee Signature

____/____/____
Date

Instructor Signature

____/____/____
Date

* A Copy to be retained in the Safety Training File.

BOMB/DEATH THREAT REPORT FORM

Threatening Phone Call

Date ____/____/____ Exact time call received ____:____ a.m. or p.m.

Exact words of caller: _____

Questions to Ask:

When is the bomb going to explode? _____

Where is the bomb? _____

What kind of bomb is it? _____

What does it look like? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling? _____

What is your address? _____

What is your name? _____

Description of Caller's Voice (circle)

Calm	Slow	Crying	Slurred
Stutter	Deep	Loud	Broken
Giggling	Accent	Angry	Rapid
Stressed	Nasal	Lisp	Excited
Disguised	Sincere	Squeaky	Normal

Check number of each Male ____ Female ____ Young ____ Middle Age ____ Old ____

Where there any background noises? _____

Is voice familiar to you? Yes or No. If yes, whom does it sound like? _____

Remarks _____

Person(s) receiving or monitoring call _____

Telephone Number call received at: _____ Date ____/____/____

Report call immediately to: _____

Emergency Equipment Locator Floor Plan

1. Floor Plans of all floors showing locations of the following Emergency Equipment will be developed once all information is obtained from Building Management Team:
 - 1.1. Manual Fire Alarm Pull Stations
 - 1.2. Fire Extinguishers
 - 1.3. Fire Hoses
 - 1.4. Emergency Exits
 - 1.5. Fire Doors
 - 1.6. Elevators and Stairs
 - 1.6.1. Handicapped Elevators or other means of emergency egress for the handicapped.
 - 1.7. Hazardous Chemical Storage Areas Including but not limited to:
 - 1.7.1. Compressed gases
 - 1.7.2. Flammable and Combustible Materials
 - 1.8. First Aid Stations and Triage Areas
 - 1.8.1. Areas that could be used in an emergency for mass triage
 - 1.8.2. Areas that could be used in an emergency for a morgue

Emergency Engineering Floor Plans

1. Floor Plans of all floors showing locations of the following will be developed once all information is obtained from Building Management Team:
 - 1.1. Air Handling Units and their control rooms
 - 1.2. Air Locks
 - 1.3. Boiler rooms
 - 1.4. Elevators
 - 1.5. Emergency Utility Shut-Offs:
 - 1.5.1. Gas Shut-offs
 - 1.5.2. Electric Shut-offs
 - 1.5.2.1. Including ALL Electrical Rooms
 - 1.5.3. Water Shut-offs

Emergency Evacuation Routes/Areas Floor Plans

1. Floor Plans of all floors showing locations of the following will be developed over the next couple of months with the assistance of the appropriate outside agencies:
 - 1.1. Primary and Secondary Evacuation Routes for all areas of The Facility
 - 1.2. Emergency Elevators and Escalators
 - 1.3. Shelters
 - 1.4. Administrative Personnel Assigned Stations
 - 1.4.1. Stationing of Administrative Staff to direct:
 - 1.4.1.1. Emergency Egress
 - 1.4.1.2. First Aid Areas
 - 1.5. Designated Gathering Areas for Facility Personnel