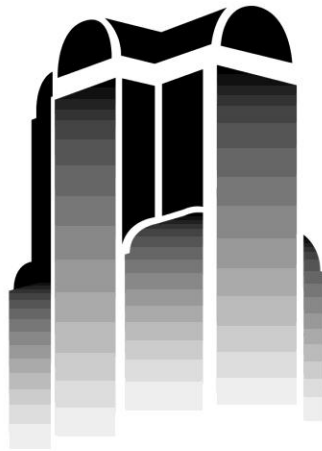


# EMERGENCY PROCEDURES MANUAL



## Comerica BANK TOWER

**METROPOLITAN REAL ESTATE INVESTORS  
1717 MAIN STREET, SUITE 2450  
DALLAS, TEXAS 75201  
(214) 658-1600**

**[WWW.COMERICABANKTOWER.COM](http://WWW.COMERICABANKTOWER.COM)**

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## EMERGENCY PHONE NUMBERS

Dallas Fire Department	911
Dallas Police Department	911
Emergency Ambulance	911
Building Management Office	(214) 658-1600
Security Command Center	(214) 658-1621
Building Emergency Number (Management)	(214) 761-1717
Building Emergency Number (Security)	(214) 741-7177

## BUILDING EMERGENCY PERSONNEL

Senior Property Manager	Shane Baggett
Assistant Property Manager	Whitney Allen
Chief Engineer	Tom Stricklin
Assistant Chief Engineer	Jerome Westmoreland
Director of Security	Israel Ramirez
Assistant Security Director	Jason Boyd
Volunteer Fire Response Team ( <i>weekdays</i> )	Security, Engineering, and Property Mgmt
Volunteer Fire Investigation Team ( <i>evenings</i> )	Security and Engineering Teams
Volunteer Fire Investigation Team ( <i>deep nights</i> )	Security Team

## **INTRODUCTION**

Emergencies, regardless of their shape, size, or form generally call for quick, safe, and concise responses. These responses will help to eliminate, curtail, or even prevent serious situations from occurring.

The Emergency Procedures Handbook has been designed to enable all personnel the capability of responding to most emergencies that may be encountered in a confident manner.

This manual is in no way all-inclusive, nor could any manual be all inclusive, of the types of situations that may occur. However, this manual does offer the Tenant, as well as the Building Management, the ability to respond in an effective manner. The Emergency Procedures can be effective only through the coordinated participation of the Tenants, their employees, and the Building Staff. A complete understanding of the procedures by everyone in the building is essential to our success. Therefore, it is important that these procedures be reviewed with your employees on a periodic basis.

The Emergency Procedures Manual is available on the building's website, [www.comericabanktower.com](http://www.comericabanktower.com), under the Tenant Services section.

## **BUILDING SECURITY**

The Security Team plays an extremely important role in the day-to-day operations of the building. A good security presence protects the building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage, and fire.

- Security Staff patrols Comerica Bank Tower on a 24-hour, seven day-a-week basis. They are easily recognized; dressed in dark grey uniform jackets with silver badges.
- Our Security Personnel act as a deterrent to would-be criminals, enforce building regulations, maintain order, and are on the alert for any unusual activities within the building.
- Comerica Bank Tower is equipped with 72 security cameras throughout the building, parking garage, and concourse.
- Intercoms are located throughout the parking garage, concourse, and building stairwells.
- Comerica Bank Tower employs an off-duty Dallas Police Officer to provide an additional element of security.
- The Security Team also provides escorts to and from the parking garage underneath Comerica Bank Tower, as well as to the Elm Street Garage. (*Escorts to other parking areas may be done by the Dallas Police Officer and can be coordinated through Building Security.*)

### **Property Removal:**

As a theft preventative measure, each time you, one of your employees, or your vendors/contractors remove any material or equipment from the building, a Property Removal Form must be completed and presented to the Security Officer on duty. An authorized person from your office must sign the removal form, which can be obtained from Building Management and at [www.comericabanktower.com](http://www.comericabanktower.com) under Online Forms.

### **Security Clearance:**

There may be special instances when vendors or contractors need to perform work in your suite. In such instances, please provide Building Management with a Security Clearance Form. A brief description of the work to be done should be included. This form can also be obtained from Building Management and at [www.comericabanktower.com](http://www.comericabanktower.com) under Online Forms.

