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# **BARTON OAKS PLAZA IV EMERGENCY RESPONSE PLAN & EVACUATION PROCEDURES MANUAL**





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## INTRODUCTION

The purpose of this plan is to explain the life safety features of Barton Oaks Plaza IV and to outline specific steps to follow in the event of an emergency. The safety of building occupants is the primary concern of this plan with the preservation of the building and its contents as a secondary concern.

An emergency is defined as an incident which creates an increased threat to life or property and disrupts the normal operations of the building. The existence of this plan does not imply a guarantee that every emergency response will be without difficulty. This plan only increases the ability of available personnel to respond as effectively as possible, with the resources available, to an emergency.

Emergency management is divided into four phases:

### **Mitigation**

The actions the building takes to eliminate or reduce the loss of life and property damage related to an event or crisis, particularly those that cannot be prevented.

### **Preparedness**

Designing strategies, processes, and protocols to prepare the building and its tenants for potential emergencies or disasters.

### **Response**

Taking action to effectively contain and resolve an emergency. During the response phase, building officials activate the Emergency Response Plan.

### **Recovery**

The phase which establishes procedures, resources, and policies to assist the building and its tenants return to functioning after an emergency.

The purpose of the Emergency Response Plan and Evacuation Procedures Manual is to set forth an organizational and procedural framework designed to utilize resources and personnel in the most efficient way possible to limit the loss of life and property in emergency situations. This plan creates procedures and locates resources which may be used to mitigate the impact of an emergency event, provide a more effective response during an emergency, and help to return the building to its normal operations.

# ADMINISTRATION

## Scope

As outlined on the following pages, this emergency plan establishes a sequential plan of response for initially recognizing, identifying, and reporting the existence of specific emergency situations threatening the building and/or its occupants. It also provides for the safety and protection of endangered personnel and/or assets.

When implemented and supplemented with appropriate instructions from the building's property manager, this plan becomes an operational tool for the effective response action when occupants of the building are forced to cope with emergency situations.

## Testing the Emergency Plan Procedures

Various aspects of the building's Emergency Plan Procedures will be tested on a systemic and periodic basis, in accordance with the instructions from the property manager and the Fire Department. Fire drills will be coordinated with the Fire Department on an annual basis. A meeting of the safety team will be scheduled one to three days ahead of each fire drill.

Such testing will familiarize key personnel with their emergency duties and responsibilities, evaluate the Emergency Plan Procedures, determine their continuing feasibility, as well as identify any deficiencies.

If you have not been notified of a planned fire drill and an audible alarm is sounded, proceed as you would during an actual emergency. **DO NOT ASSUME THE ALARM IS FALSE.**

# EMERGENCY PERSONNEL

## Roles and Responsibilities

### Building Safety Director

Primary responsibilities include coordination and implementation of an effective evacuation of the building's tenants in case of a serious fire or other situation, which may require an evacuation. Further responsibility stems from preparation, monitoring, and implementation of a training program for all members of the Emergency Assistance Team, plan(s) of action, and the related records.

### Emergency Assistance Team

The Emergency Assistance Team is comprised of building management and engineering personnel. Their responsibilities are preliminary firefighting procedures and implementing emergency plans as directed by the Building Safety Director.

### Tenant Wardens

One volunteer per tenant will be designated as a Tenant Warden. They are responsible for following strict orders from the Building Safety Director and act as the liaison, to implement in an orderly manner, an approved evacuation plan upon notification from the property manager or the Austin Fire Department.

### Qualifications:

1. They must be intelligent, alert, and resourceful individuals who are be capable of performing in a leadership role during an emergency situation.
2. They must generally work in their respective company areas within the building, rather than have duties and responsibilities elsewhere.

### Duties and Responsibilities:

Tenant Wardens are the connecting link between the property management office and their respective employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency.

Tenant Wardens are responsible for knowing the evacuations plans and communicating appropriate pre-planned emergency procedures and/or data to all employees while under their jurisdiction through personnel orientation and/or company bulletin boards.

Tenant Wardens must be familiar with the building's evacuation plan(s), floor layouts (including exits), and locations and use of fire equipment. They must also be aware of the personnel under their control, particularly any employees who have physical disabilities, which could require more than ordinary assistance if an evacuation is necessary. Once all personnel have completely evacuated, the Wardens must report directly to the Building Safety Director at the Command Center in the parking garage.

Tenant Wardens must be knowledgeable about what is not commonplace, i.e. unusual or foreign to the normal environment of their respective company areas and floors, so that in the event of a bomb threat, they will be qualified and instrumental in conducting a search, as well as assisting in the identification of any suspicious items.

Due to their key positions, the Tenant Wardens must assure that during their absences from the building, other qualified associates are familiar with and available to perform their emergency duties.

Method of Reporting Changes in Wardens:

Any changes in the employment status and/or replacement of each Tenant Warden or their designated back-ups must be reported immediately (in writing or via email) to the property management office.

**Floor Wardens**

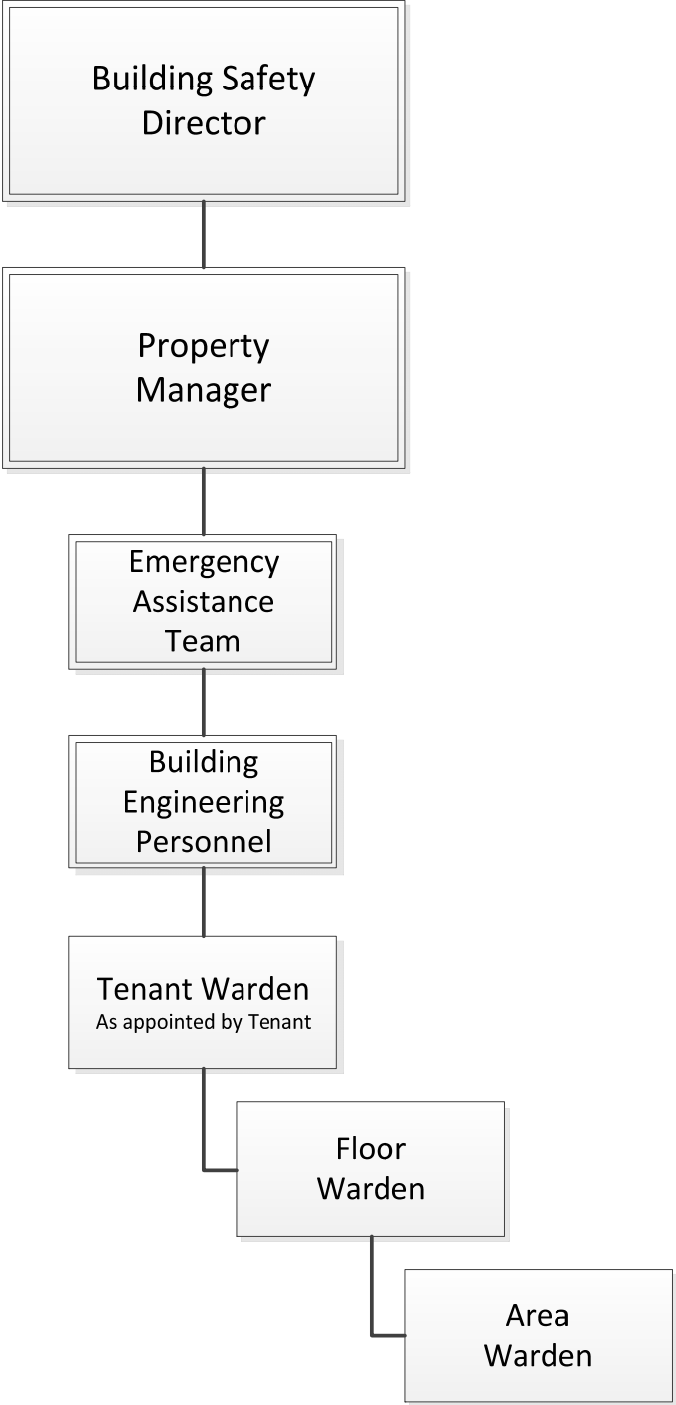
Tenants occupying full floors may assign Floor Wardens that report to the Tenant Warden.

**Area Wardens**

Larger tenants may assign Area Wardens with responsibilities over specific areas of their space. Area Wardens will report to the Floor Wardens.



**Organizational Chart**



# **BUILDING SAFETY FEATURES AND EQUIPMENT**

## **Security Patrol/Dispatch**

Security personnel are on-site 24 hours per day, 7 days per week to patrol the building, grounds, and parking garage. In the event of any after-hours security problems, security may be dispatched by calling (512) 364-5900. Officers are familiar with building procedures and will respond quickly.

If the situation is of a more serious nature, dial 911 to dispatch the Police Department before notifying the Property Management office or security personnel.

## **Fire Alarm Panel**

The fire alarm panel is located on the first floor and will activate audible and visual alarms throughout the building when a signal is received from either a smoke detector or a fire alarm pull station. The panel itself indicates by zone the location from which an alarm is initiated.

