

**EMERGENCY**  
**PROCEDURES**  
**MANUAL**

*Prairieview Shopping Center*





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## **A. COMMUNICATIONS**

Please take a moment to review and circulate among your staff the enclosed emergency procedure information pertaining to your building.

Emergency procedures include fire procedures, building evacuation, power failure procedure, employee or public accident, tornado/thunderstorm procedure, bomb threats, and public disturbances and riots.

Many of these guidelines are common approaches; however, we recommend that you review the procedures in detail, as there may be some items you do not know how to handle.

Prairieview Shopping Center is in an area with an established 911 service; therefore, “911” may be dialed for any emergency, Fire, Police, or Ambulance.

Please incorporate this with information you provide to new employees. Do not hesitate to contact me directly at 651-734-2389 or our 24-hour number, 952-831-1001, if you have any questions.

Thank you.

## **B. BUILDING EVACUATION**

It is the responsibility of each employee to be familiar with respective evacuation plans, and location of nearest exit.

In the not too distant past, evacuation was almost a second sense to an alarm sounding. However, a detailed study conducted by insurance company engineers shows that in most every major fire station, the largest number of fatalities were a result of evacuation.

Evacuation is most effective and least hazardous when a fire is discovered in its earliest stages, or when you have a situation of light smoke but have yet to discover an actual fire. This allows an atmosphere of greater control and less panic when evacuating.

If you are not quite sure about evacuation, and because the shopping center is monitored by a central station and has good response time from the Fire Department, you may want the responsibility to rest on the shoulders of the fire officer in charge once he arrives.

The manager on duty in each business should be trained to evacuate all employees and customers in the Premises in an orderly fashion.

### **DO's**

1. Follow the instructions of your manager or Fire Department.
2. Move at a very rapid pace, but not a run.
3. Keep talking to a minimum.
4. No smoking.
5. Listen for instructions and follow them.
6. Keep calm.
7. The method of evacuation of handicapped will be determined by the manager or Fire Department. Due care should be taken to assist this individual to safety.
8. Once all employees and customers are outside the Premises, please retreat to a point farthest from the building and out of traffic flow.

### **DON'Ts**

1. Once you have left your area, do not return for coats, purses, etc.
2. Do not run or create panic.
3. Do not return to the premises until the manager or Fire Department gives an "All Clear" signal.

## **C. FIRE PROCEDURE**

In the event of a fire, it is the primary responsibility of the manager on duty and/or the Fire Chief to ensure the safety of the employee and customers and minimize loss of personal property, with the assistance of the local fire department.

Any and every fire, regardless of how small and even if extinguished, must be reported immediately to the fire department. All stores must have properly charged fire extinguishers in accessible locations. All business owners must train their staff on the correct operation of the fire extinguishers.

Upon discovering a fire that has not yet triggered the fire sprinkler system, you should immediately dial "911."

1. Call Fire/Police Department (911)
  - a. Give building name and address
  - b. Give tenant name and emergency type
  - c. Give details of fire emergency
  - d. Remove persons in immediate danger
  - e. Confine fire - close doors
2. Call United Properties Building management office at 952-831-1001 and report the above information. Inform them that you have called the Fire/Police.
3. If evacuation is necessary, see evacuation procedure included herein. Do not evacuate unless you are in danger of flames or smoke or authorized by the Fire Department.

In case of fire, employees should remain calm and be reassuring to their customers.

All employees must become familiar with the following items so that they can commit them to memory, can recite them from memory, and can practice them by instinct in case of fire. We can best protect our customers, the property, and ourselves when we are well informed.

1. Know the location of the nearest telephone in your area, smoke detector, and fire extinguisher.
2. Know your area and what is in it.
3. When you discover a fire or smell smoke of an undetermined origin, call the fire department.
4. Return to the area and do what you can safely do to confine or extinguish the fire. Always try to keep all doors and windows closed in order to confine the fire to the area of origin. Never attempt to extinguish a fire before activating a fire alarm.

5. Never get into a situation where the fire is between you and the only fire-free or smoke-free exit.
6. Employees in the area not involved in containing the fire should render needed assistance to customers and other employees, when they can do so safely.