## Tenant Security Responsibilities:

Remember that the best way to improve security is for each Tenant in the Building to take an active role - just as you would in the neighborhood where you live.

- **Doors/Locks:**  
Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends. Do not leave valuables in open view. This will take away the temptation of any would-be thief.
- **Keys:**  
Inform the Building Management of any building keys that are lost immediately.
- **Access Badges:**  
Try to maintain up-to-date records of your employees' access badges. Inform Building Management immediately when individuals have been removed from your employment or if an Access Badge has been compromised. Keep Building Access Badges out of the hands of those who do not need them.
- **Report:**  
Do not hesitate to report any suspicious or disorderly individuals to Building Management at (214) 658-1600 or Security at (214) 658-1621. Our Security Personnel will escort them from the Building if needed.
- **Solicitation:**  
Solicitation is not permitted in the Building, and any individual who enters your offices for this purpose should be reported to Building Management. Security Personnel will escort them from the Building.
- **Theft:**  
Should you suspect that your offices have been broken into or if items are found to be missing, contact Building Management. In the meantime, try to avoid disturbing anything in areas that you feel might have been affected by an intruder.
- **Lost and Found:**  
Any individual finding lost item(s) should turn them into the Security Console located in the North Lobby. You can also call Security at (214) 658-1621 if you have lost any items.

## BUILDING ACCESS

**Comerica Bank Tower will be open according to the following schedule:**

<b>Monday through Friday</b>	Main Street entrance	6:30 a.m. to 6:30 p.m.
	St. Paul entrance	6:30 a.m. to 6:30 p.m.
	Ervay entrance	8:00 a.m. to 5:30 p.m.
<b>Saturday and Sunday</b>	Refer to after-hours entry	

\*Building is accessible 24 hours a day through the Elm Street entrance.

### **After Hours Entry to Building:**

- After normal business hours, entrance to the building may be made:
- Through the tunnel from Elm Street Garage (with access badge)
- From the elevators serving the Comerica Bank Tower Garage
- At the Elm Street entrance to the building at street level

### **After Hours Entry to Customer Space:**

All Tenants' employees will be issued an Identification Badge to be used for after-hours entry to their space. The use of the Identification Badge for after-hours entry will be necessary from 6:30PM to 6:30AM and on weekends, unless otherwise specified by the tenant.

The employee must go to the Security Console located in the Elm St Lobby to scan their badge. The employee will then proceed to their elevator bank. Upon entering the elevator cab, they will scan their badge and select their floor, which has been programmed for the individual's access. Once in the tower, employees may move from floor to floor within their space without needing to rescan their badge at the Security Console.

If an employee loses his/her Identification Badge, they must notify the Management Office. Lost badges will be a \$10 charge.

This Badging System will also be used to identify all Comerica Bank Tower employees in the event of an emergency. If it became necessary to lock down the building, the identification badges will be used to verify employment status within the building once it has reopened.

**EMERGENCY PROCEDURES PLAN****I. Purpose**

This emergency plan is established as an integral part of the Comerica Bank Tower team's response to emergencies. This plan is designed as an operational guide for the behavior, safety, and protection of our tenants and visitors to the building.

**II. Scope**

This emergency plan establishes a sequential plan of response for recognizing, identifying, and reporting the existence of specific emergency situations threatening the building and/or its inhabitants; and then provides for the safety and protection of endangered personnel and assets. When implemented and supplemented with appropriate instructions from the Building Management, this plan becomes an operational tool for effective and responsive action when occupants of the building are forced to cope with various emergency situations.

**III. Duties and Responsibilities of Tenant Fire Wardens**

Tenant Fire Wardens are the connecting links between the Building Management Team and their respective employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency.

Tenant Fire Wardens must effectively execute the following:

- Assume responsibility for communicating appropriate pre-planned emergency procedures and data to all employees under their jurisdiction through orientation and/or company bulletin boards.
- Be knowledgeable about what is not commonplace; i.e., unusual or foreign to the normal environment of their areas. This will allow qualified assistance in conducting searches and identifying suspicious items.
- Notify Assistant Fire Wardens of a planned absence from the building.

**IV. Reporting Changes in Tenant Fire Wardens and Assistant Tenant Fire Wardens**

Because the Tenant Fire Wardens are a vital nerve in the response to an emergency, interruptions in communications must be avoided. Any changes in the employment status of a Tenant Fire Warden should be reported (in writing) to Building Management.

