

NASCAR Plaza Building



EMERGENCY RESPONSE MANUAL

Emergency Response Procedures for Tenants Certificate of Receipt

I, _____, have received The NASCAR Plaza Building Emergency Response Procedures for Tenants handbook and agree to abide by all of the guidelines in the event of an emergency.

Date: _____

Signature: _____

Introduction

Protection of your employees, visitors, and the building is always forefront in the minds of your management team. Good communication with you about your role in building and personal security will help us eliminate or reduce the risk of life threatening situations.

This booklet provides valuable information to ensure maximum protection for your employees and visitors. It should be read carefully by key managers and Emergency-Reps in your office and other designated safety personnel as appropriate. It is essential that these procedures are fully understood and followed when necessary.

In the event of an emergency, the safe and rapid evacuation of the affected area is the responsibility of the fire/police department, supervision/building management, and the individual employee. It is imperative that each employee become familiar with the procedures described in the following document. If there are any questions, please call Property Management at 704-264-1302 for further assistance.

We are very pleased to have you as a tenant and hope that each of you will work with us to enhance the safety and security of all building occupants. Thank you for your cooperation.

Table of Contents

1. Emergency Assistance Team	5-9
2. Building Emergency Procedures	10-11
3. Tenant Fire Evacuation Procedures	12-15
4. Emergency Evacuation Notification Calling Tree	16
5. Other Emergencies	
a. Bomb Threat	17-18
b. Power Outage	19
c. Medical Emergency	19
d. Violence in the Workplace	19
e. Suspicious Package	20
f. Intrusion / Hostage Situation	20
g. Bio-toxins in Mail	21
h. External Hazmat / Shelter in Place	22-23
i. Weather and Natural Disaster Emergencies	24-27
6. Persons Needing Assistance Form	28

The NASCAR Plaza Building

EMERGENCY ASSISTANCE TEAM

The Emergency Assistance Team is comprised of Property Management, Engineering, Security Personnel, Emergency Representatives and Searchers. All team members participate in thorough, routine training in all aspects of the Emergency Procedures Manual, and the building's Life Safety System to insure knowledge and preparedness. Directing the Emergency Assistance Team, the Safety Director and Assistant Safety Director, are defined as follows:

A. Safety Director – Property Manager & Director of Security

Responsible for the coordination and implementation of effective emergency procedures, safe evacuation of building occupants, for the preparation, monitoring and implementation (integrated with the Charlotte Fire Department) of a training program for the customers and the Emergency Assistance Team, fire plan of action, and related records.

B. Assistant Safety Director – Chief Engineer

Responsible for assisting the Safety Director in the implementation of fire evacuation plans, and to assist with the actions taken by the building's Emergency Assistance Team prior to the arrival of the Charlotte Fire Department. The Assistant Safety Director will brief the Charlotte Fire Department Supervisor regarding the seriousness, location, and type of fire, as well as, the emergency response procedures already in place.

C. Emergency Reps / Wardens

Criteria: Emergency Reps are selected on the basis of two (2) principal criteria:

- They are responsible, alert and resourceful individuals who are capable of performing in a leadership role during an emergency situation.
- They work in the building, rather than having primary duties and responsibilities elsewhere.

Emergency Reps are the "connecting links" between Property Management 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.

Emergency Reps are responsible for **selecting, identifying, and training** sufficient assistants and searchers to effectively perform their emergency duties and responsibilities, and to facilitate a safe and orderly response and/or evacuation in an emergency situation. **A minimum of two E-reps (primary and alternate) is required for each floor or company.** Emergency Reps are responsible for communicating appropriate pre-planned emergency procedures and/or data to all employees under their jurisdiction through personnel orientation and/or company bulletin boards. All E Reps should be very familiar with the locations of stairwells, and fire extinguishers.

Emergency Reps and Searchers participation in Fire Drills and other related training provided by the management office are essential. Note that the Charlotte Fire Department may levy fines against an individual or company for failure to participate in a Building Fire Drill.

Emergency Reps are responsible for following strict instruction from the Safety Director or liaison, and for implementing an orderly evacuation plan upon notification from the Safety Director, Assistant Safety Director, the Charlotte Fire Department, or the Building Emergency Intercom System. When an alarm sounds Emergency Reps should immediately direct employees to calmly and carefully proceed down the stairs during the evacuation process, and to go directly to the Designated Assembly Area. While stationed at the Assembly Area, Emergency Reps will proceed with obtaining a headcount of all employees as they arrive.

Once all employees have evacuated the floor, and all Searchers have fulfilled their obligations, and any Persons Needing Assistance have been helped into the stairwell to await the Fire Department's arrival, the entire Team of Searchers should proceed to their assigned stairwell, if possible, and check to be sure that all Searchers are accounted for. Searchers should then proceed to the Designated Assembly Area and check in with the Emergency Rep. The Emergency Rep should then re-confirm the "All Clear & Accounted For" with the Emergency Assistance Team member stationed in the Assembly area.

1. Routine Responsibilities

- a. Examine and determine that all fire doors to stairs are maintained in the closed position and that no doors are obstructed, inoperable or illegally locked.
- b. Ensure that all entrances, exits, lobbies, corridors and aisles are free from obstructions.
- c. Ensure that all exit lights are working properly.
- d. Ensure that all fire safety deficiencies are reported to the Fire Safety Director.
- e. Responsible for knowing where the Designated Assembly Areas are in the event of an emergency evacuation.
- f. Responsible for the availability of Searcher personnel for his or her area and must ensure that up-to-date organization records are maintained.
- g. E-Reps will be familiar with the Building Emergency Procedures Plan, the location of exits and the location and operation of any available fire alarm systems.
- h. E-Reps will have available a current list of all Persons Needing Assistance and their evacuation "Buddies". This list shall include the work locations of both the Person Needing Assistance and that of their evacuation "Buddy". Persons Needing Assistance include those persons who would have difficulty in maneuvering or finding the exit stairs unaided. This would include the physically handicapped, the visually or audibly impaired, those with heart conditions, broken bones, pregnancy, etc.
- i. E-Reps will ensure that the location of fire extinguishers, and exit stairs are known by all floor occupants.
- j. Building occupants will not be permitted to allow accumulation of combustible debris or material within the building. The Emergency Representatives will advise the Fire Safety Director of any infractions.

