



**Tenant
Emergency
Procedure
Handbook**

**Pan-American
Life Center**

**601
POYDRAS**

EMERGENCY PROCEDURES HANDBOOK

THE PAN-AMERICAN LIFE CENTER

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Inserts: Acknowledgement Form, Responsibilities Reference Chart, Bomb Threat Call Record

INTRODUCTION

We are pleased to have you as a tenant and ask that you work with us to ensure the safety and security of all tenants and employees. The security and safety of our tenants is of primary concern for the Management Team of Pan American Life Center at 601 Poydras. By informing you of our Building's emergency procedures, we hope to coordinate quick, effective responses to emergency situations.

Please read carefully. These emergency procedures provide information to ensure the maximum protection for you and your employees. It is essential that these procedures are fully understood and that they are followed if an emergency situation arises.

The Fire/Safety Warden plays an important role in maintaining the safety of the building and responding effectively to emergency situations. Each office should select one Fire/Safety Warden (*with Deputy Warden*). Each tenant space exceeding 7,500 square feet should have a minimum of two Fire/Safety Wardens (with Deputy Wardens). **The management office of the Building should be notified of the names of these Wardens, and updated of any changes, as they will be contacted regarding building safety procedures.**

Remember it is your responsibility to train all of your employees on all Emergency Procedures for the building. If you have any questions, please feel free to contact the Management Office of the Building. Thank you for your cooperation.

EMERGENCY TELEPHONE NUMBERS

- | | | |
|---|---|----------|
| ◆ | MEDICAL or FIRE or SMOKE | 911 |
| | (Then Notify Building Management Office 200-5730) | |
| ◆ | BUILDING MGMT OFFICE and SECURITY | 200-5730 |

FIRE/SAFETY WARDENS

A Fire/Safety Warden should be someone who is reliable, respected by the other employees within your firm, and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the names and faces of all employees in your office. The Office Manager or Personnel Manager, or both depending on the size of your firm, would probably be good candidates for Fire/Safety Warden. You should select one Deputy Warden for every Fire/Safety Warden.

The Fire/Safety Warden would be responsible for the development and implementation of your company's Fire Safety Program. This Program would include development of evacuation plans, assignment of fire-fighting responsibilities, training of employees in emergency response procedures, and practice of emergency procedures. The Fire/Safety Warden is assisted by Deputy Wardens and Searchers.

In the event of a fire or other emergency, this individual is in charge of the situation until Building Management arrives. The Fire/Safety Warden may also be responsible for coordinating the evacuation of your space depending on the severity of the situation and the availability of other safety personnel.

The Fire/Safety Warden will also be a key contact for the Management Office of the Building in case of power failures, medical emergencies, or other emergency situations.

BUILDING/TENANT FIRE SAFETY

In the event of a fire, the safe and rapid evacuation of the affected area is the joint responsibility of the Tenants in that area and the Building Management Team. It is imperative that each employee become familiar with the information and procedures described on the following pages. Please call us if you have any questions about fire safety. Even if we cannot immediately answer your question - we will find your answer and respond quickly. **Remember it is your responsibility to train all of your employees on all Emergency Procedures for the building.**

FIRE COMMUNICATIONS SYSTEM

The building Fire Alarm System consists of detection, reporting and control functions. When an alarm is activated, certain automatic responses take place. Some involve shutting down equipment. All provide notification to the Fire Control Room on the 1st Floor and an automatic alert is transmitted to the Central Alarm Service which then notifies the Fire Department. There are a number of types of alarms, which are recognized by the Fire Command Station, and each type has a specific response.

<u>ALARM TYPE</u>	<u>RESPONSE</u>
◆ Smoke in any elevator lobby Lobby	◆ Voice EVAC sounds* ◆ Strobes flash on Alarm Floor, Floor Above, Floor Below, and 1st floor ◆ Stair pressurization fans are activated ◆ Elevators <u>recalled</u> to 1st Floor lobby ◆ If Smoke heads trips on 1 st floor, Elevators all directed to floor 11
◆ Smoke in duct work Lobby	◆ Voice EVAC sounds* ◆ Strobes flash on Alarm Floor, Floor Above, Floor Below, and 1st floor ◆ Stair pressurization fans are activated ◆ A/C unit shuts down ◆ Elevators <u>continue to operate</u>
◆ Tenant computer room Fire Detection Lobby	◆ Voice EVAC sounds* ◆ Strobes flash on Alarm Floor, Floor Above, Floor Below, and 1st floor ◆ Stair pressurization fans are activated ◆ Elevators and A/C unit <u>continue to operate</u>

- *Per NFPA Life Safety Code Handbook, the fire alarm voice EVAC system and the fire alarm strobes will be activated on the alarming floor, the floor above, the floor below and the four Stairwells color coded as GREEN, BROWN, ORANGE, and BLUE. If a full building evacuation is determined to be necessary by the New Orleans Fire Department, the fire alarm voice EVAC system and the fire alarm strobes will be activated on all floors.*

Voice communications are available from the Fire Control Room to one or all floors by use of the public address speakers which are located in a number of areas on each floor and in the four (4) stairwells. In addition, communication is also available from the Fire Control Room to each individual floor by use of the red Fireman's phone located in the elevator lobbies, the freight elevator lobbies and several locations in the four (4) stairwells.