**V. Testing the Building's Emergency Procedures Plan**

Various aspects of the Building's Emergency Procedures Plan will be tested on a deliberate, systematic and periodic basis, in accordance with instructions from the Property Manager or the Fire Department. Such testing will familiarize key personnel with their emergency duties, identify any existing deficiencies, and provide the opportunity to make official corrections or adjustments.

## FIRE BRIGADE

All key building personnel are organized into a trained Fire Brigade. It consists of Engineering, Security, and Building Management. The Fire Brigade is responsible for carrying out the following tasks in the event of a fire:

All Fire Brigade members will be notified via building radios in the event of a building emergency. This will be initiated once Security has received an alarm via the Fire Control System located on LL2 in the Security Command Center or from the Fire Command Center located on the 1<sup>st</sup> floor. Security personnel will notify the Dallas Fire Department.

Building Engineers or Security Personnel will:

- Check the available fire pumps and assist the Fire Department with their operation. (Although this is an automatic function, it is still to be checked.)
- Verify that the HVAC is operating so that smoke is not spread throughout the building. (Although this is an automatic function it is still to be checked.)
- Check the emergency generators and provide assistance to the Fire Department.
- Meet the Fire Department and direct them to the public safety key box and location of the fire.
- Summon all elevators to the ground floor and direct firefighters to an emergency elevator and assist them in its use.
- Report to the fire location, report on the situation, assist in evacuation and extinguish the fire if possible. (Under no circumstances should this endanger responding personnel).

*Upon arrival of the Fire Department, all building personnel and occupants will follow orders of the Fire Department.*

The Fire Brigade will receive continuous training in the operation and maintenance of the fire alarm systems, fire pumps, HVAC systems, emergency generator, emergency lighting, elevators and fire extinguisher equipment.

### TYPICAL FIRE ALARM SYSTEM OPERATION

The actuation of any manual or automatic device will cause the following:

- An alarm will sound on the floor where the device is activated, the floor above and the floor below. The alarm will also sound in all stairwells.
- The sound of the alarm is an announcement (repeated twice) which then goes to an alternating tone.
- The floor in alarm will be indicated on the fire alarm panel located in the Fire Command Center in the northeast corner of the Lobby.
- A recorded tape will automatically broadcast the following message on the floor in alarm, the floor above, and the floor below:

**“Your attention please. Your attention please. There is an emergency situation on the floor. Please proceed to the nearest stairwell. Do not use the elevator. I repeat, do not use the elevator.” (Repeated twice)**

- If a smoke detector in an elevator lobby is activated, all elevators serving the floors in alarm shall automatically be recalled to the ground floor. They will remain at the ground floor and be unavailable for use, except by the fire department with the use of the fire service key, until the alarm system is reset.
- The HVAC system will automatically shut down on the affected floors.
- All stairwell doors and electronically controlled locking devices will automatically unlock upon activation of an alarm.
- Once the fire alarm has been cleared, an announcement will be made to the entire building stating that the affected floors have been cleared and the building is clear of any alarms at this time. Therefore, you may hear an all clear announcement without hearing or being aware of a building alarm.

The Fire Command Center is located in the northeast corner of the Lobby Level. The Fire Command Center provides:

- Manual Voice Alarm Paging to each Alarm Zone
- Selective Signal, Common Talk Voice Communication to each Alarm Zone
- Monitoring of Sprinkler Systems
- Monitoring of Computer Room Halon Systems
- Monitoring of All Fire Alarm Devices, Manual and Automatic
- Monitoring Alarm and Manual Start Push-Button for Standby Generator
- Manual Control of Elevators

**IN THE EVENT OF SMOKE OR FIRE****RESCUE:**

Remove anyone from the immediate danger area. This means the room of origin or immediate vicinity of the fire. This is not an evacuation of the premises.

**CONFINE:**

Close the door to the room of origin. This will act to contain the fire and smoke to that one room for a long period of time.

**ALERT:**

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

- **Nature of the Emergency:** *fire, medical, etc.*
- **Your Name**
- **Complete Street Address:** *1717 Main Street*
- **Building Name:** *Comerica Bank Tower*
- **Closest Street Intersection:** *Ervey and St. Paul*
- **Floor Number and Suite Number**
- **Call Back Number**

Call the Security Console at **(214) 658-1621** and give the following information:

- **Nature of the Emergency:** *fire, medical, etc.*
- **Your Name**
- **Floor Number and Suite Number**
- **Call Back Number**

*\*DO NOT stay at the phone if you are in danger*

**FIGHT:**

If the fire is small and confined to one object (such as a trashcan), locate the fire extinguisher appropriate for fighting that type of fire and use it.