D. Searchers

Criteria: Searchers shall be persons who are very familiar with their area and are normally in their area most of every workday. They are selected upon the same criteria as Emergency Reps:

- They are responsible, alert and resourceful individuals who are capable of performing in a leadership role during an emergency situation.
- They work in the building, rather than having primary duties and responsibilities elsewhere.

Searchers are appointed by and will take direction from the Emergency Rep, and shall be prepared to step in and take the place of the Emergency Rep in their absence. When the alarm sounds on your floor, Searchers should immediately begin to search their pre-determined designated area of their floor. Every office, cubicle, restroom, storeroom, etc. must be searched for anyone who may not have heard or responded to the alarm. It is the Searchers responsibility to insure that any remaining employees have acknowledged the existence of the alarm.

Once all employees have evacuated the floor, and all Searchers have fulfilled their obligations, and any Persons Needing Assistance have been helped into the stairwell to await the Fire Department's arrival, the entire Team of Searchers should proceed to their assigned stairwell, if possible, and check to be sure that all Searchers are accounted for. Upon evacuating, the Searchers will report the status of the floor to the Emergency Assistance Team member positioned at the stairwell exit out of the building (i.e. "Floor 12 is all clear, no employees present" or "Floor 12 has one Person Needing Assistance and one "Buddy" awaiting assistance to evacuate".)

It is extremely important that location and status be communicated clearly and acknowledged by the Emergency Assistance Team member. Searchers should then proceed to the Designated Assembly Area and check in with the Emergency Rep. The Emergency Rep should then re-confirm the "All Clear & Accounted For" with the Emergency Assistance Team member stationed in the Assembly area.

1. Routine Responsibilities

- a. Searchers should be alert to any fire hazards in their area and should either correct them or report them to the Emergency Rep.
- b. Each Searcher is responsible for knowing the designated exit stairway for their area in the event of an emergency evacuation.

E. "Buddies" to Persons Needing Assistance

Criteria: Buddies should be persons located near their assigned individual needing assistance, and should be someone who is normally in their area most of every working day.

A. Routine Responsibilities:

1. When an alarm sounds the Assistants should immediately locate their assigned individual and should begin to assist them to the closest stairwell on their floor. Once there, they should wait until all other employees have exited and cleared the stairwell, then enter the stairwell and remain stationary on their floor to await assistance from the Fire Department. Notify the Searcher that their individual is cleared and accounted for.

REMEMBER: Property Manager, Chief Engineer, Building Security, Emergency Reps, Buddies and Searchers must continuously demonstrate, by what they say and do that they are capable of leading their employees and visitors to safety! Their lives and safety may depend on you.

BUILDING EMERGENCY PROCEDURES

The NASCAR Plaza Building has a comprehensive Evacuation Plan for emergencies. This plan requires the combined efforts of the tenants, the building management and security staff, and the Fire Department in order to be effective. As a tenant, your responsibility is to understand and execute the evacuation plan in an orderly manner. It is critical to the safety of everyone involved.

Fire Equipment Information

The following information highlights our fire equipment, its operation and our evacuation procedure. The design of The NASCAR Plaza Building incorporates the following features to ensure maximum fire protection and life safety. **Please familiarize yourself with these systems and procedures.**

Sprinkler and Smoke Detectors

- A) The entire buildings, including the parking deck has sprinklers. Any fire intensity greater than 155 degrees F will activate the sprinkler heads in the immediate area of the fire. Flow switches on each floor are activated when a sprinkler head goes off. Activation of this switch will sound an alarm on the affected floor, two floors above, two floors below, the security console and the Fire Control room.

- B) The office tower has an automatic smoke detection system. Multiple smoke detectors are located throughout each floor. If a smoke detector picks up smoke in the building, a fire alarm will be activated in the main fire alarm system. At the same time, fire alarm devices will be activated on the floor the smoke was discovered on. This floor will be considered the fire floor. Alarms will also be activated two floors above and two floors below the fire floor.

Emergency Electrical Service

Emergency power and lighting will automatically activate within 10 seconds of a power loss. The back-up generator will provide power to the security console, life safety systems, emergency elevator service and sufficient lighting for evacuation purposes.

Emergency Communication

The emergency communication system is capable of paging, sending a fire alarm tone and providing a visual light signal. The emergency paging system is capable of single floor or multi-floor paging.

Emergency Exits

Emergency exits are marked with illuminated signs under emergency back-up power. All stairwells are enclosed with fire rated doors capable of restraining a fire for two hours. **We recommend that you use the various stairwells on your floor prior to an emergency situation so that you will be familiar with the pathway and the different building exit points.**

Fire Extinguisher

Fire extinguishers (5 lb. ABC, General Purpose, Dry Chemical) are provided on each occupied floor near each stairwell.

Fire Alarm System Operation

1. When a fire device is activated in the building, an alarm will sound on the tenant floor on which the device was activated, referred to as the fire floor. This alarm will also sound on the two floors above and two floors below the fire floor, as well as throughout the fire stairwells. This is the point at which everyone on the alarm floors should begin to evacuate the floor. The alarm on your floor can be identified by the sound of the fire alarm and/or flashing strobes throughout the space.

