

777 MAIN

INTRODUCTION

Emergencies and disasters occur without warning. It is for this reason that 777 Main Management has prepared this manual. It will assist you in training and equipping your employees with the information necessary to effectively administer emergency procedures.

Failure to adequately prepare for emergencies can result in unnecessary loss of life and property, as well as employee productivity.

This manual contains quick reference information, checklist procedures, and procedures for reporting an emergency. Please familiarize yourself and your employees with this material.

Our objective is to provide advanced training to assist you in effectively administering your duties in an emergency without unnecessary delay and uncertainty.

In the event your Floor Warden assignment ends and another individual assumes this responsibility for your office, it is very important the name of the replacement Floor Warden be provided to the 777 Main Management Office for record keeping purposes. Further, this manual should be transferred to the replacement Floor Warden. Requests for replacement or additional manuals may be made through the 777 Main Management Office by calling (817) 321-1100 during business hours.

We appreciate your commitment to serve as a Floor Warden.

FLOOR WARDEN JOB DUTIES

As a Floor Warden and Deputy Floor Warden, you are expected to know your co-workers by name, location and attendance. You should also be extremely familiar with your lease space. You must be firm and assertive when giving directions to your co-workers. It's an important responsibility, so be prepared by studying all of the materials in this manual.

IN SUMMARY:

1. General

- A. Know the emergency procedures manual, emergency/fire life safety equipment and resources available to you.
- B. Educate your fellow co-workers on emergency procedures.
- C. Administer your duties in emergency situations.

2. Specific

- A. Know the people for whom you are responsible.
- B. Know the floor and layout, including exits and stairwells.
- C. Know the location of fire alarm pull boxes and extinguishers, and know how to operate them.
- D. Know the location of handicapped personnel that may require special assistance and then communicate this to the 777 Main Management Office. In an emergency, communicate this information to the Fire Department or security.
- E. Perform your duties in emergency situations.

3. Fire Prevention Duties

Report the following conditions:

- Potential fire hazards (see list below)
- Structural faults or dangers
- Defective fire extinguishers, etc.
- Inoperable emergency signs and lights
- Suspicious persons, extraneous packages, etc.
- Poor housekeeping habits

Potential Fire Hazards:

- Accumulation of wastepaper, trash, rags, etc.
- Improper storage of flammables
- Use of extension cords in an office environment
- Improper use of immersion-type water/coffee heaters
- Unattended use of heat-producing appliances (coffee pots, etc.)
- Careless habits of people: negligent smoking, blocking doors, corridors
- Throwing boxes and trash in the fire stairwells, elevator lobbies and common corridors
- Exit light outages
- Portable personal heaters

FLOOR WARDEN PROCEDURES

1. Call the Fort Worth Fire Department:
(From an outside line or from cell phone while or after vacating the building.)

Dial 911, and provide:

- Building name.
 - Building address.
 - Floor.
 - Suite number.
 - Details of the emergency.
2. Activate a manual fire alarm pull station to sound the alarm. *(Pull stations are located in elevator lobbies and at stairwell entrances.)*
 3. Call the Security Command Center.
(From an outside line or from cell phone while or after vacating the building.)

Dial (817) 321-1777

4. Follow the Evacuation Procedures in this manual.

DO'S AND DON'TS

- A. Do not attempt to fight the fire, unless you are properly trained.
- B. **DO NOT ATTEMPT TO USE THE ELEVATORS.** *(During a fire alarm, elevators are designed to return to the building's lobby.)*
- C. Use stairwell exits only.

- D. If caught in heavy smoke:

- take short breaths,
- breathe through your nose,
- crawl on your hands and knees to escape.

BUILDING SECURITY PROCEDURES:

1. Call the Fort Worth Fire Department and confirm that they received the call.

Dial 911

2. Dispatch security and building maintenance personnel to the location to assist in evacuating the affected floors and provide support to the responding emergency unit.

FLOOR WARDEN PROCEDURES:

1. When a fire is reported via the fire alarm system, three floors will go into alarm as follows:
 - The incident floor,
 - One floor directly above the incident floor,
 - One floor directly below the incident floor.