Fire Alarm message: *“May I have your attention please. An emergency has been reported in the building. While this report is being verified, please leave the building using the exit stairways. Do not use the elevators. Use the exist*

stairways only. Do not use the elevators.” (this is repeated 3 times)

The Voice EVAC is transmitted over the speakers located on each floor. It is a digitized voice evacuation message. The fire alarm system contains a public address facility from which instructions can be broadcast to one floor at a time or all floors simultaneously. Instructions can also be received in the stairwells over the public address system. This allows for the broadcast of any special conditions when evacuation is in progress.

SMOKE/FIRE EMERGENCY PROCEDURES

IF YOU SMELL SMOKE: STAY CALM!

1. **Call 911.** Then call the Building Management Office. Report the smoke, giving the location if possible and any other available details.
2. Notify your Fire/Safety Warden and await instructions from your Fire/Safety Warden.

IF YOU DISCOVER A FIRE: STAY CALM!

1. **Call 911.** Then call the Building Management Office. Give the exact location and any other available details.
2. Notify your Fire/Safety Warden.
4. Proceed to a safe area away from the fire. **DO NOT** use the elevators.
5. Before opening any door, use the back of your hand, to see if it is hot.
6. Close, but **do NOT** lock doors, behind you to help contain the fire and smoke.
7. If smoke is present, stay as close to the floor as possible.

IF ALL ESCAPE ROUTES ARE BLOCKED

1. Move as far away from the fire as possible, closing all doors as you go.
2. Stuff clothing or material around ventilation ducts and cracks in doors to prevent smoke from penetrating area.
3. Call **911** and give them your precise location.

WHEN TO EVACUATE:

1. Listen to and follow the instructions of the voice evacuation announcements and the directions of your Fire/Safety Warden.
2. Due to the fire resistant qualities of this office building, immediate evacuation is only necessary:
 - a. From the floor where the fire is burning, the floor directly above the fire floor, and the floor directly below the fire floor.
 - b. When ordered to leave by your Fire/Safety Warden or the New Orleans Fire Department.
3. Follow the evacuation instructions precisely.
4. **DO NOT** use the elevators unless otherwise instructed. Use stairwells only.

BUILDING FIRE SAFETY FEATURES

1. The Building is constructed of structural steel and concrete and is fully sprinkled to inhibit the spread and minimize the effects of fire on the Building's structure.
2. ABC fire extinguishers are located throughout the Building in all tenant suites on each floor. **Tenants should become familiar with the exact location and the proper use of these devices.**
3. Each floor has four stairwells (*stairwells floor numbers on back of stairwell doors are color coded "Green", "Brown", "Orange" and "Blue"*). Each stairwell is equipped with a public address speaker system. The enclosed exit stairwells are constructed of fire resistant materials and are sprinkle red. Stairwell doors must **not** be blocked open because this may allow the spread of fire or smoke into the exit stairwells. **Tenants should become familiar with the location of all exit stairwells on their floor.**
4. **Emergency Phones** are located on each floor. One telephone is located in each elevator lobby and on every other floor in the emergency stairwell. When a phone is used, a red lamp will light on the emergency phone control panel located in the Lobby Security Console and also in the Fire Control Room showing the location of the phone. Through the emergency control panel, contact can be made with the person who is using the emergency telephone. **Calls can only be initiated from one of the emergency phone locations.**
5. Four independent stairwells are fire resistant. When the fire alarm is activated, the stairwells become pressurized by a fan system that is automatically put into operation. Each stairwell contains standpipes that include 2 ½" hose connections at each stair landing. These connections are for the fire department's use only.
6. There are an adequate number of sprinkler heads on each floor. The system is activated when a metal attachment to a sprinkler head is melted by approximately 130 degrees of heat. The system is only activated in the immediate area where the affected head is located. The water flow can be stopped with the use of the disconnect valves located at the floor's stair landings.
7. There is an adequate number of hand held fire extinguishers on each floor located in the corridor and throughout tenant spaces. **All Tenants should know the locations of all fire extinguishers in their area.**

FIRE DRILLS

Fire drills will simulate a real emergency, therefore, you must follow established evacuation procedures. Per NFPA Life Safety Code Handbook, fire drills are to be held as required by the local jurisdiction. The Louisiana State Fire Marshall office recommends **at least** one drill per year. For fire drills, please respond to the alarm and follow instructions given over the Voice Evacuation system and by the Floor Fire/Safety Wardens and Deputy Wardens.

FIRE EXTINGUISHERS

Multi-purpose "ABC" extinguishers can be purchased to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electronic equipment rooms will almost always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved and "C" because it is electrical equipment.

Tenants are responsible for making arrangements with Building Management to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, smoke detectors or automatic extinguishing systems are recommended.

FIRE EXTINGUISHER OPERATION

TO OPERATE: When using a fire extinguisher, remember the word **PASS.**

PPULL ... Pull the pin. Some extinguishers require releasing a latch or pressing a puncture lever.

AIM ... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.

SQUEEZE... Squeeze the handle. This releases the extinguishing agent.

SWEEP ... Sweep from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat the use of the extinguisher if necessary.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers **before** a fire emergency happens.