## **FIRE - ITS NATURE AND TYPES**

Fire is a chemical reaction between a flammable or combustible material and oxygen. For a fire to be produced, three things must be present at the same time:

1. Fuel
2. Heat
3. Oxygen

The protection against, prevention and control of fire is an extremely technical and complex procedure which can be condensed into five primary objectives:

1. Prevent the outbreak of fire.
2. Provide for the early detection of a fire.
3. Prevent the spread of a fire.
4. Provide for prompt extinguishing.
5. Provide for an orderly evacuation.

## **TYPES OF FIRES**

The National Board of Fire Underwriters classifies fires into three groups:

Class “A” - Fire in ordinary combustibles such as wood, paper, cloth, and debris, where the cooling and quenching effect of water, or solutions containing a large percentage of water, is most effective.

Class “C” - Fires involving electrical equipment, where the use of a non-conducting extinguishing agent is of first importance.

## **TYPES OF EXTINGUISHERS**

- A. The Pressurized Water extinguisher is the most universal extinguisher. Everyone should become familiar with the use of this type of extinguisher. It is used on Class “A” type of fires.
- B. The Carbon Dioxide Extinguisher is suitable on Class “C” electrical fires. Carbon Dioxide is a non-conductor of electricity. This gas is about 1½ times as heavy as air, and therefore, smothers a fire by excluding the oxygen supply. This type of extinguisher is particularly suitable for use in restaurants, kitchens, and around foodstuffs since it leaves no residue.
- C. The Dry Chemical extinguishers uses as its agent pulverized bicarbonate of soda. The effectiveness of this extinguisher is the deposit of millions of particles of soda being applied in such concentration that it excludes the oxygen supply from the fire area. It is particularly suitable for Class “B” and “C” fires. When used around foodstuffs, the food must be thrown away since it does leave a residue. All exhaust hoods should be protected with this type of agent.

## **D. NATURAL DISASTERS**

### **TORNADO/THUNDERSTORM PROCEDURE**

#### **TORNADO WATCHES AND WARNINGS**

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, TV or five-minute steady blasts or sirens by the Civil Defense Warning System. Power outages are likely so keep a battery operated TV or radio on hand, most important, know the difference between a tornado watch and a warning.

#### **TORNADO WATCHES**

This means conditions are ripe for tornadoes. You should stay alert and be ready to move to safety if a tornado is actually spotted.

When a tornado watch is issued, Skywarn spotters are activated. These are private citizens who form a “protective ring” around the metro area. When severe weather is spotted, they radio it into the National Weather Service and local Civil Defense Directors and warnings are issued.

Once the National Weather Service issues a tornado watch, they inform you which areas are affected. *It is your first alert to be prepared to take precautionary actions in the event of a tornado warning.*

#### **TORNADO WARNING**

Based on first hand reports from trained spotters (and sometimes ominously shaped regions of rain on Doppler radar) a tornado warning is issued when a tornado is actually sighted. Usually it is for specific counties for a set period of time, in most cases for the next 20 to 40 minutes. *This means it's time to move to shelter immediately. You may only have seconds to do the right thing.*

A tornado's appearance varies from storm to storm, and even within a single storm. Its visible portion, the funnel cloud, can tilt and shrink as the tornado progresses. With extremely large tornadoes, the funnel shape may be absent. It may appear as a large, turbulent cloud near the ground, and can be mistaken for a large rain shaft or smoke from a fire.

## **SOME TORNADO TIPS:**

Tornadoes are often accompanied by sky conditions including large hail, nearly continuous lighting, lumpy hanging clouds called “mammatus clouds and a greenish tint to the sky.

Sometimes tornadoes are accompanied by a loud roar. The sound has been compared with “a hundred freight trains, or a billion buzzing bees!”

The atmospheric pressure drop associated with a tornado plays a minor role in damage. Do not open windows to adjust for pressure drops. Most structures have enough venting to allow for sudden pressure drops. Opening the wrong window can increase the damage.

The dark appearance is the result of dirt, debris, and garbage being sucked into its vortex. Flying debris causes most tornado deaths and injuries. Always stay away from windows and exterior doors. Small rooms such as bathrooms and closets offer the greatest protection.

Tornadoes are most likely to strike between 4:00 p.m. and 9:00 p.m., but they can hit any time of the day or night. Most twisters move from southwest to northeast at 20 to 40 mph. However, speeds can range from stationary to 70 miles an hour.

If a tornado should strike, you can protect yourself no matter where you are:

**IN HOMES:** Under the basement stairs is the safest spot in any structure. If you don't have a basement, take cover in the middle of the house, on the lowest floor. A windowless room, such as a bathroom or closet, is best.