All other floors will be silent. The alarm will announce in the fire stairwells and elevators, as well.

2. Emergency strobe lights will automatically flash on the three floors.
3. Emergency exit lights will flash throughout the entire building.
4. The fire alarm will sound with a loud whooping noise, immediately followed by a pre-recorded message. The taped message will say:

“May I have your attention please. An emergency has been reported on your floor. Please proceed to the nearest fire stairwell and exit the building. Do not use the elevators.”

5. All elevators will return to the Concourse Level.
6. Follow the Evacuation Procedures in this manual.
7. The “all clear” signal will be given via the PA system. When you hear the announcement, it means:

- An emergency was reported somewhere in the building.
- The alarm has been investigated and determined to be false, or has been cleared. You may or may not have heard the alarm depending upon your location at the time of the alarm.
- It is safe to return to your floor.
- Please return to your normal duties.

IMPORTANT NOTE:

The fire alarm will continue to sound until we have determined the source of the alarm. We will restore air conditioning and elevator services as soon as the fire department releases us to do so. If we are unable to restore services within five minutes of the alarm being silenced, we will make a public address system announcement to give you a status update.

Please do not call the Security Command Center or Management Office to ask if the fire alarm is real. This will tie-up the emergency team’s investigation efforts. We will communicate with you via the public address system. Therefore, it is important for your group to remain silent.

FIRE DRILL ANNOUNCEMENT

In accordance with the City of Fort Worth Fire Department's requirements, fire drills are conducted one time per year. Floor Wardens are required to administer their duties to ensure full employee participation is obtained. Prior to the drill, the following announcement will be made via the public address system:

“May I have your attention please. May I have your attention please. This is a fire drill. In the next sixty seconds, you will hear the fire alarm. Exit your office and proceed to the nearest fire stairwell, forming a single file line in the hallway. If this were a real emergency, you would be required to evacuate the building. This is only a drill. At the conclusion of the drill, the ‘All Clear’ signal will be given and you may return to your normal duties.”

FLOOR WARDEN PROCEDURES:

1. Assemble your co-workers in a single file line. Close, but do not lock, doors behind you. Check common areas (*restrooms and conference rooms, etc.*), for your assigned area to ensure no one is left behind.
2. Ensure your co-workers remain calm and quiet. Listen for public address system announcements for important information.
3. Tell employees to take their essential personal possessions with them if they are at their desk; because they will not be allowed to re-enter during the emergency.
4. The fire stairwells are the planned descent from the building. The elevators will be taken out of service.
5. Suggestion: Advise women wearing high heeled shoes to remove them so they will have less difficulty walking.
6. Proceed in an orderly manner to the nearest fire stairwell unless instructed otherwise by emergency personnel.
7. Notify the fire department or building security of individuals requiring special assistance during evacuation. This can be done by notifying the alternate Floor Warden, or by telephone. Take individuals requiring special assistance to the fire stairwell and hold them inside the landing. The Fire Department will carry them to safety.
8. Under certain circumstances it may not be necessary to evacuate the entire building. In these instances, you will be notified via the public address system, your assigned emergency leader, or by building personnel to descend to a certain floor.
9. Please refer to the floorplan located in this section depicting emergency exits on your floor.
10. When you are outside, walk upwind if possible, and get away from the building. Do not get in an automobile and block traffic. Stay clear and away from the fire lane and local authorities.
11. Upon exiting the building, ensure your co-workers stay away from the building entrances.
12. Preplan your designated exterior meeting place and communicate its location to all co-workers in your group/company. Plan an alternate meeting location as well. Ensure your meeting place is located away from the building.

BUILDING SECURITY PROCEDURES:

1. Coordinate building evacuation with the City of Fort Worth Fire Department, Building Maintenance Personnel, and the Floor Wardens.
2. Communicate the location of individuals requiring special assistance to the Fire Department.