FIRE EMERGENCY RESPONSIBILITIES

TENANT RESPONSIBILITIES

1. Every company should appoint a Fire/Safety Warden and Deputy Warden for every 7,500 square feet of space. Searchers (male and female) should also be assigned for each floor. Full-floor and multi-floor tenants will require multiple Fire/Safety Wardens and Deputy Wardens. The people chosen should be individuals who rarely travel and who are familiar with names and faces of all employees in your office. One Fire/Safety Warden should be responsible for the following:
 - a. Development of evacuation plans:
 - ◆ Familiarize employees with the location of all exit stairwells.
 - ◆ Familiarize employees with the location and proper use of fire extinguishing equipment within the Building.
 - ◆ Inform employees of the Fire/Safety Warden responsible for the order to evacuate.
 - ◆ Inform the Building Management Office of all physically challenged people who might require assistance during evacuation.
 - ◆ Designate an OFF-SITE Relocation Meeting Area **away** from the building so all employees know where they are supposed to go and await further instructions
 - b. Assignment of fire-fighting responsibilities.:
 - ◆ Designate and train individuals in fire-fighting techniques for small fires only (*areas of less than 10 square feet*).
 - ◆ When the fire-fighting personnel arrive, give them the information they need regarding the cause of the fire and the status of fire-fighting efforts.
 - c. Train employees in emergency response procedures.
 - d. Practice emergency procedures to assure familiarity with individual responsibilities.
 - e. In the event of an actual fire on your floor, make sure the voice EVAC has been transmitted.
 - f. The Fire/Safety Warden should **complete the Responsibilities Reference Chart located in this Handbook and post this conspicuously in areas where employees gather.** This chart should be updated as needed and sent to the Building Management Office.
 - g. On multiple tenant floors, the tenants should know the Fire/Safety Warden and be familiar with the Reference Chart.
 - h. Provide for Fire/Safety Warden and Deputy Warden identification such as armband, hat, and whistle, which are to be used during the fire drills and actual fires.
 - i. Tenants are required to keep the premises in a safe and clean condition. Aisles, corridors and exit doors are to be kept clear of obstructions.

- j. Auxiliary fire fighting equipment such as fire extinguishers, which can be found in each tenant suite, should be kept accessible for immediate use. The tenants should provide additional specialized equipment for specific fire hazards and high-risk areas, such as computer rooms, storage areas, etc.
- k. ALL Tenants should participate in the fire drills scheduled by the Building Management Office to familiarize employees with fire exits, fire alarm procedures, etc., and should assemble in the designated areas and follow the instructions of the Fire/Safety Wardens.

The Building Management Team is available to assist you in organizing training sessions for your designated employees.

- 2. **In the event of a fire in the Tenant's space**, the Fire/Safety Warden is in charge until the Building Management Team, or the Fire Department arrives. The Fire/Safety Warden and the other designated employees should initiate the following emergency procedures:
 - a. Close all doors leading to the fire.
 - b. Immediately call 911, then call the Building Management Office at 200-5730, and report the fire's exact location and what is burning.
 - c. Initiate fire-fighting operations. Tenants should attempt to extinguish small (*areas of less than 10 square feet*) fires unless doing so would expose them to personal danger and/or cause delay in calling the Office of the Building, or in evacuating the area. If the fire is in a wastebasket, move it to a less dangerous location if possible. If machinery is on fire, shut off power to it.
 - d. Use available fire extinguishers. Use Building "ABC" fire extinguishers for paper, wood, cloth, plastic, rubber, grease, oil, or electrical fires.
 - e. A **designated employee should wait by the service elevator** to direct the Building Management Team to the fire scene.
 - f. The Fire/Safety Warden should coordinate his/her activities with those of the Deputy Fire/Safety Wardens and Searchers on the fire floor.
 - g. The Fire/Safety Wardens will give the order to evacuate in accordance with the procedures outlined in the next section. The Fire/Safety Wardens should notify the Building Office of this action. Building Management will immediately proceed to the scene.
 - h. When the Building Management Team arrives on the fire floor, he/she is in charge until the Fire Department arrives. Tenants should assist those efforts. Should evacuation become necessary, an announcement will be made over the Voice Evacuation System.

EVACUATION PROCEDURES

As stated earlier, the Building is fully sprinkled to inhibit the spread and minimize the effects of fire. **In most instances when evacuation of an area is required, only the fire floor and one floor immediately above and one floor immediately below will need to be evacuated.** (*The Fire Department will designate a floor for their Command Post*). In order to ensure clear uninhibited entry for the Fire Department into the Building and to the fire area, it is extremely important that all tenants evacuate in the precise manner and to the exact Relocation Meeting Area designated by their written evacuation plan or the Fire Department.

