



**CITYPLACE**  
**TOWER**

**EMERGENCY PROCEDURES**

**FLIP CHART**

**SECURITY COMMAND CENTER**  
**214.828.8802**

**MANAGEMENT OFFICE**  
**214.828.8800**

**2711 North Haskell Avenue**  
**Dallas, Texas 75204**

Please read and understand all instructions thoroughly.  
The life you save may be your own!

Revised August 19, 2016

## **INTRODUCTION**

Emergencies regardless of their form, shape or size, generally call for quick, safe and concise responses that will prevent or even eliminate serious situation from occurring.

This pamphlet contains quick reference information and checklist procedures on how to report an emergency as well as what to do, who will assist you, and what help will come from building and professional emergency personnel during such emergencies.

In no way is this pamphlet, or could any manual be, all-inclusive of the myriad of situations that may occur. This pamphlet does offer the tenant as well as the management staff the ability to respond in an effective manner.

If you have any questions or concerns, please feel free to call the Management Office at 214.828.8800 or the Security Command Center at 214.828.8802.

## **INTRODUCTION**



# **MEDICAL EMERGENCY**

If a medical emergency occurs, the following procedure should be utilized:

1. Call 911.
2. Contact Building Security at 214.828.8802.
3. Identify yourself.
4. Give your company name.
5. Give the location of the emergency; the floor & suite number
6. Provide any details or pertinent information.

MEDICAL EMERGENCY

# DISCOVERY OF A FIRE

## UPON DISCOVERY OF A FIRE YOU MUST IMMEDIATELY:

**RESCUE-** Remove anyone from immediate area. This means the room of origin or immediate vicinity of the fire. This is not necessarily an evacuation of the premises or the building.

**CONFINE-** Close the door to the room of origin. This will act to contain the fire and smoke to that one area for a longer period of time.

### **ALERT –**

A. Call the Dallas Fire Department at 911 and give the following information:

- Nature of the emergency: fire, medical, etc.
- Your full name
- Complete street address: 2711 North Haskell Avenue
- Building Name: Cityplace Tower
- Floor number and suite number.
- Call back number (**Do not stay on the phone if you are in danger.**)

DISCOVERY OF A FIRE

B. Call the Building Security at 214.828.8802 and give them the following information:

- Nature of the emergency: Fire, Medical, etc:
- Your full name
- Floor number and suite number
- Call back number.

\*Inform the Security Officer that you have already called 911.

**FIGHT-** If the fire is small and confined to one object (such as a trash can), locate the appropriate fire extinguisher and use it.

- Hand extinguishers are located on each floor at the stairwell entry door.
- How to operate extinguisher:
  - P** **Pull** the pin
  - A** **Aim** the nozzle or hose at the base of the fire.
  - S** **Squeeze** the handle
  - S** **Sweep** from side to side, aiming at the base of the fire.

## DISCOVERY OF A FIRE

## ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation available. However, in the event an elevator does malfunction, use the following procedures:

What to do in an emergency:

1. Press the emergency call button. It automatically dials on-site security personnel.
2. Identify yourself.
3. Give the elevator cab number and floor location.
4. Give any available or pertinent information to the security office, i.e., number and status of occupants, location of elevator, what the elevator did before stopping and any medical issues of individuals involved.
5. Remain calm.
6. **Do not hang up. Security will remain on the line with you at all times during the emergency**

THIS IS WHAT WILL HAPPEN:

1. Security / Engineering will immediately respond to the location.
2. The elevator contractor will be contacted and placed en route to the building.
3. Once the elevator contractor arrives on property, they will identify the problem and render assistance.

**Reminder \*\* Property personnel are not legally allowed to remove/rescue elevator occupants.**

## ELEVATOR EMERGENCY

## SEVERE WEATHER

When severe weather is reported, use the following procedures to take action:

### A. Tornadoes

**Tornado Warnings:** Once a tornado has been detected in the area the following announcements will be made:

“May I Have Your Attention Please! We have been advised of a tornado warning in the vicinity of Cityplace Tower. All personnel should move into the emergency stairwells or interior rooms without windows.