FLOOR WARDEN PROCEDURES:

1. When conditions warrant, call the Fort Worth Fire Department. *(From an outside line or from cell phone while or after vacating the building.)*

Dial 911, and provide:

- Building name.
 - Building address.
 - Floor.
 - Suite number.
 - Details of the emergency.
2. Call the Security Command Center. *(From an outside line or from cell phone while or after vacating the building.)*

Dial (817) 321-1777
 3. Do not move an injured or ill person. Try to make them comfortable and reassure them that help is on the way.
 4. Assign someone to meet the Paramedics at the elevators on your floor and in the building lobby. Keep a clear pathway for the emergency unit.

BUILDING SECURITY PROCEDURES:

1. Call Fort Worth Fire Department and confirm that they have received the emergency call.

Dial 911

2. Dispatch security and building maintenance personnel to the ground floor entrance to greet and assist the responding emergency unit.
3. Assign a building maintenance employee to operate a freight elevator in independent service to be reserved for the Paramedics' use.
4. Dispatch security personnel to the location to assist with traffic and crowd control.

FLOOR WARDEN PROCEDURES:

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Wind will be blowing at a speed of 75 MPH, or greater.

A public warning will be broadcasted by radio or television. If available, tune to radio or television when you hear the City of Fort Worth's Civil Defense Warning System activate. Because of the speed and rapid development of this type of emergency, there may not be time for you to implement the procedure below. Therefore, it is of paramount importance that you train your employees on the following action steps:

FLOOR WARDEN AND EMPLOYEE PROCEDURES:

1. IN OFFICE

- Remain calm.
- Get away from the perimeter of the building and exterior glass.
- Leave your exterior office - close the door.
- Go to the center corridor of your suite or core areas of the building (*restrooms, common interior hallways, or fire stairwells*).
- Sit down and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.

- If you are caught in an outside perimeter office, seek protection under a desk.

2. IN TRANSIT IN THE BUILDING

- Remain calm.
- Utilize a stairwell or corridor for shelter.
- Get away from the perimeter of the building and exterior glass.
- Do not go to the first floor lobby, atriums, or outside the building.
- Do not attempt to leave the property.

Building and emergency personnel will arrive to help as soon as possible.

SEVERE WEATHER ALERTS & PROCEDURES

During severe weather, you are safer within the building than outside. Severe weather is monitored by on-site security personnel. Below is a list of revised weather alerts and procedures you need to be familiar with in the event of severe weather:

Severe Thunderstorm Watch - Conditions are favorable for the development of severe thunderstorms in and close to the watch area.

Action Taken:

- Security will monitor weather (National Weather Service or Local Stations).

Severe Thunderstorm Warning - A severe thunderstorm is indicated by Doppler weather radar or sighted by Skywarn spotters. A severe thunderstorm contains large damaging hail of 1 inch in diameter or larger, and/or damaging winds of 58 mph or greater.

Action Taken:

- Security will monitor weather (National Weather Service or Local Stations).
- Announcement will be made over PA system - "Thunderstorm Warning".
- All personnel should be prepared to move towards core of building.
- Do not attempt to leave the building.
- Do not evacuate to the main lobby, where flying glass would pose the greatest danger.

Tornado Watch - Conditions are favorable for the development of severe thunderstorms and tornadoes in and close to the watch area.

Action Taken:

- Security will monitor weather (National Weather Service or Local Stations).
- Announcement will be made over PA system - "Tornado Watch".
- All personnel should be prepared to move towards core of building (restrooms, stairwells or common interior hallways) if "Watch" intensified to "Warning".

- Do not evacuate to the main lobby, where flying glass would pose the greatest danger.
- Do not attempt to leave the building.

Tornado Warning - Strong rotation in a thunderstorm is indicated by Doppler weather radar or a tornado is sighted by Skywarn spotters *and/or if the City of Fort Worth has sounded the Emergency Alert System (sirens).*

Action Taken:

- Security will monitor weather (National Weather Service or Local Stations).
- Announcement will be made over PA system - "Tornado Warning"
- *All personnel should seek safe shelter immediately (restrooms, stairwells or common interior hallways).*
- Security will immediately unlock all stairwell doors.
- Do not evacuate to the main lobby, where flying glass would pose the greatest danger.
- Do not attempt to leave the building.
- Stand by for further instructions or weather information.

Weather has Dissipated – Doppler weather radar has indicated Thunderstorm and/or Tornadoes have broken up, scattered, moved passed or vanish from area.