If you hear a fire alarm in the background, but you do not hear and visually see the alarms on your floor, you may be hearing an alarm sounding on an adjacent floor or an alarm within the fire stairwells. **In this situation, you should not evacuate but stay prepared in the event the Fire Department requires full building evacuation.** If evacuation becomes necessary, the alarms will be activated on your floor.

2. The fire alarm system must sound the alarms for a minimum of 60 seconds, after which a prerecorded announcement or a manual announcement will be made on the voice paging speaker system. It will provide you with additional evacuation instructions.
3. Upon activation of the fire alarm system, The Charlotte Fire Department will be automatically dispatched and several life safety systems will be automatically activated. These systems will function as follows:
 - a. All doors necessary for egress will automatically unlock.
 - b. Should a smoke detector become activated in an elevator lobby, all elevators included in the bank that services the impacted floors will be recalled to the 1st floor and remain there until the emergency situation has been cleared by the Fire Department.

TENANT FIRE EVACUATION PROCEDURES

When a fire alarm is activated on a floor, all employees and visitors should immediately proceed to the nearest egress stairwell. Evacuate **DOWN** the stairwells and **out of the building** to the **Assembly Area** located at the surface parking lot at the corner of South Caldwell and Stonewall Street.

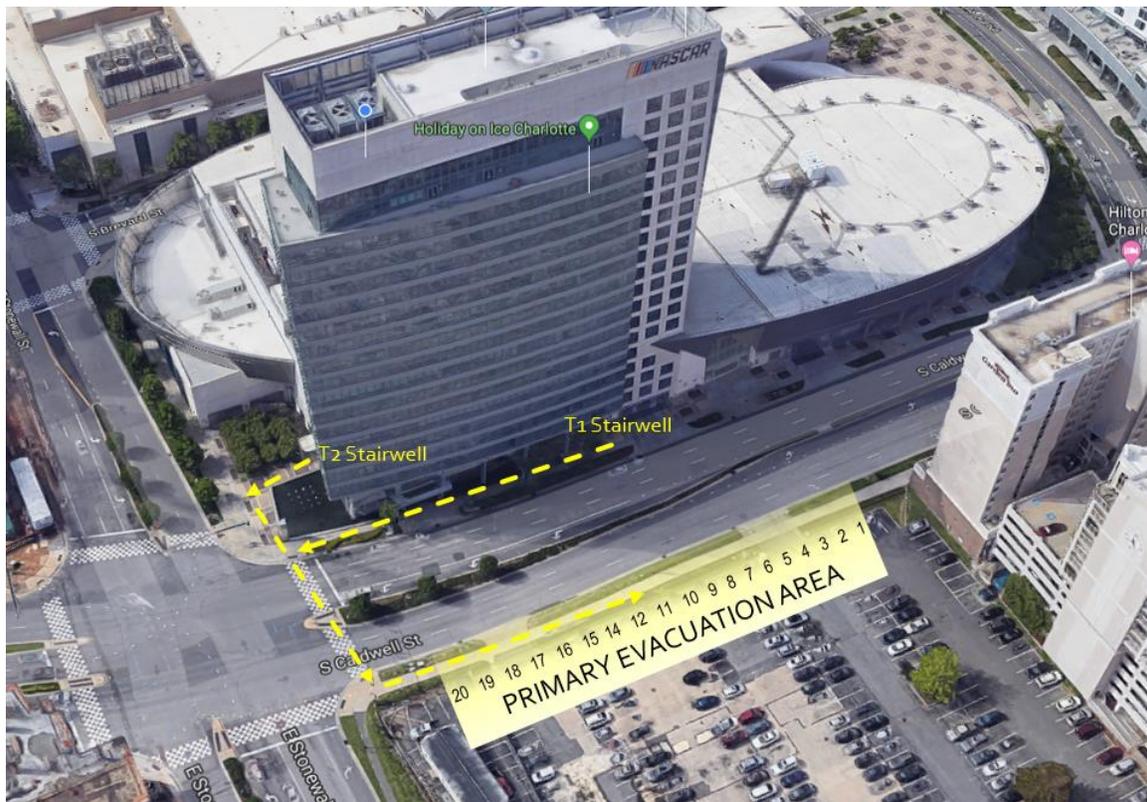
There are two (2) exit stairwells. Stairwell T-1 is located on the Stonewall Street side of the building. Stairway T-2 is located on the South Caldwell Street side of the building. Both stairwells run from the basement to the rooftop.

All employees exiting the building, from either stairwell, should proceed to the Primary Evacuation Meeting Point located in the surface parking lot across South Caldwell St. on the corner of Stonewall Street.