The following evacuation procedures should be observed:

1. Do **NOT** grab **purses or bulky personal items** as these become obstructions in the stairwell. You will be allowed back into the space after the Fire Department or Building Management determines it is safe to re-enter.
2. Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and caulk around the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR!** Find another exit to the corridor.
3. If both your door and doorknob are cold, and you leave your office:
 - a. Check for smoke in the corridor.
 - b. When smoke is present, stay low by crawling since clean air is closest to the floor.
 - c. Everyone should proceed quickly, but calmly to the nearest stairwell. **DO NOT RUN!** All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
 - d. **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
 - 1) Knowledge of procedures that must be followed.
 - 2) Confidence in the responsible personnel's ability and guidance.
 - 3) Calmness and self-confidence of responsible personnel.
 - e. **DO NOT USE THE ELEVATORS!**
 - f. Check stairwells for smoke.
 - g. If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**
 - h. Once you are in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
 - i. **Evacuate to the Relocation Meeting Area that each Fire/Safety Warden has designated** per their written evacuation plan or the Fire Department. Your designated evacuation area **must be outside** of the Building. Please move to areas across the street to insure you do not inhibit fire-fighting activities.
4. A Fire/Safety Warden (*and Deputy Warden*) should be designated to walk the suite to assist employees and make sure everyone is aware of the evacuation order.
5. The last person leaving any enclosed office area should close the office door, **without locking it**. This will help to confine any fire until the arrival of the Fire Department.
6. Form a single-file line at the stairwell exit door and proceed, calmly and carefully down the staircase to your designated Relocation Meeting Area in the evacuation instructions. No one, however, should open any door without first checking to see if it is hot. If the door is hot, proceed to another floor.
7. Conversation should be kept to a minimum. Everyone should stay in a single-file line on the **outside wall** of the staircase. Women should remove high heel shoes. The inside rail (shortest route) is for fire personnel.
8. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department officials or Building Management.

9. Upon arrival at the Relocation Meeting Area designated by each tenant's written evacuation plan, everyone should remain there. No one should leave the area unless directed to do so by the Fire Department or Building Management.
10. The Searchers or Deputy Warden should proceed to take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed to your Fire/Safety Warden (or to Security personnel if after business hours). **The Fire/Safety Warden is responsible for reporting the head count to the Building Management Team .**

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed.

1. Move as far away from the fire as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.
2. **Call 911.** If you are unable to reach the Fire Department, then contact the Building Management Office with your precise location.
3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
4. **DO NOT BREAK THE GLASS.** Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.

EVACUATING THE DISABLED

It is the intent of the Emergency Evacuation Program to ensure the safe removal of all employees from the building. The Fire Marshall recognizes that some employees are in wheelchairs and cannot walk down the stairs. Those employees will be evacuated under the following conditions:

Move the disabled employee to the door of the nearest stairwell and wait until traffic from upper floors is clear before moving employee into the stairwell. The Fire Marshall recommends that you use the Buddy System to notify Emergency personnel in the lobby. There are emergency phones in the stairwells. The Floor Fire/Safety Warden should be responsible for updating the Building Management Office list whenever changes are needed. This list is also kept in the Fire Control Room for use by the Fire Department.

Special Provisions: Where necessary, all responsible team members will identify those employees whose physical condition may require special or additional arrangement. For example, the employment of a deaf person may require some visual signaling device, located on his desk or on the office wall, indicating that the general alarm sounded.

RECOMMENDED FIRE SAFETY FEATURE FOR TENANT SPACES

1. Tenants should make arrangements with Building Management to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire-rated enclosures and fire extinguishers. If the size or value density of these areas is large, smoke detectors or automatic extinguishing systems should be considered. Call the Building Management Office if you need any assistance in arranging the purchase of any of the above equipment.
2. Tenants should take steps to safeguard their business from the effects of a fire in the Building by protecting vital documents and company records. Off-site storage duplicate records or fire-resistance storage areas can do this. The specific method of protection will depend on the size and nature of the material involved.

ROLE	FIRE PROTECTION DUTIES
I. FIRE/SAFETY WARDENS	1. Ascertain the location of the fire and sound the alarm if this has not already been done.
	2. CALL 911; then notify the Building office of a fire emergency.
	4. Gives the order to evacuate if necessary prior to the arrival of the Building Management Team
	5. Gives instructions to the Searchers; coordinates evacuation for tenants with physical disabilities.
	6 Reports back to Building Management once all occupants are accounted for.
	7 Participates in semi-annual fire drills.
	8 Maintains fire protection supplies (<i>flashlights, batteries, arm bands, whistles</i>).
	9 Maintains Tenant Responsibilities Reference Chart.
II. DEPUTY WARDENS AND SEARCHERS	1. Follows instructions from Tenant Fire/Safety Wardens.
	2. Searches lavatories to verify all individuals have evacuated; closes doors.
	3. Takes a head count after an evacuation to verify that all regular occupants on the floor have been evacuated and reports this to Fire/Safety Warden
	4. Participates in semi-annual fire drills.
III. BLDG ASSISTANT GM	1. Manages Security team, and directs activity in Building Entrance Lobby
	2. Communicates with the Building General Manager to report status/request assistance.
	3. Organizes and participates in semi-annual fire drills.
	4. Plans and conducts Tenant Safety training for building staff.
IV. BUILDING GENERAL MGR	1. Manages all building activities excluding the fire floor.
	2. Communicates with Building Management Team regarding status and implementation.
	3. Calls the Fire Department if fire alarm panel is not operational.
	4. Orders evacuation of non-fire floors.
V. CHIEF ENGINEER	1. Investigates emergency; communicates with Bldg. Management Team.
VI. SECURITY SUPERVISOR	1. Reports to Assistant GM and monitors stairwells
	2. Assists evacuation to EXTERIOR assigned meeting location, or refuge floor.
	3. Reports status of evacuation to the Building Management.
	4. Meets and gives Fire Department necessary keys
	5. Maintains communication with the Building Management to implement instructions.
VII. FIRE DEPARTMENT	1. Manages all Building activities upon arrival at the Building.
	2. Moves tenants with physical disabilities.

