

Two Buckhead Plaza

EMERGENCY PROCEDURES MANUAL

In the event of emergency, notify



(404) 256.9100

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I. GENERAL INFORMATION

- Emergency Telephone Numbers / Management Emergency Personnel
- Purpose of Program
- Emergency Procedures Testing

Emergency Telephone Numbers

Two Buckhead Plaza Management Office (404) 256-9100
(Mon-Fri 8:30am-5:00pm)

Two Buckhead Plaza Emergency/Security Desk (404) 812-0249
(24 hours a day/7 days a week)

Emergency: Police, Fire & Ambulance 911

City of Atlanta Services

Police (404) 853-3434

Fire Department (404) 659-2121

Public Works (*Streets/traffic lights/sanitation, etc.*) (404) 659-6757

Water Department (404) 658-7220

FBI 24-hour Operator (*chemical/biological/postal, etc.*) (404) 679-9000

Georgia Power (888) 850-4551

Georgia DOT Emergency Operations (404) 635-6800

MARTA Police (404) 848-4900

Elevator Emergency Service

Building Elevators-Fujitec (770) 457-2110

Parking Deck Elevators-Thyssenkrup (770) 916-0055

Management Personnel

Dianne Slotnick
Property Manager

John Hughes
Senior Building Engineer

Angie Walker
Assistant Property Manager

Derrick Joyce
Senior Security Manager

Baba Jallow
Parking Deck Manager

Purpose of Program

There are many potential threats facing businesses today. These range from the most common, such as employee theft, to the less likely, such as terrorist acts. The safety and security of our tenants is the highest priority of the Two Buckhead Plaza Staff.

The following Emergency Plan is an essential component of the Property Management emergency response procedures. This plan is designed as an operational guide to ensure the safety and protection of the tenants and visitors to the building.

Prevention and preparation are the most effective tools for minimizing the effects of potential emergencies at Two Buckhead Plaza. This emergency plan establishes a systematic plan of response for recognizing, identifying and reporting the existence of emergency situations threatening the building and/or its inhabitants.

When implemented and supplemented with appropriate instructions from the Property Management Office, this plan becomes an operational tool for effective and responsive action when emergency situations occur.

Total cooperation of every individual working at Two Buckhead Plaza is essential in the success of this program. Please study this information carefully and share your knowledge with your co-workers.

Emergency Procedures Testing

The City of Atlanta requires an annual evacuation drill be performed in every office building. Routine testing of the Emergency Procedures will not only familiarize key personnel with their duties and responsibilities but it will also enable the Property Management and Fire Department officials to evaluate and improve on the effectiveness of the plan.

For these reasons all aspects of the building's Emergency Procedures will be tested on a deliberate and periodic basis, in accordance with instructions from the Property Manager and the Fire Department.

While we will always try to accommodate our tenants' needs to the best of our ability, these drills will not be announced in advance.

II. EMERGENCY RESPONSE PERSONNEL

- Responsibilities
- Tenant Crisis Manager Selection
- Criteria for Tenant Crisis Manager Selection
- Tenant Crisis Manager Duties and Responsibilities
- Reporting Changes in Tenant Crisis Manager Personnel
- Tenant Supervisors' Emergency Duties and Responsibilities
- Tenant Employees' Emergency Duties and Responsibilities

EMERGENCY RESPONSE PERSONNEL

Responsibilities

To ensure the safety of Two Buckhead Plaza's occupants an Emergency Response Team is needed. This team will be comprised of key building and tenant personnel trained to respond and react appropriately in the event of an emergency. Team members, including Tenant Crisis Managers, meet on a regular basis for emergency response training.

Designated members of the Property Management staff will have the primary responsibility of effectively coordinating communications and implementing evacuation procedures in case of an emergency situation, such as a fire or bomb threat. Further responsibilities will include preventative measures including preparation, implementation and consistent monitoring of the training program for all members of the Emergency Response Team.

Tenant Crisis Managers

The Tenant Crisis Managers are responsible for following the strict orders of the Management Staff to implement emergency response procedures, including a possible evacuation, in a safe and orderly manner. Each Tenant will assign at least two (2) individuals to serve as Tenant Crisis Manager and Assistant Tenant Crisis Manager per floor occupied. If a Tenant has handicapped employees, one or more Special Assistance Crisis Managers should be assigned to each individual to assist them in the evacuation process.

Specific information regarding the duties and responsibilities of the Tenant Crisis Managers, Assistant Tenant Crisis Managers, Special Assistance Crisis Managers and co-workers is delineated on the following pages of this manual.

Tenant Crisis Manager Selection – Tenant Executive Responsibility

Tenant Crisis Managers must work hand in hand with the Property Management to ensure a successful execution of the Emergency Procedures.