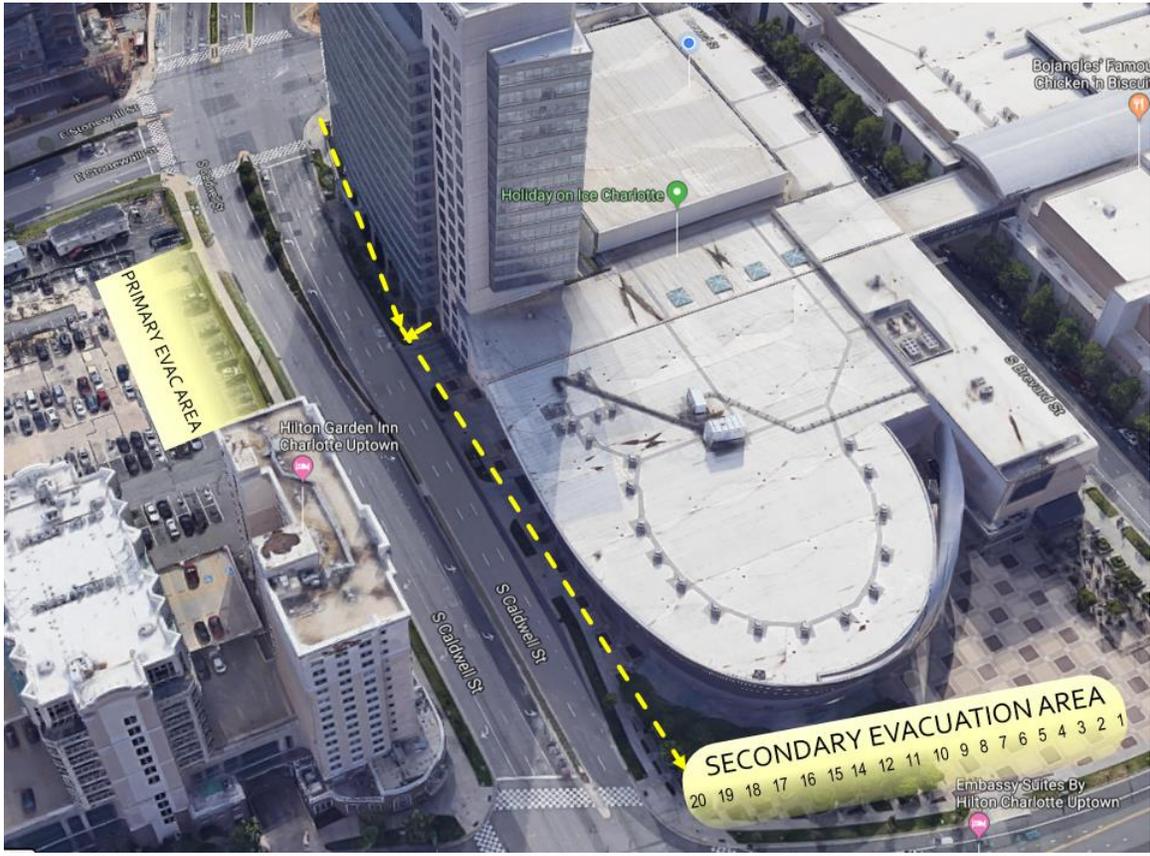
In the event that the Primary Evacuation Meeting Point is deemed unsafe, you will be directed by Building Management or Emergency Personnel to the **Secondary Evacuation Point. This is located in plaza of the NASCAR Hall of Fame on the corner of Martin Luther King Dr. & South Caldwell.**

Map to Assembly Area

Primary Evacuation Area



Secondary Evacuation Area



Once you reach the Assembly Area, please look for your floor/company Emergency Representative (E-Rep). E-Reps will be wearing safety vests. E-Reps have been trained in the Evacuations Procedures of The NASCAR Plaza Building. The E-Reps will count all employees and visitors from their company, department or business unit. **Any discrepancies in the headcount, including persons needing assistance, shall be given to Building Management or Emergency Team Personnel.** It is important that you remain together and quiet in order to facilitate this process. When the all clear is given Building Management or the Fire Department will instruct you to re-enter the building.

NOTE: Once a fire alarm is activated, the building comes under the control of the Fire Department.

Individuals requiring assistance will be escorted with their “Buddies” to the vestibules located in stairwells T-1 or T-2 by an E-Rep. The E-Rep and the individual will wait there for assistance or further instructions. Once inside the stairwell, the fire phone will be used to advise the Fire Control Room of your location.

NOTE: High-Rise Fire Department procedures require a written listing of all tenants needing evacuation assistance to be maintained for presentation to the Fire Department in case of a fire emergency in the building.

If you believe you may need assistance, please notify your floor E-Rep immediately in order to plan for your safe evacuation. A **Persons Needing Assistance Form** is attached to the end of this plan.

Things you should **not do** during a fire alarm:

- 1. DO NOT contact the building management office to find out if you should evacuate your floor during an alarm condition. If you see flashing strobes, and hear sirens on your floor, always evacuate.***

The building management must instruct tenants to evacuate in an alarm condition until such time as the Charlotte Fire Department has physically verified the alarm condition, silenced the fire alarm, and reset the fire system. Therefore, if the alarms are activated on your floor, evacuate!

- 2. Do not** use the elevators to evacuate your floor!

REPORTING A FIRE

Anytime there is a fire, regardless of size, you must notify the Charlotte Fire Department. Accurate, specific, and prompt notification of an emergency is a recognized factor in life-safety in high rise buildings.

If you should discover a fire on your floor, or should see or smell smoke which indicates the presence of fire, report it immediately.

DO NOT ATTEMPT TO EXTINGUISH A FIRE YOURSELF UNTIL AN ALARM HAS BEEN TURNED IN.

HOW TO TURN IN AN ALARM.

For all other building tenants, dial 911 (or what your specific phone system requires to reach 911) immediately and report: There is a fire on the _____ floor of The NASCAR Plaza Building, 550 South Caldwell Street. THIS CALL GOES TO THE 911 DISPATCHER WHO WILL NOTIFY THE CHARLOTTE FIRE DEPARTMENT.

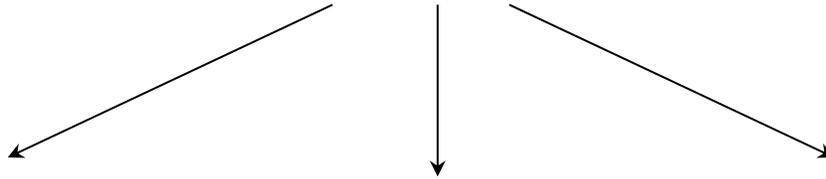
Once you have reported the fire, evacuate the floor. Do not use the elevators.

If you have any questions, please contact your E-Rep or Building Management.