Never attempt to fight a fire unless you:

- Know how to operate the fire extinguishing equipment
- Have the appropriate type of fire extinguisher
- See that the fire is small
- Have access to an exit if you fail to put the fire out

## FIRE EXTINGUISHERS

The fire extinguishers in Comerica Bank Tower are located near each stairwell. They are ABC extinguishers, which means they can be used on all three types of fires--ordinary combustible material, flammable liquid fires, and fire involving electrical equipment.

An easy way to remember how to operate these extinguishers is the word **PASS**:

- P**ull the pin from the handle
- A**im the nozzle at the base of the fire
- S**queeze the handle to discharge the extinguishing agent
- S**weep from side to side

**FIRE WARDENS**

In addition to the procedures of **Rescue, Confine, Alert, Fight**:

- Begin evacuation immediately using stairwells and proceeding *three (3) floors below the fire*.
- Security or Fire Officials will initiate the evacuation from other floors.
- Help all persons requiring assistance.
- Assign Assistant Fire Wardens to search restrooms, closets, and storage areas to ensure that all occupants have evacuated and to supervise stairwell evacuation.
- Once the evacuation is complete, the Fire Wardens will take a headcount of personnel to ensure that all persons have evacuated safely. If any person is unaccounted for, notify a Security Officer immediately.
- If there are disabled personnel located on your floor, assign two people (buddies) to assist them in the evacuation to the nearest stairwell. The Fire Wardens should notify the Security Console (via intercom in stairwell) that there are disabled personnel located in the stairwell of floor being evacuated. The walls of the stairwells are fire-rated for 2 hours and will provide a safe waiting area for personnel until the Fire Department rescue team can complete an evacuation.
- When exiting the evacuation floor by the stairwell, ensure that everyone is calm and moving at a safe pace. All personnel will need to keep to the right-hand side of the stairwell to allow emergency personnel to get up the stairwell as necessary. All personnel exiting the evacuation floor should exit quickly and quietly to avoid panic and confusion.
- Ensure all doors are closed, but *not locked*.
- Do not return to evacuated area until advised by the Fire Department. Designate an assembly area for your employees to congregate during an emergency to ensure all personnel are accounted for.
- If the stairwells are blocked by smoke or fire, return to your office and:
  - Close the doors.
  - Call the Security Console or Fire Department and notify them of your location.
  - Place towels or clothing around the door.
  - Cover the A/C vents with towels or clothing.
  - Place a wet towel or cloth over your nose and mouth.
  - Stay low, below the smoke.
  - Do not break out the windows unless it is the last resort. Falling glass is dangerous to persons below, and it may allow smoke to enter your space.

## **TENANT AWARENESS PROGRAM**

It is the responsibility of the occupants at Comerica Bank Tower to be aware of possible fire hazards and/or safety hazards that may be encountered. If such hazards are observed, please notify Building Management immediately so corrective measures can be implemented.

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

- **Appliances:**  
Make sure that all appliances are turned off prior to leaving the property. In your office area, assign at the minimum two people to ensure this is done on a nightly basis.
- **Electrical Equipment:**  
Investigate electrical equipment that is not working properly or smells strange. Unusual odors from appliances or cords can be a first sign of a fire.
- **Elevator Lobbies:**  
Obstacles in elevator lobbies and/or freight elevator landings will impede the Fire Department or Paramedics and reduce their ability to move quickly in the event of an emergency. Notify the Building Management Office immediately if these conditions exist in your area.
- **Extension Cords:**  
If you use an extension cord, plug only one appliance into it. Unplug extension cords when not in use.
- **Fire Wardens:**  
The Tenant Fire Wardens and Assistant Tenant Fire Wardens should familiarize themselves with:
  - The Emergency Procedures Handbook
  - Location of all exits
  - Location and operation of all available fire alarm devices
  - Location and operation of available fire extinguishing equipment
  - Storage areas and 18-inch clearance requirements
  - Emergency phone numbers
- **Flammable Liquids:**  
All combustible or flammable liquids should be stored in approved cabinets or containers.
- **Power Strips:**  
If you are using a power strip, ensure that appliances plugged in conform to the UL listed rating. Never overload the outlet, extension cord, or power strip.

