

Emergency Procedures Manual The Colonnade Dallas

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Introduction

Emergencies and disasters occur without warning. It is for this reason that The Colonnade 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 how to report an emergency. Please familiarize yourself and your employees with this material.

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

Fire Warden Job Description

As a Fire 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 and communicating this information to your company's employees.

IN SUMMARY:

1. General
 1. Know the emergency procedures manual, emergency/fire life safety equipment and resources available to you.
 2. Educate your fellow employees on emergency procedures.
 3. Administer your duties in emergency situations.
2. Specific
 1. Know the people for whom you are responsible.
 2. Know the floor and layout, including exits and stairwells.
 3. Know the location of fire alarm pull boxes and extinguishers, and know how to operate them.
 4. Know the location of disabled personnel that may require special assistance and communicate this to the Property Management Office on a regular basis and to the Fire Department or security in an emergency.
 5. Administer your duties in emergency situations.
 6. Know a primary and secondary location where all employees will meet outside the building and be sure everyone in your company knows these locations.
3. Fire Prevention Duties

Report the following conditions:

- Potential fire hazards (see list below)
- Structural faults or dangers
- Defective fire extinguishers, hoses, 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 and common corridors
- Exit light outages

Fire Occurrence

FIRE WARDEN PROCEDURES:

1. Call the Addison Fire Department (from a safe location using an outside line).

Dial 911, Give:

1. Building name
2. Building address
3. Tower & Floor
4. Suite number
5. Details of the emergency

1. Activate the manual pull station to sound the alarm.

2. Call the Management Office
Dial (972) 386-1500

3. Follow the Evacuation Procedures in this manual.

DO'S AND DON'TS

1. Do not attempt to fight the fire, unless you are properly trained.
2. DO NOT USE THE ELEVATORS.
3. Use stairwell exits only.
4. If caught in heavy smoke – take short breaths, breathe through your nose, and crawl on your hands and knees to escape.

SECURITY PROCEDURES:

1. Call the Addison Fire Department and confirm that they received the emergency call.

Dial 911

1. Radio dispatch, security and building engineering personnel to the location to assist in evacuating the affected floors and provide support to the emergency unit.

Fire Alarm

FIRE WARDEN PROCEDURES:

1. When a fire is reported, three floors will go into alarm; the incident floor, as well as the floors directly above and below. 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. 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.”

4. All elevators will return to the lobby/ground floor.

5. Follow the Evacuation Procedures in this manual.

6. The “all clear” signal will be announced over the PA System. When you hear the “all clear” signal, it means:

- An emergency was reported somewhere in the building.

- The alarm has been investigated and determined to be false.
 - You may or may not have heard the alarm.
- Please return to your normal duties.
- It is safe to return to your floor.

PLEASE NOTE:

The fire alarm will continue to sound until we have determined the alarm to be false. 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.

Do not call the 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.

Building Evacuation

FIRE 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.
2. Remain calm and quiet. Listen for public address system announcements.
3. The fire stairwells are the planned descent from the building. The elevators will be taken out of service.
4. Please proceed in an orderly manner to the nearest fire stairwell unless instructed otherwise by the fire warden.
5. Notify the fire department or building security of individuals requiring special assistance during evacuation. This can be done by notifying the alternate fire 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.
6. 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.
7. Please refer to the plan located in this section for possible re-entry floor locations.
8. When you are outside, walk upwind 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.
9. Plan your designated meeting place for your group/company. Plan an alternate meeting location as well.
10. Always feel doors before opening. If hot use another exit.
11. Search office space and restrooms for all personnel.
12. Remove high heeled shoes and carry them with you.
13. Close all doors.

SECURITY PROCEDURES:

1. Coordinate building evacuation with the City of Addison Fire Department, Engineering and Building Management Personnel, and the Fire Wardens.
2. Communicate the location of individuals requiring special assistance to the Fire Department.

Accident or Illness

FIRE WARDEN PROCEDURES:

1. When conditions warrant, call the Addison Fire Department Paramedics. (From an outside line)

Dial 911, Give:

1. Building name
 2. Building address
 3. Tower and Floor
 4. Suite number
 5. Details of the emergency
2. Call the Management Office.

Dial (972) 386-1500

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.

SECURITY PROCEDURES:

1. Call Addison Fire Department Paramedics and confirm that they have received the emergency call.

Dial 911

2. Dispatch security and building engineering personnel to the location to greet and assist the emergency unit.
3. Assign a building engineer to operate a freight elevator in independent service to be reserved for the Paramedic use.
4. Dispatch security personnel to the location to assist with traffic and crowd control.

