



TENANT EMERGENCY PROCEDURES GUIDE

777 Main Street
Fort Worth, TX 76102

Heather R. Martin, CPM®, CCIM
Senior General Manager

Jones Lang LaSalle
Managing Agent

Updated May 2023

Table of Contents

INTRODUCTION	3
EMERGENCY TELEPHONE NUMBERS	3
ABOUT 777 MAIN	3
BUILDING SITE PLAN	4
BUILDING EMERGENCY RESPONSE TEAM.....	5
LIFE SAFETY EQUIPMENT	5
TENANT AWARENESS.....	6
EMERGENCY REPORTING	7
TENANT WARDENS: WHY DO WE NEED THEM AND WHAT IS EXPECTED.....	7
DISCOVERY OF A FIRE OR SMOKE	9
FIRE EVACUATION PROCEDURES.....	9
FIRE EMERGENCY DO'S AND DON'TS	11
FIRE DRILLS	12
MEDICAL EMERGENCIES	12
INCLEMENT / SEVERE WEATHER	12
EARTHQUAKE PROCEDURES	13
ELEVATOR EMERGENCIES	16
POWER FAILURE AND EMERGENCY POWER.....	16
ACTIVE SHOOTER	17
BOMB THREATS	20
BOMB THREAT CHECKLIST	21
SUSPICIOUS PACKAGES, PARCELS, LETTERS, AND DEVICES	22
BIOLOGICAL AGENT RELEASE	25
PANDEMIC PREPAREDNESS	25

Introduction

Emergencies, regardless of their form, shape, or size generally call for quick, safe, and concise responses that minimize, curtail, eliminate, or prevent serious damage or loss of life. Emergencies and disasters occur without warning. It is for this reason you should become familiar with the information in this guide.

In no way is this guide all-inclusive or could any guide ever be all-inclusive of the types of situations that may occur. This manual offers the tenant the ability to respond in an effective manner. The objective of this manual is to provide advanced training to assist Tenant Wardens in effectively administering their duties during an emergency.

Emergencies and disasters occur without warning. Failure to adequately prepare for emergencies can result in unnecessary loss of life and property, as well as employee productivity.

Emergency Telephone Numbers

Emergency Services	911
Management Office (M-F, 8a – 5p)	817-321-1100
Building Security (24 hours)	817-321-1777
Poison Control	800-222-1222

About 777 Main

777 Main Street is a skyscraper located in Fort Worth, Texas. At 525 feet tall (160 meters), it is the third tallest building in Fort Worth. It is a 40-story tall, 1,015,926 square foot, Class A office development. Its address is 777 Main Street, and it takes up the block bounded by Commerce Street, 7th Street, Main Street, and 6th Street. The building stands at the site where the demolished Aviation Building existed between 1930 and 1978.

Construction for the skyscraper began in 1980 and was completed in January 1982. 777 Main is managed by Jones Lang LaSalle and leased by Transwestern.

Hours of Operation

The Management Office is open Monday through Friday from 8:00 am to 5:00 pm and is closed on weekends and building holidays.

777 Main is open Monday through Friday from 7:00 am to 7:00 pm. The building is closed on weekends and lease identified building holidays.

Building Site Plan



Building Emergency Response Team

There is a large group of people that are generally responsible for the operation and maintenance of the Building. The roles of those individuals change in an emergency situation. The Building Emergency Response Team consists of the following in order of the chain of command:

- Senior General Manager
- Senior Chief Engineer
- Security Director
- Assistant Chief Engineer
- Senior Lead Engineer
- Assistant General Manager

Other members of the Building Emergency Response Team include Property Assistants, Lead Engineer, Operating Engineers, Assistant Security Director, Security Officers, Janitorial Manager, Day porters, Parking Manager, and Parking Staff members.

Life Safety Equipment

The likelihood of a fire in a commercial building is slim. Commercial buildings are inspected by fire, electrical, plumbing, and general code inspectors as they are constructed. The materials used in commercial buildings are non-combustible such as concrete, steel, glass, marble, tile, and sheetrock. As new tenant suites are constructed, those construction documents are also reviewed and approved by the City prior to commencement of construction and they are inspected throughout the construction process as well.

Our fire alarm and its many components are inspected quarterly ensuring their proper operation. Many components and pieces of equipment make up the Building Life Safety System. These include, but are not limited to:

- Smoke detectors
- Strobes
- Manual pull stations
- Alarm speakers
- Fire panel
- Exhaust fans
- Stairwell pressurization fans
- Fire rated corridors
- Fire rated stairwells
- Elevator recalls
- Emergency generators
- Sprinklers

The fire alarm panel is located behind locked doors on the concourse level. The fire alarm panel automatically notifies a third-party monitoring service if an alarm is triggered to prevent any loss of time due to human error. The system is designed to immediately notify building occupants that a fire or other emergency situation has been detected. Smoke detectors, manual pull stations, and water flow switches activate the fire alarm system immediately.

Once the system is activated, numerous building safety features are put into action. The heating, ventilation, and air conditioning (HVAC) systems automatically shut off in the affected areas in order to prevent the spread of smoke. Strobes and speakers are activated and become the primary vehicle for communication to the building occupants.