Tenant Crisis Managers must manifest an unselfish responsibility toward the common good, i.e., the safety of all occupants within the building. This can be achieved if the appropriate Tenant Executives:

- 1) Assign responsible personnel to function as Tenant Crisis Managers and Assistant Tenant Crisis Managers.
- 2) Insist that the Crisis Managers read and understand this Emergency Procedures and Evacuation Plan in its entirety.
- 3) Assure that applicable portions of this Emergency Procedure Plan are adequately disseminated to each of their employees.

- 4) Allow Tenant Crisis Managers to participate in periodic training sessions, so that they are equipped to perform specialized emergency assignments.
- 5) Support the overall objectives of the building's Emergency Procedures.

Tenant Executives are encouraged to supplement these procedures with specific instructions regarding their individual operations, e.g., procedures to safeguard original documents, monies, etc.

Criteria for Tenant Crisis Manager Selection

Tenant Crisis Managers and the Assistant Tenant Crisis Managers are selected on the basis of two (2) principal criteria:

1. They must be sharp, alert and resourceful individuals who would be capable of performing in a leadership role during an emergency situation;
2. They must work primarily in the building area as opposed to someone with an extensive travel schedule or duties at numerous office locations.

Tenant Crisis Managers are the liaisons between the Property Management Emergency Response Team and their co-workers. Accordingly, Tenant Crisis Managers assume direct control and responsibility for all decisive matters relating to the safety of their co-workers during an emergency.

Tenant Crisis Managers are responsible for selecting, identifying and training sufficient back-up personnel and Assistant Tenant Crisis Managers, to effectively perform their emergency duties and responsibilities.

Please see Exhibit “E” of your Tenant Manual and return to Management.

Tenant Crisis Manager Duties and Responsibilities

It is imperative that the Tenant Crisis Manager reports, in person, to all training sessions conducted by Property Management. This will ensure they possess the most current and accurate information in order to execute all emergency procedures effectively.

Crisis Managers must communicate prevention methods and emergency procedures to all co-workers in their represented area. Additionally, designated Assistant Tenant Crisis Managers and other qualified associates should be trained and available to perform all duties in the Crisis Manager’s absence.

All employees who are handicapped or require special assistance in the event of an emergency must be reported to Property Management (**Please see Exhibit “F” of the Tenant Manual**). The Tenant Crisis Manager must assign at least one Special Assistance Crisis Manager to each person that requires special assistance.

It is the responsibility of the Tenant Crisis Manager to coordinate and direct activities in the event of an emergency. It is crucial that all Tenant Crisis Managers be familiar with the following items, as designated in this Emergency Plan:

- Location of all handicapped persons requiring special assistance in an emergency
- Location of exit stairwells
- Fire prevention/protection methods
- Location and operation of fire suppression equipment
- Location and operation of fire alarm systems equipment
- Proper emergency notification procedures (who to notify, how to notify, etc.)
- After-hours emergency response
- Building evacuation routes and evacuation procedures
- Procedure for directing employees away from the building in an evacuation

Tenant Crisis Managers will be required to perform the following during an evacuation:

- Direct persons to the appropriate stairwells away from utilizing the elevators.
- Confirm stairwell doors are not held or blocked open.
- Verify that the floor has been fully evacuated and report findings to property management.

Reporting Changes in Tenant Crisis Manager Personnel

Tenant Crisis Managers are a vital component in property emergency response. Any changes in employment status must be reported in writing to the Property Management Office.

Tenant Employees' Emergency Duties and Responsibilities

All tenant employees must remain calm, attentive, responsive and quiet in order to hear all pertinent emergency instructions and orders and to ensure that they do not add confusion or dangerous panic to the implementation of emergency procedures.

III. FIRE PROTECTION

Fire Prevention

The best way to fight fire is to prevent it. Removing potential fire hazards from the property will ensure the risk of fires at Two Buckhead Plaza is at a minimum. Below you will find items intended to serve as our first line of defense in fire prevention.

Smoking

In accordance with city and county ordinance and Two Buckhead Plaza's current standard lease agreement, property occupants are expected to adhere to the "No Smoking" policy.

Smoking is strictly prohibited in tenant offices and common areas of the complex, including rest rooms; corridors; building lobbies; elevator lobbies; elevators; stairwells and around building entrances. A designated smoking area is located at the loading dock of the building.

If smoking please be mindful to always put cigarettes and matches completely out before placing in ashtrays and to never flick ashes into a waste container.

Electricity

Electricity accounts for one out of every five fires in the country. It is important that each office adheres to the following rules regarding their respective electronics:

Each tenant should designate one employee to be responsible for coffeepots and other appliances, turning them off at the end of each workday. Do not place more than one appliance on a single circuit. All appliances should be placed on a non-combustible base.