Severe Weather or Tornado

SEVERE THUNDERSTORM WARNING:

Fire Warden Procedures:

1. Monitor weather conditions.
2. Stay alert for public address system announcements.

Security Procedures:

In the event a severe thunderstorm warning is issued by the National Weather Service in the area of Dallas County security staff will monitor weather conditions on a continuous basis until the warning expires. They will immediately alert the building management and engineering team on duty and provide periodic weather updates.

TORNADO WATCH

A tornado watch is an alert issued by the National Weather Service (NWS) indicating that weather conditions favor the occurrence of tornado activity. Tornado watches are issued on a county-by-county basis.

Fire Warden Procedures:

1. Remain calm
2. Listen to a NOAA Weather Radio or local radio or television stations for updated information.
3. Be alert to changing weather conditions. Tornadoes accompany severe thunderstorms, and weather conditions can change rapidly.
4. Be prepared to relocate employees to a stairwell, interior hallway, or restroom.

Security Procedures:

Upon the issuance of a Tornado Watch in Dallas or Collin Counties by the NWS the building security staff will:

1. Continue to monitor local weather conditions and be prepared (personnel on standby) to issue the Tornado Watch (General Alert) Announcement No. 1 should the National Weather Service issue a Tornado Watch in Dallas and Collin Counties or other nearby

areas.

TORNADO WARNING:

A NWS tornado warning indicates that a tornado has been sighted in the immediate area or is imminent. Warnings are issued on a county-by-county basis.

Fire Warden Procedures

(Tornado Watch-General Alert)

1. Remain calm.
2. Be prepared to walk to the nearest fire stairwell or interior of the building to protect yourself from glass and other flying objects. Close your office door behind you.
3. If possible, continue to listen to a NOAA weather radio, regular radio, or television for updated information.
4. Stay away from windows. Most injuries occur due to being struck by flying debris. If you find yourself caught in an exterior office get under a sturdy piece of furniture.
5. Do not attempt to leave the building. During severe weather the safest place to be is the interior of the building.
6. Do not go to the elevators, first floor lobby, atriums, or outside of the building.

Fire Warden Procedures

(Tornado Warning-Take Immediate Action)

1. Remain calm.
2. Walk to the nearest fire stairwell or interior of the building to protect yourself from glass and other flying objects. Close your office door behind you.
3. If possible, continue to listen to a NOAA weather radio, regular radio, or television for updated information.
4. Stay away from windows. Most injuries occur due to being struck by flying debris. If you find yourself caught in an exterior office get under a sturdy piece of furniture.
5. Do not attempt to leave the building. During severe weather the safest place to be is the interior core of the building.
6. Do not go to the elevators, first floor lobby, atriums or outside of the building.

Security Procedures:

Upon the issuance of a tornado warning in Dallas County by the NWS the building security staff will:

1. Issue Tornado Watch (General Alert) Announcement No. 1 over the building internal speaker system.
2. Continue to monitor local weather conditions and be prepared to issue the tornado warning (Take Immediate Action) Announcement No. 2 should the NWS issue a Tornado Warning in Dallas County and a Tornado has been reported in the vicinity of the building.
3. Continue to cover the Fire Control room. If no building damage has occurred issue All Clear (No Damage) Announcement No. 3, when severe weather has dissipated.
4. If building damage has occurred, assess building damage, plan and communicate occupant evacuation if necessary. Make **Announcement No. 4** or other appropriate announcements.

SEVERE WEATHER ANNOUNCEMENTS:

In the event of severe weather one or more of the following messages will be announced over the public address system:

1. Tornado Watch-General Alert

This message will be broadcast when the National Weather Service issues a Tornado Warning for Dallas County.

“May I have your attention please? May I have your attention please? The National Weather service has issued a TORNADO WATCH until _____ for Dallas County. Stay tuned to local radio or television stations for more specific weather information. Be prepared to walk to the nearest fire stairwell, interior corridor, or restrooms of the building without further notice. Do not attempt to leave the building. Thank you.” (Repeat)

2. Tornado Warning-Take Immediate Action

This message will be broadcast whenever tornado activity has been reported in the immediate area of the building.

“May I have your attention please? May I have your attention please? A tornado has been sited in our immediate area. All occupants take cover. Do not use the elevator. Walk to the nearest fire stairwell, interior corridor, or restrooms of the building immediately. Stay away from exterior windows and the 1st Floor Lobby. Do not attempt to leave the building. Thank you.” (Repeat)

3. Severe Weather Has Dissipated-No Damage Has Been Reported

This message will be broadcast when severe weather conditions have dissipated and no physical damage has occurred to the property or grounds.