## **24 Hour Fire Alarm Monitoring**

The fire alarm panel is monitored 24 hours per day through a dedicated phone line with one backup line. When alarm status is activated through the panel, the monitoring company will immediately dispatch the Fire Department.

## **Fire Alarm Pull Stations**

Manual fire alarm pull stations are located on each floor throughout the building. The boxes are wired into the fire alarm panel and when pulled will activate a building-wide alarm. Locations of the fire alarm pull stations are noted on the evacuation route floor plans (see Exhibit C).

## **Smoke Detectors**

Smoke detectors are located on each floor throughout the building common areas and mechanical rooms.

## **Fire Extinguishers**

Fire extinguishers are housed inside of the fire extinguisher cabinets located on each floor as noted on the evacuation route floor plans (see Exhibit C) and all kitchen areas within tenant suites. Fire extinguishers are also located on each floor of the parking garage.

## **Automated External Defibrillators (AED)**

There are two (2) AEDs located in the building:

- 1st floor lobby across from the restrooms.
- 5th floor hallway outside of the reception area.
- Only individuals properly trained in the use of AEDs should attempt to perform life saving measures.

## EMERGENCY EVACUATION PLAN

When the decision to evacuate has been made by the Building Safety Director or the Austin Fire Department, the fire command station will notify the tenants. Notification will come by telephone or a building-wide general announcement alarm. The appropriate evacuation plan and Area of Safe Refuge will be given at this time; however, stairwells are to be considered the primary means for evacuation at all times.

- The evacuation should be made using the nearest stairwell.
- Tenants Wardens should assign assistants for the following tasks:
  - Two-man teams to assist the mobility impaired.
  - Take emergency flashlights or other portable lights in case of an electrical power failure.
  - Take the company first-aid kit if readily available, properly secure and safeguard special company records, i.e. documents, original contracts, negotiable instruments, etc., and lock the appropriate files, vaults, etc.
- In the event of an evacuation, proceed immediately to the appropriate Area of Safe Refuge and report in to your designated Warden.
- Tell employees to take their essential personal possessions with them because they will not be permitted to re-enter during an emergency.
- Remind everyone to be quiet during the evacuation so they will be able to hear and understand all emergency instructions.
- Give appropriate direction to visitors that may not be familiar with the building.
- Employees not requiring assistance and those who are not going to assist will evacuate first. This avoids the possibility of persons in need of assistance being bumped and falling down, thus slowing evacuation and/or causing injury. If there is evidence of fire, persons having mobility impairment should be positioned near the fire exit stairs that are located farthest away from the fire. If fire conditions pose a personal threat, the mobility impaired employee should be placed in the exit stairwell and Fire Department personnel notified for assistance. If conditions warrant immediate action, the mobility-impaired personnel should be evacuated to a safe area.
- **IMPORTANT – IF YOU DETERMINE YOUR EMPLOYEES AND VISITORS ARE IN DANGER, AND YOU CANNOT REACH THE PROPERTY MANAGEMENT OFFICE BY TELEPHONE IN A REASONABLE AMOUNT OF TIME, YOU MAY DETERMINE IT PRUDENT TO EXERCISE YOUR INDEPENDENT JUDGMENT AND MOVE TO EVACUATE YOUR PERSONNEL WITHOUT BEING GIVEN SPECIFIC ROUTES TO FOLLOW.**
- For future reference by Property Manager, write a brief report detailing your actions in response to the emergency. Include any special problems or incidents that you encountered, and submit it as soon as possible to the management office.

## Relocation Plans and Routes

When the decision to relocate has been made by the Fire Department and/or Building Safety Director, the appropriate Tenant Wardens will be notified. Upon receiving notification to relocate, proceed to the appropriate Area of Safe Refuge by way of the directed plans (See Exhibits C and D).

If you have not been given the order to relocate and your employees and visitors are in imminent danger, immediately relocate by the way of the nearest clear stairwell to the appropriate Area of Safe Refuge. Notify the property management office of your location, if possible.

The parking garage elevators should not be used. These are reserved for mobility impaired individuals and the Fire Department.

## Areas of Safe Refuge

Emergency Situation	Area of Safe Refuge
Fire & General Evacuations	Parking Garage – Level 2.5
Bomb Threat	Parking Lot between Building 1 and Building 2
Tornado	Building core rooms, including restrooms and stairwells
Suspicious Person/Active Shooter	Shelter in place
Earthquake	Parking lot of Texas Land & Cattle

## **FIRE EMERGENCIES**

Fire, with its potential for property destruction and danger to human life, constitutes one of the most frightening aspects of our daily lives. The nature of a multi-floor building represents special problems during a fire that increases the danger to the building occupants.

To supplement the fire protection features of the building and our fire prevention efforts, the management of Barton Oaks Plaza IV, in cooperation with the Austin Fire Department, has compiled this Fire Emergency Plan to insure the safety of our building occupants from fire and other emergency situations.

The purpose of the Fire Emergency Plan is to:

1. Provide building occupants with an environment that will be as safe as possible.
2. Comply with the fire codes of the City of Austin and the State of Texas.
3. Familiarize the occupants with the fire codes and planned procedures that are in force and could be initiated in case of a fire.

### **General Fire Emergency Guidelines**

In the event a fire is discovered in your office or you see smoke coming from another part of the building, remain calm and follow these instructions:

1. Know where fire extinguishers, fire alarm pull stations, stairwells, and exits are located.
2. Small fires, such as a fire in a trash can, may be put out with a fire extinguisher.
3. Never attempt to put out any sort of electrical fire with water. Only a dry chemical or CO<sub>2</sub> fire extinguisher should be used on electrical fires.
4. Do not attempt to fight a spreading fire. Focus your efforts on evacuating and helping others evacuate in an orderly fashion.
5. Know the location of the nearest fire exits; you should be able to find them in the dark.
6. Never use the elevators in a fire emergency. Direct all evacuating traffic to the stairs.
7. Before you leave your office, feel the door to see if it is hot before you open it.
  - a. If it is hot, or if smoke is seeping through the cracks, do not open the door. Try another exit door.
    - i. If you cannot exit your office, seal off the cracks around your office door, go to a window and signal for help.
  - b. If the exit door feels cool, proceed to evacuate.
8. If there is smoke, stay low. Crawl on the ground and take short breaths until you reach a stairwell. This should be a safer area and you should be able to move freely and quickly to evacuate.

9. Follow the Emergency Evacuation Plan guidelines for evacuating persons with disabilities on your floor.
10. Do not return to the building until the Fire Department, Building Safety Director, or Tenant Warden has given the all clear.

## **Fire During Work Hours**

The building is fully equipped with numerous fire detection and alarm devices throughout. When one of these devices is activated by heat, smoke, or combustion, the fire alarm panel immediately receives an audible alarm indicating by zone the location of the event and setting off the building audible and visible strobe light alarm system and the Emergency Evacuation Plan in motion.

If you are the first to discover a fire, see smoke, or smell something burning, **and the audible alarm has not sounded**, please do the following:

- Determine exact location of the fire, smoke, or smell.
- Isolate the area of the event by closing the door(s), if possible.
- Activate a fire alarm pull station, which activates the building alarm and notifies the Fire Department.
- Evacuate to your designated Area of Safe Refuge using the nearest stairwell.
- Find the Building Safety Director and relay the following information:
  - What is burning – electrical equipment or wiring, paper, liquids or furnishings, etc.
  - The severity and size of the fire.
  - Your contact information – name, phone number, company name, and suite number.

When the Fire Department arrives, they will be advised of the situation. The Fire Department will then determine the appropriate action to be taken.

If you detect something that might be a smoke odor, but are not sure, immediately contact the Property Management office at 512-732-0400 and the Emergency Assistance Team will investigate.

## **Fire During Non-Working Hours**

Upon discovery or notification of a fire or smoke please do the following:

- Determine exact location of the fire, smoke, or smell.
- Isolate the area of the event by closing the door(s), if possible.
- Activate a fire alarm pull station.
- Evacuate to your designated Area of Safe Refuge using the nearest stairwell.
- Notify the Property Manager as soon as it is safe to do so at 512-732-0400 and relay the following information:

- What is burning – electrical equipment or wiring, paper, liquids or furnishings, etc.?
- The severity and size of the fire.
- Your contact information – name, phone number, company name, and suite number.

Management will be in contact the Austin Fire Department.

## MEDICAL EMERGENCIES

If you have a medical emergency in your area/office or witness someone in need of medical assistance, you should immediately call 911 and be prepared to provide the following information. (Do not delay an EMS response by taking time to notify family or private physicians.)

1. The exact address (901 S. Mopac Expressway, Building IV) and location within the building where the patient is located. Providing the name of the building will assist the EMS in a more rapid response.
2. The nature of the medical emergency or injury. EMS provides a tiered level of emergency responses. Specific information will expedite the dispatch of the appropriate unit(s) and support agencies.
3. Remain calm and speak in a clear slow voice. Realize that while the 911 Operator may appear to be asking unimportant questions, emergency response units have already been dispatched. Any additional information you are able to provide will better prepare the emergency personnel to assist the patient.
4. Remain on the phone until advised to hang up. In many situations 911 Operator will talk you through self-help procedures to perform before the arrival of emergency personnel. These may significantly increase the patient's chance of survival.
5. Assign one of your employees to meet the ambulance and direct them to the scene.
6. Once emergency personnel arrive on the scene, allow them to take over care of the patient. They will request your assistance if needed.
7. If the sick or injured person is to be sent to the hospital, try to send a friend or fellow employee along to comfort the person and help him/her at the hospital until a relative arrives.