FIRE PREVENTION TIPS

1. Make sure appliances such as coffee makers are turned off at night.
2. If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Building Management Office.
3. Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Do not exceed amperage load as specified by the manufacturer.
4. Leave **at least 20 INCHES from the** ceiling for stacked materials; allow space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that gives off heat.
5. Report all burned out "Exit" sign bulbs to the Building Management Office.
6. Flammable debris, fluids or chemicals should be properly stored per code requirements.
7. Make sure the power is shut off on all office equipment such as copiers, typewriters, calculators, computers, etc. at the close of the business day.
8. Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in freight lobby areas.
9. Know the location on your floor of the fire exits and fire extinguishers in your suite.
10. Become acquainted with the location of the nearest fire exit stairwell.
11. Check procedures for evacuating disabled personnel.
12. Keep several flashlights with fresh batteries in an easily accessible location for emergency use.
13. Do not open doors that feel hot.
14. Do not prop fire stair doors open or permit doors to remain open.
15. Close all doors behind you.
16. Do not fight a fire by yourself.
17. Do not panic - remain calm - wait for help, if necessary.
18. Evacuate according to evacuation procedures, which include following instructions from Fire/Safety Wardens, Building Management and the New Orleans Fire Department.
19. Walk quickly when directed, but do not run.
20. **Do not use the elevators** for emergency evacuation. **USE STAIRS** unless directed otherwise.
21. If you are exposed to heat or smoke, stay low near the floor.
22. Do not go back for your personal property or for other reasons.
23. Do not return to the building until you are instructed to do.

TENANT FLOOR PLAN

KNOW YOUR ESCAPE ROUTE TO THE STAIRWAYS!

Insert a copy of your floor plan

BOMB THREAT INFORMATION AND GUIDELINES

GENERAL INFORMATION

The most common threats are made by direct telephone calls to the 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:

1. 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.
2. 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

1. Letters that are unusually bulky or weighty.
2. Parcels or envelopes with chemical or oily stains, or simply do not look or feel ordinary.
3. Parcels or envelopes without a return address or with foreign postmark.

DON'TS

1. **DO NOT** handle the item or attempt to open.
2. **DO NOT** place parcel in water.
3. **DO NOT** remove any binding material or pull/cut any protruding material.

BASIC TENANT RESPONSIBILITIES

Each Tenant should brief the telephone receptionist on bomb threat procedures AND should have a copy of the bomb threat checklist near the receptionist's telephone.

BOMB THREAT RECEIVED BY A TENANT GUIDELINES:

1. **BOMB THREAT FORMS:** Refer to the Call Record form at the end of this Manual. When a call is received, a BOMB THREAT FORM should be readily available. It is recommended that the form be copied onto **red paper** so that the persons adjacent to the individual taking the call will recognize the form and alert the proper party immediately. It also allows the form to be found quickly. If a form is not available, that person should jot down all of the conversation that is remembered. Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive.
2. **NOTIFICATION:** Immediately call 911 then call the MANAGEMENT OFFICE, advising as follows:
 1. Your name
 2. The telephone you are calling from
 3. The floor and suite number you are calling from
 4. The firm you are employed with

If possible, have a second employee call 911 and then the Building Management Office while the bomb threat caller is on the phone.

3. The actual order to evacuate your space must be given by your Fire/Safety Warden.
4. 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.

5. Written bomb threats are less frequent than telephone threats but must be considered carefully.
6. Avoid physical handling of the written threat. The police department for fingerprints, postmarks, handwriting, and typewriting will analyze this evidence.

The Fire/Safety Wardens, Deputy Wardens and Searchers are responsible for making a complete search of tenant space to identify any suspicious items or packages which do not belong in the area. Building Management Team will search all common areas, i.e.: restrooms, common corridors, elevator lobbies, hallways, and stairwells. If a suspicious item is identified, the police will investigate the object.

BOMB THREAT RECEIVED BY THE OFFICE OF THE BUILDING

In the event that the Building Management Office receives a bomb threat, observe the following guidelines:

1. The Police Department will be notified immediately.
2. The Building Management Office will notify the Fire/Safety Warden in the affected area of the situation. The Fire/Safety Warden will give the order to evacuate if necessary.
3. Tenants should search their offices and report any unfamiliar people or objects to 911 and then notify the building office. **DO NOT** touch or handle any suspected objects.
4. The Fire/Safety Warden should cooperate with the Police to identify any suspicious items or packages, which do not belong in the space.
5. If the bomb threat is received against the Building, and not a specific floor, all public areas will be searched by the building team.