“May I have your attention please? May I have your attention please? Weather conditions in our area appear to have improved. You may return to your normal duties. Please stay tuned to local radio or television for further weather updates. Continue to be alert to changing weather conditions. Thank you.” (Repeat)

4. Severe Weather Has Dissipated-Damage Has Occurred

This message will be broadcast when severe weather conditions have dissipated and damage has occurred to the building or grounds.

“May I have your attention please? May I have your attention please? Weather conditions in our area appear to have improved. Damage has occurred to the building. We are currently making a damage assessment and will report to you as quickly as possible. The safest location at this time is the interior portion of the building, specifically the fire stairwells, restrooms or interior hallways. Please stay alert for additional building announcements. Do not attempt to leave the building or go to the lobby. Continue to be alert to changing weather conditions.” (Repeat)

WHAT TO DO AFTER A TORNADO:

1. Listen for Further Weather Updates

Continue to listen to local radio or television stations or a NOAA Weather Radio for updated information and instructions.

2. Assist Coworkers

Help any coworker who may require assistance. Do not move seriously injured persons unless they are in immediate danger of further injury. From an outside line, call 911 for further assistance. Notify the Security Command Center of your location so building staff can assist emergency response personnel to your location.

3. Do Not Attempt to Leave the Building

During any severe weather the safest place to be is the interior core of the building. Roads should be kept clear of any unnecessary traffic so that emergency personnel can quickly respond to areas affected by the severe weather.

WHAT ARE TORNADOES?

A tornado is a violent rotating column of air extending from a thunderstorm to the ground. They develop from severe thunderstorms in warm, moist, unstable air along or ahead of cold fronts. Such thunderstorms also may generate large hail and damaging winds.

While tornadoes can occur almost anywhere in the United States at anytime of the year, there is a higher frequency of tornado activity in Southern states between March and May, and Northern states during the summer months. The primary dangers associated with tornadoes are those produced by high wind velocity and the impact of debris such as glass, metal and wood. Over 1,000 tornadoes are reported annually nationwide.

Severe Weather Preparedness

The most critical elements of tornado preparedness are planning and quick response. While building staff monitors changing weather patterns, fire wardens must also monitor severe weather conditions. Fire wardens should have multiple means of monitoring weather conditions. Weather radios, TV's and web sites can all be effective. In addition, fire wardens should develop an effective means to insure efficient communication and quick response should it be necessary to seek shelter.

Monitoring Severe Weather

Because severe weather typically moves quickly, it is important that fire wardens learn the location of surrounding counties and understand the direction in which the severe weather is moving. The following eight counties surround Dallas/Ft. Worth. During severe weather conditions the weather forecasts in these counties are closely monitored by building security.

Dallas County

Collin County-Located immediately north of Dallas County

Tarrant County-Located immediately west of Dallas County

Ellis County-Located immediately south of Dallas County

Denton County-Located immediately north of Dallas County

Johnson County-Located southwest of Dallas County

Rockwall County-Located immediately east of Dallas County

Kaufman County-Located immediately east of Dallas County

NOTE: Most often severe weather moves from the Southwest to Northeast. Therefore, it is critical to monitor severe weather in Tarrant and Johnson Counties.

Power Failure

FIRE 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 assistant.

SECURITY PROCEDURES:

1. Call Oncor (regulated division of TXU Electric) and provide all the necessary information.

Dial 1-888-313-4747

2. Dispatch building security 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 in each tower to assist the disabled who must exit the building.

Bomb Threat

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:

When is the bomb going to explode?

1. Where is the bomb right now?
2. What kind of bomb is it?
3. What does it look like?
4. Why did you place the bomb?

Try to determine Caller's Identity:

Male, Female, Adult, Juvenile

Age:

Voice: Load, Soft, High-Pitched, Rapsy, 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 Noise: Office Machines, Factory Machines, Trains, Animals,
Airplanes, Street Traffic, Party Atmosphere

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:

FIRE WARDEN PROCEDURES:

1. Utilize the BOMB THREAT Checklist on the previous page when receiving the call. This checklist should be with each telephone receptionist or operator.
2. TURN OFF ANY DEVICE THAT CAN TRANSMIT- such as a cell phone, pager, PDA with modem, etc.
3. Call the Addison Police Department. Dial 911.
 1. State "I have received a bomb threat."
 2. Give your name.
 3. Give your company name.
 4. Give building name.
 5. Give building address.
 6. Give Tower, floor and suite number.
 7. Give name of person who received the call if not you.
4. Call the Management Office. Dial 972-386-1500.
5. Notify your employer (supervisor).
6. Be aware of the following:
 1. THE PERSON WHO RECEIVED THE BOMB THREAT MUST BE MADE AVAILABLE TO TALK WITH THE LOCAL AUTHORITIES.
 2. Security and Management personnel will notify other tenants in the building. This is not your function and would only add unnecessary confusion.
 3. Make the bomb threat check list available to authorities.
 4. You can be of great assistance by carefully following the steps above.
7. 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.**
8. Report to the Police Department and Building Security the results of your search.
9. The local authorities will determine if a partial to total building evacuation is necessary.
10. When evacuation is necessary, follow the Evacuation Procedures in this manual or communicated via the public address system.

SECURITY PROCEDURES:

1. Contact the Addison 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 has been notified, they are to immediately meet in the respective building lobby and maintain radio silence. Radio silence is to be maintained until the "All Clear" signal is given.

by the Police Department at the end of the investigation.

4. Building Management and Security personnel will advise tenants in the building that a bomb threat has been received, and to remain calm. If the authorities determine there is enough time to conduct a search, the Management Office will request that each tenant assign a floor warden or trained employee to search their space to determine if any strange objects are present. Management and Security personnel will emphasize "DO NOT TOUCH A SUSPICIOUS OBJECT IF FOUND."

5. When evacuation is determined necessary, follow the Evacuation Procedures in this manual.

6. If so, an "All Clear" signal will be given to re-enter the building when authorized by the local authorities. The "All Clear" signal will be made via the public address system.

Elevator Emergencies

FIRE WARDEN PROCEDURES:

Elevators are one of the safest modes of transportation. However, they do malfunction occasionally due to their sophisticated automatic controls. Please train your employees on the following information:

ACTIONS TO TAKE:

1. Remain calm.
2. Open the telephone door and press the call button, which automatically connects to the Security Console.
3. Communicate your location and problem.
4. The operator will notify an elevator repair person of the emergency.
5. As an additional safety feature, the elevators are also equipped with an alarm button.
6. DO NOT ATTEMPT TO FORCE OPEN THE ELEVATOR DOORS. DO NOT ATTEMPT TO ESCAPE. HELP IS ON THE WAY.
7. Make sure the elevator stop button is in the run position.
8. If a malfunction is observed from the outside of the elevator-notify the Management Office. Dial 972-386-1500.
9. The Management Office or Security will secure assistance.
10. Passengers will be assisted as soon as possible.

SECURITY PROCEDURES:

1. Stay on the phone with the individual.
2. Dispatch the Elevator Technician.
3. If an individual is ill, has sustained injury, or is extremely excited, call the Addison Fire Department. Dial 911 and give:
 1. Building name.
 2. Building address.
 3. Tower and Floor.
 4. Details of the emergency.
 5. 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.
5. Obtain an estimated time of arrival release.

Other Emergencies

A situation may occur when the safest location for the tenants is to main in their suites. This may occur when:

1. A suspicious package or substance is found on property.
2. An individual with a firearm is on property.
3. Local authorities advise a building lockdown.

Any person who witnesses a suspicious package or an individual attempting to bring a firearm onto the property should take the following steps:

1. Do not attempt to confront or come into direct contact with this person or the suspicious package but go to a safe location away from possible danger.
2. Call 911. Provide a description of the individual(s) or package, the location, your name and location as well as your phone number.
3. Contact the Property Management Office and repeat everything you have reported to the 911 dispatcher.

The Addison Police Department will assess the situation upon arrival to the building. If necessary, the following announcement may be broadcast over the building public address system.

“May I have your attention please? May I have your attention please? This is building security. An emergency situation has occurred (**in the building/ or in the garage**). Property Management asks that you remain in your office at this time. The **Addison Police Department/or the Addison Fire Department** is currently investigating the incident. Please stand by for further instructions.”

Please listen carefully to all announcements and follow the directions of the speaker.

In addition, Security, Management or Engineering personnel may be stationed at each elevator bank and building entrances/exits. Please follow the directions of these personnel without question.

It may be necessary to lock down the garage entrance to prevent people from unwittingly entering a dangerous situation. A security officer would communicate through the speaker at the gate to incoming cars as needed. All employees should be made aware that if there is an emergency situation occurring in the garage they may be denied entry and should not attempt to force entry into the garage.

Once the situation has been resolved, an “All Clear” Announcement will be made.