Each tenant should have an individual that is trained in CPR and the use of an AED. CPR/AED training is offered by building management every other year. There are two (2) AEDs located in the building: 1) 1st floor lobby across from the restrooms and 2) 5th floor hallway outside of the reception area.



## SUSPICIOUS PERSON

A suspicious person is either one who is exhibiting suspicious behavior, or who is in an area or doing something that is not normal. Your assistance in reporting a suspicious person or activity helps to maintain a safe and secure environment for all building occupants.

### Suspicious Behavior

Suspicious behavior is sometimes difficult to define, but is one of those things that most people “know when they see it.” It is something that is out of place, not quite right, or just makes you feel ‘weird’ about it. The following is a partial list of behavior that may be suspicious:

- Wearing heavy clothing in warm weather (e.g., a trench coat when it is 85 degrees outside) or has strange bulges in their clothing where there shouldn't be any.
- Asking questions that are not common about the location of something, security measures, or trying to gain access to restricted areas.
- Attempts to conceal the face by turning away when someone approaches (e.g., rapidly turn and pretend to read something on a bulletin board).
- ‘Hiding’ in shadows or behind objects in an apparent attempt to keep from being clearly seen.
- Being evasive when asked a direct question, attempts to change the subject.
- Giving too many details that are unrelated to the conversation (e.g., when asked about what they are doing in a restricted area, they start talking about what they did when they got up in the morning, where they parked, everyone else they have visited or know in the building, etc.).
- Carrying items that do not fit in with what they are doing (e.g., a student carrying a toolbox into a lecture classroom).

### Reporting a Suspicious Person

Call the Property Management office at 512-732-0400 as soon as possible so a security officer can be sent to check on the person. If you see someone that is suspicious, note the following:

- What they are wearing
- What they look like (height, build, hair color, skin complexion, etc.)
- Where they are
- The direction they are heading (if they are moving)
- Any vehicles they are using (include type, color, and license plate, if possible)
- What they are doing

It is much better to report a person that is suspicious but turns out to be all right than to not report someone out of fear of embarrassment.

## **WORKPLACE VIOLENCE OR ACTIVE SHOOTER**

Depending on the stage of the incident, call 911 or for situations not “in progress,” call the Property Management office at 512-732-0400.

1. If there is a threat of violence, leave the area immediately. If not possible, try to lock yourself in a secure office or area away from the suspected subject.
2. If safe to do so, call 911. Give the police as many descriptions and details as requested.

### **Workplace Violence**

- Verbal threats of any kind whether direct or implied.
- Physical conduct, such as pushing, shoving or striking, which harms or is perceived as having the potential to harm any person or property.
- Conduct that harasses, disrupts, or interferes with another individual.

### **Potential Warning Signs**

- Veiled or actual verbal threats of any kind, whether perceived or actual.
- Demonstrated fascination with weapons or violence.
- Expressions of hopelessness or anxiety.
- Insubordinate behavior.
- Dramatic change in work performance.
- Other violent behaviors, including destruction of property.
- Drug or alcohol abuse.

### **Risk Factors**

- Termination of employment.
- Disciplinary actions.
- Ongoing conflicts between employees.
- Domestic or family violence.
- Financial problems.

### **Reporting Emerging or Potential Threats**

An emerging or potential threat is one where you believe a situation has the potential for becoming violent over time because it exhibits one or more of the violence warning signs. Take these concerns seriously and report them so intervention can be taken.

1. Report the situation to the Property Management office at 512-732-0400.

2. Alert your supervisor and/or the Human Resources Department to the situation.

## Active Shooter

If an armed or threatening intruder enters your office or the building, it is very important that you report it immediately and take protective actions. Situations where one or more individuals are using deadly force against many people are very fluid and change rapidly. It is impossible to anticipate exactly how the situation will evolve or where the person will go. Planning ahead now, and thinking through possible actions that can be taken, may give you an important advantage. Active shooter incidents can happen at any location where people gather, and usually start quickly and without warning.

Measures to take if you hear shots fired, see a shooter in the building, or are told someone is using a weapon in a threatening manner.

### Run

First and foremost, if you can get out, do. Trying to get yourself out of harm's way needs to be your number one priority. When an active shooter is in your vicinity:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Encourage others to leave with you, but don't let them slow you down with indecision.
- Leave your belongings behind.
- Help others escape if possible.
- Prevent others from entering the area.
- **Call 9-1-1 when you are safe.** Tell the call taker or dispatcher:
  - Your name
  - The exact location of the person with the weapon or where they were last seen.
  - (If known) Name of the person to have the weapon or shooter.
  - A brief description of the person such as (clothing, race, sex.) State characteristics/physical items that are particular to the individual(s).
  - The weapon type: (shotgun / rifle / pistol / handgun / knife)

### Hide

If you can't get out safely, you need to find a place to hide. If an evacuation is not possible:

- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

Your hiding place should:

- Be out of the shooter's view.
- Provide protection from shots fired in your direction.
- Not trap or restrict your options for movement.

### **Fight**

As a last resort, if your life is at risk, whether you're alone or working together as a group, fight! Act with aggression. Improvise weapons. Disarm him. Commit to taking the shooter down, no matter what. Only if your life is in danger:

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons. (i.e. fire extinguisher, chair, laptop, etc.)
- Commit to your actions.

### **Emergency Personnel**

When law enforcement arrives:

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured is on its way.

## **BOMB THREAT EMERGENCIES**

American companies receive thousands of bomb threat calls every year. Very few of these are warnings of real bombs. The vast majority of these calls are hoaxes; however, all bomb threats should be treated seriously.

A bomb threat is generally defined as a verbal threat to detonate an explosive or incendiary device to cause property damage or injuries, whether or not such a device actually exists. The person who receives the threat will, in most cases, be the only person who has contact with the caller. It is therefore imperative that the initial contact person extract as much specific information as possible from the caller.

There are two main reasons someone may call with a bomb threat:

- A. The person knows of an explosive device that is in place, and wants to minimize injuries; or
- B. The person wants to create an environment of panic/confusion or to interrupt normal office building functions

The latter reason is the most frequently encountered. Unfortunately, there is often no way to tell the motivation of the caller until after a thorough inspection of the building is conducted. This means that there will always need to be a response to the threat by emergency personnel.

### **Bomb Threat Protocol**

If you receive a bomb threat:

1. Try to get as much information as possible or for quick reference, use the attached Texas Department of Public Safety Checklist. Please include your phone number and e-mail on checklist.
2. Upon hanging up, immediately call 911 and give specific details. If possible, use a confidential manner of communication to reduce the possibility of panic.
3. Next, notify building management, at 512-732-0400, who will in turn contact each of the building tenant contacts that a bomb threat has been received.
4. Immediately cease any operation of radio equipment such as paging systems, two way radios, CBs etc. Such equipment can cause premature bomb detonation.

Upon arrival, emergency personnel will:

1. Confer with the Building Safety Director, building engineering personnel, and the call taker.
2. In conjunction with the Building Safety Director and building engineering personnel the call taker (office manager) will conduct a search of the area.
3. If no suspicious item is located, the Building Safety Director or his/her designate, in consultation with the Police Department, will make the decision whether to evacuate the building or not.

4. If the decision is made to evacuate the building, follow the Building Evacuation Protocol to safely evacuate the building. A different alarm from the fire alarm will be sounded with evacuation instructions.

## **Building Evacuation Protocol**

Continuous sounding of the fire alarm speakers and the flashing of the fire alarm strobe lights located on **your** floor shall be the signal for **immediate evacuation** from the building.

1. **Evacuate the building** immediately according to your evacuation route (see Exhibit C).
2. **Stop what you are doing and walk**, do not run, to the primary or alternate stairwell. Close all doors behind you.
3. **Use the stairs.** Do not use the elevators. If the power fails, you may become trapped in the elevator. During fire alarms, elevators are taken out of service and returned to the ground floor.
4. Follow any and all instructions given by law enforcement and/or building personnel.
5. Once evacuated, **proceed to the designated Area of Safe Refuge as instructed by the Building Safety Director/Tenant Warden.**
6. **Report** to your Area Warden or supervisor for a **headcount**. Visitors must report to the receptionist for headcount.
7. Do not re-enter the building until the **all clear** announcement is given by the Building Safety Director.
8. Tenant Wardens will assist in the evacuation process, and:
  - a. Ensure work areas are evacuated and doors are closed, not locked.
  - b. Ensure rest rooms are evacuated.
  - c. Coordinate assistance for injured or incapacitated personnel.
  - d. Report to the emergency coordinator on evacuation status\* and employees requiring assistance.

**\* Tenant Wardens will confirm evacuation status with supervisors or section managers.**

Following the conclusion of the bomb threat emergency, write a brief report detailing your efforts and actions in response to the emergency. Include any special problems or incidents that you encountered, and submit it as soon as possible to the management office.