EMERGENCY EVACUATION NOTIFICATION **CALLING TREE**

Alarm or Verbal Notification

Building Security



Building Management

Building Management
704-264-1302

Security Guards

Security Console
704-208-5399

Fire Department

Charlotte Fire Dept.
9-911

When requesting an emergency response through 911, procedures **require** an additional call to building security at 704-208-5399. This would be for any Police, Fire or Medic emergency calls.

This call should be made by the place of business/business unit of occurrence either simultaneously or immediately following the 911 call. This call is **critical** to ensure that, for Police and/or Medic emergencies, building security can have an elevator awaiting the arrival of emergency personnel. An associate from the area of the incident should be sent to the service elevator lobby on their floor to guide responding units to the site of the emergency.

Failure to notify building security may delay Police, Fire and/or Medic response time and thus endanger associates in need. Seconds can mean life or death, and your assistance is very important.

Person Needing Assistance Form

The purpose of this form is to plan for evacuations as part of an emergency response plan. Completion of this form is voluntary and not required. However, it is highly recommended as this information will be used by Building Staff as well as the Fire Department to assist in the event of an emergency. Please provide these forms to the Property Management Office and your Business Unit Manager.

Person Needing Assistance:	Date:
Associate(s) Providing Assistance:	
Mail Code / Floor Information:	
How long is assistance needed: () Ongoing () Temporary	
If temporary, please give expected duration / recovery date:	
Describe Assistance Required:	
Buddies for person needing assistance: (Need two. Please include phone number for each.)	
1.	2.
Emergency Representative for business unit:	

Note:

Keep a copy of this form with your "Emergency Response Plan" for reference during emergency evacuations.

E-mail a copy to the Building Management at nascarplaza@cousins.com

Copy and email to Building Security Team at nascarplazasecurity@gmail.com

OTHER EMERGENCIES

Bomb Threat Procedures

These instructions are for all personnel, especially those at a telephone. Personnel in this category should be issued and be familiar with the **Desktop Procedures Bomb Threat Checklist** and keep it near the telephone but out of general view.

It is always desirable that more than one person listen in on the call. To do this, a covert signaling system should be implemented within the office, perhaps by using a coded buzzer signal to a second reception point.

A calm response to the bomb caller could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths. If told that the building is occupied or cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb's location, components or methods of initiation.

In The Event of a Bomb Threat:

1. Notify your manager and Building Security (704) 208-5399.
2. Ensure call recipient is using the **Desktop Procedures Bomb Threat Checklist**.
3. Ensure associates/employees conduct a visual search of their own work area looking for suspicious objects (example: packages, briefcases, bags and so forth). Each associate/employee should be responsible for his/her own workspace.
4. Do not move or handle any suspicious object.
5. Report location of any suspicious object to Building Security.
6. If advised by Building Security, Building Management, or Civil Authorities, implement **The NASCAR Plaza Building Fire and Safety Evacuation Plan**.
7. E-Reps should ensure that person(s) needing assistance is/are cared for.

Note: During a bomb threat evacuation, elevators may be used to evacuate persons needing assistance. If the fire alarm system is activated, use of the elevators will be discontinued. Use Stairwells.

When a written bomb threat is received / found, follow the above procedures. In addition, save all materials, including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typing, and postal marks. These will prove essential in tracking the threat and identifying the writer.

While written messages are usually associated with generalized threats and extortion attempts, a written warning of a specific device may occasionally be received. It should never be ignored.

Desktop Procedures Bomb Threat Checklist

Should be kept near each telephone but out of general view

<p>QUESTIONS TO ASK:</p> <ol style="list-style-type: none"> 1. When is bomb going to explode? 2. Where is it right now? 3. What does it look like? 4. What kind of bomb is it? 5. What will cause it to explode? 6. Did you place the bomb? 7. Why? 8. What is your address? 9. What is your name? <p>EXACT WORDING OF THE THREAT:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Sex of caller: _____ Race: _____</p> <p>Age: _____ Length of call: _____</p> <p>Number at which call is received:</p> <p>_____</p> <p>Time _____ Date _____</p> <p>Your Name: _____</p> <p>Position: _____</p> <p>Phone Number: _____</p>	<p>CALLER'S VOICE:</p> <table style="width: 100%; border: none;"> <tr> <td>Calm</td> <td>Nasal</td> </tr> <tr> <td>Angry</td> <td>Stutter</td> </tr> <tr> <td>Excited</td> <td>Lisp</td> </tr> <tr> <td>Slow</td> <td>Raspy</td> </tr> <tr> <td>Rapid</td> <td>Deep</td> </tr> <tr> <td>Soft</td> <td>Ragged</td> </tr> <tr> <td>Loud</td> <td>Clearing throat</td> </tr> <tr> <td>Crying</td> <td>Deep breathing</td> </tr> <tr> <td>Normal</td> <td>Disguised</td> </tr> <tr> <td>Distinct</td> <td>Accent</td> </tr> <tr> <td>Slurred</td> <td>Familiar</td> </tr> </table> <p>If voice is familiar, whom did it sound like?</p> <p>_____</p> <p>BACKGROUND NOISES:</p> <table style="width: 100%; border: none;"> <tr> <td>Street noise</td> <td>Factory machinery</td> </tr> <tr> <td>Cafe/bar</td> <td>Animal noises</td> </tr> <tr> <td>Voices</td> <td>Clear</td> </tr> <tr> <td>PA system</td> <td>Static</td> </tr> <tr> <td>Music</td> <td>Local</td> </tr> <tr> <td>House noises</td> <td>Long distance</td> </tr> <tr> <td>Booth</td> <td>Motor</td> </tr> <tr> <td>Office machinery</td> <td></td> </tr> <tr> <td>Other:</td> <td>_____</td> </tr> </table> <p>THREAT LANGUAGE:</p> <p>Well spoken (educated)</p> <p>Incoherent</p> <p>Taped</p> <p>Foul</p> <p>Message read by threat maker</p> <p>Irrational</p> <p>REMARKS: _____</p> <p>_____</p> <p>REPORT CALL IMMEDIATELY TO:</p> <p><u>Building Security</u> _____</p> <p>PHONE NUMBER: _____ 704-208-5399 _____</p> <p>CHECKLIST COMPLIMENTS OF:</p> <p>Cousins Properties</p> <p>NASCAR Plaza</p> <p>704-264-1302 – Mgmt. Office (8:00 am – 5:00 pm)</p> <p>704-208-5399 – Security Console (24 hrs a day)</p>	Calm	Nasal	Angry	Stutter	Excited	Lisp	Slow	Raspy	Rapid	Deep	Soft	Ragged	Loud	Clearing throat	Crying	Deep breathing	Normal	Disguised	Distinct	Accent	Slurred	Familiar	Street noise	Factory machinery	Cafe/bar	Animal noises	Voices	Clear	PA system	Static	Music	Local	House noises	Long distance	Booth	Motor	Office machinery		Other:	_____
Calm	Nasal																																								
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Office machinery																																									
Other:	_____																																								