Smoke detectors are located in all critical areas of the building that are potential fire areas. These areas include the elevator lobbies, mechanical rooms, electrical rooms, and HVAC supply and return ducts. These smoke and heat detecting devices provide the initial warning signal of a fire in the building. The National Fire Protection Association (NFPA) requires that smoke and heat detectors be inspected annually.

Within the Building, sprinkler heads are found in the ceiling throughout each floor. They are activated when the temperature reaches 135 degrees Fahrenheit. At that point, a fusible link is melted causing the sprinkler to discharge water.

Standpipes and sprinkler risers are located inside and adjacent to the enclosed stairwells. In the event of a fire, the fire fighter attaches a hose to the valve and utilizes the standpipe as a source of water. Standpipes and sprinkler risers are monitored constantly by the fire control panel by means of tamper devices and flow switches. A tamper device monitors any unauthorized tampering with the standpipe. A flow switch is a device mounted inside the sprinkler pipe which detects any movement of water. This movement would trigger the switch and activate the alarm.

You will find self-contained fire extinguishers in the common areas of the building as well as within most tenant spaces. The fire extinguishers are self-contained, fire-fighting equipment, and are independent of the building systems. Building fire extinguishers contain a dry chemical and are rated ABC which indicates they will extinguish all three classes of fires. Class A fires consist of combustible materials such as wood and textiles. Class B fires consist of gasoline, oil, grease, paint, or other liquids that gasify when heated. Class C fires include electrical fires. All extinguishers are serviced each year and tagged with an inspection label.

What to expect

When a fire alarm system is activated typically three floors will go into alarm simultaneously. The three floors in alarm include the floor where the device was activated, the floor above, and the floor below. When the fire alarm system is activated the alarms will sound and the strobes will flash on the three floors involved. Often the alarms from another floor can be heard on non-alarm floors due to bleed over through the stairwells and elevator shafts. The flashing strobes are the surest way to determine if your floor is in alarm.

Tenant Awareness

It is the responsibility of all occupants of 777 Main to be aware of possible fire and security issues. If such issues are observed, please contact the Management Office immediately so corrective measures can be taken.

Listed below are some of the items that you as tenants can help prevent from becoming potential hazards:

- Investigate / report electrical equipment that is not working properly or smells strange. Unusual odors from appliances or cords can be the first sign of an impending fire.
- If you are using a power strip, ensure appliances plugged in conform to U.L. listed ratings. Never

overload the outlet or power strip.

- Make sure all appliances are turned off before leaving the office. In your office area, assign at least two people to check appliances as they leave for the night.
- Some personnel may want to use a space heater. Space heaters are not allowed per the City of Fort Worth Fire Code and Building Rules & Regulations. Due to the high number of fires caused by these each year, they are considered a lease violation and will be confiscated immediately.
- All boxes and equipment, per fire code regulations, must not be within 18" of the ceiling. If boxes and equipment exceed that required clearance it greatly reduces the effectiveness of the sprinkler systems.
- Ensure all trash is disposed of properly. This can be used as fuel for fire or can impede an evacuation. Do not leave trash or boxes in the corridors or freight elevator lobbies.
- Doors should not be propped open. When doors are left open, it compromises the fire rated integrity of construction and allows fire to spread quicker. It is also a security issue.
- Finally, if you see something that doesn't seem right, report it. Better to be safe than sorry.

Emergency Reporting

In the event of an emergency (i.e. accident or illness of an employee or visitor in your space) utilize the following procedures:

1. Call 911, if necessary
2. Contact the Security Office at 817-321-1777
3. Identify yourself
4. Give your company name
5. Give the location and type of emergency
6. Provide any additional details or information that may be of assistance to responding emergency personnel

This is what happens:

1. Security or engineering will immediately respond to the emergency location
2. Security or engineering will assess the situation and contact the proper authorities, if necessary
3. All team functions will be coordinated through the Security Director or Senior General Manager or the senior building emergency response team member on site, if the Security Director or Senior General Manager are not available
4. Security will gather all pertinent information and complete a thorough incident report

Note: Incident Reports, video, and photographs are not shared with anyone other than property ownership, law enforcement agencies, and insurance companies. Requests for such information by individuals cannot be granted.

Tenant Wardens: Why do we need them and what is expected

What is Tenant Warden?

Tenant Wardens are an integral part of our emergency response team. Because of the large number of people, both regulars and visitors, in the building daily we need additional people to assist in emergency situations. The management team cannot effectively train all those people. By having tenant wardens, it is easier to disseminate information and training and procedure updates. The important role that Tenant Wardens play in ensuring your company is prepared for an emergency should not be underestimated.

Along with your emergency plan, tenant wardens are an important risk control measure to ensure your workplace is prepared should an emergency occur. Hence, companies are advised to choose their tenant wardens carefully.

Tenant Warden Expectations

While you may not be the president of your company, when an emergency occurs the tenant warden is the BOSS! Tenant Wardens are to ensure a safe and organized evacuation, including guiding and directing your coworkers in an emergency. Tenant Wardens are to make sure all exits, exit paths, and stairs stay clear of obstructions that could impede an escape. Tenant Wardens are responsible to correct or report life safety hazards or issues. Tenant Wardens are expected to educate their fellow employees about emergency responses. Tenant Wardens are to determine if they need assistants based on the size of their work force. Tenant Wardens are to designate a standoff location for their coworkers outside the building where they can account for all their team members.