## Bomb Threat Information Checklist

### QUESTIONS TO ASK:

1. When is bomb going to explode? \_\_\_\_\_
2. Where is it right now? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. If yes, why? \_\_\_\_\_
8. What is your address? \_\_\_\_\_
9. What is your name? \_\_\_\_\_

**EXACT LOCATION OF THE BOMB:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_

Age: \_\_\_\_\_ Length of call: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

### CALLER'S VOICE

- |                |                       |
|----------------|-----------------------|
| _____ Calm     | _____ Nasal           |
| _____ Angry    | _____ Stutter         |
| _____ Excited  | _____ Lisp            |
| _____ Slow     | _____ Raspy           |
| _____ Rapid    | _____ Deep            |
| _____ Soft     | _____ Ragged          |
| _____ Loud     | _____ Clearing throat |
| _____ Laughter | _____ Deep breathing  |

\_\_\_\_\_ Crying  
\_\_\_\_\_ Normal  
\_\_\_\_\_ Distinct  
\_\_\_\_\_ Slurred  
\_\_\_\_\_ Whispered

\_\_\_\_\_ Cracking voice  
\_\_\_\_\_ Disguised  
\_\_\_\_\_ Accent  
\_\_\_\_\_ Familiar

If voice is familiar, who did it sound like? \_\_\_\_\_  
\_\_\_\_\_

**BACKGROUND SOUNDS:**

\_\_\_\_\_ Street noises  
\_\_\_\_\_ Restaurant/Bar  
\_\_\_\_\_ Voices  
\_\_\_\_\_ PA system  
\_\_\_\_\_ Music  
\_\_\_\_\_ House noises  
\_\_\_\_\_ Motor  
\_\_\_\_\_ Office machinery

\_\_\_\_\_ Factory machinery  
\_\_\_\_\_ Animal noises  
\_\_\_\_\_ Clear  
\_\_\_\_\_ Static  
\_\_\_\_\_ Local  
\_\_\_\_\_ Long distance  
\_\_\_\_\_ Booth  
Other \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THREAT LANGUAGE:**

\_\_\_\_\_ Well spoken (educated)  
\_\_\_\_\_ Foul  
\_\_\_\_\_ Irrational

\_\_\_\_\_ Incoherent  
\_\_\_\_\_ Taped  
\_\_\_\_\_ Message read by threat maker

**REMARKS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Report call immediately to: APD 9-1-1**

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name \_\_\_\_\_

Company \_\_\_\_\_

Phone number \_\_\_\_\_ E-mail: \_\_\_\_\_



## **Suspected Bomb Safety Precautions**

While some of the following safety precautions may seem elementary, do not dismiss them as unimportant, nor take them for granted because adequate knowledge of these precautionary provisions may save your life, the lives of your fellow employees, and the lives of the individual customers and visitors who frequent the building daily.

1. Do not use radio equipment to transmit messages.
2. Do not change the lighting conditions (turning switches on or off).
3. Do not smoke.
4. Do not accept container markings and/or appearance as sole evidence of their contents.
5. Do not touch a suspected bomb.
6. Do not shake, shock, or jar a suspected bomb.
7. Do not carry a suspected bomb.
8. Do not cover a suspected bomb.
9. Do not open any suspicious container or object.
10. Do not cut or remove the wrapper on a suspicious container.
11. Do not unscrew the cover of a suspicious container or object.
12. Do not move the latch or hook on the cover of a suspicious container or object.
13. Do not raise or remove the cover of a suspicious container or object.
14. Do not change the position of a suspicious container or object.
15. Do not place a suspicious container or object into water.

## **SUSPICIOUS MAIL OR PACKAGES**

The likelihood of receiving a life threatening package is remote. Unfortunately, however, a small number of life threatening packages have been discovered over the years, and they can result in death, injury and/or destruction of property.

Keep in mind that an explosive or other life threatening items (razorblades, anthrax) can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics which might assist you. To apply these factors, it is important to know the type of mail normally received by your department.

### **Characteristics of Suspicious Mail or Package**

- Restricted markings such as “PERSONAL,” “CONFIDENTIAL,” or “SPECIAL DELIVERY”.
- No return address or one that cannot be verified as legitimate.
- Have excessive postage, handwritten or poorly typed address, incorrect title or titles with no name, or misspellings of common words.
- Returned mail that appears to have been opened and resealed.
- A city or state in the postmark that does not match the return address.
- Unusual weight based on size.
- Lopsided or oddly shaped, strange odor, oily stains, crystallization, protruding wires, rigid or bulky, excessive tape or string.
- Possibly mailed from a foreign country

NOTE: IF YOU ARE EXPECTING A LETTER OR PACKAGE WITH THE ABOVE CHARACTERISTICS, PLEASE DISREGARD.

### **Suspected Bomb**

- Do not open the item
- Do not handle it further, but record the sender, addressee, and postal information found on the piece
- If possible, contact the sender and/or addressee to determine the contents
- If you can't contact the sender and addressee, or cannot confirm the contents, contact the police for further direction and notify the Property Management office at 512-732-0400
- Follow the Emergency Evacuation Plan to safely evacuate the building to the appropriate Area of Safe Refuge

## **Suspected Bio-Chemical Agent**

### **Unopened**

- Do not attempt to open the item
- Place it in a clear bag and seal it
- Isolate the piece so that it will not be handled again
- Ensure those who had contact with it wash their hands with soap and water for three minutes and rinse for one minute
- Without touching the item, record the return address, addressee, and postal information found on the article
- Contact the sender and addressee to determine contents
- If unsuccessful, and the article still seems suspicious, evacuate the area, contact the police for further direction and notify the Property Management office at 512-732-0400

### **Opened**

If it is a suspected bio-chemical agent, and it is opened, follow all of the instructions below, and notify the Property Management office at 512-732-0400 to shut down the ventilation system. Evacuate the area, and call local authorities for further direction.

- Set it down where you are.
- Do not move the contaminated material.
- If any material spills out of the letter or package, do not try to clean it up and do not brush off your clothes as this could disperse material into the air.
- If the material is corrosive or presents an immediate danger, wash your hands.
- Close the door to the area where the suspicious item was opened and do not allow others to enter the area.

## UTILITY OUTAGES

### Power Failure

The building has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it typically will affect either an isolated area of the building or a large geographic area of which this building is a part.

All suites and common areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited time period.

In the event of an electrical failure, please observe the following guidelines:

1. Contact the property manager at 512-732-0400.
2. Raise blinds to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible. **DO NOT PROP SECURED DOORS OPEN.**
3. If you are instructed to evacuate the building, lock all areas of your premises.
4. Do not congregate in the lobby areas or in the street, move to your designated Area of Safe Refuge.
5. If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Do not attempt to force the doors open. Use the elevator phone to contact building management for information and to notify them of you location.

Building management will notify you as soon as possible when the power will be restored.

### Water Interruptions

Prolonged water interruption will result in the evacuation of the building following the Emergency Evacuation Plan. Without water we can neither maintain sanitary conditions nor building cooling systems. Additionally, water interruption limits the Fire Department's ability to extinguish fires. A temporary interruption of the water supply may or may not result in the disruption of building services.

### Gas Leak

While there is no gas line leading to Barton Oaks Plaza IV, in the event there is a gas leak in the area the decision to evacuate the building will be made by the Austin Fire Department.

### Telephone Outages

Initially, the most important issue is to decide whether the loss of telephone communication is in your individual suite or a building-wide event. Immediately, send a Tenant Warden to contact the Property Management office if it is a suspected building-wide event. If the outage is regional or covering at least a portion of the community, begin your emergency plans for telephone service immediately.

## **SEVERE WEATHER EMERGENCIES**

Monitor one of the local sources for weather information. The primary weather information sources are:

1. The National Weather Service Radio
2. The Weather Channel
3. Local radio and TV Stations

### **Icy Conditions**

It is the policy of Barton Oaks Plaza IV to remain open during our regular business hours whenever possible, unless poor driving conditions or other weather-related hazards make it necessary to modify work hours. It is up to each tenant to determine changes to their regular hours of operation due to weather conditions.

### **Tornado**

If a tornado is seen approaching the building or you have been notified of a tornado, the Tenant Wardens should move employees toward building core rooms, including restrooms and stairwells.

The greatest danger will be flying glass and objects; therefore, attempt to locate where the maximum numbers of walls are between you and the exterior of the building.

Avoid congregation in extended corridors as a vacuum effect may be created if any wall barrier is broken.

Remain in safe areas until the Building Safety Director, a member of the Emergency Assistance Team, or emergency personnel has instructed you that it is safe to leave. In the event there has been damage to your area or building, please proceed with caution to the nearest stairwell and evacuate the building to the designated Area of Safe Refuge.

### **Flooding**

In the event of a flood, the building will be evacuated and closed. Flooding can cause great harm to electrical equipment for the building and disrupt sanitary water supplies.