**IN OFFICE BUILDINGS:** Go to a designated shelter area or an interior hallway on the lowest floor. *Avoid elevators!*

**IN SCHOOLS:** Stay out of gymnasiums, auditoriums, and other structures with wide, free span roofs. Go to an interior hallway on the lowest floor.

**IN SHOPPING CENTERS:** Find a designated shelter area. Small rooms, such as bathrooms and closets, offer the greatest protection.

**IN MOBILE HOMES:** Evacuate mobile home structures during any threat of tornado. Trailer parks should have a community storm shelter. If no shelter is available, take cover on low, protected ground.

**IN AUTOMOBILES:** Leave your car and look for a substantial building, or lie flat in a ditch or ravine.

**IN OPEN COUNTRY:** Lie flat in a nearby ditch or ravine. People have survived being scooped up by tornadoes, in some cases having been swept miles downwind, set in trees, covered with garbage, bleeding and bruised, but alive!

## **A FEW TORNADO MYTHS**

*If you have time, open windows to relieve air pressure.* Wrong! Structural engineers now believe that it won't help keep your house intact in most cases. And too many Americans are being injured and killed fiddling with their windows when they should be in the basement.

*I can outrun a tornado in my vehicle.* It's one of the dumbest things you can possibly do. You are much safer riding out the storm at home, or at the office. Cars offer no protection whatsoever.

## **LIGHTNING**

Lightning kills more people than tornadoes. If your hair is standing on end, which indicates lightning is about to strike, get inside a home or building or non-convertible car. Get out of and away from open water. Get off and away from motorcycles, motorscooters, golf carts, bicycles, tractors and farm equipment. If outside, avoid tall, isolated trees or other "natural" lightning rods. Avoid projecting above the surrounding landscape (on a hilltop, open field, golf course, beach or fishing from a small boat). Stay away from wire fences, clotheslines, metal pipes or rails. Do not use a phone except in emergencies. If you're hopelessly isolated in an open area, crouch down, hands on knees. Do not lie flat on the ground.

## **E. BOMB THREATS**

All employees should be trained in advance to follow these guidelines if a bomb threat is received:

1. Keep the caller on the line as long as possible. Ask the message be repeated. Record every word spoken by the caller if possible.
2. Ask the caller where the bomb is located and when it will go off.
3. Tell the caller that since the shopping center is occupied, detonation could cause death or serious injury to many innocent people.
4. Note background noises that might be helpful in locating the place (or type of place - such as pay station on street, barroom, house with family members in background) from which the call is made.
5. Note caller's gender, voice quality (high pitched, low pitched, etc.) whether drunk, agitated, speech impediments, idiomatic speech that could be associated with occupation or region.
6. Notify the Police (dial "911") and United Properties at 952-831-1001 immediately. The police will determine the necessity of notifying the bomb squad and the necessity to evacuate any portion of the building. Evacuation should be done calmly, following the evacuation procedures.
7. A Telephone Procedures Bomb Threat Checklist should be filled out immediately after notifying the Police and United Properties.
8. Never shrug off the threat as a "bomb scare" that can be ignored.

## **TELEPHONE PROCEDURES BOMB THREAT CHECKLIST**

*INSTRUCTIONS:* BE CALM, BE COURTEOUS, LISTEN, DO NOT INTERRUPT THE CALLER, NOTIFY POLICE AND UNITED PROPERTIES

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Name of Answerer \_\_\_\_\_ Time \_\_\_\_\_ Date \_\_\_\_\_

CALLERS IDENTITY:

Gender:

Male \_\_\_\_\_ Female \_\_\_\_\_

Adult \_\_\_\_\_ Juvenile \_\_\_\_\_

Approximate Age: \_\_\_\_\_ years

ORIGIN OF CALL:

Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Time Remaining \_\_\_\_\_

Where it is located? Building \_\_\_\_\_ Area \_\_\_\_\_

What kind of container is it in? \_\_\_\_\_

What kind of bomb? \_\_\_\_\_ Where are you now? \_\_\_\_\_

How do you know so much about bombs? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

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If building is occupied, inform caller that detonation could cause injury or death to many innocent people!

Did caller appear familiar with building by his description of the bomb location? Write out the message in its entirety and any other comments on the Bomb Threat Form and attach it to this checklist.