Tenant Wardens are expected to know the following:

- Tenant Emergency Procedures
- The people you are responsible for (your coworkers) by name and location
- The location of any mobility impaired coworkers that may require special assistance during an emergency
- Assign assistants to any mobility impaired coworkers
- Notify Building Management / Security of any mobility impaired coworkers
- The layout of your floor and your suite
- The location of fire alarm pull stations and fire extinguishers, and how to use them (pull stations are located in elevator lobbies and stairwell entrances)

Tenant Wardens are expected to report the following to Management and / or Security:

- Potential fire hazards
- Structural faults or dangers
- Defective equipment such as fire extinguishers
- Inoperable emergency lights and signs
- Suspicious person, unattended packages, etc.
- Space heaters (these are against fire code)
- Blocked fire exits

Emergencies Tenant Wardens are to assist with:

- Flood / water leaks
- Medical emergencies
- Fire emergencies
- Inclement / severe weather
- Bomb threats
- Active shooter situations

Employees, Building Emergency Response Team personnel, and emergency responders can identify Tenant Wardens by the red vests they wear. The vests have pockets which is a great place to put an updated list of current employees and important company telephone numbers.

Discovery of a Fire or Smoke

Upon discovery of a fire you must immediately: RCAF

RESCUE: Remove everyone from the immediate area. This means the room of origin or immediate vicinity of the fire or smoke. This is not an evacuation of the Premises or the Building necessarily.

CONFINE: Close the door to the room of origin. This will act to contain the fire and smoke to that one room for a longer period allowing more time for safe evacuation.

ALERT:

1. Call 911 and provide the following information:
 - a. Nature of the emergency
 - b. Your name
 - c. Complete street address: 777 Main Street
 - d. Floor and suite number
 - e. A call back telephone number (do not stay on the telephone if you are in danger)
2. Call the Building Security at 817-321-1777 and provide the following information:
 - a. Nature of the emergency
 - b. Your name
 - c. Floor and suite number
 - d. A call back telephone number (do not stay on the telephone if you are in danger)
 - e. Report that you have already called 911

FIGHT: If the fire is small enough and confined to one object (such as a small trashcan), you may locate a fire extinguisher and use it. Hand extinguishers are located, at a minimum, on each floor at the enclosed stairwell entry doors. When operating an extinguisher, utilize the PASS method.

- P** Pull the pin.
- A** Aim the nozzle or hose at the base of the fire
- S** Squeeze the handle
- S** Sweep the nozzle from side to side

Fire Evacuation Procedures

Tenant Wardens should be selected / appointed by each Tenant company. The Tenant Warden should familiarize themselves with the following:

- The Tenant Emergency Procedures Guide (this manual)
- Location of exits on the Tenant Wardens floor and where those put you once outside the Building
- Location and operation of any available alarm systems
- Location and operation of any available fire extinguishing equipment
- Designate people in advance to assist mobility impaired coworkers and prepare a list of those that are mobility impaired
- Hold periodic training session with their coworkers to ensure they are trained in evacuation procedures
- Designate and train a back up in case of absence during an emergency
- Designate additional assistants as necessary to check restrooms or close doors

In the event of a fire or smoke, the Tenant Warden will:

- Execute the Tenant Emergency Procedures
- See to it that all doors on the floors are closed but not locked
- Notify all suite occupants
- Check restrooms for coworkers

Direct the evacuation of the floor to the nearest stairwells. Each Tenant Warden may elect to have multiple Wardens so each can stay with their group of coworkers in each of the three stairwells per floor. Make sure coworkers are closing but not locking doors as they leave. Make sure to check restrooms, breakrooms, and conference rooms for occupants. Tenant Wardens may advise women to remove their high heels to allow for a more expedient evacuation.

Stairwells 1 and 2 are located on the west side of the Building. These stairwells converge at the lower level so evacuating occupants must be careful and allow merging. Stairwells 1 and 2 exit the Building on the ground floor to 6th Street near Commerce Street. Stairwell 3 is located behind the freight elevator on the east side of the building. Stairwell 3 exits the Building on Commerce Street nearly equidistant from 6th and 7th Streets.

Once outside the Building, proceed to the designated stand off location. The Tenant Warden should also designate an alternate stand off location in case the fire department has occupied their standoff location or falling glass or debris make that location unusable. Once all coworkers have assembled at the stand off location, the Tenant Warden should account for all their coworkers. The Tenant Warden or a delegate should notify the Property Manager or Emergency Responders if not all coworkers are accounted for and / or if there are mobility impaired individuals left in the stairwell.

During a fire emergency, elevators may or may not be recalled to the ground floor. Either way, elevators should not be used during a fire emergency. If the fire grows, it could engulf the elevator trapping the occupant.

Remember,

Fire Drill = drop down 3 floors

Fire Alarm = all the way out of the building via the stairs

Mobility Impairments

When we use the term mobility impaired we are referred to anyone who may not be able to maneuver down the stairwells. This is not an official definition. This could include persons in wheelchairs, but it would also include someone who had recent knee or hip surgery, a very pregnant woman, someone visually impaired, or even someone who just sprained an ankle. The goal is to keep the stairwell traffic moving. In most cases if an individual would impede that, they should be moved into the stairwell once it is clear of exiting traffic. If it becomes necessary to move the individual down the stairs, the Tenant Warden or delegate should notify the Property Manager or Emergency Responders.