### **Hurricane**

Most important, please follow all governmental authority directives. If you are not in the building, but wish to check to see if the building is open or closed, please call the Property Management office at 512-732-0400. Should your company require that someone essential to your companies' operations be allowed to remain in or enter the building, you must inform the management office of this requirement and keep management apprised of arrivals and departures. Please inform those individuals that when a storm is upon them, it is prudent to move away from exterior offices and closest to the building core.

It is advisable to have your essential personnel maintain an inventory of emergency equipment to be used to include but not be limited to the following:

- A. Flashlights and fresh batteries.
- B. First-aid kits to treat minor injuries caused by flying glass.
- C. Battery powered radios for keeping abreast of weather and highway conditions.
- D. Ice chests, water coolers, thermal bottles, non-perishable food, can opener, change of clothing.

Note that building management reserves the right to close the building for your safety, absent a governmental directive. In either instance, it is very important that everyone implement the following prior to leaving:

- 1. All mini-blinds should be closed and fully lowered.
- 2. Desks and table tops, along with windowsills should be cleared of books, loose papers, and other items, and be placed in secure locked drawers or file cabinets.
- 3. All artwork and furniture should be moved away from windows. Personal items should be stored in a safe area or removed from the building.
- 4. Waterproof tarpaulin or heavy plastic can be useful for covering desks, computers, and filing cabinets.
- 5. Bookcases in offices with exterior windows should be turned (if possible) to face the wall.
- 6. Computers and related equipment should be backed up, powered-down, and unplugged.
- 7. All lights should be turned off.
- 8. All electronic equipment should be removed from offices with windows and secured in an area near the core of the building (if possible).
- 9. All exterior office doors should be shut and locked when possible.

Building management will maintain staff at the property throughout this event. Also, additional security will be brought in, as a precaution, in case property damage occurs.

We will do our best to protect the building, your lease space, and your belongings and are fully prepared to take appropriate actions, which includes but is not limited to the following:

- 1. The building roof and grounds will be cleared of debris and drains cleaned and locked down.
- 2. Emergency generators serving emergency lighting and fire/life safety systems will be serviced and fuel tanks refilled.
- 3. Emergency supplies and equipment to include, plywood (for installation in the event of window or door damage), sandbags, portable radios, two-way radios, tarps, plastic, and miscellaneous tools will be stocked in ample quantities.

## HAZARDOUS MATERIAL INCIDENTS

A hazardous material incident would involve the accidental spill or release of a chemical in or near the building that could pose a potential threat to the building occupants due to the potential of fire or adverse effects from exposure to toxic vapors that might be released. Such a condition may warrant the evacuation of all or some of the building occupants. Such an evacuation would utilize many of the same provisions as an evacuation due to a fire emergency with the following additional considerations.

1. The immediate shut down of all air handling systems by maintenance or engineering personnel may be necessary.
2. The room or area of the incident should be sealed off by engineering, if it is safe to do so, to prevent the spread of the material and reduce exposure to occupants.
3. If an evacuation of the building is warranted, the occupants should attempt to evacuate to the designated Area of Safe Refuge.
4. Cleanup of the spill should be attempted only by those persons adequately trained and equipped to do so.

## **EXPLOSIONS**

If an explosion occurs, insure you are in a safe place before calling 911, follow the Emergency Evacuation Plan to safely exit the building if necessary and then report the explosion to the Property Management office 512-732-0400. Give the Building Safety Director the following information:

1. Your name, location, and telephone number.
2. Exact location of the explosion.
3. Probable cause of the explosion
4. Any reason you have to believe the explosion was caused by a bomb.
5. Extent of casualties and number and type of injuries.
6. Whether the explosion caused a fire, if so, location of the fire.

Evacuate employees and visitors from the area if necessary.

Within 24 hours, write a brief report describing the emergency. Include any special problems or incidents that you encountered, and submit the report to the management office.



## **PANDEMIC AND COMMUNICABLE DISEASE**

It is the policy of Barton Oaks Plaza IV to remain open during our regular business hours whenever possible, unless directives from the Public Health Department make it necessary to modify work hours or close the building to prevent further spread of a communicable disease. It is up to each tenant to determine changes to their regular hours of operation due to illnesses.

## **CIVIL DISTURBANCES**

Upon receiving notification that a civil disturbance threatens the building or your premises, contact the Building Safety Director at 512-732-0400 and relay the following information:

1. Exact location of the disturbance.
2. Approximately number of demonstrators.
3. Demonstrator's current activity.
4. Your name and time such information was made known to you.

# EARTHQUAKE

In the unlikely event that an earthquake occurs, having an emergency plan will help you and your employees remain calm.

- Stay calm. First and foremost.
- Stay put. If you are indoors, stay there. If outdoors, stay there.
- Take cover. If indoors, do a “drop and cover” under a desk, table, or bench, or stand alongside an inside wall, in an archway, doorway that does not have a door, or corner. Avoid windows, doorways with a door, bookcases, hanging fixtures, or outside walls until the shaking stops.
- If no protection is available, drop to the floor and cover your head with your hands. Make sure everyone is in “drop and cover” positions.
- Do not be surprised if the electricity goes out, or if fire alarms and sprinklers go on.

## **After an Earthquake:**

- Keep employees safe and relaxed. Carefully evaluate the situation.
- Use caution when moving to your Area of Safe Refuge.
- Report to your Warden or supervisor for a headcount. Visitors must report to the receptionist for headcount.
- Do not move the seriously injured unless they are still in danger. Administer first aid, if necessary.
- Wear sturdy shoes in areas near fallen obstacles and broken glass.
- Check water and electrical lines for damage.
- Do not use the telephone, light switches, matches, candles, or other open flame unless you are absolutely certain there is not natural gas leaking.
- Do not touch electrical power line
- Be prepared for aftershocks.

## RECOMMENDED PRECAUTIONS

While everyone needs to know how to respond in an emergency, it is just as important that you take steps to prevent emergencies from occurring. We recommend the following precautions:

1. Maintain Material Safety Data Sheets in central locations where they are visible for all to see.
2. Avoid using extension cords instead of permanent wiring. If used, extension cords need the three prong connections.
3. Keep all appliances and electrical cords in good repair.
4. Turn off all electrical appliances for coffee, cooking, or heating before leaving the office.
5. Smoking is not permitted in the building.
6. Forbid the use of candles or open flames in the office.
7. Assign a specific person or persons to aid anyone in the office who requires special assistance in an emergency.
8. Report any potential fire hazards in the building to the Property Management office at 512-732-0400. (Examples: blocked stairwells, faulty fire protection equipment, leaks, or damaged wiring).
9. Store flammable materials in the building only after approval has been received from the Property Management office.
10. Space heaters are not permitted at any time.

**EXHIBIT A**  
**Emergency Contact Information**

FIRE DEPARTMENT	911
POLICE DEPARTMENT	911
EMERGENCY MEDICAL SERVICE	911
BUILDING SAFETY DIRECTOR	512-732-0400
BUILDING SAFETY DIRECTOR (AFTER HOURS)	512-284-6845
	512-351-9355
ON-SITE SECURITY (24/7)	512-364-5900
AUSTIN DIAGNOSTIC CLINIC	512-901-1112
BRACKENRIDGE HOSPITAL	512-476-6461
POISON CONTROL	1-800-764-7661
ST. DAVID'S SOUTH AUSTIN HOSPITAL	512-447-2211

## **Building Personnel**

**512-732-0400**

Michelle Ackermann – Senior Property Manager

David Alsmeyer – Director of Leasing

Stan Ford – Director of Property Management

Becky Wells – Property Manager (Secondary)

Paul McDowell – Chief Building Engineer

Jereme Lewis – Chief Building Engineer (Secondary)

**EXHIBIT B**  
**Emergency Evacuation Plan**

**TENANT NAME:** \_\_\_\_\_

**SUITE #:** \_\_\_\_\_

**TENANT WARDEN:** \_\_\_\_\_

**ALTERNATE WARDEN:** \_\_\_\_\_

- Take the attached roster when you leave the building.
- Notify employees/visitors in your suite/area to evacuate the building immediately using the designated stairwell/evacuation route.
- Know the status of all disabled persons in your suite/area, i.e. location, assisted by, etc.
- Report to your designated Area of Safe Refuge.
- As you see employees on your roster or they report to you individually, check their name(s) off on the roster to conduct a headcount.
- Once all persons in your suite/area are accounted for, report to the Building Safety Director at the Command Center in the parking garage that your suite/area is clear or identify any personnel unaccounted for.
- Remain in the designated Area of Safe Refuge until instructed to do otherwise by the Building Safety Director, emergency, or Fire Department personnel to either re-enter the building or leave the premises.
- Do not attempt to drive your vehicle from the parking garage unless instructed to do so by the Tenant Warden, building management personnel, or the Fire Department.

Updated: 3/1/2014

## Roster of Mobility Impaired Tenants

Name	Floor#	Suite#	Telephone#	Designated Assistant

Please fill out form and return to Building Management.