BUILDING POWER OUTAGE

1. Management Staff will contact the Tenant E-Reps via PA system, telephones, or runners, advising them that a power failure has occurred and that the situation is being investigated. Tenants should be asked to remain in place until an assessment of the problem can be made and is effectively communicated to them.
2. If the outage is anticipated to last longer than 15 minutes, the Building Response Team will unlock all exit stairwell doors to facilitate evacuation. Ensure that security is posted at grade level in all unsecured stairwells. Also advise tenants that the Underground Parking Garage will be poorly lit and to use extra caution when exiting. **LISTEN TO BUILDING ANNOUNCEMENTS.**
3. Determine if and when an evacuation of the building is to be carried out. If it is determined that evacuation is necessary:
 - a. Deploy available staff to assist with evacuation coordination, considering that many occupants will need to access their cars in parking areas and may need assistance or coordination in safely leaving the parking areas as pedestrians leave the building.
 - b. Effectively conduct the evacuation incorporating the Tenant E-Rep Emergency Response network.
4. Once Building Power is restored, make final announcement that building has resumed normal operations.

MEDICAL

Report serious injuries, illnesses, contact with blood, or fatalities to 911, and then immediately contact the security console at 704-208-5399.

Action Steps:

#1

1. Call local emergency number or 911.
2. Give condition of patient, location of patient (address/floor), your name, patient's name, and callback phone number.

#2

1. Notify building security and advise what actions have been taken
2. Clear pathway to patient for emergency personnel.

#3

1. Obtain and provide Medical Information Form to emergency personnel.
2. Wait at the elevator for arriving emergency personnel.

#4

1. Stay with patient and try to keep them calm. Give first aid if you are trained to do so.

VIOLENCE IN WORKPLACE

1. Call emergency law enforcement number or 911 immediately.
2. If necessary, evacuate the area when it is safe to do so.
3. If unable to evacuate, take cover or hide.

4. Don't assume the incident is over until law enforcement advises.
5. Notify the security console at 704-208-5399.
6. If there are any injuries, follow Emergency Response Guide for medical emergency.

SUSPICIOUS PACKAGE

Upon being informed of the discovery of a suspicious package at the NASCAR Plaza Building, the Building Response Team will perform the following procedures:

1. Contact and follow the directions of the Building Incident Commander.
2. Proceed to the area or room where the suspicious package is located. Secure the area or room and prevent occupants from entering the area. Ensure that those who discovered the package or handled it in any way wash their hands immediately before touching anything else. DO NOT DISTURB the package in any way.
3. Stay in contact with the Building Incident Commander via the nearest telephone and follow instructions.
4. Assist the authorities upon arrival by ensuring unobstructed access to the area. Make sure all occupants and nonessential staff members have evacuated from the area. Once the authorities have access to the area, proceed to a safe distance from the area and stand by for further instructions.
5. If the suspicious package explodes and fire develops, contact the Building Incident Commander and attempt to contain the fire, as per the proceeding fire procedures.

INTRUSION / HOSTAGE SITUATION

There are certain situations when, initially, Security will not have immediate control of the situation. An Intrusion and/or Hostage incident is one of those situations. During this situation Security's main focus should be the safety of the Associates. Below are procedures to help ensure the preservation of life.

ARMED INTRUSION/HOSTAGE SITUATION

Procedure:

1. Try to determine the exact location of the hostile and verify as much about the incident as possible without coming into direct contact with the situation.
2. The Console Officer will immediately call 911 and provide dispatch with as much information as possible.
3. If present, the Security Manager, supervisor on duty and rover should quickly and inconspicuously navigate to the associate work spaces and begin relocating associates to offices, closets and under desks. Be sure to explain the situation using as little detail as possible and express upon the associates the importance of remaining in place until otherwise notified by Charlotte Police, Cousins Properties, or Security.