BE SURE TO NOTIFY POLICE AND UNITED PROPERTIES IMMEDIATELY AFTER RECEIVING THE CALL!!!!

## BOMB THREAT FORM

MESSAGE:

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VOICE CHARACTERISTICS:

\_\_\_\_\_ Loud  
\_\_\_\_\_ High Pitch  
\_\_\_\_\_ Raspy  
\_\_\_\_\_ Intoxicated  
\_\_\_\_\_ Soft  
\_\_\_\_\_ Deep  
\_\_\_\_\_ Pleasant  
\_\_\_\_\_ Other

SPEECH:

_____ Fast	_____ Distorted
_____ Distinct	_____ Slow
_____ Stutter	_____ Lisp
_____ Slurred	_____ Other

MANNER:

\_\_\_\_\_ Calm  
\_\_\_\_\_ Rational  
\_\_\_\_\_ Coherent  
\_\_\_\_\_ Angry  
\_\_\_\_\_ Laughing  
\_\_\_\_\_ Emotional  
\_\_\_\_\_ Righteous

BACKGROUND NOISES:

_____ Factory	_____ Voices
_____ Music	_____ Airplanes
_____ Office	_____ Party
_____ Mixed	_____ Mob
_____ Street	_____ Trains
_____ Animals	_____ Quiet

If the bomb threat is non-specific, no location or time for explosion given, threat should generally be regarded as a hoax. However, the police should be notified and told that you will make a cursory search.

If the threat is specific as to location and or time, a full-scale search should be made immediately and the Police immediately called and possible evacuation plans made.

The vast majority of all bomb threats are false, however any threat must be treated with seriousness and a search made. Always utilize people who work in that particular area as they would know or be more apt to recognize anything out of place. Never assume the threat is a hoax.

**NEVER TOUCH OR MOVE A SUSPECTED BOMB!!!**

## **F. MEDICAL EMERGENCIES**

### **EMPLOYEE OR PUBLIC ACCIDENT**

In the event an accident or illness of an employee, customer, or visitor takes place in your store or on the shopping center property:

1. Call Police/Fire (911).
2. Give Police/Fire Dispatcher this information:
  - a. Give building name and address
  - b. Location of emergency
  - c. Any details available of accident or illness
3. Do not move injured or ill person. Try to make them comfortable.
4. If possible, have someone meet the emergency unit at entrance of your space.
5. Call the Building Management office 952-831-1001; report the above information. Inform them you have called the Police/Fire Department.
6. Complete an incident/accident report. Attached is a copy of our standard report form. All incidences must be reported promptly, even if the affected party makes assurances that he or she is uninjured and will not be taking any action. Prompt reporting of claims expedites claims handling by providing the insurance company the authority to investigate when memories are fresh, physical evidence can be preserved and witnesses are still available. Keep one copy of the report and send one copy to Building Management.

**THIS IS WHAT HAPPENS:**

1. Paramedics will be with you shortly and administer necessary medical assistance or take the injured or ill person to hospital for professional help, if necessary.

**Incident Report**

Date of Incident \_\_\_\_\_ Property \_\_\_\_\_ Time of Incident \_\_\_\_\_

	<u>Claimant</u>	<u>Witness</u>
Name	_____	_____
Address	_____	_____
Day Phone/Age	_____	_____
Evening Phone	_____	_____
	<u>Property Mgmt. Witness</u>	<u>Reported By</u>
Name	_____	_____
Occupation	_____	_____
Day Phone	_____	_____

Description of Incident Provide a complete description of the incident. Include weather factors, condition of area, type of shoes, any extenuating or irregular circumstances, contracted services involved, statements made by the claimant and witness (es) and all other comments which may be helpful.

Action Taken Describe action taken as a result of the incident (i.e., mopped up spill, posted warning signs, etc.). If applicable also include information regarding who provided first aid and/or other treatment to the claimant.

Attachments Attachments can include medical invoices, correspondence, damage estimates, police reports, photos, newspaper clippings, etc., and should be forwarded to LaSalle Partners Limited, Risk Management Department, 11 South LaSalle Street, Chicago, IL 60603 as they become available.

Additional Comments

Reviewed By Property Manager and Date Reviewed

Send this form to United Properties, Attn: Kurt Stenson, Property Manager, 444 Cedar Street, Suite 900, St. Paul, MN, 55101.