TENANT EVACUATION

The Building Management Office will notify tenants if Police recommend an evacuation. If a floor is indicated in the threat, the tenants on the 2 floors above and 2 floors below will be notified to evacuate. If no floor is indicated and evacuation is recommended, a general building alarm will be sounded. If your Fire/Safety Warden gives the order to evacuate, all of the following steps should be followed:

1. The Fire/Safety Warden will make sure all employees are notified.
2. Everyone should proceed quickly, but calmly, to the nearest stairway exit. **DO NOT RUN!**
3. The Fire/Safety Warden or Deputy Warden should walk the suite as a double check to assist employees and make sure everyone is aware of the evacuation order.
4. Evacuation is normally one floor below and two floors above the bomb. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Police Department.
5. Upon arrival at Relocation Meeting Area, everyone should remain there. No one should wander about or leave unless directed to do so by the Police or Building

Management Office.

6. The Searcher or Deputy Fire/Safety Warden should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the Building Management Office Team.

BUILDING SECURITY

GENERAL INFORMATION

Security plays an extremely important role in the overall smooth operation of the Building. Good security protects the Building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage, and fire.

601 Poydras is staffed by security on a 24-hour, seven-day-a-week basis. They are easily recognized as they are always dressed in uniforms. Our security personnel act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order, and are on the alert for any unusual activities within the Building.

As a theft preventive measure, each time you, one of your employees, or your vendors or contractors remove any equipment from the Building, a letter from the Tenant's office must be presented to the guard on duty for validation.

In special cases where you have vendors or contractors (*carpet cleaning, installation of computer equipment, etc.*) coming in after-hours or on the weekends, you must email the Building Management Office stating who (*name of the company and individual, if possible*) will be coming, the date, and the approximate time. Also give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the guard on duty. **Please note that the security personnel do not have the authority under any circumstances to unlock tenant spaces.**

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from the Building or to investigate a theft. The inconvenience caused by these situations can be minimized if the procedures above are observed.

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.

1. 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.
2. Do not hesitate to report any suspicious or disorderly individuals to the Building Management Office. Our Building security personnel will escort them from the Building.
3. Solicitation is not permitted in the Building, and any individual who enters your offices for this purpose should be reported to the Building Management. Building security personnel will escort them from the building.
4. Email the Management Office of any building keys, which are lost. This includes keys to your suite, washroom keys, storeroom keys, building and parking access cards.
5. Keep Building Access Cards out of the hands of those who do not need them. Maintain up-to-date records of all your employees who have cards. When individuals have been removed from your employment for any reason, always retrieve Access cards and keys. Email the Management Office immediately if Access cards are not returned so we can delete the card from our system.

Emergency Access List

Each tenant must provide our office a listing of responsible people whom we can contact if we need to get into your office after hours. These people should be listed in the order in which they should be contacted. The only time we will call this list is if an emergency warrants. Please keep us updated as the names change. The time we lost trying to find the right person could be critical.

THEFT

Should you suspect that your offices have been broken into or if items are found to be missing, contact the New Orleans Police Department, and the Management Office of the Building. Our Security Staff submits a written report of these incidents to the General Manager immediately following investigation of the matter. In the meantime, try to avoid disturbing anything in areas, which you feel might have been affected by an intruder.

LOST AND FOUND

Any individual finding lost items should turn them in to the Management Office of the Building, or to the Security Desk in the Lobby. You can also call the Management Office if you have lost any items.

MEDICAL EMERGENCY

TENANTS REQUIRING MEDICAL ATTENTION

1. Call **911**. Be prepared to provide the following information:
 - a. The address of the Building – 601 Poydras
 - b. The floor and suite number.

2. Call the Building Management Office and we will alert Building Security who will:
 - a. Wait outside on the street to meet the ambulance at the Building entrance.
 - b. Bring the necessary elevator to the lobby level.
 - c. Meet the emergency crew and direct them to the appropriate area.
 - d. Have personnel waiting on the appropriate floor to direct emergency crew.

3. Unless you have the appropriate medical training, do not attempt any heroics. Reassure the victim that help is on the way, and wait for the arrival of medical personnel.

AMBULANCE SERVICES

The New Orleans Ambulance Service (dial **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 ambulance services. Have the name and number of the alternative service handy.

HOSPITALS

Tulane University Hospital	988-5800
Emergency Room	988-5711
Tulane-Lakeside Hospital	780-8282
East Jefferson Hospital	454-4000

POWER FAILURE

This Building is designed to minimize the risk of a general power failure resulting from causes within the building. We have a backup generator which operates one elevator in each elevator bank, provides emergency lighting through out the building and in the stairways. Typically, should a power failure occur, it would affect either an isolated area of the building or some larger portion of the downtown area. In the event of an electrical failure, the following guidelines should be observed:

1. Contact the Management Office of the Building
2. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
3. If you are instructed to evacuate, lock all areas.
4. Do NOT congregate in lobby areas, move away from the building to your designated evacuation area.
5. If you are trapped in an elevator during a power failure, wait for assistance. Your elevators will cease operation, but WILL NOT FALL. Do not force open the doors. DO NOT PANIC. Use the phone inside the elevator to contact Security Console.
6. Security will advise you regarding the length and cause of the power failure as soon as possible over the Voice Evacuation system.
7. Advise the Building Management team if you instruct your employees to go home so our parking contractor can expedite their departure from the garage.

ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation. They are monitored at the Security console. If you press the alarm button on the outside of the panel, it results in a bell alarm only, and does not call Security. We have upgraded the emergency device in every elevator to be ADA compliant so please use that device as follows:

The emergency device is located in the right hand panel in each elevator. Open the panel door, press the button in the panel. It will beep for 30 seconds, and then will ring down to the Security console. If the Security line is busy, it will automatically ring the Carson Elevator Call Center. Again, please stay calm and advise Security or the Call Center of the elevator # and describe your situation.

Here is what happens:

1. Security will respond to the call.
2. The elevator contractor will be contacted by Security and placed in route to the building.
3. Once the elevator contractor arrives on property, they will identify the problem and render assistance.

SEVERE WEATHER

Generally, there are three types of unusual weather conditions which may occur and for which extraordinary precaution should be taken:

- ◆ Severe thunderstorm activity
- ◆ Tornado
- ◆ Hurricane

SEVERE THUNDERSTORM ACTIVITY

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

TORNADO WARNING

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater.

Public warning will come over the radio or television. Should a severe storm or tornado occur, the following safety guidelines are recommended:

1. Move away from the exterior of the Building to a corridor or elevator lobby.
2. As you move, try to close the doors of rooms, which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Go to the center corridor and protect yourself by either putting your head closely to your lap or by kneeling to protect your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
5. **DO NOT** go to the first floor lobby or outside Building.
6. Keep your radio or television set tuned to a local station for information.
7. Do not use the telephone to get information or advice.
8. **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.

Once the weather has subsided, report any damage or storm related leaks to the Management Office of the Building.

HURRICANE PROCEDURES

The actions necessary to prepare for hurricanes are much more complex. The National Hurricane Center issues tropical storm hurricane advisories. As these phenomena develop, the information bulletins are issued to inform the public that an unusual weather activity is being monitored.

1. Seven (7) days before the tropical storm or hurricane is expected to influence land areas, the Center will issue advisories on a scheduled basis at 11:00 p.m., 5:00 a.m., and 5:00 p.m.
2. Approximately forty-eight (48) hours prior to the estimated time the tropical storm or hurricane is expected to reach the coastline, the Center will establish watch conditions and issue subsequent advisories.

EFFECTS OF LOSS OF ELECTRICAL POWER OR WATER SUPPLY

During emergencies or situations which can cause loss of electrical power and interruption of water supply pressure from the City of New Orleans, the following conditions can be expected:

Loss of electrical power from ENTERGY and Sewerage & Water Board:

1. All HVAC systems will be out of service including chillers, air-handling units, and exhaust fans.
2. All elevators except those operating off emergency power from the generator (one in the low rise and one in the high rise) will be out of service.
3. All tenant power and lighting except emergency will be out, with exception of service provided by emergency generators.
4. Loss of City of New Orleans water pressure will result in no water supply to this Building.

All services will remain in operation as long as possible. Electrical and water services are temporarily discontinued if the following occurs:

- Utility companies cannot deliver services.
- Conditions on the building site warrant shut down of equipment or systems to prevent damage.

Under most hurricane circumstances, you will have plenty of time to exit the building.

IN CASE OF A HURRICANE:

1. Do not tape the windows.
2. Close all office doors inside your suite.
3. Any window coverings (drapes or miniblinds) should be in the closed position.
4. Be prepared to protect offices that have exterior glass that could be broken by flying debris. Loose papers should be filed or stored away from the windows. Any small items in an office facing the window should be stored.
5. Doors between outer offices and inner corridors should be left closed.
6. Unplug all computers, telecommunications equipment, microwaves, etc. so as to protect them from possible power surges.
7. It is advisable to cover computers with plastic bags to help prevent possible water damage.
8. Secure or remove any valuables, lock file cabinets and desks, turn off the lights in your office and lock the entrance doors to your suite.
9. Account for all employees.
10. Go to your home or designated emergency evacuation shelter.
11. Do not attempt to return to your office until notified by the appropriate local governmental agency or by the Building Management Office.

Closure of the Building will be directed by the City of New Orleans. Upon closure, all tenants must evacuate the property. The building cannot be used as evacuation center for employees or family members.

Be sure that the Management Office of the Building has emergency home/beeper numbers for the appropriate contact person(s) in your office, should we need to contact you. A Web site will be developed for updates on the Building.

Hurricane Categorization

Be aware of National Hurricane Center advisories and bulletins and local official advisories. As weather conditions develop, you should be aware of terms being used:

- a. **Tropical Wave or Disturbance**: A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as Tropical Waves.
- b. **Tropical depression**: An organized system of clouds and thunderstorms with a defined circulation and top winds of less than 39 mph.
- c. **Tropical storm**: An organized system of strong thunderstorms with defined circulation and top winds of 39 - 74 mph, which can quickly develop into hurricanes.
- d. **Tropical Storm Watch**: Tropical Storm conditions are possible in the specified area of the watch, usually within 36 hours.
- e. **Hurricane**: An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.
- f. **Hurricane watch**: A hurricane watch covers a specified area and duration and means that hurricane conditions are a real possibility. When a hurricane watch is issued, listen for further advisories, take steps to notify your employees, secure your office, and be prepared to evacuate if necessary. Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours. During a Hurricane Watch, prepare to take immediate action to protect your property in case a Hurricane Warning is issued.
- g. **Hurricane warning**: When conditions are expected within 24 hours, a hurricane warning will be announced by the National Hurricane Center. All precautionary measures should be completed and you may be required to evacuate the building.