**STAY AWAY FROM EXTERIOR WINDOWS AND ATRIUM AREAS!**  
Stand by for further instructions”

### What you will do:

1. Get away from the perimeter of the building and exterior glass
2. Leave your office – **close the door.**
3. Go to rooms without windows and protect yourself by putting your head as close to your lap as possible. Interlace your fingers behind your neck and protect your head.
4. Do not attempt to evacuate the building unless instructed to do so via the public address system.
5. If you are in transit within the building:
  - Seek shelter in the stairwell or below ground level. Do not use the elevators or attempt to exit the building.
  - Do not go to the Ground floor main lobby.
6. If trapped in an outside perimeter office, seek shelter under a desk.

## TORNADO WARNING





## **BOMB THREAT**

### **A. Tenant Responsibilities**

1. Each tenant should brief the telephone receptionist on bomb threat procedures.
2. Each tenant should have a copy of the bomb threat checklist near the receptionist's telephone (see check list).

### **B. Receiving Telephone Threats**

1. When a bomb threat is received by telephone, immediately ask the caller the question listed on the bomb threat checklist (next page). This information will be extremely helpful to the police.
2. After the caller has hung up, immediately fill out the remaining portion of the bomb threat check list.
3. Notify the Police (911) and Building Security at 214.828.8802 that you have received a bomb threat.
4. Do not make statements to the media, leave that to building management.

### **C. Receiving Written Threats**

1. Written threats are less frequent than telephone threats, but must be considered just as dangerous.
2. Avoid physical handling of the written threat. This evidence will be analyzed by the police department for fingerprints, postmarks, handling and typewriting.
3. Notify the Police (911) and Building Security at 214.828.8802 that you have received a bomb threat.

## **BOMB THREAT PROCEDURE**

# BOMB THREAT/ NUISANCE

## CHECKLIST

At \_\_\_\_\_ am/pm, a telephone call was received a telephone number \_\_\_\_\_ extension \_\_\_\_\_ . The following message was received:

1. Try to get the caller to repeat the message. ("I am sorry, would you say that again please").
2. Do not interrupt the caller while he/she is talking.
3. Use caller I.D. if available.
4. Try to keep the caller talking. ( Use your imagination-try to act natural)

Questions to ask the caller:

WHAT does the bomb look like?  
WHEN is the bomb going to explode?  
WHERE is it right now?  
WHAT kind of bomb is it?  
Did YOU place the bomb?  
WHY?  
WHAT is your address?  
WHAT is your name?

### 5. CALL DESCRIPTION:

SEX OF CALLER: \_\_\_\_\_ RACE: \_\_\_\_\_ AGE \_\_\_\_\_ LENGTH OF CALL

#### CALLER'S VOICE

\_\_\_\_\_ Calm                      \_\_\_\_\_ Nasal  
\_\_\_\_\_ Angry                    \_\_\_\_\_ Sutter  
\_\_\_\_\_ Excited                    \_\_\_\_\_ Lisp  
\_\_\_\_\_ Slow                        \_\_\_\_\_ Raspy  
\_\_\_\_\_ Soft                         \_\_\_\_\_ Rapid  
\_\_\_\_\_ Loud                        \_\_\_\_\_ Cleared

#### BACK GROUND NOISE

\_\_\_\_\_ Streets                      \_\_\_\_\_ Factory  
\_\_\_\_\_ Noises                        \_\_\_\_\_ Machinery  
\_\_\_\_\_ Animal  
\_\_\_\_\_ Voices  
\_\_\_\_\_ Static  
\_\_\_\_\_ House

6. THREAT LANGUAGE: \_\_\_\_\_ Well Spoken (educated) \_\_\_\_\_  
\_\_\_\_\_ Incoherent \_\_\_\_\_ Foul \_\_\_\_\_ Taped \_\_\_\_\_ Message Read by  
Threat Maker. \_\_\_\_\_ Irrational.