When assisting a mobility impaired individual, their assigned assistant should be sure to ask what the best way is to help them.

If the enclosed stairwell nearest your office or room is blocked by fire or smoke, go to the other enclosed stairwell and follow the above procedures.

If all the enclosed stairwells are blocked by fire or smoke, return to your office and:

- Close the doors
- Call 911 and Security and notify them of your location
- Place towels, clothing, etc. under the door
- Cover heating and air conditioning vents with towels or clothing, if possible
- Place a wet towel or cloth over your mouth and nose
- Stay low, close to the floor to minimize smoke inhalation
- Do not break out the windows unless it is a last resort (falling glass is dangerous to persons below and an open window could allow smoke to fill your office or provide oxygen to feed the fire)

Note: Building Management and Security will be happy to assist with establishing procedures for individuals who might need evacuation assistance. We request each Tenant provide Building Management / Security with a list of impaired employees so we may quickly provide the Fire Department with that information. Always notify Building Management / Security when an employee who may need assistance begins working for or leaves your company.

Fire Emergency Do's and Don'ts

The Tenant Warden should remember and educate their coworkers about what to do and not to do in a fire emergency.

DO

- Close office doors as evacuating
- Remain quiet so Tenant Wardens and others can hear and make announcements
- Stay to the right in stairwells to allow emergency personnel to pass
- Remain calm
- Use the handrails
- Be prepared to merge with other people entering the stairwell and merge where two stairwells converge
- Crawl to the stairwell in heavy smoke
- When exiting the building, evacuate in the direction the wind is blowing from

DON'T

- Do not telephone the Management Office or Security during a fire alarm. Security personnel are extremely busy during a fire alarm. In order to receive updated information and directives, listen to the public address system and your Tenant Warden.
- Do not assume an alarm is false or a drill and continue to work.
- Do not attempt to take anything other than necessary items with you in an alarm situation (keys, identification, medicine, etc.). Material items can be replaced; lives cannot. Often stairwells become littered with abandoned property making evacuation harder for those coming down later.
- Do not attempt to fight a fire any larger than a small trash can. Get away from any fire as quickly as possible.
- Do not attempt to use elevators in a fire emergency; use enclosed stairwells only.
- Do not take the rest of the day off without advising your supervisor.

- Do not stop in a stairwell and block it. Always keep moving.
- Do not run or panic.
- Do not return to your space until the all clear is given by the Fire Department and / or the Building Emergency Response Team.

Fire Drills

The Fort Worth Fire Department requires fire drills be conducted annually. The Building will conduct fire drills once each calendar year. This fulfills the Fire Department requirement and helps keep the Building Staff practiced in emergency drills. Finally, this exercises our fire panel allowing us to find issues in a timely manner. These drills test the building emergency organization, building emergency equipment, and tenant understanding.

Building Management will notify the key tenant contacts in advance of the upcoming fire drill. We ask that you not share this information with all your employees as we need to see what a real response would look like. This is a perfect time for the Tenant Warden to practice and assess the preparedness of their coworkers.

During a fire drill, tenants will be instructed to enter the stairwell and descend all the way down and out of the building. When we conduct fire drills, we will have Building personnel holding open the stairwell doors .

Medical Emergencies

The most frequent emergency to occur at an office building is a medical emergency. This includes everything from a slip and fall to heart attacks. Without violating privacy codes or employee confidentiality, Tenant Wardens should try to know a little bit about their coworkers. This information can be critical in saving a person's life. Does your coworker have diabetes? Epilepsy? Be prepared to provide this information to emergency responders when they arrive if you have it.

Contact 911 and then Building Security at 817-321-1777. Provide them with the following:

1. Your name
2. Building address
3. Floor
4. Suite number
5. Provide any additional pertinent details

Do not do more than you are trained to do. Do not move the injured or ill person. Try to make them comfortable and reassure them that help is on the way. Keep a clear area for the individual and room for the emergency responders to access them.

Security will prepare for the arrival of the emergency responders. They will secure a freight elevator for the emergency responder's use.

Inclement / Severe Weather

Severe weather may include thunderstorms, ice, snowstorms, high winds, hail, and tornadoes. During severe weather you are safer inside the building than outside.

Tornadoes are generally spawned by thunderstorms, though they have been known to occur without the presence of lightning. The stronger tornadoes attain an awe-inspiring intensity, with wind speeds that exceed 200 mph and in extreme cases may approach 300 mph. Tornadoes can come one at a time, or in clusters, and they can vary greatly in length, width, direction of travel, and speed. They can leave a path 50 yards wide or over a mile wide. They may touchdown for only a matter of seconds or remain in contact with the ground for over an hour.

If a threat of tornadoes is reported, the National Weather Service may issue tornado watch or tornado warning advisories. A Tornado Watch indicates that conditions exist that may develop into a tornado; a Tornado Warning indicates that a tornado has been sighted in the area or is near.

Security may make a Severe Weather Warning announcement to the building over the building's public address system. Security personnel will position themselves in safe areas, which afford them the opportunity to observe and respond if needed. At the conclusion of the severe weather, if an all call was made to the building, Security will make an all clear announcement. If severe weather has been predicted and is visible, an announcement may not be made. We attempt to minimize the number of disruptions to the tenants' business activities. A tenant email blast may be sent out.