Do not use small household extension cords for appliances or other office equipment. Potential overload can heat and crack insulation, resulting in a short circuit/fire. Replace frayed or worn extension cords, which can also cause short circuits and start fires. Extension cords across aisles create both a safety and a fire hazard.

Other Potential Fire Risks

Below are some "common sense" items that can aid in avoiding other fire risks:

- Arrange office stockrooms neatly
- Discard all trash items in the proper disposal containers

- Properly label and store any hazardous materials
(Property management should be notified in writing of any hazardous materials being kept in the building).
- Flammable material must be stored at least six inches off the floor and 18 inches from the ceiling
- Immediately investigate all reports of smoke or electrical hazards
- Do not block fire extinguishers
- All employees should be informed where to find extinguishers
- Maintain clear and unobstructed aisles and exit ways at all times
- Report any “exit” light that is not in good working condition

IV. FIRE DISCOVERY AND PROPERTY EVACUATION

- Fire Discovery During Building Hours of Operation
- After-Hours Fire Discovery
- Property Evacuation Procedures

Fire Discovery During Normal Business Hours

- 1. Activate the fire alarm by pulling the handle of the nearest fire alarm pull station.**

The pull station will sound the fire alarm throughout the building and alert security of the location.

- 2. Report fire to 911 and then to Property Management at (404) 256-9100.**

Be prepared to give your name, phone number, location of fire, and description of what is burning (i.e. wood, paper, electrical wiring, etc.)

- 3. Property Management will proceed to the location and investigate.**

If a FIRE is confirmed:

1. Property Management Personnel will contact the Fire Department.
2. Property Management will begin the extinguishing/containment process.
3. Emergency Personnel will communicate instructions to occupants via the Public Address system. They will determine if evacuation is necessary.
4. Elevators are reserved for emergency personnel during a fire alarm. Please do not use elevators when a fire alarm has been activated.
5. Emergency lighting is powered by the back-up generator in the event of power loss.
6. The stairwell and lobby doors will unlock and remain unlocked until the alarm is reset.
7. Evacuation: **All tenants should initiate plans to evacuate as detailed on the following pages.** All tenants will evacuate simultaneously.

After-Hours Fire Discovery

Upon discovery of a fire after hours, on weekends, holidays or during other non-operational hours for the building, procedures should be executed in the following order:

- 1. Report the Fire to 911 and then to the On-duty Security Officer stationed at the Concierge Desk at: (404) 812.0249.**

Be prepared to supply the following information:

- Your name, location and phone number
- Exact location of the fire (i.e. northeast corner, lobby, copy room, etc.)
- What is burning (i.e. electrical equipment/wiring, liquids, paper, wood)
- Severity or size of fire

The Security Officer will proceed according to approved Post Orders, dispatching appropriate Emergency Response Personnel, sounding any necessary alarms and contacting the Atlanta Fire Department. Proceed to evacuate the building via the nearest stairwell.

- 2. IF THERE IS NO ANSWER IN A REASONABLE AMOUNT OF TIME:**

Activate the fire alarm by pulling the handle of the nearest fire alarm pull station. Phone the Fire Department at 911. Notify any other employees on the floor and evacuate via the nearest stairwell.

Property Evacuation Procedures

If a building evacuation is ordered due to a fire, the following procedures should be followed carefully:

- Elevators are reserved for emergency personnel during a fire alarm. All occupants should exit the building through the stairwells.
- Crisis Managers should proceed to the stairwell doors, directing tenant employees toward stairwell exits and closing as many doors on the floor as possible.
- If smoke is present, occupants should assume a crawling position, remaining close to the floor as they proceed to the exit stairwells. Occupants should also breathe through a handkerchief or piece of fabric to reduce inhalation of smoke.
- If clothing catches fire, individuals should stop, drop and roll. Attempting to run will fan the flames and spread the fire.

- Any closed door should be checked for heat prior to being opened. If a door is warm to the touch, it should remain closed. Any occupant whose evacuation is impeded by a “hot door” should remain calm and await Emergency Personnel instructions.
- If any person(s) become trapped in a room, doors should be closed and door sills should be covered with towels or other objects to limit smoke infiltration. Individuals should attempt to move to a perimeter area where they can signal for help from a window. Windows should not be broken except as a last resort.
- Any person(s), handicapped or otherwise, requiring special assistance to exit the building should be escorted by their Special Assistance Crisis Manager to the Service Elevator Lobby. If the Service Elevator is inaccessible, they should proceed to the nearest stairwell and instructed to remain INSIDE the stairwell. Management should be notified immediately with the location any such individuals.
- Inside the stairwells, occupants should remain quiet and listen for information that may be provided over the interior speakers/public address system.
- All occupants should stay to right side of the stairwell to allow fire fighters to ascend and should keep traffic flowing in an orderly manner.
- Upon complete floor evacuation, Crisis Managers should check the entire floor (including restrooms) for occupants who may be unaware of the emergency and close all doors.
- Once in the designated outside area, each Crisis Manager should verify that all coworkers under their supervision are accounted for and report to the Property Manager.