- **Smoking:**  
Smokers must maintain a distance of **at least 15 feet** from building entrances per the city ordinance. Dispose of ashes and cigarette butts in the ash trays provided and confirm that all articles are properly extinguished. Obey no smoking signs and utilize designated smoking areas. According to Dallas City Ordinance 27440, smoking is prohibited in all indoor and enclosed areas in the city, including workplaces.
- **Space Heaters:**  
**Space heaters are NOT allowed on the property.** Due to the high amount of fires caused each year by poorly maintained and non-UL rated space heaters, these items are considered a lease violation. Any Tenant observed with a space heater in their work area would be subject to a \$100.00 fine paid by the tenant's company, as well as confiscation of the space heater. Ceiling-mounted radiant heat panels are an approved method to provide supplemental heat.
- **Stairwell Doors:**  
Stairwell doors on all floors should remain closed at all times and passageways free of items that may impede the ability for people to enter the stairways.
- **Storage Space:**  
In areas designated as "storage", all boxes and equipment per fire code regulations must not be within 18" from the ceiling. If boxes or equipment exceed the height requirement, that greatly reduces the effectiveness of the sprinkler system.
- **Trash:**  
Ensure that all trash is properly disposed of. This can be used as fuel by a fire.

**ACTIVE SHOOTER**

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.

**Evacuate:**

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

**Hide Out:**

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

**Take Action:**

- 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:**

- Call 911 only when it is safe to do so
- Provide them with the following information:
  - Location of the active shooter
  - Number of shooters, if more than one
  - Physical description of the shooter/s
  - Number and type of weapons held by the shooter/s
  - Number of potential victims at the location

**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

**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

## **BOMB THREAT**

The most common threats are made by direct telephone calls to a company or the Dallas Police Department. However, some threatening calls are made to third parties such as television studios and newspaper offices.

There are two reasons for a caller to report that a bomb is to go off at a particular location:

- The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device or just someone who is aware of such information.
- The caller wants to create an atmosphere that spreads panic and disrupts normal business activity. This could be the ultimate goal of the caller.

### **Suspicious Items:**

- Letters that are unusually bulky or weighty
- Parcels or envelopes with chemical or oily stains
- Parcels or envelopes without a return address
- Parcels or envelopes with foreign postmarks
- Parcels or envelopes that simply do not look or feel ordinary

### **Don'ts:**

- DO NOT handle the item
- DO NOT attempt to open the parcel
- DO NOT place the parcel in water
- DO NOT remove any binding material
- DO NOT pull or cut any material that protrudes

**Bomb Threat Received By A Tenant:**

Should a Tenant receive a bomb threat, the following guidelines should be used:

- Follow the checklist on the final page of this section. Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive.
- Immediately call 911. If possible, have a second individual call both 911 and the Building Management Office while the bomb threat call is still in progress.
- Be alert for any unfamiliar people and/or objects to point out to the Police or Building Staff upon their arrival. DO NOT touch or handle any suspected object.

**Bomb Threat Received By The Building Management:**

In the event that the Building Management Office receives a bomb threat, the following guidelines will be observed:

- The Police Department will be notified immediately.
- The Tenant Fire Warden and Tenant Contact in the affected area will be informed of the situation.
- Tenants should be alert for any unfamiliar people or objects to point out to the police or Building Staff upon their arrival. DO NOT touch or handle any suspected objects.
- The Police and Building Team will make a complete search of the suspected areas.

***If the bomb threat is received against the Building, and not a specific floor, the Police will be notified, all Tenant Contacts will be notified and Building Personnel will search all public areas.***

**Tenant Evacuation:**

If you are ordered by the Police or Fire Department to evacuate, all the following steps should be followed:

- The order to evacuate will be given over the public address system.
- Everyone should proceed quickly, but calmly, to the nearest stairway exit. **DO NOT RUN!**
- The Tenant Fire Warden or Assistant Fire Warden should walk the suite to assist employees and make sure everyone is aware of the evacuation order.
- Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Police or Fire Department.
- Upon arrival at the rendezvous floor designated by the Fire Department, everyone should remain in the pre-arranged area. No one should wander about the floor or leave the floor unless directed to do so by the Police, Fire Department, or Building Management.
- The Tenant Fire Warden or Assistant Fire Warden should proceed to take a headcount to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the authorities on duty at the rendezvous floor.