Building Management cannot prevent anyone from leaving the building during severe weather conditions. We can only suggest people stay for their safety.

What to do for high winds, hail, and tornadoes

1. Get away from the perimeter of the building and exterior glass. The concourse and ground floors are not a good location.
2. Leave your exterior office – close the door.
3. Go to interior rooms without windows and protect yourself.
4. If you are in transit within the building seek shelter in the enclosed stairwell or below ground level.
5. Do not use the elevators. It is not uncommon to have a power interruption during such storms.
6. If trapped in a perimeter office, seek shelter under furniture.

If available, the Building Emergency Response Team may make the Board Room and Training Room on Concourse and any basement space available for shelter. These areas combined with the enclosed stairwells do not provide enough space for all our building occupants. For those that have safe interior space, please utilize that.

Earthquake Procedures

An earthquake is the sudden, rapid shaking of the earth, caused by the breaking and shifting of underground rock. While earthquakes are a rarity in this part of the country, we must be prepared as in recent years they have been happening with greater frequency.

See the FEMA information about how to prepare and survive an earthquake on the following page.



BE PREPARED FOR AN EARTHQUAKE

Earthquakes can collapse buildings and cause heavy items to fall, resulting in injuries and property damage.



FEMA
FEMA V-1003/May 2018

Earthquakes are the sudden, rapid shaking of the earth, caused by the breaking and shifting of underground rock.



Can happen anywhere. Higher risk areas are California, Alaska, and the Mississippi Valley



Give no warning



Cause fires and damage roads



Cause tsunamis, landslides, and avalanches

IF AN EARTHQUAKE HAPPENS, PROTECT YOURSELF RIGHT AWAY



If in a vehicle, pull over and stop.



If in bed, stay there.



If outdoors, stay outdoors.



Do not get in a doorway.



Do not run outside.

HOW TO STAY SAFE WHEN AN EARTHQUAKE THREATENS



Secure items such as televisions and objects that hang on walls. Store heavy and breakable objects on low shelves.

Practice Drop, Cover, and Hold On with family and coworkers. Drop to your hands and knees. Cover your head and neck with your arms. Crawl only as far as needed to reach cover from falling materials. Hold on to any sturdy furniture until the shaking stops.

Create a family emergency communication plan that has an out-of-state contact. Plan where to meet if you get separated.

Make a supply kit that includes enough food and water for at least three days, a flashlight, a fire extinguisher, and a whistle. Consider each person's specific needs, including medication. Do not forget the needs of pets. Have extra batteries and charging devices for phones and other critical equipment.

Consider earthquake insurance policies. Standard homeowner's insurance does not cover earthquake damage.

Consider a retrofit of your building if it has structural issues that make it vulnerable to collapse during an earthquake.



Drop, Cover, and Hold On like you practiced. Drop to your hands and knees. Cover your head and neck with your arms. Hold on to any sturdy furniture until the shaking stops. Crawl only if you can reach better cover without going through an area with more debris.

If in bed, stay there and cover your head and neck with a pillow.

If inside, stay there until the shaking stops. DO NOT run outside.

If in a vehicle, stop in a clear area that is away from buildings, trees, overpasses, underpasses, or utility wires.

If you are in a high-rise building, expect fire alarms and sprinklers to go off. Do not use elevators.

If near slopes, cliffs, or mountains, be alert for falling rocks and landslides.



Expect aftershocks to follow the largest shock of an earthquake sequence.

Check yourself for injury.

If in a damaged building, go outside and quickly move away from the building.

Do not enter damaged buildings.

If you are trapped, send a text or bang on a pipe or wall. Cover your mouth for protection and instead of shouting, use a whistle.

If you are in an area that may experience tsunamis, go inland or to higher ground immediately after the shaking stops.

Save phone calls for emergencies.

Wear sturdy shoes and work gloves.



Take an Active Role in Your Safety

Go to [Ready.gov](https://www.ready.gov) and search for **earthquake**. Download the **FEMA app** to get more information about preparing for an **earthquake**.

Elevator Emergencies

Elevators are a very safe means of transportation. 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. Do not attempt to manually open the doors as doing so may further delay your release.
2. Press the emergency call button or pick up the elevator telephone. They automatically dial on site security personnel.
3. Provide security with:
 - a. Your name
 - b. Passenger names
 - c. Company names
 - d. Building or garage you are in
 - e. Elevator number and problem (the elevator number is printed on the inside of the elevator phone door or engraved on the elevator panel front)
 - f. If there are any medical emergencies
4. Remain calm and stay on the phone. Security will remain on the line with you at all times during the emergency.

During Business Hours

We have a full time, on-site elevator technician. As soon as security is aware of the situation, they will notify both the on-site technician and the elevator maintenance vendor. A security officer will also be dispatched to the elevator lobby outside the location of the stopped cab.

If the emergency happens after business hours, there is an on-call elevator technician. It may take a bit of time for the technician to arrive at property so please be patient.

By law, no one other than a certified, licensed elevator mechanic can attempt to open elevator cabs. The most danger posed as it relates to elevators is non-licensed people attempting to help others.

Power Failure and Emergency Power

In the event of a power failure, the emergency generator and battery backups will supply electrical power to the following:

- Emergency lighting (in tenant space, common areas, and stairwells)
- Exit lights
- Fire alarm system
- Elevators

The power supplied is minimal but should be more than enough to find your way to the exit.