POST THIS CHART SO IT IS CLEARLY VISIBLE TO ALL EMPLOYEES ON YOUR FLOOR.

REMINDERS: RETAIN A COPY OF THIS CHART IN YOUR FILE AND KEEP YOUR CHART CURRENT. SUBMIT ALL UPDATED CHARTS TO BLDG OFFICE: FAX 200-5733.

THE PAN-AMERICAN LIFE CENTER - 601 Poydras

RESPONSIBILITIES REFERENCE CHART

FIRE DRILL & EVACUATION

PLEASE PRINT OR TYPE: **DATE:** _____

TENANT: _____

SUITE #/FLOOR: _____ **TELEPHONE:** _____

NUMBER OF EMPLOYEES IN YOUR SUITE/FLOOR: _____

NUMBER OF DISABLED EMPLOYEES NEEDING HELP IN EVACUATION: _____

The following employees have been appointed Fire/Safety Wardens, Deputy Wardens, and Searchers. (NOTE: Appoint one Fire/Safety Warden for each 7,500 square feet of occupied space or part thereof. Appoint two searchers: one female and one male.)

FIRE/SAFETY WARDEN: _____ **TELEPHONE:** _____

DEPUTY WARDEN: _____ **TELEPHONE:** _____

DEPUTY WARDEN: _____ **TELEPHONE:** _____

DEPUTY WARDEN: _____ **TELEPHONE:** _____

FEMALE SEARCHER: _____ **TELEPHONE:** _____

FEMALE SEARCHER: _____ **TELEPHONE:** _____

MALE SEARCHER: _____ **TELEPHONE:** _____

MALE SEARCHER: _____ **TELEPHONE:** _____

◆ **MEDICAL or FIRE or SMOKE** **911**
(Then Notify Office of the Building 200-5730)

◆ **BUILDING MANAGEMENT and SECURITY**504-200-5730

601 POYDRAS FIRE DRILL/ALARM CRITIQUE

TENANT/COMPANY NAME _____

SUITE/FLOOR NUMBER: _____

TENANT FIRE/SAFETY WARDEN NAME _____

TENANT FIRE/SAFETY WARDEN TELEPHONE NUMBER _____

Voice EVAC System heard clearly throughout your area? __ Yes __ No

If no, where was the problem (be specific)? _____

Strobes: all strobes flashed in your area? __ Yes __ No

If no, where was the problem (be specific)? _____

In your opinion, did the evacuation proceed in a smooth and orderly manner? __ Yes __ No

If no what problems did you encounter? _____

It is important to have the above information so that we may better ascertain both the effectiveness and the performance level of our fire alarm system.

Please type or print your name and sign in the appropriate space. Thank you for your participation.

NAME (TYPED OR PRINTED)

SIGNATURE

Bring this form to the Warden Safety meeting which follows the Fire Drill, or fax to our Management office 200-5733, or email to: mwashburn@stirlingprop.com

PLEASE FAX COMPLETED FORM TO THE MANAGEMENT OFFICE AT: 200-5730

PRINT THIS ON RED PAPER!

INSTRUCTIONS: Listen, do not interrupt the caller. If possible, pass a written note to the person closest to you, advising, "Bomb Threat", and the telephone number of the Fire/Safety Warden and the floor's Deputy Warden.

DATE _____ TIME _____

Exact words of the person placing the call: _____

1. **TRY TO GET THE CALLER TO REPEAT THE MESSAGE!** ("I'm sorry, would you say that again, please?")
2. **DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.**
3. **TRY TO KEEP THE CALLER TALKING!** (Use your imagination - try to act natural.)

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What kind of a bomb is it?
4. What will cause it to explode? _____
5. Did you place the bomb? _____
6. What does it look like?
7. Why did you place the bomb?
8. What is your name? _____

TRY TO DETERMINE THE FOLLOWING: (Circle appropriate word/s)

Caller's Identity: Male Female Adult Juvenile Age ____ Race

Voice: Loud Soft High pitch Deep Raspy Pleasant Intoxicated Other

Accent: Local Not local Foreign Region Other

Speech: Fast Slow Distinct Distorted Stutter Nasal Slurred Lisp Other

Language: Excellent Good Fair Poor Foul Other

Manner: Calm Angry Rational Irrational Coherent Incoherent Deliberate Emotional

Background Noises: Office Machines Factory Machines Bedlam Trains Airplanes Animals Music Quiet Voices
Mixes Street Traffic Party Atmosphere

Length of Call _____

THREAT LANGUAGE: Well Spoken (educated) ____ Incoherent ____ Foul ____ Taped ____ Irrational ____
__ Message Read by Threat Maker

ACTION TO TAKE IMMEDIATELY AFTER CALL: Notify your Fire/Safety Warden as instructed. Talk to no other than instructed by your Fire/Safety Warden.

RECEIVING TELEPHONE NUMBER

PERSON RECEIVING CALL