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NORTHLAND EXECUTIVE OFFICE CENTER

Emergency Procedures

IN AN EMERGENCY

FIRST CALL 9-1-1

- ρ To report a medical emergency.
- ρ To save a life.
- ρ To report a fire.
- ρ To report or prevent a crime that is occurring, has just occurred, or is about to occur.

This number provides direct access to police, fire, ambulance, and rescue assistance. If one of the above named emergencies occurs in the 3500 or 3600 building, **FIRST call 9-1-1**, and then call United Properties at (952) 831-1001.

- ρ Give building address. (See site map in back of book.)
- ρ Provide floor number and location.
- ρ Explain the emergency situation.



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BOMB THREAT

1. **Call 9-1-1 and state the following information:**
 - a) You have received a bomb threat.
 - b) Location:
 - Building name: Northland Executive Office Center
 - Building address: 3500/3600 West 80th Street
Bloomington, Minnesota
 - Your company's name and suite number; your name.
 - c) Ask what procedures you should follow.

2. **Call United Properties at (952) 831-1001 and state the following information:**
 - a) You have received a bomb threat.
 - b) Location:
 - Building name: Northland Executive Office Center
 - Building address: 3500/3600 West 80th Street
Bloomington, Minnesota
 - Your company's name and suite number; your name.
 - c) What the police have instructed you to do.

NOTE: If you are on the Entelcom Phone System and are dialing 911 for any emergency, please notify Entelcom at 893-6980 to inform them that you have dialed 911, as 911 will follow up with them to verify the emergency.

In addition, please state to 911 that your building address is Northland Executive Office Center – 3500/3600 West 80th Street (as it shows this address on their system).

3. After you have made the calls, notify the following:
 - a) Designated Emergency Team Leader
 - b) Floor Leader
 - c) Alternate



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4. Commence a search of your area in accordance with your company's procedures to determine if any strange objects are present. **DO NOT TOUCH SUSPICIOUS OBJECTS IF FOUND.**
5. Report to Building personnel on the scene the results of your search or report the results to the Management Office at 952-893-8886.
6. Attached is a guide on handling bomb threat calls and information to record and have available for authorities.

THIS IS WHAT HAPPENS:

1. Police are notified/dispatched by 9-1-1.
2. Building personnel will conduct a search of the building common areas.
3. Police or Bomb Squad will contact the person who received the bomb threat.
4. A building evacuation MAY take place.
5. The building management will give an "ALL CLEAR".



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BOMB THREAT CHECKLIST

If you receive a bomb threat or find a suspicious package, keep calm. 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 you can:

Exact time of the call: _____

Exact words of the caller: _____

1. Questions to ask:
- a) *What is your address?*
 - b) *What is your name?*
 - c) *Caller's age.*
 - d) *Caller's sex.*
 - e) *Caller's race.*
 - f) *Caller's intent, timing of bomb, location.*
 - g) *When is the bomb going to explode?*
 - h) *Where is it right now?*
 - i) *What does it look like?*
 - j) *What kind of bomb is it?*
 - k) *What will cause it to explode?*
 - l) *Did you place the bomb?*
 - m) *Why?*

What was the caller's voice like?

- | | | |
|------------------------|------------------------------|-----------------------------|
| _____ <i>Calm</i> | _____ <i>Nasal</i> | _____ <i>Laughter</i> |
| _____ <i>Angry</i> | _____ <i>Stutter</i> | _____ <i>Deep breathing</i> |
| _____ <i>Excited</i> | _____ <i>Lisp</i> | _____ <i>Crying</i> |
| _____ <i>Slow</i> | _____ <i>Raspy</i> | _____ <i>Cracking voice</i> |
| _____ <i>Rapid</i> | _____ <i>Deep</i> | _____ <i>Normal</i> |
| _____ <i>Soft</i> | _____ <i>Ragged</i> | _____ <i>Disguised</i> |
| _____ <i>Loud</i> | _____ <i>Clearing Throat</i> | _____ <i>Slurred</i> |
| _____ <i>Distinct</i> | _____ <i>Accent</i> | _____ <i>Familiar</i> |
| _____ <i>Whispered</i> | | |



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If the voice is familiar, who did it sound like?

Were there any background sounds?

- | | |
|---|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Office machinery | <input type="checkbox"/> Other _____ |

How did the person sound?

