

EMERGENCY PROCEDURES

Wellington Centre
14643 Dallas Parkway
Dallas, Texas 75254

Phone Numbers for Emergencies

Fire Department 911
Police 911
Ambulance 911
Management Office . . . 972/991-0990
Security Portable Phone 972/386-6372

READ AND UNDERSTAND ALL INSTRUCTIONS THOROUGHLY.
THE LIFE YOU SAVE MAY BE YOUR OWN.

EMERGENCY PROCEDURES

ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation available. However, they do occasionally malfunction due to sophisticated automatic controls.

What To Do In An Emergency:

1. Pick up the receiver located in the telephone box in the elevator. The telephone will automatically dial the alarm monitoring station. This phone is monitored 24 hours per day. You will need to have the following information ready to give the operator when the line is answered:
 - A. What is the building name and its physical address
(this should be posted on the inside of the door to the telephone box).
 - B. What elevator are you in (give the operator the number which is stenciled inside the phone box door).
2. Press the "EMERGENCY" or "BELL" button.
3. Remain calm. It takes a minute or two for people to know where you are.
4. Do not try to force the elevator door open.
5. If a malfunction is observed from outside the elevator, please notify Building Management at **(972) 991-0990**.

This is what happens:

1. Building Management or Security will be called by the alarm company and they will, in turn, call the elevator company for assistance. This will happen 24 hours a day, 7 days a week.
2. Building Management will be notified by Security, if they are not already aware of the situation.
3. Someone will be in communication with you.
4. Passengers will be assisted as soon as the elevator company technician arrives.

ELEVATOR EMERGENCY

ACCIDENT OR ILLNESS

In the event that an accident or illness of a Tenant's employee or visitor takes place in your office area:

1. Call 911 and have the following information ready to give the operator –
 - A. Identify yourself
 - B. Give the physical address (14643 Dallas Parkway, Addison), the floor number of the building, and the location of the emergency.
 - C. Any details available of the accident or illness.
 - D. Call the Management Office (972) 991-0990.
2. Give the Management Office the following information –
 - A. Floor of the building and location of the emergency
 - B. Any details available of the accident or illness.
 - C. Let the office know if you have already called 911.
 - D. If the emergency needs someone trained in CPR, let the management office know so they can alert the closest person in the building.
3. Do not move injured or ill person. Try to make them more comfortable.
4. Have someone meet the emergency unit at the freight elevator on your floor but also be watching the passenger elevators as they might use one of those instead.

THIS IS WHAT HAPPENS:

1. Property Management or Security will stand-by an elevator on the lobby level to accommodate the stretcher and/or medical personnel and equipment.
2. Paramedics will be with you shortly and administer necessary medical assistance.
3. Ambulance will arrive and take the injured or ill person to the hospital if necessary.

ACCIDENT OR ILLNESS

BOMB THREAT

In the event a Bomb Threat is Received:

1. Immediately call the Police Department at 911 and the Building Management Office at (972)991-0990. Be prepared to provide the following information:
 - a. Tell the 911 operator "I have received a bomb threat".
 - b. Give your company name, the building name, the building address, and your suite number.
 - c. Give the name of the person receiving the call if someone other than yourself.
2. After you have notified the Police Department and Building Management, notify the following:
 - a. Office Manager
 - b. Alternate or your direct supervisor
3. Each individual should commence a search of your area to determine if any strange objects are present. DO NOT TOUCH SUSPICIOUS OBJECT IF FOUND !!!
4. Report to Building Management personnel or security on the scene the results of your search.
5. The following page is a guide for handling a bomb threat call and contains information to record and have available for authorities.

This is What Happens:

1. Police are in transit.
2. A common area search is made by Building Management personnel and Office Managers
3. An office area search is made by each office manager and/or designated office personnel.
4. Police and/or bomb squad contacts and questions the person who received the bomb threat.
5. A building evacuation may take place.
6. An "ALL CLEAR" will be given when authorized by the Police Department or the Bomb Squad.

BOMB THREAT

BOMB THREAT PHONE PROCEDURE

TELEPHONE OPERATOR CHECK LIST

If you receive a bomb threat call, keep calm. Have a prearranged signal to alert your manager or supervisor so they might listen in and, if possible, record the call. Advise the caller (if you can) that the detonation of the bomb may kill or injure innocent people. Obtain as much of the following information as possible.