## 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

Age: \_\_\_\_\_

### Accent:

Local  Not Local  Foreign

Region: \_\_\_\_\_

### Voice:

- |                                |                                   |                                       |
|--------------------------------|-----------------------------------|---------------------------------------|
| <input type="checkbox"/> Loud  | <input type="checkbox"/> Soft     | <input type="checkbox"/> High-pitched |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Pleasant | <input type="checkbox"/> Intoxicated  |
| <input type="checkbox"/> Deep  | <input type="checkbox"/> Other    |                                       |

### Speech:

- |                                   |                                    |                                  |
|-----------------------------------|------------------------------------|----------------------------------|
| <input type="checkbox"/> Fast     | <input type="checkbox"/> Slow      | <input type="checkbox"/> Nasal   |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Distorted | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Slurred  | <input type="checkbox"/> Lisp      |                                  |

### Language:

- |                                    |                                      |                               |                               |
|------------------------------------|--------------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Good        | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Foul      | <input type="checkbox"/> Other _____ |                               |                               |

### Manner:

- |                                   |                                      |                                     |
|-----------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Angry       | <input type="checkbox"/> Deliberate |
| <input type="checkbox"/> Rational | <input type="checkbox"/> Irrational  | <input type="checkbox"/> Emotional  |
| <input type="checkbox"/> Coherent | <input type="checkbox"/> Incoherent  | <input type="checkbox"/> Righteous  |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Intoxicated |                                     |

### Background Noises:

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Office<br>Machines | <input type="checkbox"/> Factory<br>Machines | <input type="checkbox"/> Party<br>Atmosphere |
| <input type="checkbox"/> Bedlam             | <input type="checkbox"/> Trains              | <input type="checkbox"/> Animals             |
| <input type="checkbox"/> Airplanes          | <input type="checkbox"/> Street Traffic      |  |

### Additional Information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Action:

**Notify your supervisor and Security Console immediately. Talk to no one unless instructed to do so.**

Receiving Telephone Number: \_\_\_\_\_  
\_\_\_\_\_

Person Who Received Call: \_\_\_\_\_  
\_\_\_\_\_

## **EARTHQUAKE**

Earthquakes are one the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake for a relatively short time, perhaps only for a few seconds or for as much as a minute in a great earthquake.

### **Precautions To Take During An Earthquake:**

- Remain calm.
- If you are indoors, move immediately to a safe place. Get under a desk, table, or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects that may topple or slide across the floor.
- Have an earthquake provisions kit on-hand that includes a flashlight, radio, batteries, medical supplies, blankets, and water.
- Do not go to exits. Stairways may be broken or weakened with people. Do not use elevators. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
- Don't be surprised if the electricity goes out, if elevator, fire, and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls, and falling objects.
- If you are outdoors, try to get into an open area away from buildings and power lines.
- You may feel more than one shock. After the first motion is felt, there may be a temporary decrease in motion followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake.) Also, after-shocks may occur; these are separate quakes that follow the main shock. After-shocks may occur several minutes, several hours, or even several days afterwards. Sometimes after-shocks will cause damage or collapse of structures that were already weakened by the main earthquake.

## Precautions To Take After An Earthquake:

- Remain calm and take time to assess your situation.
- Help anyone who is hurt; administer emergency first aid when necessary. Cover injured persons with blankets to keep them warm. Seek medical help for those who need it.
- Check for fires and fire hazards. Put out fires immediately if you can.
- Check for damage to utilities and appliances. Shut off electricity if there is any chance of contact with wiring.
- Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
- Do not touch power lines, electrical wiring, or objects in contact with them.
- Do not use the telephone except to call for help or to report serious emergencies (medical, fire, or criminal). Jammed telephone lines interfere with emergency services.
- Do not use the elevators or stairs until you are instructed to do so.
- Be certain that sewer lines are not broken before resuming regular use of toilets.
- Clean up and warn others of any spilled materials that are dangerous, such as chemicals, glass, gasoline, etc.
- Listen to the radio for information about the earthquake and disaster procedures.
- Be prepared to experience after-shocks. They often do additional damage to buildings weakened by the main shock.
- Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning.

## **ELEVATOR EMERGENCY**

Elevators are one of the safest forms of transportation. However, as with all mechanical devices, they occasionally malfunction.