Action Taken:

- Announcement will be made over PA system - "Weather has Dissipated"
- Security will reset/secure all stairwell doors.
- Security will continue to monitor the weather (National Weather Service or Local Stations).

Note - During Severe Weather Alerts if possible, all personnel should be tune to radio and/or television broadcasting for the last weather updates and announcements.

DURING AN EARTHQUAKE:

Actions You Should Take in the event of an Earthquake.

1. **DROP** to your hands and knees.
2. **COVER** under a sturdy desk or table or against an inside wall and hold on. If there is no desk, cover your head and neck with your arms and ideally go to an inside portion of the building away from glass.
3. **HOLD ON** to any sturdy shelter until the shaking stops.
4. Stay calm.
5. Do not attempt to exit the building.
6. Never attempt to use elevators during an earthquake.
7. Stay clear of glass, windows, outside, doors and walls, bookcases, file cabinets and other heavy objects.

If You Are Outside of the Building When An Earthquake Occurs.

1. Move away from buildings, utility wires and poles, debris and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover face with one forearm and the back of the head with the other.

After an Earthquake

1. Listen for announcement on PA system, this could take several minutes.
 - Please allow personnel time to inspect for damage.
 - Security will only make an announcement if deemed significant.
 - If no announcement on PA system

After an Earthquake (Cont.)

- is made, resume normal activities.
2. Do Not Call Property Management to report the earthquake. Phone lines must remain open for reporting emergencies.
3. Check for injured persons. DO NOT attempt to move a seriously injured person unless they are in immediate danger.
4. DO NOT turn on electrical switches or appliances.
5. Report to Property Management (817) 321-1100 or Security Command Center (817) 321-1777 with any injuries or damage.
6. Inspect your area for damage. Check for fire, water leaks or electrical issues. Stay clear of hanging wires.
7. Listen to the local news stations for emergency reports.
8. DO NOT spread false rumors regarding the condition of the building or anything else that may cause panic.
9. Cooperate with Property Management personnel and Fire Department representatives.
10. Be prepared and stay alert for aftershocks.

BUILDING SECURITY PROCEDURES:

1. Radio dispatch maintenance and security personnel to walk their assigned sections of the property to inspect for damage or potential dangers.
2. Notify tenants if deemed significant over the PA system acknowledgement of an earthquake and inspections are being conducted and to stay in place until further notice.
4. If after the inspections there are no problems, an all clear announcement will be given over the PA system.

“May I have your attention, may I have your attention please! This is Building Management. Property Management has completed their visual inspections and no visible damage has been detected. Please resume normal activities.”

“May I have your attention, may I have your attention please! This is Building Management. The City of Fort Worth has experienced an earthquake. Please stay calm, move away from windows and do not leave your floor unless a dangerous condition exists. Do not attempt to use the elevators and do not go outside. Property Management is visually inspecting the property and testing building systems. Do not call the Property Management or Security Command Center, unless damage or an emergency exists. Listen for further instructions. Please tune in to your local news station for further information and remain prepared for possible after shocks.”

3. If Property Management determines there is visible damage, an announcement will be made over the PA system by Security to stay in place while official personnel are being contacted.

“May I have your attention, may I have your attention please! This is Building Management. Property Management has completed their inspections and have detected visible damage to the property. Please stay in place while officials are contacted. Listen for further instructions.”

FLOOR WARDEN PROCEDURES:

In the event of a power failure to the building, an emergency generator will automatically activate, providing power for basic lighting. All building elevators will automatically ground themselves one at a time; this typically takes up to five minutes. The emergency generator will light exit signs revealing the location of the door exits as well as light the stairwells and public areas.

ACTIONS TO TAKE:

1. Remain calm.
2. When evacuation is necessary, follow the Evacuation Procedures in this manual.
3. Contact the Security Command Center if disabled personnel need special assistance.

BUILDING SECURITY PROCEDURES:

1. Call the utility company and provide all the necessary information.
2. Radio dispatch maintenance personnel to the location.
3. Radio dispatch security personnel to the location.
4. Notify tenants over the public address system if the outage will be for an extended period of time. Also, advise the tenants of the service available in item five below.
5. Operate one freight elevator to assist the disabled who must exit the building.