4. Assure that Engineering has secured all perimeter doors. Standby at the main entrance and await the arrival of CMPD. Once CMPD arrives, they will take control of the situation
5. **SECURITY WILL NOT ATTEMPT AN EVACUATION UNLESS INSTRUCTED BY CHARLOTTE MECKLENBURG POLICE DEPARTMENT.**

UNARMED VIOLENT INTRUDER / HOSTAGE SITUATION

Procedure:

1. Immediately call 911.
2. Clear the area of nonessential associates and occupants.
3. Allow the individual space that is five times greater than that for an individual who is in control.
4. Convey empathy by acknowledging the individual's feelings (ex. "You look frightened"). Make eye contact (soft eyes). Look friendly, your mood is contagious.
5. Never approach a violent individual alone or approach unexpectedly from behind.
6. The presence of three or four staff members may be enough to reassure the individual that you will not let him or her lose control.
7. Give simple, positive directions (ex., "Stop"). Repeat the phrase over with a calm, slow voice pattern.
8. Give the individual control by offering alternatives (ex., walking, talking).
9. Set limits.
10. If assault is imminent, quick coordinated action is essential. Stay in step-stance so you can move out of the way quickly.
11. Approach the individual in a calm self-assured manner so as not to communicate your anxiety of fear. Maintain a calm, flexible attitude.
12. Attempt to calm the person without risking bodily harm to yourself.
13. Be aware of a nearby door for quick or sudden egress.

BIO-TOXINS IN MAIL

In the event that mail is received with a suspicious powder or substance either inside or spilling onto surfaces, the NASCAR Plaza Building Response Team will conduct the following response:

1. Phone 911 to inform authorities of what is known about the situation.
2. Alert the Building Response Team to cordon off areas deemed at risk, and shut down any and all building equipment that may increase the threat of spreading the suspicious material.
3. Ensure E-reps have evacuated the affected areas, keeping those exposed to the suspicious agent separated from those that have not.
4. Send a Building Response Team member to meet with the authorities to pass along any important information, to include a list (if available) of all people affected and the locations. Additionally, expect to receive additional direction from authorities.
5. If the order is given to evacuate the building, use the Building Notification system to advise all floor E-reps to begin evacuation procedures using the following script:
 - a. **Attention, Attention please. The authorities have ordered an evacuation of the building. Tenant E-Reps, please initiate evacuation procedures for your respective floor areas. Once evacuated, please proceed to (area as suggested by authorities depending on situation).**
6. Continue to monitor the situation and pass along additional information to Building Response Team members and / or E-reps as received by the authorities.
7. Remain flexible and adapt / revise emergency action plan as necessary, based upon direction from authorities, and pass this information down to entire Building Response Team as appropriate.
8. Release staff as deemed appropriate and per the direction of the authorities.
9. Once the incident is resolved, perform the following steps to resume normal building operations:
 - a. Deactivate teams and overall response plan once directive to do so is provided by the authorities.
 - b. Ensure all contaminated persons thoroughly wash hands and / or shower before leaving the facility, and all clothing and other contaminated materials are secured in appropriate containers.
 - c. Close all logs as necessary and return to normal building operations. ***Note:** Should you in any way feel that your safety is in jeopardy, evacuate the building and proceed to a deemed safe location until the perceived threat is eliminated.

EXTERNAL HAZ-MAT / SHELTER IN-PLACE RESPONSE

In the event of a chemical, biological or radiological contamination threat to the building and surrounding areas, please execute the following procedures:

1. Building Response Team:
 - a. Report to the Fire Command Center (incident command post), to obtain any information about the incident via local news via radio.

- b. Inform all building staff to initiate shelter-in-place procedures.
- c. Utilize the Building Notification System to advise staff, tenants and visitors in the building that their safety is important to us and they should not evacuate the building and remain in place. Emphasize that the authorities have issued these shelter-in-place directives and everyone should implement these steps to ensure everyone's safety. The following announcement should be broadcast to the entire building:
 - i. **Attention, Attention Please. The building has been instructed to begin a shelter-in-place procedure due to an external hazardous material incident in the immediate area of the building. Please remain in the building until the authorities have notified us that it is safe to exit. Please remain calm. Anyone who chooses to leave the building may do so via the main exit stairwells, but once you leave you will not be allowed re-entry. Our Building Response Team has shut down all HVAC equipment. Take all movement orders from your E-Reps. The building elevators will be disabled once all persons needing assistance have been relocated to the shelter-in-place areas. Normal building operations will be resumed as soon as the incident is resolved. We will provide you updates as accurately and timely as possible. Thank you for your cooperation and assistance.**
- d. Utilize the Building Notification System to advise E-reps, instructing them to begin relocating their floor occupants as necessary to their designated shelter-in-place locations, using the following announcement:
 - i. **Attention, Attention Please. All E-reps please initiate shelter-in-place procedures by relocating the occupants from your area via the stairwells to your designated shelter-in-place locations.**
- e. Alert Building Response Team to take assigned positions:
 - i. Security to standby exit stairwells and exits to assist persons wishing to leave the building. If the incident is determined to be chemical or biological in nature, please instruct the Security response team to move to shelter-in-place locations as well.
- f. Procedures for Security Team include:
 - i. Locking all exterior doors, prevent anyone from entering the building for any reason. Only way of exiting building will be through emergency stairwells.
 - ii. Post signage for exiting the building next to emergency stairwell doors. Again no one is allowed to re-enter building once having exited for any reason.
- g. Building Response Team Engineers are to implement the following procedures:
 - i. Shut down all HVAC and Pressurization fans in the building.
 - ii. Be on stand-by to control elevator(s) via firefighter recall should the need arise.

- h. Identify a Response Team member to monitor emergency bulletins via local radio and be prepared to relay all necessary information to building staff via 2-way radios. This will be the primary means of communication due to the likely condition of cell phone overload.
- i. Remind E-reps to implement procedures to use duct tape and heavy gauge plastic to seal all cracks around passenger elevator lobby doors and other doors as deemed necessary.
- j. Remind all E-reps to document who is on their floor and remain alert of the status of everyone.
- k. Continue to monitor radio and be listening for an evacuation order. Attempt to arrange for transportation for those that may not have transportation should an evacuation order be given.