## Single Floor/Large Tenant

**Company Name**  
**Emergency Evacuation Plan**

**Area Number**  
**Area Description**

AREA WARDEN:  
ALTERNATE #1:  
ALTERNATE #2:

FLOOR WARDEN:  
ALTERNATE #1:  
ALTERNATE #2:

### EMPLOYEE ROSTER

Please write in the date and indicate whether the person is accounted for (√), out of office (“O/O”) or unaccounted for (?). If personnel are unaccounted for, note the names and report them to the Floor Warden.

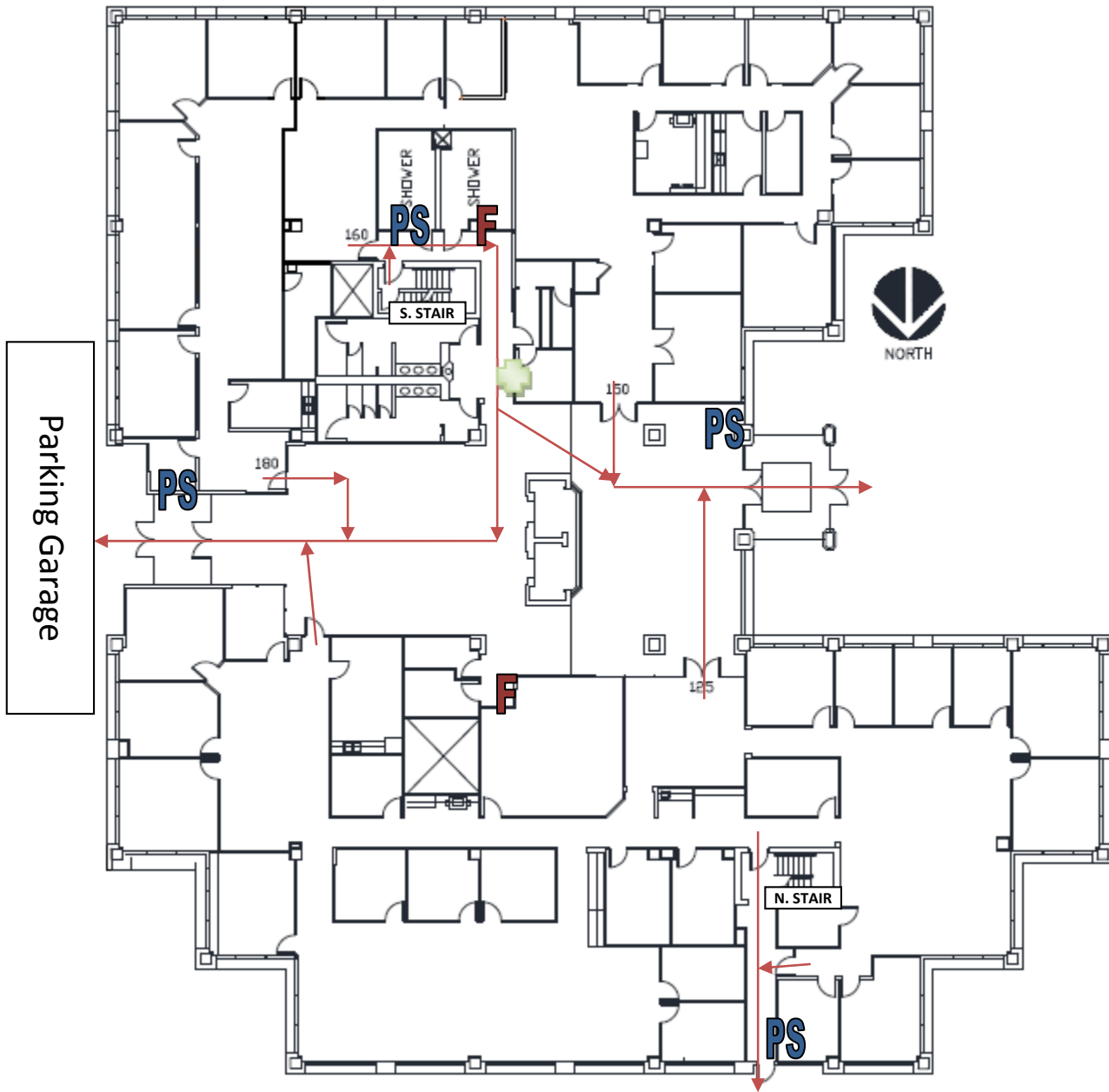
Name	Date	Date	Date

- Take the roster with when you leave the building.
- Notify employees/visitors in your area to evacuate the building immediately using the designated stairwell.
- Know the status of all disabled persons in your area, i.e. location, assisted by, etc.
- Report to the designated area of safe refuge.
- As you see employees on your roster or they report to you individually, check their name(s) off on the roster to conduct a headcount.
- Once all persons in your area are accounted for, report to the Floor Warden that your area is clear or identify any personnel unaccounted for.
- Remain in the designated evacuation area until instructed to do otherwise by the Tenant Warden, TIG personnel, or Fire Department personnel to either re-enter the building or leave the premises.
- Do not attempt to drive your vehicle from the parking garage unless instructed to do so by the Tenant Warden, TIG personnel, or the Fire Department.

# EXHIBIT C

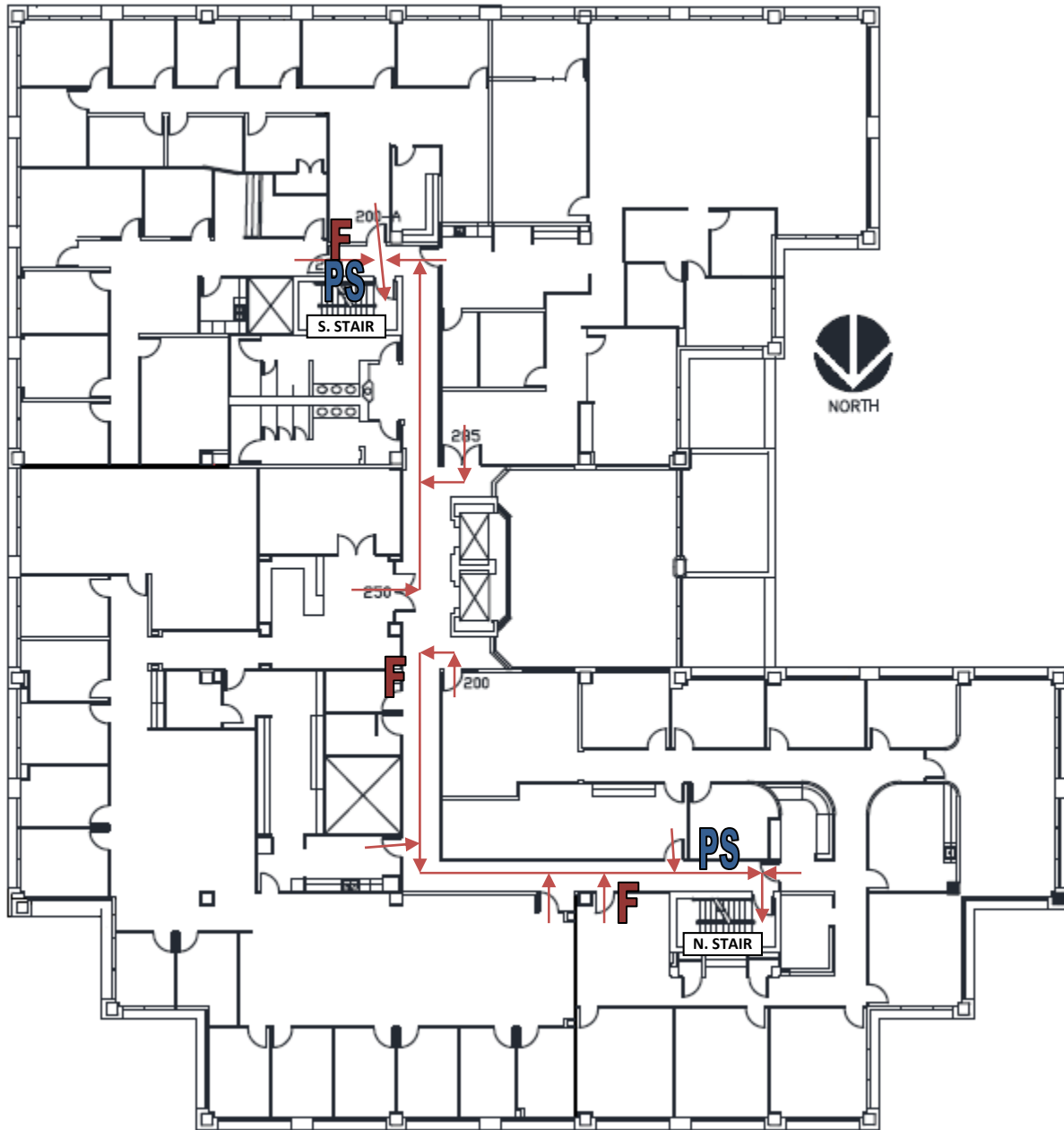
## Evacuation Routes

### First Floor



- AED Equipment
- Pull Stations
- Fire Extinguisher (All kitchen areas within tenant suites are equipped with fire extinguishers)