V. OTHER EMERGENCIES

- Security
- Medical Emergency Notification
- Elevator Entrapment
- Disruption of Power
- Inclement Weather
- Bomb Threats
- Biological and Chemical Threats

Security and Access Control

Security

Two Buckhead Plaza has staffed security coverage 24-hours a day, seven days per week.

Your safety is very important to us. Please remember to report any criminal activity or suspicious behavior to the on-duty Officer or Property Management.

Medical Emergency Notification

Upon indication of a Medical Emergency, **first call 911**, then contact the Property Management Office (404.256.9100) or contact the first immediately available Security Officer with the following information:

1. Nature of the Medical Emergency
2. Exact location and name of the sick or injured person
3. Whether an ambulance or doctor been notified

If Emergency Medical Assistance has not been called, Property Management will contact them. If you have contacted Emergency Medical Assistance, please let Property Management know so they may help to direct emergency services to the correct location.

The Tenant Crisis Manager should assign someone to meet Emergency Personnel at the elevator to direct them to the sick or injured person. They should also assign someone to accompany the individual should transport be necessary.

Elevator Entrapment

Should an elevator malfunction result in the temporary entrapment of any passenger(s), the following procedures should be followed:

All elevators are equipped with an emergency telephone system. Push the Call Button (located on the bottom of the push button panel) to initiate the system.

Push the button and wait for an answer. **DO NOT HOLD THE BUTTON.** The phone will dial out automatically.

Property Management or the Security Personnel will respond immediately. In some cases, it may be necessary to wait for an elevator technician who will respond as quickly as possible. You will have constant contact with Security/Engineering Personnel during this time.

All occupants are strictly instructed to use the emergency phone to call for assistance and remain in the elevator until help arrives. No attempt should be made to force the doors or to exit the elevator without assistance.

Disruption of Power

Power outages do and will occur. If a power outage occurs at Two Buckhead Plaza the emergency generator will run to provide elevator service and emergency lighting.

Your Management Staff will be in contact with Georgia Power and will pass along an estimated time of restoration as soon as possible.

The fire life safety, security, and plumbing systems will remain operational during a power outage.

In the event of a power loss only in an area of your suite, contact Property Management office at 404.256.9100.

Inclement Weather

Property Management will monitor any weather that may affect the building operations or the safety of tenants. Tenant contacts will be notified of any change in building operations or any situation that may affect safety.

Property Management will make an announcement over the public address system for any problem requiring immediate action from tenants.

Bomb Threats

Treat all bomb threats seriously. Safety of all building occupants should be the primary consideration. In most cases, bomb threats are made only to disrupt normal activities.

Written Bomb Threats

Any threatening document shall be delivered to Property Management or Security Personnel immediately upon receipt.

Bomb Threats – Telephone Calls

A sample bomb threat call checklist is contained in Exhibit G of the Tenant Manual. Please distribute a copy of this example to your co-workers.

Report any and all bomb threats to Management and/or Security immediately.

Biological and Chemical Threats*

Most strategies for protecting people from airborne hazards require a means of detection, determining that a hazard exists. Unfortunately, there are no detectors that can rapidly alert occupants to a broad range of chemical and biological hazards.

In the absence of a warning device, people can be alerted to some airborne hazards by observing symptoms or effect in others. Other warning signs of a hazard may be strange smells, or hearing something out of the ordinary, such as the hiss of a rapid release from a pressurized cylinder. Contacting local or federal government officials who may be aware of a biological attack or listening to the local news could also be useful in determining if there is a biological or chemical threat in the area.

If you suspect a biological or chemical threat in the building, please do the following:

- Contact Property Management – Property management staff will investigate the building and contact local authorities if it is determined a threat has been found. If the threat happens after hours, contact Security and they will inform Property Management staff as well as local authorities.
- Wait to receive instructions from Property Management. If a threat is detected, Property Management will determine whether to evacuate the building, or will instruct tenants to remain within the premises. An announcement over the public address system or individual phone calls to the tenant may be placed to inform you of what actions to take.

Several actions may take place in the event of a biological or chemical threat:

- Sheltering in place:
 - Shut down of the fresh air intakes to the buildings as well as the exhaust fans and air handling units to all buildings before or during the arrival of a hazardous substance. This is achieved by closing all doors and windows and turning off all sources of ventilation.
 - Once the hazardous substance has passed, increase the indoor-outdoor air exchange rate, achieved by opening all ventilation available.
- Controlled access to the mechanical rooms containing HVAC equipment.
- If the source is contained inside the building(s), a complete evacuation of the affected floor(s) or the entire building or buildings will be issued.

*Information referenced from the BOMA International manual, *Emergency Preparedness*.