



**EMERGENCY  
PROCEDURES**

## **IN AN EMERGENCY...**

### **TENANT EMERGENCY PROCEDURES**

<b>POLICE/FIRE/AMBULANCE</b>	<b>9 – 1 – 1</b>
<b>Tenant Service Request (Hot Line)</b>	<b>952-831-1001</b>
<b>After-Hours Property Protection</b>	<b>952-831-1001</b>
<b>Management Office at Butler Square</b>	<b>612-339-4343</b>

Emergencies and disasters are unpredictable and strike without warning. It is for this reason that United Properties has implemented organization and preplanning procedures for effective emergency action.

This handbook contains quick reference information and procedures on how to report an emergency and what to do.

A video entitled “Fire/Life Safety in Butler Square” was developed in 1995 and is distributed to each tenant to be reviewed and returned to the management office. This video explains procedures to follow in an emergency and should be viewed by each employee of the building. If you have not viewed this video, please contact the management office.

Each tenant of Butler Square should have a “safety warden” whose responsibility is to make sure emergencies are handled properly and to make sure employees are properly evacuated. Please contact the management office (612) 339-4343 and let us know who this person is.

## **EMPLOYEE OR PUBLIC ACCIDENT**

In the event an accident or illness of an employee or visitor takes place in your office area:

1. Call Police/Fire **9 – 1 – 1**
2. Give Police/Fire Dispatcher the following information:
  - a. Building name and address: Butler Square, 100 North Sixth Street.
  - b. Suite number, which elevator bank to use (A, B or C) and location of emergency on floor.
  - 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 elevators on your floor, be sure to indicate which bank of elevators or in the lobby, if after hours.
5. Call the United Properties management office at (612) 339-4343 or after hour's number at (952) 831-1001; report the above information. Inform them that you have called the Police/Fire Department. Fill out an accident report form found on the UP Direct web site ([www.uproperties.com](http://www.uproperties.com)) and submit to the United Properties management office.

### **THIS IS WHAT HAPPENS:**

1. Fire Rescue Squad will be with you shortly and administer necessary medical assistance.
2. Ambulance will arrive and take injured or ill person to hospital for professional help, if necessary.
3. United Properties' personnel will be there shortly to assist with any information, reports, etc.

## **BIOLOGICAL OR CHEMICAL THREATS**

If you receive or encounter any suspicious material or substance:

1. Call **911** and state the following information:
  - a. Building name and address: Butler Square, 100 North Sixth Street.
  - b. Suite number, which elevator bank to use (A, B or C) and location of suspicious material or substance.
  - c. Explain situation.
2. Call United Properties management office at (612) 339-4343 or after hours (952) 831-1001 from a safe place and state the following information:
  - a. You have called 911 and reported a suspicious material/substance.
  - b. Floor of building/suite number and location of suspicious material or substance.
3. The police will respond to the call and determine what actions are necessary.

## **SEVERE WEATHER**

### **TORNADO WARNING:**

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

### **PUBLIC WARNING:**

An announcement will come over the radio, TV, or five-minute steady blasts or sirens by the Civil Defense Warning System.

If strong winds, heavy rain or large hail are present, take shelter immediately.

Your office may wish to purchase a weather radio that activates when the U. S. Weather Bureau issues an alert.

### **ACTION TO TAKE:**

1. Get away from the perimeter of the building and exterior glass. Do not watch the tornado. **LISTEN FOR ANNOUNCEMENT.**
2. Leave your exterior office – close the door.
3. Go to the center corridor of building or the B bank of elevators. This is in the main corridor. If you do not have access, go to the closet elevator bank.
4. Sit down in the corridor and protect yourself by putting your head as close to your lap as possible or kneel, protecting your head.

### **IF YOU ARE IN TRANSIT IN THE BUILDING:**

1. Take stairwell to 1<sup>st</sup> Floor – Lower Level for shelter. Do not use elevator.
2. Do not go to the first floor lobby or outside the building.

### **IF YOU ARE CAUGHT IN AN OUTSIDE PERIMETER OFFICE:**

1. Seek protection under a desk.

If you would like further information, tune your radio to WCCO at 830 AM on your radio dial.

## **FIRE PROCEDURE**

Upon discovery of a fire:

1. Call Fire/Police at **911**.
  - a. Give building name and address: Butler Square, 100 North Sixth Street
  - b. Give suite number and elevator bank to use (A, B or C)
  - c. Give details of fire emergency.
  - d. Remove persons in immediate danger.
  - e. Confine fire – close doors within your suite.
2. Call United Properties management office at (612) 399-4343 or after hours at (952) 831-1001 and report the above information. Inform them that you have called the Fire/Police.
3. Red fire alarm pull stations, visible and audible alarms, fire extinguishers and smoke detectors are located on each floor by the elevator lobby. There is also a pull station and audible alarm located by each stairwell. A pull station, when activated, will sound an audible alarm, which notifies occupants of fire. If a sprinkler head detects heat of 165 °, they will disperse water. Alarms will only sound on the floor that detects the fire along with the floor above and below. Elevators will capture and return to 1<sup>st</sup> floor.
4. **Evacuate the building. See evacuation procedure included herein.**

Each tenant is responsible to assign a “Safety Warden” within their suite to help assist employees to the closest stairwell. All handicapped personnel should be assigned a “buddy” or two to help them in and down the stairwell. Please call the United Properties management office with a list of handicapped personnel within your employ.

5. Do’s and Don’ts
  - a. Do not attempt to fight the fire.
  - b. Do use stairwell exits only and proceed down to the 1<sup>st</sup> floor – exiting outside.
  - c. Do not use elevators. Elevators are removed from service when an alarm detects fire.
  - d. If caught in heavy smoke, take short breaths, breathe through your nose, then crawl to escape. The air is better near the floor.
  - e. Close all office doors within your space.