Not all elevators will operate simultaneously. In the event of a power loss, the emergency generator will power one elevator cab per rise at a reduced speed of 200 feet per minute (FPM). Once all cabs are lowered, they will place themselves out of service.

Do not use the escalators during a power failure. The power could be restored at any second and you may be surprised by the restored movement of the escalator.

Active Shooter

Active Shooter situations are very difficult to plan or develop a policy for as they are ever changing, and no two situations are the same.

An Active Shooter is defined as an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Often, they have no regard for their own safety.

The best strategy in an active shooter situation is to RUN, HIDE, FIGHT.

RUN and escape, if possible.

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call 911 when you are safe, and describe shooter, location, and weapons.

HIDE, if escape is not possible.

- Get out of the shooter's view and stay very quiet.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups - spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently. Use text message or social media to tag your location or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

FIGHT as an absolute last resort.

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons to distract and disarm the shooter.

After the threat is eliminated:

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured people along the way.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.

- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responder to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.

Unfortunately, given the infinite number of scenarios this could take, we cannot tell you exactly how we will respond. Depending on the location of the shooter, we may make an all call on the public address system, we may send out a tenant blast, or we may secure the elevators and isolate the floors as best as possible.

On the following pages are guidelines prepared and distributed by FEMA and the National Tactical Officers Associations. You can also watch a good video prepared by the City of Houston Police Department on YouTube at <https://youtu.be/5VcSwejU2D0>.

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. Hide

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock the doors

3. Fight

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

**CALL 911 WHEN IT
IS SAFE TO DO SO**

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes



Contact your building management or human resources department for more information and training on active shooter response in your workplace.

Bomb Threats

Bomb Threat Checklist is on the following page.

While most of this Guide focuses on fire safety and evacuation, there are many other types of emergencies that must be dealt with in the workplace.

It is the tenant and Tenant Warden's responsibility to make sure all receptionists are briefed on bomb threat procedures. Each Tenant Warden should make sure the necessary individuals have a copy of the Bomb Threat Checklist near their telephone.

Telephone Threats

When a bomb threat is received by telephone, immediately ask the caller the questions listed on the Bomb Threat Checklist. This information will be extremely helpful to the police. After the caller has hung up, immediately fill out the remaining portion of the Bomb Threat Checklist. Notify the police by calling 911, notify your supervisor, and then notify Security at 817-321-1777. Do not make statements to news crews; let the Building Emergency Response Team handle that.

Note: Some office telephone systems offer a "record" feature on the desk set. If your system is equipped with this feature, ensure your employees are familiar with it and are trained to activate the "record" feature when a bomb threat is received. Local authorities can review this recording and consider it evidence.

Written Threats

Written threats are received less frequent than telephone threats but must be considered just as dangerous. Avoid physical handling of the written document. This evidence will be analyzed by the police for fingerprints, postmarks, handwriting, typewriting, and other distinguishing markers. Notify the police by calling 911 and then notify Security at 817-321-1777. Do not make statements to news crews; let the Building Emergency Response Team handle that.

Search Procedures

Because of their familiarity with the location, it is recommended that each tenant decide if their employees are to search tenant areas such as coatrooms, conference rooms, IT rooms, breakrooms, and work areas. If a suspected device is found, do not touch it. Notify the police by calling 911 and then notify Security at 817-321-1777. Immediately clear the area. Guard the area, keeping people away, until someone from the Building Emergency Response Team or police arrive. If the police believe the suspected device is a bomb, the authority of the police exceed that of the tenant, the Building Emergency Response Team, or the landlord, and their instructions are to be followed.

Evacuation

Evacuation of the space is a decision to be made by each tenant representative / decision maker / Tenant Warden or the Building Emergency Response Team, or the police or fire department officials. In the event the decision to evacuate is made, the fastest route to safety will be the building enclosed stairwells. The Emergency Response Team will attempt to notify tenant contacts for each tenant. It is the responsibility of each tenant to notify their employees. It is strongly recommended that each tenant develops their own internal procedures before an incident occurs.

Bomb Threat Checklist

BOMB THREAT PROCEDURES

Bomb threats are serious until proven otherwise.
Act quickly. Remain calm. Obtain information
using the checklist on the reverse of this card.

BOMB THREAT RECEIVED BY PHONE

- Remain calm. Keep the caller on the phone as long as possible. **DO NOT HANG UP**, even if the caller does.
- Listen carefully, try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the police or, as soon as the caller hangs up, immediately notify them yourself.
- If your phone has a display, copy the number and/or letters on the display window.
- Complete the Bomb Threat Checklist immediately. Write down as much information as you can remember.

BOMB THREAT RECEIVED BY HANDWRITTEN NOTE

- Call the police.
- Handle note as minimally as possible.

BOMB THREAT RECEIVED BY EMAIL OR TEXT

- Call the police.
- Do not delete the message.

SIGNS OF A SUSPICIOUS PACKAGE

No return address	Poorly handwritten
Excessive postage	Mispelled words
Stains	Incorrect titles or address
Strange odor	Foreign postage
Strange sounds	Restrictive handling notes
Unexpected delivery	

DO NOT:

- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move the suspicious package.
- Use two-way radios or cellular phones; radio signals could detonate a bomb.