REPORT PREPARED BY: \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

BOMB THREAT PROCEDURE & CHECK LIST



# **FIRE EVACUATION PROCEDURES FOR TENANTS**

## **TENANT FLOOR WARDENS AND DEPUTY FIRE WARDENS**

A. Floor Wardens, once selected by each tenant, should familiarize themselves with:

- The fire safety plan.
- Location of exits.
- Location and operation of any available alarm system.
- Location and operation of available fire extinguishing equipment.
- Designate someone in advance to assist with disabled employees.
- Hold periodic training sessions with their group to ensure they are trained in evacuation procedures.
- Designate and train an alternative Fire Warden in case of absence during an emergency.

B. In the event of a fire, the Floor Warden shall :

- Execute the Fire Safety plan of the building and the company.
- See to it that all doors are closed. (BUT NOT LOCKED)
- Notify all floor occupants.

# EVACUATION PROCEDURES

### **Direct the evacuation of the floor to:**

- Upon hearing and seeing an alarm, Floor Wardens should take charge of their groups, routing them to the nearest emergency exits. After this initial announcement, Security will make announcements as the situation develops.
- Floor Wardens will then instruct their group to enter the stairwell and descend six floors and then re-enter the tenant's space.
- Floors 2 through 8 will descend down to the ground floor and also re-enter at the ground floor.
- Should a full building evacuation be required, an announcement to do so will be made via the public address system.
- Once outside the building, proceed to a stand-off position. Always be prepared with an alternate location in case the original location is not available.
- Tenants may evacuate even if the building does not direct them to do so. Tenants are ultimately responsible for their employees' safety.
- Prevent the use of elevators so they are available for emergency personnel.

### **C. Disabled Person Evacuation:**

**Physically disabled/ Visually impaired person:** Each person should have an "assistant" or "assistants" assigned to help in the event of an evacuation. In most cases, it will only be necessary to move the person into the stairwell for safety after the stairwell is clear of those evacuating downward. If it becomes necessary to move them down the stairs, we suggest the person be left inside the stairwell landing along with a volunteer to stay with them. Have the assistant notify a member of building security or management staff so this information can be relayed to the Dallas Fire Department. Let the Fire Department handle the actual evacuation of the disabled person. Stay with the person until the emergency is over. Elevators may not be used unless instructed by the Fire Department.

## EVACUATION PROCEDURES

## **GUIDELINES FOR PANDEMIC**

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:

### **Prevention:**

- 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.

Note: You may be asked to put on a surgical mask.

### **Workplace and community social distancing measures:**

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.)

### **Management Office 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.

## **PANDEMIC PROCEDURES**





## **SPECIAL EMERGENCY PROVISIONS**

- The Management Office phone number is 214.828.8800.
- Each person should become familiar with all emergency provisions. Each manager should be responsible in ensuring that each employee is aware of all emergency procedures and that each office has a Floor Warden and an alternate Floor Warden. Everyone should become familiar with the Floor Wardens on their floor.
- Notify the Management Office of any changes to your Floor Warden roster.
- Notify the Management Office of the locations of any disabled employees that may require assistance during an emergency.
- Portable fire extinguishers are located throughout the building. These are for extinguishing electrical, gasoline, paint, and other combustible materials. Learn the locations of these extinguishers.
- In the event of a fire or other such emergency, do not use the elevators.
- There are two (2) stairways as indicated by signs on each floor. Both of these stairways exit on the ground level and may be entered from any floor. These stairways are for emergency exit only. These stairways are fire safe areas. In order to prevent drawing smoke into the stairway, all doors must be closed at all times.
- Windows should not be broken since they help control fire spread and glass falling onto the streets could injure those evacuating the building.
- Any time a fire extinguisher is used, the Security Command Center must be notified at 214.828.8802. These extinguishers are not reusable.
- Floor Wardens should arrange a meeting place for their staff outside the building ahead of time.
- This is a fire resistive building with early detection systems and total sprinkler coverage. Do not panic. Where applicable, tenant corridor areas are one hour fire rated. This will allow ample time to walk calmly to the stairways. These stairways are two hour fire rated and are fire safe areas as long as all stairway doors remain closed.

## **SPECIAL EMERGENCY PROVISIONS**