FLOOR WARDEN PROCEDURES:

1. Utilize the BOMB THREAT Checklist on the following page when receiving the call. This checklist should be with each telephone receptionist or operator.
2. Call the Fort Worth Police Department. *(From an outside line or from cell phone while or after vacating the building.)*

Dial 911

- State “I have received a bomb threat.”
 - Give your name.
 - Give your company name.
 - Give building name.
 - Give building address.
 - Give floor and suite number.
 - Give name of person who received the call if it was not you.
3. Call Security Command Center. *(From an outside line or from cell phone while or after vacating the building.)*

Dial (817) 321-1777

4. Notify your employer (supervisor).
5. Be aware of the following:
 - **THE PERSON WHO RECEIVED THE BOMB THREAT MUST BE MADE AVAILABLE TO TALK WITH THE LOCAL AUTHORITIES.**
 - Security Command Center will notify other tenants in the building. This is not your function and would only add unnecessary confusion.
 - Make the bomb threat check list available to the authorities.
 - You can be of great assistance by carefully following the steps above.

6. The authorities may determine that there is time to conduct a search. If so, remain calm and assign a Floor Warden or trained employee to search your area to determine if any strange objects are present.

DO NOT TOUCH SUSPICIOUS OBJECTS IF FOUND

7. Report to the Police Department and Building Security the results of your search.
8. The local authorities will determine if a partial or total building evacuation is necessary.
9. When evacuation is necessary, follow the Evacuation Procedures in this manual or communicated via the public address system.

NOTE: Some office telephone systems offer a “record” feature on the deskset. If your system is equipped with this valuable feature, ensure your employees are familiar with it and are trained to activate the “record” feature when a bomb threat is in progress. Local authorities can review this recording as evidence.

BOMB THREAT CHECKLIST

CHECKLIST AND REPORT

Instructions:

Be calm and courteous. Listen; do not interrupt the caller. Obtain as much detail as possible about the bomb and its location. Legitimate callers usually wish to avoid injury or death - request more data by expressing a desire to save lives.

Date: _____ Time: _____

Exact words of person placing call:

Questions to ask:

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What kind of bomb is it?

4. What does it look like?

5. Why did you place the bomb?

Try to determine Caller's identity:

Male Female Adult Juvenile

Approximate Age: _____

Voice:

Loud Soft High-pitched
Raspy Pleasant Intoxicated
Deep Other

Accent:

Local Not Local Foreign

Region: _____

Speech:

Fast Slow Distinct Distorted
Stutter Nasal Slurred Lisp

Language:

Excellent Good Fair Poor
Foul Other

Manner:

Calm Angry Rational Irrational
Coherent Incoherent Deliberate
Emotional Righteous Laughing
Intoxicated

Background Noises:

Office Machines Street Traffic
Noisy Environment Animals
Party Atmosphere Airplanes
Factory Machines Trains

Additional Information:

Action:

Notify your supervisor and Security Command Center immediately. Talk to no one unless instructed to do so.

Receiving Telephone Number:

Telephone Extension:

Person Who Received Call:

BUILDING SECURITY PROCEDURES:

1. Contact the Fort Worth Police Department. Confirm that they have received the call.
2. Radio dispatch security and building maintenance personnel to search the building. Coordinate all efforts with local authorities, and designated tenant representatives.
3. When security and building maintenance have been notified of the threat, they are to immediately meet in the respective building lobby to receive additional instructions and assist the Police Department. Use of radios should be limited until the “All Clear” signal is given by the Police Department at the end of the investigation.
4. The Security Department will respond to the instructions of the Police Department who will assume control of the situation. If the authorities determine there is enough time to conduct a search, they may request that each tenant assign a Floor Warden or trained employee to search their leased space to determine if any strange objects are present. The Security Command Center will emphasize:

“DO NOT TOUCH A SUSPICIOUS OBJECT IF FOUND.”
5. When a building evacuation is determined necessary by the Police Department, the Security Command Center will make an announcement over the public address system. Follow the Evacuation Procedures in this manual.
6. An “All Clear” signal will be given when the Police Department has authorized the Security Department to allow re-entry into the building.
7. The “All Clear” signal is four tones up on the scale and four tones down, and will be made via the public address system.