BOMB THREAT CHECKLIST

Date: _____ Time: _____
Time Caller Hung Up: _____
Phone Number of Caller: _____

ASK THE CALLER:

- Where is the bomb located? *(building, floor, room, etc)* _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No
- Why? _____
- What is your name? _____

EXACT WORDS OF THE THREAT

INFORMATION ABOUT THE CALLER

Where is the caller located? *(describe background/noise level)* _____

Estimated age of caller: _____

Is voice familiar? If so, who does it sound like? _____

Caller's Voice	Background Sounds	Threat Language
accent	animal noises	incoherent
angry	house noises	message read
calm	kitchen noises	taped
clearing throat	street noises	irrational
coughing	PA system	profanity
cracking voice	conversation	well-spoken
crying	music	
deep voice	motor	
deep breathing	clear	
disguised	static	
distinct	office noises	
excited	factory noises	
FEMALE	local	
laughter	long distance	
lisp		
loud		
MALE	raspy	Other Information: _____
nasal	slow	_____
normal	slurred	_____
ragged	soft	_____
rapid	stutter	

Suspicious Packages, Parcels, Letters, and Devices

Suspicious boxes and/or packages should never be handled or moved. The protocol for the identification and handling of suspicious packages, and what to do in the event of a hazardous discharge are as follows:

Identifying a Suspicious Package, Letter, or Parcel

A suspicious letter or parcel might have some of the following characteristics:

- Origin –postmark or name of sender is unusual, unknown or no further address is given
- Postage – excessive or inadequate postage
- Balance – the letter is lopsided or unusually thick
- Weight – the letter or package seems heavy for its size
- Contents – stiffness or springiness of contents, protruding wires or components, oily outer wrapping or envelope, feels like it contains a powdery substance
- Smell – almond or other unusual odors
- Writing – handwriting of sender is not familiar or indicates a foreign style not normally received by recipient, common words or names or misspelled
- Rub on block lettering

Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape, contact the sender if possible, to verify the origin and contents).

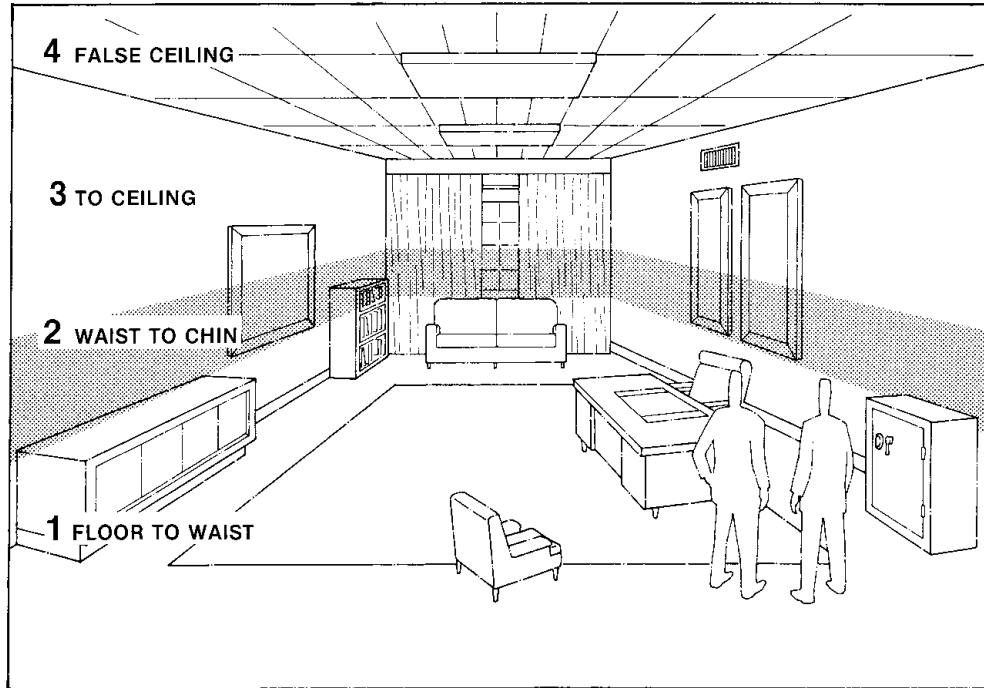
Upon Discovery of a Suspicious Package or Device

- Ensure that the device is not moved or covered, noting its description and exact location. Portable radios and cordless or cellular phones should not be permitted in the area or used at this time.
- Notify the Fort Worth Police Department if they are not already on site. Dial 911 and give the following information:

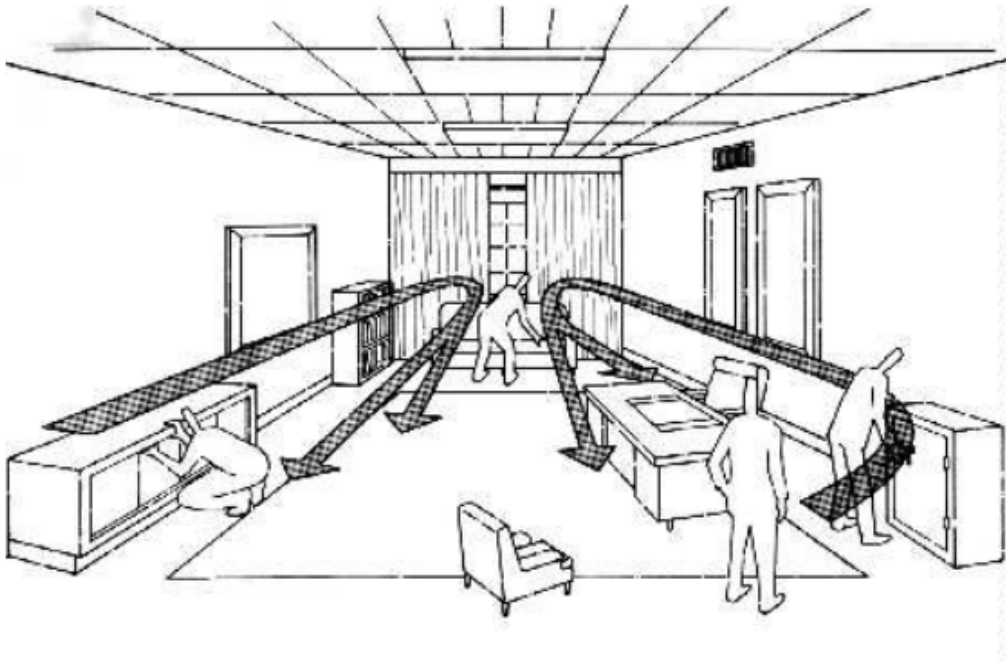
Building Name	777 Main
Building Address	777 Main Street
	Fort Worth, TX 76102
Nearest Cross Street	7 th Street and Main Street
Nature of the Emergency	
Floor/Suite Number	
Call Back Number	

- Do not hang up until the emergency operator does so first.
- Notify the Building Emergency Response Team by contacting Security at 817-321-1777.
- Control entry to the area until relieved of responsibility or given further instructions from the Fort Worth Police Department.
- If evacuation of the area or floor is determined by Fort Worth Police, evacuate the floors immediately above and below the device. Utilize Tenant Wardens and delegates as communication messengers. NOTIFICATION SHOULD BE HANDLED IN A LOW-KEY MANNER TO HELP REDUCE PANIC. Consider the safety of primary and secondary evacuation routes before using them.
- After relocation, be prepared to assist the authorities as required or requested.

How to conduct a search



Divide room to search into sections by height. Reprinted with permission from *Bomb Threats and Physical Security Planning* (ATF P 7550.2, July 1987), U.S. Department of the Treasury, Bureau of Alcohol, Tobacco and Firearms, Washington, D.C.



FBI *Advisory*

If you receive a suspicious letter or package

What should you do?

- 1** Handle with care
Don't shake or bump
- 2** Isolate and look
for indicators
- 3** Don't Open, Smell
or Taste
- 4** Treat it as Suspect!
Call 911



Excessive Tape or String

Oily Stains,
Discolorations,
or Crystallization on Wrapper

Wrong Title with Name

Strange Odor

Rigid or Bulky

Lopsided or Uneven

Protruding Wires

Misspelled Words
Addressed to Title Only
or Incorrect Title
Badly typed or written

No Return Address
Restrictive Markings

Possibly
Mailed from a
Foreign Country
Excessive Postage

If parcel is open and/or a threat is identified...

For a Bomb

Evacuate Immediately
Call 911 (Police)
Contact local FBI

For Radiological

Limit Exposure - Don't Handle
Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)
Contact local FBI

For Biological or Chemical

Isolate - Don't Handle
Call 911 (Police)
Wash your hands with soap and warm water
Contact local FBI



Police Department _____

Fire Department _____

Local FBI Office _____

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)

GENERAL INFORMATION BULLETIN 3800-3
Produced by: Bomb Data Center
Department of Homeland Security Operations Unit

Biological Agent Release

If you believe a biological agent has been released:

- contain the material to minimize the impacted area and number of individuals exposed
- move and contain the potentially impacted individuals from the immediate area to an adjacent control area and minimize their activities until the appropriate response personnel arrive; ensure that they receive proper medical attention
- remove non-impacted individuals from the area as quickly as possible
- maintain control of all potentially impacted materials
- contact 911 and notify the Building Emergency Response Team by calling Security at 817-321-1777
- advise Security of the release so they can advise the Building Emergency Response Team to disable the HVAC system to minimize the spread of the agent

Pandemic Preparedness

In the event of a Pandemic, it is important to prevent the spread of the virus by limiting as much person-to-person contact as possible. To help stop the spread of germs, use the following precautions:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- If you do not have a tissue, cough into your upper sleeve, not your hands.
- Put your used tissue in the waste basket.

Clean your hands after coughing or sneezing. Wash with soap and hot water or clean with alcohol-based hand cleaner. You may be asked to put on a surgical mask.

Social Distancing

This method is used during a pandemic to modify the frequency and type of person-to-person contact (e.g. reducing hand shaking, limit face-to-face meetings and shared workstations, promoting telecommuting, offering liberal/unscheduled leave policies, and/or staggered shifts.)

The Management Team will post signage in restrooms regarding proper hand washing techniques. Place alcohol-based hand cleaners in common areas. Monitor the pandemic alert system through the World Health Organization. Inform the tenants of the seriousness of the pandemic.

Thank You

Thank you for taking the time to become informed regarding the handling of emergency situations. If you ever have a questions or concern, do not hesitate to contact the Management Office at 817-321-1100.

Remember that the life you save may be your own!

END