### **In the event an elevator does malfunction, follow the listed suggestions:**

- Push the button marked “ALARM.” This will automatically send an alarm signal to the Security Command Center. The Security Officer in the Command Center will respond within one minute through the intercom system in each elevator.
- Identify yourself and give your company name.
- The Security Officer will know the elevator number via the intercom. Please confirm the cab number by the number on the front panel.
- Give all pertinent information to the officer, i.e., number of occupants, status of occupants, present location of elevator on indicator panel, and what the elevator did prior to stopping.
- Remain calm.

### **What you can expect:**

- Security will call the elevator service department.
- Security or another team member will respond to the location of the elevator.
- The Security Officer will continue to contact your elevator via the intercom to let everyone know the expected response time and that everything is okay.
- Once the elevator mechanic arrives, you will be notified of the problem and the expected repair time.

## **EMERGENCY EVACUATION PLAN**

A partial or total building evacuation may be ordered by the Emergency Management Team. The primary evacuation routes for each area will be the nearest stairwell. All building occupants should be familiar with primary and secondary evacuation routes.

### **Partial Evacuation:**

- If a condition exists which warrants evacuation of only part of the building, the part of the building affected will be notified via the public address system.
- Elevators will not be used during an emergency evacuation.
- Partial evacuation will involve three floors: the emergency floor, the floor above, and the floor below. Tenants on these three floors will proceed to the nearest stairwell and go down three floors unless instructed to do otherwise.
- If the stairwell nearest your office or room is blocked by smoke or fire, go to the other stairwell and follow the above procedures.
- If all the stairwells are blocked by smoke or fire, return to your office and:
  - Close the doors
  - Call the Security Console or Fire Department and notify them of your location
  - Place towels or clothing around the door
  - Cover the A/C vents with towels or clothing
  - Place a wet towel or cloth over your nose and mouth
  - Stay low, below the smoke
  - Do not break out the windows unless it is the last resort. Falling glass is dangerous to persons below, and it may allow smoke to enter your space.

### **Total Evacuation:**

- If a condition exists which warrants a total evacuation, the entire building will be notified via the public address system.
- Elevators will not be used during an emergency evacuation.
- Occupants will proceed to the nearest stairwell. If the stairwell nearest your office or room is blocked by smoke or fire, go to the other stairwell.
- Remain calm and quiet as you make your descent in the stairwells and listen for further instructions.

## **Floor Wardens:**

- Ensure that every space has been checked and all occupants evacuated.
- Close the doors in the fire area in order to confine the fire.
- Close stairwell doors as soon as possible in order to make the smoke removal system more effective.

## **Handicapped Person's Buddy:**

- Each tenant is requested to name at least one capable, able-bodied person to assist each handicapped employee in case an evacuation becomes necessary.
- The name, location, type of handicap, and degree of disability of each handicapped person will be placed in a file in the Security Office.
- Security will be the secondary backup to the Buddy.

## **Assembly:**

- Each tenant should designate an assembly area for its employees to ensure all personnel are accounted for.

## **All Clear:**

- Tenants, employees, and visitors will return to the evacuated areas only after the Fire Department has given the all clear.

## MEDICAL EMERGENCY

### Tenants Requiring Medical Attention:

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

- **Nature of the Emergency:** *Fire, Medical, etc.*
- **Your Name**
- **Complete Street Address:** *1717 Main Street*
- **Building Name:** *Comerica Bank Tower*
- **Closest Street Intersection:** *Ervay and St. Paul*
- **Floor Number and Suite Number**
- **Call Back Number**

Call the Security Console at **(214) 658-1621** and give the following information:

- **Nature of the Emergency:** *fire, medical, etc.*
- **Your Name**
- **Floor Number and Suite Number**
- **Call Back Number**

*\*DO NOT stay at the phone if you are in danger*

### Ambulance Services:

The Dallas Fire Department/Ambulance Service (911) will automatically take the patient to the nearest medical facility. If another hospital is desired in non-emergency situations, consult the yellow pages in advance for alternate services. Have this number and information handy upon arrival.