ELEVATOR EMERGENCY

FLOOR WARDEN PROCEDURES:

Elevators are equipped with safety devices that are designed to stop an elevator when a potential problem is detected. There may be rare instances when you experience delays while on an elevator. In the event of an elevator entrapment, follow these procedures:

1. Remain calm.

DO NOT ATTEMPT TO MANUALLY OPEN THE DOORS AS DOING SO MAY FURTHER DELAY YOUR RELEASE. HELP IS ON THE WAY.

2. Pick up the elevator phone (*located inside the small door beneath the elevator control panel*); dialing is automatic to the Security Command Center. (*Do not hang up the receiver as doing so will disconnect your call to the Security Command Center and you will have to reinitiate the call.*)
3. If the elevator is equipped with an intercom button instead of a phone, press the button to automatically contact the Security Command Center.
4. When contacting the Security Command Center, communicate the following:
 - Passenger names;
 - Company names;
 - Building/Garage you are in;
 - Elevator number and problem.
(*The elevator number is printed on the inside of the phone door or engraved below the elevator control panel.*)
5. Additionally, the elevators are also equipped with an alarm button.

6. The Security Command Center will contact the elevator technician.
7. Passengers will be assisted as soon as possible. (*Note: Elevator technicians are on-site between the hours of 7:00 a.m. through 5:00 p.m., Monday through Friday.*)
8. If an elevator malfunction is observed from the outside of an elevator - notify the Security Command Center.
(*From an outside line or from cell phone while or after vacating the building.*)

Dial (817) 321-1777

BUILDING SECURITY PROCEDURES:

1. Stay on the phone with the individual, gather information and ask if there is anyone you may contact to let them know of the delay.
2. Dispatch the elevator technician.
3. If an individual is ill, has sustained injury, or is extremely excited, call the Fort Worth Fire Department.

Dial 911, and provide:

- Building name.
 - Building address.
 - Floor.
 - Details of the emergency.
 - Advise them that the elevator technician has been dispatched.
4. Radio dispatch security and building maintenance personnel to stay with and reassure the individual that help is on the way and to remain calm.

Actions Your Company Should Take If a Violent Act Occurs

1. Call “911” and advise the operator you need the police. When you reach the police dispatcher, be ready to give the following information:
 - Your name
 - The name of your company
 - The address of the building
 - Your suite number
 - Your telephone number
 - The exact nature of the violent act
2. Ask the dispatcher to send a police officer immediately.
3. Call Property Management at (817) 321-1100 to relay the nature of the threat and to advise them the police have been called to the building.

Actions Your Company Should Take if an Active Shooter is at the Property

See attached document from Homeland Security for more details.

If a person with a gun is reported or seen

1. Evacuate
2. Hide Out – “Barricade in Place”
3. Take Action

Call 911 When it is Safe to do so

BUILDING SECURITY PROCEDURES:

- Announcement of a “Code Silver” in _____ Tower” via building Personnel radios.
- Security will ensure 911 has been contacted.
- Security will notify Building Management of situation.
- Building Management will send out “Barricade in Place” notification to all tenants (via email).
- Security will immediately attempt to relocate to the affected building’s Fire Control Room
- Security will immediately recall the elevators to the lobby, by placing them in “Fire Mode”
- Security will then announce via the PA system.

○ **BARRICADE PROCEDURES IMMEDIATELY**

○ **THIS IS NOT A DRILL**

○ **(REPEAT AS NEEDED)**

- Security will barricade him or herself in the Fire Control Room until the incident has cleared per Fort Worth Police Department.
- Dock Officer will meet Fort Worth Police Dept. at the top of the Entry Dock Ramp, where S/O will brief of the situation, building and floor location if possible.
- Fort Worth Police Dept. will commandeer the complex and may need to set up command post in the Security Command Post.
- Complex will be in “Lock Down Mode” until further notice.

COMPANY PROCEDURES

You may use the area below to add your company specific procedures to the preceding information.