## **G. RIOTS, PUBLIC DISTURBANCES, AND INTRUDERS**

When a criminal incident is taking place, you should immediately dial “911” and follow these guidelines:

1. Stay calm
2. State the problem
3. Give the building name and address
4. Give the caller’s name, address, and telephone number.
5. Let the operator, who is trained to take information about a crime, take control of the conversation. Answer all the operator’s questions and stay on the phone until the operator says that it is all right to hang up.
6. Contact United Properties immediately.

Do not be a spectator. Leave the area or avoid it if possible. Do not argue with an assailant, an unbalanced person, a thief, or a robber; many of these people carry weapons and will use them if provoked. Also, do not block an assailant’s escape or try to fight back forcibly unless required in a life-threatening situation. If possible, try to get a full description of the assailant to include:

1. Height, Weight, Age, Sex
2. Facial hair, hair color, hairstyle
3. Distinguishing features: Scars, birthmarks
4. Eye color
5. Glasses, jewelry, clothing
6. Complexion
7. Speech patterns
8. Vehicle type, color, license number
9. Method and direction of escape

Be certain not to disturb anything at the scene following any incident.

Any indication of civil disturbance such as riot, demonstration, or picketing should be reported to the authorities immediately and to United Properties. In the event of a civil disturbance outside your premises, occupants should be instructed to remain in the building and to close windows and doors. Exterior doors may need to be locked with entry and exit prohibited in order to secure your premises.

Authorities may be able to assist in limiting access of authorized personnel by establishing a perimeter around the demonstration.

Avoid confrontation with demonstrators.

In the unlikely event that it becomes necessary to evacuate due to a civil disturbance, the building evacuation plan should be implemented.

## **H. ENVIRONMENTAL EMERGENCIES**

In the case of any environmental emergency dial “911” immediately and then contact United Properties. Telephone numbers for the National Response Center (Oil & Toxic Spills) is 1-800-424-8802.

### **HAZARDOUS MATERIALS**

Hazardous materials are defined as a vast collection of various materials that pose a threat to life, health, property, or the environment. Hazardous materials may be radioactive, flammable, combustible, explosive, toxic, noxious, corrosive, oxidizable, or irritating.

Incidents involving hazardous materials may originate within your Premises or from an external source. (The first step is to identify the hazardous materials that may be located in the building.) This could include a wide variety of substances from industrial chemicals used in a manufacturing process to cleaning fluids stored in a janitor’s closet.

External threats may be more difficult to identify. Some potential threats may be easy to identify; a building next to a nuclear reactor could be exposed to radiation in the event of an incident. Other threats may be less obvious. A hospital or doctor’s office many use radioactive materials. Buildings located near a highway or railroad could be threatened by almost any substance being carried on those transportation routes.

If you are instructed by the authorities to remain where you are, it may be necessary to seal the building to limit or prevent the intrusion of the hazardous material. Doors and windows may need to be located and gaps around doors and windows may need to be sealed with damp towels and duct tape. Other vents, cracks, or building openings may need to be sealed as well. If outside air cannot be eliminated, the ventilation system may need to be turned off. You should closely monitor and follow any orders or recommendations given by the responding authorities. Furthermore, avoid inhalation of fumes, smoke, etc.

## **I. POWER FAILURE PROCEDURE**

There are four types of power failures or blackouts that can be experienced. It is important to identify the nature of the particular blackout or power failure affecting your Premises so that proper procedures can be instituted.

1. A Local Power Failure due to loss of the feed system or main transformer bank affecting a particular customer or a localized area.

Action:

- A. Institute immediate plan for control of premises, occupants, and their needs.
  - B. Notify the utility company and determine how soon help will be available.
  - C. Inspect all emergency lighting systems. Be sure all emergency lighting is on. You should routinely service the emergency lighting system in your Premises.
  - D. Notify United Properties immediately at 952-831-1001.
  - E. If property is protected by its own fire pumping system and that system does not operate on any emergency power source, the local fire department should be notified of the situation so that they are on standby.
2. Emergency Power Failure due to Fire, Flood, or Explosion.

Action:

- A. Determine the type of emergency that created the failure. Follow the plan designated for that particular type of incident.
  - B. Notify the utility company and determine how soon help will be available.
  - C. Inspect all emergency lighting systems. Be sure all emergency lighting is on. You should routinely service the emergency lighting system in your Premises.
3. Rolling Blackout - The new media typically will notify the public of the necessity of a Rolling Blackout due to an overloaded condition or excessive demands of the power system. The media will advise of the time the blackout will occur. It will allow you to schedule the proper staff, (for restaurants, to institute food preservation procedures) and also to notify the customers, minimizing the panic or surprise caused by a blackout.