- | | |
|--|--|
| <input type="checkbox"/> Well spoken
(educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by
threat maker |

Remarks: _____



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BIOLOGICAL OR CHEMICAL THREATS

If you receive or encounter any suspicious material or substance:

2. **CALL 9-1-1 and state the following information:**
 - ρ There is a biological or chemical threat.
 - ρ Give the building name and address: Northland Executive Office Center
3500/3600 West 80th Street
Bloomington, Minnesota
 - ρ Provide the floor number and location.
 - ρ Explain what type of fire it is and the details you know.
3. **Call United Properties at (952) 831-1001 and state the following information:**
 - ρ You have called 9-1-1 and reported a biological or chemical threat.
 - ρ Give them the same information provided to 9-1-1. (See #2 above.)



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ELEVATOR EMERGENCY

If you are trapped in an elevator:

1. Open the phone box in the elevator and press the button. You will be immediately connected to elevator service company.
 - ρ Give the building name and address: Northland Executive Office Center
3500/3600 West 80th Street
Bloomington, Minnesota
 - ρ Inform them that you are stuck in the elevator.
 - ρ Let them know which elevator you are stuck in and the floor location.

A technician will be dispatched immediately. Northland Executive Office Center's building management will be informed of the situation.

REMAIN CALM - DO NOT PANIC.

Do NOT attempt to force open the doors or crawl out of an elevator stuck between floors.



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FIRE PROCEDURES

1. **Close the door leading to the source of the fire.**
2. **CALL 9-1-1 and state the following information:**
 - ρ There is a fire emergency.
 - ρ Give the building name and address: Northland Executive Office Center
3500/3600 West 80th Street
Bloomington, Minnesota
 - ρ Provide the floor number and location.
 - ρ Explain what type of fire it is and the details you know.
3. **Call United Properties at (952) 831-1001 and state the following information:**
 - ρ You have called 9-1-1 and reported a fire emergency.
 - ρ Give them the same information provided to 9-1-1. (See #2 above.)
4. If the fire/smoke alarms go off, evacuate the building immediately. Close office doors as you leave, but do not lock them. Follow the exit signs to the nearest stairwell, and exit the building on the ground or lower levels. Building exits will be marked with exit signs. It is important to move away from all entrances, fire lanes, and the loading dock area, as well as the parking decks. The fire department and/or personnel will notify tenants when it is safe to return to the building.
5. **DO NOT TAKE THE ELEVATORS !!**
(In an emergency, elevators will be available only to the fire department.)
6. If heavy smoke is present, stay near the floor where the air is better. Take short breaths and breathe through your nose.
7. Proceed to the first floor or lower level, then to the nearest exit.
8. Once outside, move as far away from the building as possible. Please stay clear of building entrances since fire and emergency personnel will use these.
9. **DO NOT try to fight the fire.**

Fire sensing devices are strategically located on each floor. When you hear the fire horns, the following will automatically and simultaneously take place:

- The “siren” fire horns will sound.
- The elevator cars are automatically called to the ground floor or lower level and open up. Elevators will remain there until released by the fire department.



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INTRUDERS/SUSPICIOUS PERSONS

1. Inquire if you can help.
2. Note the location and description of intruder/suspicious person or activity.
3. **Call 9-1-1. Try to keep track of where the person is going. Try to get license number make/model of car if the person gets into a car.**
4. Notify the building management office at (952) 831-1001.
5. Remember as many details about the intruder(s) as you can.



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MEDICAL EMERGENCY OF AN EMPLOYEE OR VISITOR

1. **CALL 9-1-1.**
2. **State the following information:**
 - a) You need medical assistance.
 - b) Building name and location: Northland Executive Office Center
3500/3600 West 80th Street *and* Suite Number
Bloomington, Minnesota 55431
 - c) Type of illness or injury.
 - d) Individual's present condition. You may be asked to stay on the phone for pre-arrival information.
3. **Call United Properties at (952) 831-1001 and state the following information:**
 - a) You have called 9-1-1 and have requested medical assistance.
 - b) Inform them of the same information provided to 9-1-1. (See 2. above.)
 - c) Your name and individual's name, if known.
 - d) **DO NOT** move the injured person unless their position is causing more harm. Do try to make them comfortable and reassure them.
 - e) If possible, have someone from your company meet the emergency crew at the front door of the building to quickly direct them to the injured person.



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POWER FAILURE

In the event of a power outage, the building will have designated emergency lighting throughout the building.