## Second Floor

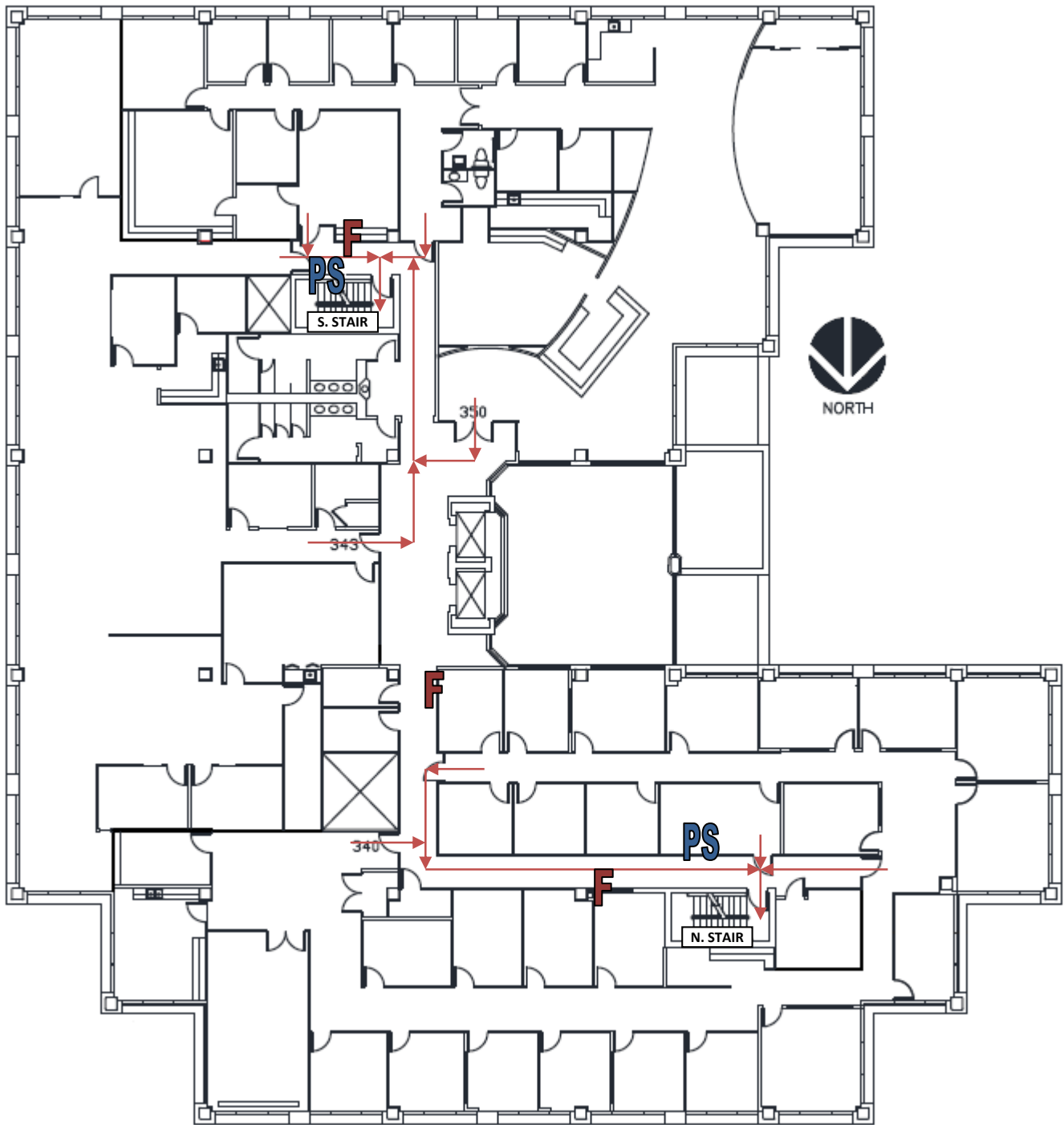


- AED Equipment

- Pull Stations

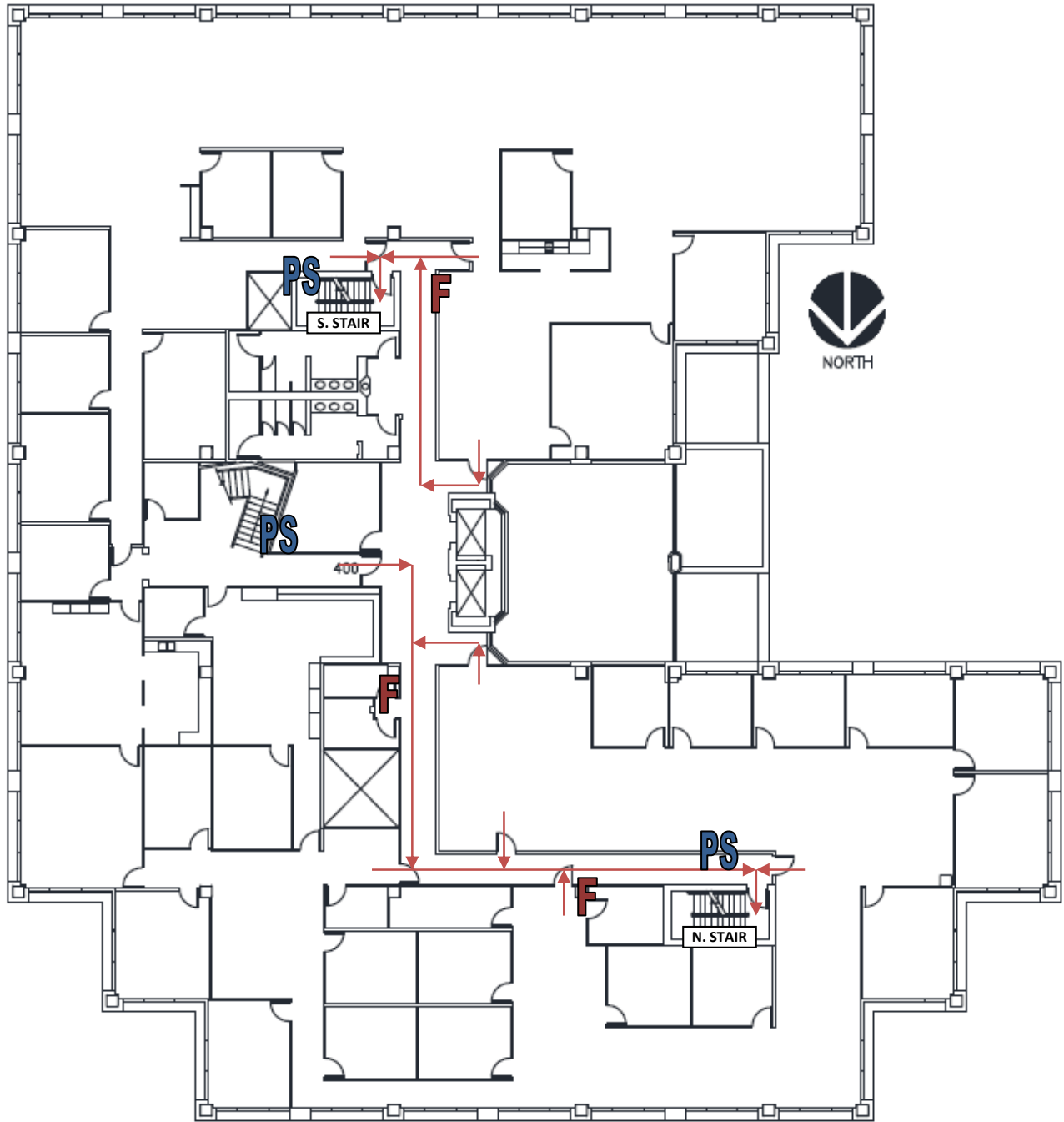
- Fire Extinguisher (All kitchen areas within tenant suites are equipped with fire extinguishers)