Action:

- A. Institute immediate plan for control of premises, occupants, and their needs.
  - B. Communicate with the utility company to determine the exact time of the planned blackout and duration so that preparations can be made to restart your system when power is restored.
  - C. Prior to the scheduled blackout, all emergency lighting and power systems should be verified and where standby battery backup generator service is available, each battery system should be fully charged and fuel tanks filled to their full capacity.
  - D. Notify United Properties immediately.
4. Total Blackout due to Utility Company, or Utility Grid System Failure. In this particular type of blackout condition, it is difficult to determine the length of time you will be

without power, therefore, all emergency blackout procedures should be instituted and all emergency capabilities to react to such instances should be put into use.

Communication with your local power company during periods of this type is very difficult and can also be misleading.

The most updated and reliable information usually can be obtained through your local AM news radio stations, therefore, it is important that someone monitor the news frequency continuously during the emergency period.

Action:

- A. Institute an immediate plan for control of premises, occupants and their needs.
- B. Assign someone to monitor the local radio news station to keep abreast of the development of the blackout condition and what is being accomplished to restore power. Also, it is necessary to keep abreast of the reaction of city occupants where vandalism, rioting and looting are involved so that protection of property can be instituted if required. Notify the police and United Properties immediately if anything unusual is noticed.
- C. Inspect all emergency lighting and power systems. Be sure all equipment is functioning.
- D. Notify United Properties immediately.

Any of your equipment including cooking facilities that do not have proper ventilation exhaust systems and adequate fire protection due to loss of power should be secured and banned from use.

## **J. REPORTING PROCEDURE**

### **In an emergency first dial “911.”**

This number provides direct access to police, fire, ambulance, and rescue assistance. If one of the following emergencies occurs, FIRST dial “911,” then call United Properties at 952-831-1001 to assist in emergency team response:

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

In the event an accident or illness of an employee, customer, or visitor, and after you have followed the Medical Emergencies Procedures in Section VI, please complete the attached Incident Report.

All incidences must be reported promptly, even if the affected party makes assurances that he or she is uninjured and will not be taking an action. Prompt reporting of claims expedites claims handling by providing the insurance company the authority to investigate when memories are fresh, physical evidence can be preserved, and witnesses are still available. Keep one copy of the report and send one copy to Building Management.

## Incident Report

Date of Incident: \_\_\_\_\_ Property: \_\_\_\_\_ Time of Incident: \_\_\_\_\_  
Location Code: \_\_\_\_\_

	<u>Claimant</u>	<u>Witness</u>
Name:	_____	_____
Address:	_____	_____
	_____	_____
Day Phone/Age:	_____	_____
Evening Phone:	_____	_____
	_____	_____
	<u>Property Management Witness</u>	<u>Reported By</u>
Name:	_____	_____
Occupation:	_____	_____
Day Phone:	_____	_____

Description of Incident                      Provide a complete description of the incident. Include weather factors, condition of area, type of shoes, any extenuating or irregular circumstances, contracted services involved, statements made by the claimant and witness (es) and all other comments which may be helpful.

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Action Taken                                      Describe action taken as a result of the incident (i.e., mopped up spill, posted warnings signs, etc.). If applicable, also include information regarding who provided first aid and/or other treatment to the claimant.

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Attachments                                      Attachments can include medical invoices, correspondence, damage estimates, police reports, photos, newspaper clippings, etc., and should be forwarded to LaSalle Partners Limited, Risk Management Department, 11 South LaSalle Street, Chicago, IL 60603 as they become available.

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Additional Comments

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Send to Property Manager for the property; Kurt Stenson, United Properties, 444 Cedar Street, Suite 900, St. Paul, MN, 55101.

**K. EMERGENCY PHONE NUMBERS**

Fire .....	911
Medical Aid .....	911
Police Emergency .....	911
Eden Prairie Police (Non-Emergency) .....	952-949-6200
United Properties (24 hours) .....	952-831-1001
Kurt Stenson, Property Manager	
Office .....	651-734-2389
Cell .....	651-295-8771
Home .....	651-735-6021
Nick Ertz, Assistant Property Manager	
Office .....	651-734-2398
Cell.....	763-442-2411