### **THIS IS WHAT HAPPENS**

1. Fire Department and United Properties management office will respond.
2. United Properties management personnel when authorized by the Fire Department will give an “all clear” announcement over the Building Address System.

## **BOMB THREAT**

In the event a bomb threat is received:

1. Immediately call Police/Fire Department **9 – 1 – 1**
  - a. State – “I have received a bomb threat.”
  - b. Give company name.
  - c. Give building name, address and floor: Butler Square, 100 North Sixth Street.
  - d. Give name of person receiving the call.
  - e. Give number of caller from “\*69”.
2. After you have notified Police/Fire, notify the United Properties management office at (612) 339-4343 or after hours (952) 831-1001.
3. Commence search of your area to determine if any strange objects are present – **DO NOT TOUCH SUSPICIOUS OBJECT IF FOUND.**
4. Report to Police the results of your search.
5. Fill out the checklist immediately following this page. This checklist is a guide on handling a bomb threat call and the information to record and have available for authorities.

### **THIS IS WHAT HAPPENS:**

1. Police and United Properties management personnel will respond.
2. Police and United Properties’ management personnel make building search.
3. Police or Bomb Squad contacts and questions the person who received the bomb threat.
4. A building evacuation may take place as authorized by the Police. If this is the case, you will hear an announcement over the public address system.
5. An “all clear” announcement will be given on the building public address system when authorized by the Police and the United Properties management office.

## **BOMB CHECKLIST**

If you receive a bomb threat, keep calm. Have a prepared signal to alert manager or supervisory personnel to listen too 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?
- Method of activation: mechanical, movement of clock, chemical, etc.
- What kind of package or box is it?
- Method of deactivation?
- What is your name, address, and telephone number?
- Is the call a hoax or legitimate?
- Have there been or will there be other calls?
- How old are you?
- Why did you set the bomb?

JUDGE THE VOICE:      Man \_\_\_\_\_ Woman \_\_\_\_\_ Child \_\_\_\_\_  
                                 Age \_\_\_\_\_ Drinking \_\_\_\_\_ Other \_\_\_\_\_

LISTEN FOR ANY BACKGROUND NOISE:

	<u>Check if Heard</u>	<u>Description</u>
Music	_____	_____
People Talking	_____	_____
Cars or Trucks	_____	_____
Airplane	_____	_____
Children or Babies	_____	_____
Machine Noise	_____	_____
Typing	_____	_____
Other	_____	_____

**CALL POLICE/FIRE**

## **ELEVATOR**

Elevators are one of the safest modes of transportation that there is. However, they do have malfunctions due to their sophisticated automatic controls. Elevators go on security Monday thru Friday 5:30 p.m. and remain locked until 7:00 a.m. Monday. Saturday and Sunday the elevators are on security 24 hours. To obtain access to the elevators when locked, you must use your security card to access your floor or suite.

### **WHAT TO DO IN AN EMERGENCY:**

1. Push the telephone call button on the elevator panel.
2. Phone will automatically be answered by Otis Elevator, 24 hours per day, 7 days a week. Otis Elevator has 24-hour access to the building.
3. Give building name, address, and elevator car number.
4. Remain calm.
5. Answer phone in the elevator if it rings.
6. **Do not** try to force open an elevator door.
7. Should a medical emergency take place while in a malfunctioning elevator, use the phone in the elevator. Otis Elevator will contact the Police/Rescue Squad, and they will respond immediately.

### **THIS IS WHAT HAPPENS:**

1. Elevator repairperson will respond.
2. Someone will be in touch with you by phone or from outside the elevator.
3. Passengers will be assisted as soon as possible.

## **BUILDING OR FLOOR EVACUATION**

It is the responsibility of each employee to be familiar with evacuation plans. It is also the responsibility of each employee to know their company "Safety Warden" as well as their alternates. Each employee should be familiar with the locations of the fire stairwells and procedures of evacuating any handicapped employees.

### **DO'S**

1. Follow the predetermined procedures for evacuating any handicapped personnel.
2. Close the door of your office as you leave.
3. Form evacuation line – two abreast.
4. Use enclosed stairwell for evacuation.
5. Keep talking to a minimum.
6. Use handrails in enclosed stairwells.
7. Listen for instructions over Building Address System and follow them.
8. In stairwell, watch out for individuals from the Fire Department or United Properties management office coming up stairwell to handle emergency.
9. Be ready to merge with other people evacuating the building.
10. Once out of the building, keep moving away from the building to perimeter of building site.
11. Keep calm.

### **DON'TS**

1. Do not go to the elevators – they will not respond.
2. Once you have left your area, do not return.
3. Do not run or create panic.
4. Do not return to the office until the "all clear" announcement is given by the Fire Department or United Properties management office over the public address system.
5. No smoking.

The stairwells are to be used **only** for emergency evacuation. They are not to be used for exercise, smoking, exiting the building or any other activity.

## **POWER FAILURE**

In the event the building incurs a power failure:

1. Raise blinds to let in outside light.
2. Use a portable flashlight. The building has an emergency generator, which will light the common corridor and stairwells.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in the lobby or atrium areas.
5. Return to the building when instructed by the proper authorities.
6. **LISTEN FOR ANNOUNCEMENT!** If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease **normal** operation; there will not be a power failure to the elevators as the elevators are hooked up to an emergency generator. Do not force open the doors or try to escape through the roof hatch. **DO NOT PANIC.**

### **THIS IS WHAT HAPPENS:**

1. United Properties' management personnel will respond with flashlights to help anyone evacuate the building if necessary.
2. United Properties' management staff will shut down as much equipment as possible to avoid serious damage when power is returned to the building.