### Area Hospital Phone Numbers:

Baylor University Medical Center at Dallas	(214) 820-0111
Children's Medical Center of Dallas	(214) 456-7000
Humana Hospital - Medical City Dallas	(972) 566-7000
Methodist Medical Center	(214) 947-8181
Parkland Memorial Hospital	(214) 590-8000
Presbyterian Hospital of Dallas	(214) 345-6789
St. Paul Medical Center	(214) 645-5555

***Always maintain a standard first-aid kit in your office.***

## POWER FAILURE

Comerica Bank Tower is designed to minimize the risk of a general power failure resulting from causes within the building. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the surrounding geographic area.

The following will operate under emergency power conditions:

- One elevator in each bank
- Fire & life safety equipment
- Fire pumps
- Pathway lighting (only)
- Exit lights
- Pathway lighting garage
- Stairwell lighting

All suites and public areas are equipped with independently powered exit signs and emergency lights via the building's emergency generator.

### **If a power failure does occur, the following guidelines should be observed:**

- Open draperies and raise blinds to let in outside light.
- If you are instructed to evacuate, lock all areas.
- Do not congregate in Lobby areas or in the street.
- If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operation, *but will not fall*. Do not force open the doors or try to escape through the hatch. Do not panic. Elevators will be brought down to the Lobby level one at a time until all elevators are down and occupants freed.
- The Building Management Office will attempt to advise you regarding the length and cause of the power failure via the public address system as soon as possible.

## **SEVERE WEATHER**

In general, there are two (2) types of unusual weather conditions which may occur and for which extraordinary precaution should be taken: High Winds/Tornadoes AND Snow Activity.

### **High Winds:**

Local weather service will issue advisories predicting severe winds or tornadoes. Our building Security Team monitors a weather alert radio that will provide advance warning. When directed by Building Personnel, move away from exterior glass. Note that the building may “sway” under extreme high winds; the building is designed to move in this manner.

### **Snow or Ice Activity:**

Local weather service will issue advisories predicting areas of probable severe snow or ice activity.

### **Public Warning:**

Public warning will come over the radio, TV, or five-minute steady blasts of sirens by the municipal defense warning system.

### **Should a severe storm or tornado occur, the following guidelines should be observed:**

- Move away from the exterior of the building to an interior area near the center of the building, such as a stairwell or an elevator lobby.
- As you move, try to close the doors of rooms that have windows behind you.
- Go to the center corridor and protect yourself by putting your head as close to your knees as possible or kneel protecting your head.
- Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATOR.**
- **DO NOT** go to the first floor Lobby or outside the building. If you are trapped in an office with windows, seek protection under a desk.
- Remain Calm.
  - Keep your radio or television set tuned to a local station for information.
  - Cellular telephone equipment may be overwhelmed or damaged during an emergency. Refrain from using the telephone to get information or advice.
  - Once the weather has subsided, report any damage or storm-related leaks to Building Management at (214) 658-1600.

## **SHELTER IN PLACE**

There may be situations when it's best to stay where you are to avoid any uncertainty outside. There are other circumstances, such as during a tornado or a chemical incident when specifically how and where you take shelter is a matter of survival.

In the event that a Shelter in Place is advised for the building, all occupants will be notified to proceed to their shelter area. After the building is closed, no one will be allowed to break the seal until the "all clear" is given.

Employees cannot be forced to shelter in place, however, there are circumstances when local officials will order everyone to stay put. It is important to develop your Shelter in Place plan with employees to maximize their cooperation.

### **Location:**

Identify a primary and alternate shelter location. In a high-rise building, go to a small interior room on the lowest floor possible, such as a break room, file room, conference room or hallway. Try to allow for adequate space for all personnel, *approximately 10 sq ft per person*. Stay away from windows, doors, and outside walls. Stay in the shelter location until the danger has passed.

### **Preparation:**

- Assign specific duties to employees in advance; create checklists for each specific responsibility. Designate and train employee alternates in case the assigned person cannot fulfill their duties.
- Identify a location to seal the room. Supply the room with pre-cut plastic sheeting and duct tape to seal all windows, doors and air vents.
- Have an emergency supply kit on hand that includes a flashlight, radio, batteries, medical supplies, blankets, and water.
- It is ideal to have a hard-wired telephone in the room(s) you select to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Practice your Shelter in Place plan periodically.

### **Procedures:**

- Account for all office employees, visitors, and customers.
- Lock the exterior doors. Close and seal all windows, air vents, and doors.
- Local authorities may not immediately be able to provide information on what is happening and what you should do. However, you should watch TV, listen to the radio, or check the Internet often for official news and instructions as they become available.