NATIONAL WEATHER SERVICE (DEFINITION OF TERMS)

The National Weather Service is responsible for issuing weather warnings. Severe weather warnings are issued by reference to the following terms:

THUNDERSTORMS

Severe Thunderstorm Watch:

Severe thunderstorms are possible.

Severe Thunderstorm Warning:

Severe thunderstorms have been sighted or indicated by radar.

HURRICANE

Hurricane:

Very strong and pronounced circulation, wind speed of 74 mph or more.

Hurricane Watch:

The National Weather Service issues a Hurricane Watch when conditions indicate a good possibility that a hurricane will threaten coastal or inland communities within 36 hours. The intent is to keep the public aware of the potential hazard and to provide necessary time for survival preparations.

Hurricane Warning:

Hurricane force winds...sustained winds of 75 mph or more are likely within twenty four hours or less.

Evacuation Order:

Evacuation orders will be relayed over local radio and television stations.

TORNADO

Tornado Watch:

Tornadoes are expected to develop.

Tornado Warning:

A tornado has actually been sighted in the area or is indicated by radar.

If a tornado is sighted near the property, a public address announcement will be made advising employees to proceed to designated shelter areas.

HURRICANE RESPONSE

Hurricane season begins in June and continues through November.

PREPARATIONS:

Tune to local radio or television stations for current weather advisories, as well as special instructions from local government.

Check battery-powered equipment. Your battery-operated radio may become the only source of information if utility services are interrupted.

Keep vehicles fueled should evacuation become necessary. Service stations may be closed or unusable after the storm.

Store emergency drinking water.

Be alert for tornado watches and warnings as tornadoes are often spawned by hurricanes. Should your area receive a tornado warning, seek inside shelter immediately.

DURING THE HURRICANE:

Remain indoors during the hurricane. Blowing debris can injure and kill.

Do not travel by motor vehicle.

Be especially wary of the "eye", or center, of a hurricane. If the storm center passes directly overhead, there will be a lull in the wind lasting from a few minutes to half-an-hour or more. As the "eye" passes, winds will once again increase rapidly to hurricane force.

AFTER THE HURRICANE HAS PASSED

If you are in a public shelter, remain there until informed by authorities it is safe to leave.

Stay tuned to local radio or television stations for advice and instructions from local government agencies concerning emergency medical, food, shelter, or other forms of relief.

Stay away from disaster areas where the presence of unauthorized personnel will interfere with essential rescue and recovery work.

Do not drive unless absolutely necessary. Roads should be left clear for use by emergency vehicles. Along coastlines, soil may be washed from beneath pavement, allowing collapse of roads under the weight of a car.

Avoid loose or dangling wires, reporting these immediately to the power company, local police, or fire department.

Report broken sewer or water mains to the water department.

Hurricanes moving inland may cause severe flooding. Stay away from river banks and streams until all potential flooding has passed.

If power has been turned off, check refrigerated food for spoilage. Be suspicious and cautious with water which may have been contaminated.

TORNADOES

BASIC SAFETY RULES:

Stay alert to changing weather conditions.

Take shelter immediately when you hear a tornado warning or see a funnel cloud. Turn on your radio or TV for emergency information.

Move to shelter areas, interior restrooms, or stairwells on the lowest floor. Stay away from windows and large unsupported areas such as auditoriums. If possible, get under furniture or protective covering.

If outside, lie flat in a ditch or low spot away from trees and buildings. Protect head and body with anything available.

Do not remain inside a vehicle. Seek other shelter or lie flat in a ditch.

Do not enter damaged buildings; they may collapse.

Do not use an open flame (utility lines may be broken).

Use telephones only to request an ambulance or emergency assistance or to report the observation of a tornado.

WINTER STORMS

Winter storms vary in size and intensity. Freezing rain or sleet, ice, heavy snow or blizzards can be serious hazards. Property/facility management can lessen the impact of hazardous winter storms if storm warnings are observed with adequate preparation made to protect employees and operations. **Only under the most severe weather conditions will the building be technically “closed”.** **Announcements to this effect will be broadcasted as appropriate.** Based upon travel conditions, the Building Management Staff may operate under a reduced staffing situation. Additionally, the Building Staff will be on heightened alert to respond to any and all winter weather conditions and keep the building premises in a condition to allow for the safe entry and exit of our tenants and guests.

Please be aware of any building announcements or distributions that will detail any building specific policies in effect.

Take all preseason preparation measures appropriate to geographical location well in advance of winter weather. Assure that employees are aware of cold weather safety rules and understand company policies for operations under adverse weather conditions.

EARTHQUAKES

While such occurrences are unpredictable, advance preparation, planning, and training may help protect people from injury or death.

During the Shaking -

Warn employees to stay indoors if already there; stay near the center of the building; and stay away from glass windows, skylights, and doors.

If employees are outside, they should stay in the open, away from buildings and utility wires.

Do not use open flame and extinguish all fires.

Beware of falling objects (file cabinets, bookcases, hanging pictures/glass).

Seek cover under heavy furniture or in an interior doorway away from file cabinets or high furniture. Drop to knees and protect head with arms.

Do not attempt to enter or exit the building.

If outdoors, move to a clear area away from trees, signs, and buildings.

If in a moving car, stop but stay in vehicle until shaking stops.

After the shaking -

Employees should exit the building by the stairs, never use the elevators.

Stay out of, and away from, damaged buildings; after-shock may topple damaged structures.

If gas leakage is detected, shut off the main valve, open windows, and keep the building cleared until utility officials determine it is safe to return.

At some facilities, shutdown of electrical systems and fuel tanks may be required following an earthquake to avoid the potential for fire.

Notify police and fire department of injuries sustained, if possible.

Assist with rescue operations. Implement rescue team assignments using available personnel. Provide information and assistance as able to emergency response personnel.