- Where is the bomb?
- What time is it set to go off?
- What kind of bomb is it? If dynamite, how many sticks?
- Method of activation: mechanical, movement of a clock, chemical action, etc.
- What kind of package or box?
- Method of deactivation
- What is your name, address, telephone number?
- Is the call a hoax or legitimate? (circle one)
- Judge the voice: Male Female Child Age Accented Speech
 Drinking? Other
 Nationality:
 White Black Hispanic Oriental Other

Listen and try to identify background noises:	Check if Heard	Description
Music	_____	_____
People Talking	_____	_____
Cars or Trucks	_____	_____
Airplanes	_____	_____
Children/Babies	_____	_____
Machine Noises	_____	_____
Typing	_____	_____
Other	_____	_____

REPORT THE CALL TO:
911 – The Police Department
Building Management @ (972) 991-0990

BOMB THREAT PHONE PROCEDURE

TORNADO PROCEDURE

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 the direction of movement. Wind speeds will be 75 MPH or greater to be classified as a tornado.

TORNADO WATCH:

By definition, a tornado watch means that weather conditions are right for the formation of cyclical movement that can spawn a tornado.

PUBLIC WARNING:

Public warning will come over the radio or TV. Tune to either when conditions are right for tornadoes. If you are connected to the internet, all local TV stations have web sites which feature Doppler radar readings which are upgraded regularly. Here are some of them (<http://www.wfaa.com>; <http://www.nbc5i.com/>; <http://cbs11tv.com/>). The National Weather Service also has a web site (<http://www.nws.noaa.gov/>).

ACTION TO TAKE IF A TORNADO WARNING IS ISSUED:

1. Get away from the perimeter of the building and exterior glass.
2. Leave your exterior office and close the door.
3. Proceed to one of the three stairwells or either of the restrooms on the floor.
4. Sit down and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
5. DO NOT go to the first floor lobby or outside the building.
6. Should you be caught in an outside perimeter office, seek protection under a desk, pulling the chair toward you to protect you from any flying glass or other debris.

TORNADO PROCEDURE

BUILDING EVACUATION

It is the responsibility of each employee to know their company Emergency Warden, Alternate Warden, or Office Manager. They should also be familiar with their respective evacuation plans (i.e. how they would leave their office in order to escape a fire or other emergency).

DO'S

1. Follow the instructions of your individual company Office Manager or Emergency Warden.
2. Close the door of your private office as you leave if applicable.
3. Form an evacuation line – single file.
4. Use enclosed stairwell for evacuation and keep to the right.
5. Keep talking to a minimum so as to hear any instructions that might be given out by security, building management personnel, or emergency personnel.
6. No Smoking.
7. Use hand rails in the stairwells.
8. Follow any instructions given by emergency personnel, security, or building management personnel.
9. Take any handicapped person(s) in your office to the closest available stairwell and assign someone to wait with the person(s) on the landing.
10. Notify Building Management of the location of handicapped person(s) so they can relay this information to the Fire Department or other emergency personnel.
11. Take purses, keys, glasses, medications, etc. with you when you evacuate your office.
12. If there is a fire emergency, leave your corridor suite doors closed but **unlocked**.
13. Proceed to the **Central Gathering Area** (the open area to the north side of the building, between the parking garage and the 2 story wing of the building).

DON'TS

1. Do not go to the elevators. They are used for emergency personnel.
2. Once you have left your area, do not return for anything unless notified by authorities or Building Management that it is safe to do so.
3. Do not take up the entire stairwell in your descent. You should use the right side of the stairwell to accommodate emergency personnel trying to go up the same stairwell.
4. Do not crowd out people entering from lower floors. Be ready to merge with other people evacuating the building. The system is designed so as not to cause too many people to need to evacuate at the same time, but in a case of serious emergency, the stairwells could become crowded.
5. Do not run or create panic.
6. Do not return to the building until an "All Clear" has been given by Building Management.
7. Do not proceed into the parking garage, except to get to the central gathering area.
8. Do not attempt to go to your vehicle and exit the garage.

BUILDING EVACUATION

FIRE PROCEDURE

Upon Discovery of a Fire or Smoke:

1. If the fire alarm has not already been tripped, pull a Fire Alarm Pull Station that is located in the corridor by each of the stairwells, and in the elevator lobbies.
2. Call the Fire Department by calling **911**. Give the operator the address, the floor number and the suite number.
3. Close all of the doors you can around the fire to help contain it.
4. Call the Management office (972/ 991-0990) and give them the fire location, if time permits.
5. Evacuate using the stairwells only. (See the sheet labeled Evacuation Procedure)
6. Helpful Hints:
 - a. Know where the stairwells are located in proximity of your work area, and how to reach an alternate exit, should the one closest be blocked by fire.
 - b. Do not attempt to fight a fire unless it is just beginning to smolder or smoke. If flames are visible, close all of the closest doors (see #3 above).
 - c. Use stairwells only to evacuate the building.
 - d. Do not attempt to use the elevators as the fire personnel will need them to bring equipment into the area.
 - e. If caught in heavy smoke, drop to the floor and take short breaths through your nose, then crawl toward the stairwell to escape. The heat of a fire causes smoke to rise so the air nearest the floor is the clearest.
 - f. Remain calm, both for your sake and for those around you.
 - g. Get clear of the building as quickly as possible. Proceed to the designated gathering area in the north open area between the parking garage and the 2 story wing. Watch for vehicle traffic.
 - h. Remember to take any important items with you as you leave, such as glasses, keys, purses, medicines, etc.

What Happens:

1. The Fire Department is automatically notified when the Fire Alarm Pull Stations, the overhead fire sprinklers, and/or the smoke detectors are activated.
2. Simultaneous to the activation of any of the above items, either a taped voice, bell alarm or both, will sound to alert the occupants of the building. It will be audible on the floor of the alarm and the floor directly above and below the alarmed floor. As additional devices (smoke detector, pull stations, or sprinklers) are activated by smoke or temperature, additional floors will alarm. This will continue as needed. There is a full building pull station located in the fire control room should there be a full building emergency.
3. Large fans in each stairwell, around the perimeter of the first floor, and on the 5th floor atrium lobby will begin to move any smoke from the building. The stairwell fans cause some stairwell doors to be more difficult to open. Get help if necessary.
4. Building personnel will be moving toward the lobby area and may be going up the stairwells as you are coming down. Please let them pass. Those in the lobby area will assist in the evacuation by clearing the lobby area for the Fire Department, and will direct occupants of the building as to where they need to proceed in order to get a head count of all occupants.
5. Fire Department's response to the property is usually within 7 minutes after the alarm has been activated or being notified by phone.
6. No one will be allowed to re-enter the building until advised by the Fire Department that conditions are safe.

FIRE PROCEDURE

ADDITIONAL EMERGENCY INFORMATION

Each person should become familiar with all provisions of these emergency procedures. Each Office Manager, Emergency Warden and/or Alternate Warden should be responsible for each employee of that office being aware of all emergency procedures and that they know how to safely exit their suite and evacuate the building at all times and under all circumstances.

Fire protection equipment is located on each floor of the building. There are smoke detectors located in each elevator lobby and in each of the main air ducts of the HVAC system on that floor. There are fire extinguishers on the floor landing of each of the three stairwells and inside some of the larger suites of the building. By code there is to be a fire extinguisher within 75 feet of all parts of the floors. Make sure not only the Office Manager, Emergency Warden and the Alternate Warden know where these can be found, but that all employees in that office know where one can be found. There are Fire Alarm Pull Stations by each stairwell and in the main elevator lobby for each floor. The entire building, including all mechanical rooms, and the garage are fully sprinklered.

Some Fire Prevention Tips:

1. Be certain that all coffee pots, hot plates, toasters, microwaves, and other electrical appliances have the UL (Underwriters Laboratories) label.
2. If extension cords are necessary, make sure they are single outlet, heavy duty cords or power strips that have their own circuit breakers in case of a short. The Fire Department does not allow light weight household type extension cords with the three outlets on the end.
3. If a fluorescent light fixture becomes overheated (characterized by a pungent, burning odor), call the Management Office at once to report the problem.

When a fire alarm sounds, do not call the Management Office to inquire as to whether it is real or not. If you can hear the announcement regarding a Fire Alarm reported in the building, then you need to leave your office. In an alarm situation, you can be fined or arrested by the Fire Department if you ignore the warning signals and remain in your office. Remember that you need to close your private office door, and leave your suite door unlocked to facilitate the emergency personnel, security, and/or building engineers to search out the cause of the alarm. We don't consider most fire alarms "false" if something triggered the alarm. Burned toast or popcorn may not be a "fire", but if it sets off the alarm, then it shows that the system is working properly and that tenants were notified to exit the building long before their safety came into question. A true false alarm is one in that neither the fire department nor building personnel can find a cause for a device to have gone into alarm. When the alarm sounds in your suite, you should proceed in an orderly manner to the closest stairwell and exit the building as noted in Building Evacuation.

In the event of a **power failure**, please remain calm and in your office until power is restored or until you are notified by Building Management that an evacuation is necessary. If the building is completely evacuated, you will need to take everything with you as you will be leaving for an extended period or possibly the remainder of the day.

ADDITIONAL EMERGENCY INFORMATION