### Third Floor



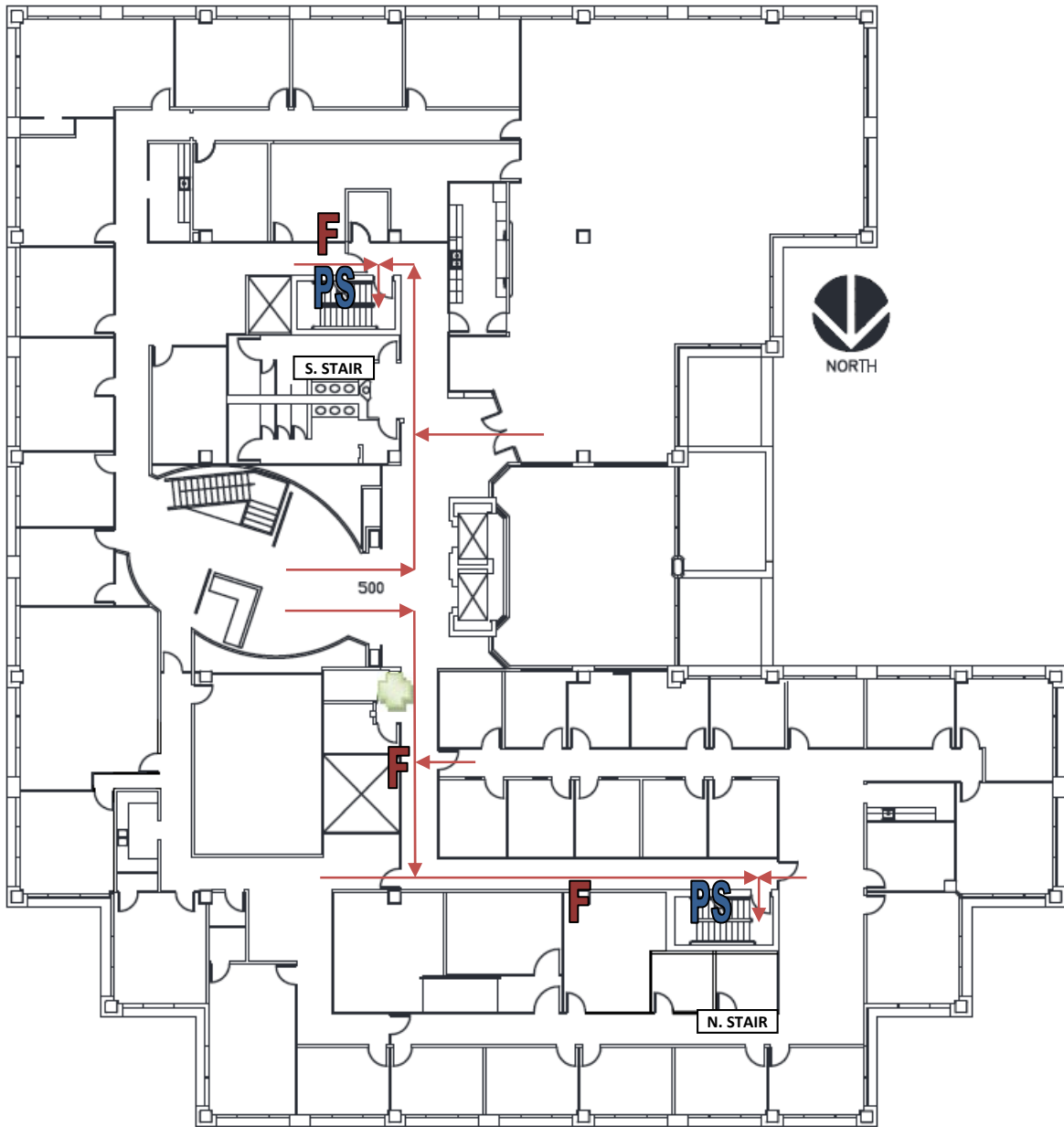
- AED Equipment
- Pull Stations
- Fire Extinguisher (All kitchen areas within tenant suites are equipped with fire extinguishers)

# Fourth Floor



- AED Equipment
- Pull Stations
- Fire Extinguisher (All kitchen areas within tenant suites are equipped with fire extinguishers)

## Fifth Floor



- AED Equipment

- Pull Stations

- Fire Extinguisher (All kitchen areas within tenant suites are equipped with fire extinguishers)

**EXHIBIT D**  
**Areas of Safe Refuge**  
**Fire & General Evacuations**

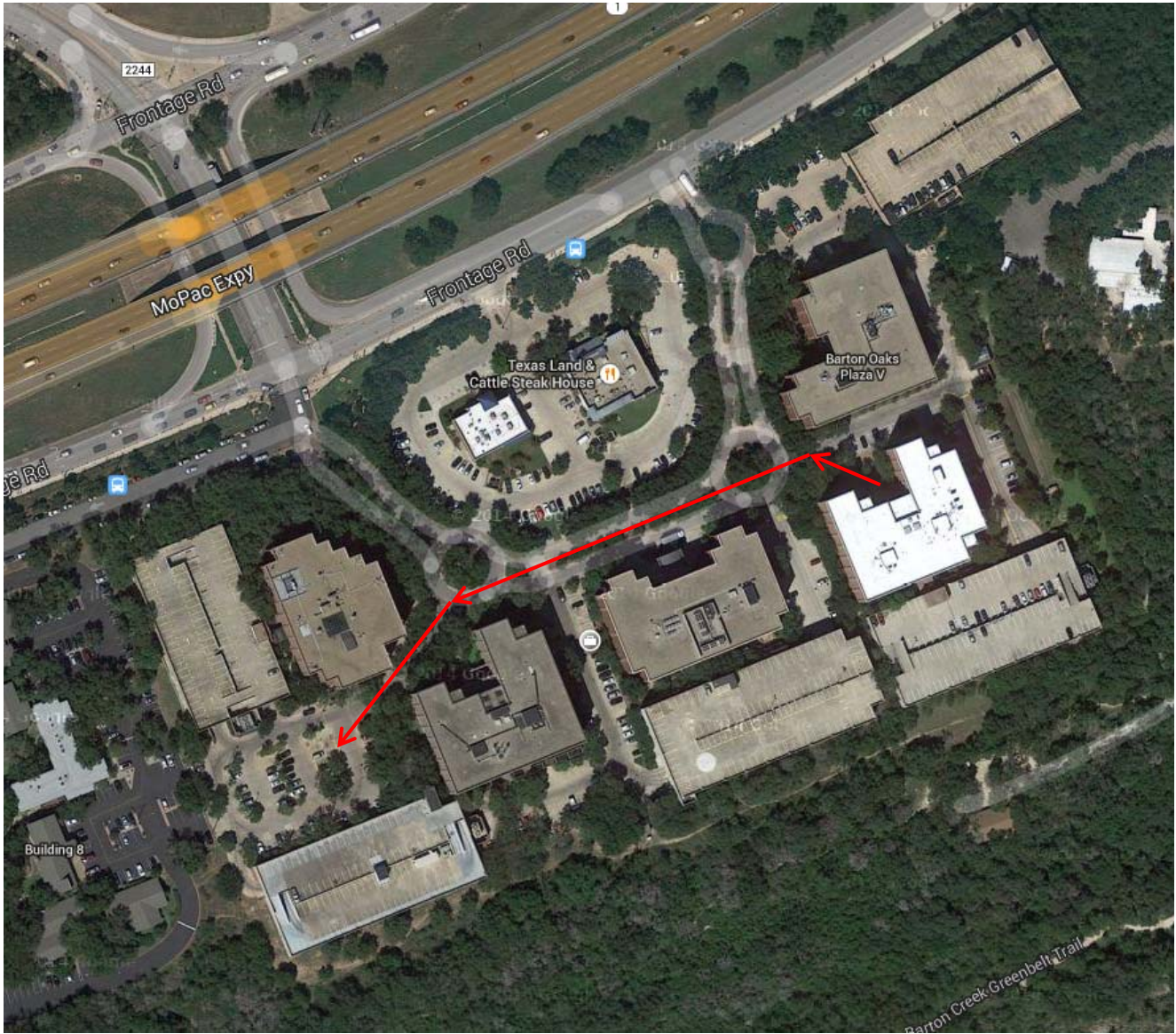
Parking Garage

2.5-36 - SENTE MORTGAGE	Barton Oaks Plaza Bldg. IV/Level 2.5	RAMP UP FROM 2.0	
2.5-35 - SENTE MORTGAGE			
2.5-34 - SENTE MORTGAGE		RAMP DOWN FROM 3.0	
2.5-33 - SENTE MORTGAGE			2.5-37
2.5-32 - SENTE MORTGAGE			2.5-38
2.5-31 - SENTE MORTGAGE			2.5-39 - THE LOWENBERG GROUP
2.5-30 - SENTE MORTGAGE			2.5-40
2.5-29 - SENTE MORTGAGE			2.5-41 - TIG REAL ESTATE SERVICES
2.5-28			2.5-42 - TIG REAL ESTATE SERVICES
2.5-27 - BONNER CARRINGTON			** 2.5-43 - COMMAND CENTER **
2.5-26 - BONNER CARRINGTON			** 2.5-44 - SAFETY DIRECTOR **
2.5-25			
2.5-24 - CAPITAL WEALTH STRATEGIES			STAIRS
2.5-23 - CAPITAL WEALTH STRATEGIES			
2.5-22			
2.5-21 - SELMAN MUNSON			
2.5-20 - SELMAN MUNSON			
2.5-19			
2.5-18 - TRANSWESTERN			
2.5-17 - TRANSWESTERN			
2.5-16 - TRANSWESTERN			
2.5-15 - TRANSWESTERN			
2.5-14 - TRANSWESTERN			
2.5-13			
2.5-12 - 97 DEGREES W			
2.5-11 - 97 DEGREES W			
2.5-10			
2.5-9 - DELL VISION			
2.5-8 - DELL VISION			
2.5-7			
2.5-6 - ON SEMICONDUCTOR			
2.5-5 - ON SEMICONDUCTOR			
2.5-4		RAMP DOWN FROM 2.0	
2.5-3			
2.5-2			
2.5-1		RAMP UP TO 3.0	

\*IF VEHICLES ARE PARKED IN DESIGNATED AREAS, PLEASE MOVE TO THE NEAREST OPEN SPACE\*



Bomb Threat





# Earthquake