1. In the event of a power failure in your space or in the building, call United Properties immediately at (952) 831-1001.
2. Open draperies and raise blinds to let in all available ambient light.
3. If you are trapped in an elevator during a power failure, **DO NOT PANIC**. Open the phone box and press the button. It will automatically call the elevator service company and report to them that you are trapped.

Do NOT attempt to force open the doors or crawl out of an elevator stuck between floors.

4. If you are instructed to evacuate, do so immediately. Return to the building when instructed by the proper authorities.
5. **DO NOT** congregate in the lobby, atrium areas, or at the building entrances. Emergency personnel may use these areas.

*Keep the following supplies on hand in case of an outage:
working flashlight, battery-powered radio, extra batteries, and extra flashlight bulbs.*



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RIOT / PUBLIC DISTURBANCES

1. Immediately report any riot or public disturbance to 9-1-1.
2. Provide the following information:
 - ρ Building name and address: Northland Executive Office Center
3500/3600 West 80th Street
Bloomington, Minnesota
 - ρ Your company name and suite number.
 - ρ Your name.
3. **Do NOT** get involved.
4. If you are able to move to a safe area, you should do so immediately.
5. Stay calm.



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THEFT

FIRST CALL 9-1-1 IF A THEFT IS IN PROGRESS AND/OR THE INDIVIDUAL IS STILL ON THE PREMISES.

1. If the theft is discovered at a later date, the police should be contacted using a non-emergency number. The Bloomington Police Department can be contacted 24-hours, everyday, at (952) 563-4900 or (952) 563-8804.
2. Call the property management office at (952) 831-1001 to report the details of the theft.
3. It is important that a police report is completed and filed.
4. Please send a copy of the police report to the United Properties management office at 3500 West 80th Street, Bloomington, Minnesota 55431.

It is very important that reception areas are attended at all times. If a reception area is going to be vacant, even for a short period of time, please secure the front door to your office.

All valuables should be kept in a locked office or other secure location.



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TORNADO WARNING / SEVERE WEATHER

Hennepin County Emergency Management will issue the severe weather warning by radio or outdoor warning sirens.

Action to take:

1. Notify your staff (you should have emergency team leaders to do this)
2. Move away from the perimeter of the building and exterior windows.
3. Leave the exterior offices and close the door behind you.
3. Seek shelter in the stairways, as they are the safest areas, followed by the corridors and interior offices. Go to the lowest level of the building via the stairway.

DO NOT TAKE THE ELEVATORS !!

4. Sit down and protect yourself by putting your head as close to your lap as possible or kneel, protecting your head.
5. Assign people within your office to make certain that all members of your staff have vacated safely.

If you are in transit in the building:

6. Take the stairwell to the ground floor for shelter.
7. **Do NOT** go outside the building.

If you are caught in a perimeter office:

8. Seek protection under a desk.
9. Remain in these areas until the National Weather Service issues the “all clear”; or your emergency team leader advises that the threat is gone.



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YOUR COMPANY PLAN

Your company should have its own emergency procedures program. We recommend that you update it regularly and not less than annually.

Areas to be covered should include, but not be limited to:

1. Assigning an Emergency Team Leader and Alternate Team Leader to evacuate your office and to ensure all employees have been evacuated safely.
2. Regularly reviewing of your company emergency program.
3. Regularly reviewing Northland Executive Office Center building emergency recommendations.
4. Posting floor evacuation maps.
5. Designating meeting place. The company coordinator should take a head count once everyone has reached the meeting place.
6. Awareness of optional exit(s).
7. Switchboard training on proper emergency procedures. Maintain a bomb threat checklist at your switchboard. Have a weather alert radio on the receptionist desk.
8. Compiling and maintaining a list of your staff members' emergency telephone numbers.

Appointing key members of your staff as emergency team leaders. Emergency team leaders should be familiar with emergency procedures and trained to ensure that your staff is fully evacuated during severe weather or fire emergencies. Fire monitors can also be assigned to assist handicapped staff members and visitors in evacuating the building.



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QUESTIONS?

... CALL PROPERTY MANAGEMENT.

Please feel free to contact United Properties at (952) 893-8886 with any questions you may have.

We will continue to provide you with updates and keep you informed on the most current information.

At United Properties, our commitment to quality customer service drives us to implement the best possible solutions for property owners, investors, and tenants.



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