



505 Waterford Park Emergency procedures

505 North Highway 169
Plymouth, MN 55441

505 WATERFORD PARK Emergency Procedures

IN AN EMERGENCY

FIRST CALL 9-1-1

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

For direct access to police, fire, ambulance, and rescue assistance. If one of the aboved named emergencies occurs at 505 Waterford Park, **FIRST call 9-1-1**, and then call NorthMarq at (763) 591-6090 ext 200 (on-site management office) or (952)831-1001 (24 hour service line).

- Give building address.
- Provide floor number and location.
- Explain the emergency situation.

BOMB THREAT

If you receive a bomb threat or find a suspicious package:

1. Keep the caller on the phone as long as possible; find out and record as much information as you can, i.e:
 - A) Caller's intent, timing of bomb, location.
 - B) Caller's age.
 - C) Caller's sex.
 - D) Accent or slang used.
 - E) Background noise.
2. Call 9-1-1 and state the following information:
 - A) You have received a bomb threat.
 - B) Location:
 - Building Name: 505 Waterford Park
 - Building address: 505 N. Hwy 169
Plymouth, MN 55441
 - Your company's name and suite number; your name.
 - C) Follow any procedures/ instruction that the police give you.



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BOMB THREAT

(cont'd)

3. Call NorthMarq at (763) 591-6090 ext 200 or (952)831-1001 and state the following information:
 - A) You have received a bomb threat.
 - B) Location:
 - Building Name: 505 Waterford Park
 - Building address: 505 N. Hwy 169
Plymouth, MN 55441
 - Your company's name and suite number; your name.

ELEVATOR EMERGENCY

If you are trapped in an elevator:

1. Open the phone box in the elevator and press the button. You will immediately be connected to the elevator service company.
 - A) Give the building name and address: 505 Waterford Park
505 N. Hwy 169
Plymouth, MN 55441
 - B) Inform them that you are stuck in the elevator.
 - C) Let them know which elevator you are stuck in and the floor location. There is an elevator car number posted inside each phone box.

A technician will be dispatched immediately. 505 Waterford's building management will be informed of the situation.

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 EMERGENCY PROCEDURES

Reporting a fire:

1. Close the door leading to the source of the fire.
2. **Once in a safe location, call 9-1-1 and state the following information:**
 - A) There is a fire emergency.
 - B) Give the building name and address: 505 Waterford Park
 505 N Hwy 169
 Plymouth, MN 55441
 - C) Provide the floor number and location.
 - D) Explain what type of fire it is and the details you know.
3. Call NorthMarq at (952)831-1001 and state the following information:
 - A) You have called 9-1-1 and reported a fire emergency.
 - B) Give them the same information you provided to 9-1-1 (see above #2)

When the alarm sounds:

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 level. Building exits will be marked with exit signs. It is important to move away from all entrances, fire lanes, and the loading dock area. Stay away from the lower level parking deck. 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, the 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, 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. Designate a meeting place for your employees and make sure everyone is present.
9. ***DO NOT attempt to fight the fire.***



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FIRE EMERGENCY PROCEDURES

(cont'd)

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

- The “siren” fire horns will sound, you will be informed over the loudspeakers that there is a fire.
- The elevator cars are automatically called to the ground floor and open up. Elevators will remain open until released by the fire department.
- Assign people within your office to make certain that all staff members have vacated safely.

INTRUDERS

1. Note the location and description of the intruder(s).
2. **Call 9-1-1.**
3. Notify the building management office at (763) 591-6090 ext 200 or call NorthMarq at (952) 831-1001 after business hours.
4. Remember as many details about the intruder(s) as you can.

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: 505 Waterford Park
505 N Hwy 169
Plymouth, MN 55441
 - C) Type of illness or injury.
 - D) Individual’s present condition.
3. Call NorthMarq 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 above #2).
 - C) Your name and individual’s name, if known.
 - D) **DO NOT** move the injured person unless their position is causing them more harm. Do try to make them comfortable and reassure them.
4. If possible , try to have someone from your company meet the emergency crew at the front door of the building to direct them to the injured person. Have someone hold the elevator.



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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 NorthMarq 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 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 building entrances. Emergency personnel may use these areas.

Keep the following supplies on hand in case of an outage:

RIOT / PUBLIC DISTURBANCE

1. Immediately report any riot or public disturbance to 9-1-1.

Provide the following information:

- A) Building name and address: 505 Waterford Park
505 N Hwy 169
Plymouth, MN 55441
- B) Your company name and suite number.
- C) Your name.

- 3 **DO NOT** get involved.
4. Stay calm and move to a safe area.



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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 Plymouth Police Department can be contacted at (763) 509-5160.
2. Call the property management office at (763) 591-6090 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 NorthMarq Management Office at 505 North Highway 169, Suite 260, Plymouth, MN 55441.

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.

TORNADO WARNING/ SEVERE WEATHER

Hennepin County Civil Defense will issue the severe weather warning by radio or civil defense sirens.

Action to take:

1. Move away from the perimeter of the building and exterior windows.
2. 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 staff members have vacated safely.



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TORNADO WARNING / SEVERE WEATHER

(cont'd)

If you are in transit in the building:

- 1) Take the stairwell to the ground floor for shelter.

- 2) **Do not** go outside of the building.

If you are caught in perimeter office:

- 1) Seek protection under a desk.

- 2) Remain in those areas until the National Weather Service issues the “all clear”.

YOUR COMPANY EMERGENCY PLAN

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

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

1. Assign a company coordinator to evacuate your office and to ensure that all employees have been evacuated safely.

2. Review your company's emergency program regularly.

3. Post floor evacuation maps.

4. Designate a meeting place. Once everyone has reached the meeting place, the appointed company coordinator should take a head count, and inform the fire department of any unaccounted for employees.

5. Make sure employees are aware of optional exit(s)

6. Train switchboard operators on proper emergency procedures.

7. Compile and maintain a list of your staff members' and management personnel's emergency telephone numbers.

