

TENANT EMERGENCY TEAM MANUAL



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AUTHORITY

In the event of a non-fire emergency, the On-Site Emergency Response Team will consist of Building Engineering and Management, Security Staff, and City of Minneapolis Emergency Personnel. In the event of a fire-related emergency, control and direction comes from the Minneapolis Fire Department. The Minneapolis Fire Department responds to all alarms and the Chief upon his arrival takes control of the situation providing instruction and direction. The Chief has control of all building and life safety systems from the Fire Command Center. Evacuation orders are the responsibility of the Fire Chief. In the event that the situation or common-sense dictates, evacuation may be deemed necessary before the Fire Chief has arrived or has been able to assess the circumstances. Building Management, Security Staff, and Tenant Emergency Team Captain/Members may initiate orderly evacuation. Evacuation must be via building stairwells to the exterior of the building and then to the designated assembly area. Building Management must be notified if evacuation commences.

ADMINISTRATION

Purpose

This emergency plan is established as an integral part of the building occupants' response to emergencies. The contents of this plan are designed as an operational guide for the behavior, safety, and protection of the tenants and visitors of the building in the event of an emergency.

Scope

As outlined in 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 inhabitants; then provides for the safety and protection of endangered personnel and/or assets.

When implemented and supplemented with appropriate instructions from Building Management, this plan becomes an operational tool for effective and responsive action when occupants are forced to cope with various emergency situations.

Qualifications, Duties, and Responsibilities of the Tenant Emergency Team Members and their Back-ups are to Control an Emergency.

Tenant Emergency Team Members and their Back-ups are selected on the basis of two principal criteria:

- a. They must be alert and resourceful individuals who would be capable of performing in a leadership role during an emergency.

- b. They must generally be working in their respective company areas within the building, rather than having primary duties and responsibilities elsewhere.

Tenant Emergency Team Members are the connecting link between the Building Management and their respective employees and co-workers. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency. It must be emphasized that the Tenant Emergency Team Captain/Members (within the bounds of the Emergency Plan) are in charge during an emergency and all corporate hierarchy should disappear.

Tenant Emergency Team Members are responsible for training specific Back-up personnel and emergency assistants to effectively perform their emergency duties and responsibilities by communicating appropriate preplanned emergency procedures and data to all employees under their jurisdiction through personnel orientation and/or company bulletin boards. Tenant Emergency Team Members may be designated by hats, vests, or arm bands.

Due to the key positions they occupy, the Tenant Emergency Team Members and their Back-ups must assure that during their absences from the building, other qualified associates are always familiar with and available to perform their emergency duties.

Reporting Changes in Tenant Emergency Team Members and their Back-

Because the Tenant Emergency Team Members are essential in the response to an emergency in the building, and because they are the appointed connecting link between the Building Management and their respective area(s), communication of emergency instructions and information must never be interrupted due to the transfer or loss of this key individual.

Any changes in the employment status and/or replacement of each Tenant Emergency Team Member or their officially designated Back-ups must be reported immediately to Building Management through the use of the Tenant Emergency Team Member Form located in the back of this manual. Effort must be made immediately to train Back-up Tenant Emergency Team Members in all aspects of the Emergency Plan. This can be accomplished through Building Management or via self-instruction through Electronic Tenant Solutions EMERGENCY PROCEDURES tab found at <http://marquetteplaza.info>.

Tenant Supervisor's Emergency Responsibilities

While Tenant Supervisors should have constructive knowledge of the operational aspects of the Tenant Emergency Team Manual, they must recognize that it is essential for them to voluntarily subjugate themselves to emergency instructions given to them by the Tenant Emergency Team Captain, Members and/or their respective Back-ups in order to insure a safe

and orderly response to an emergency. Each Tenant Emergency Team Member has two (2) principle emergency responsibilities.

- a. They must be cool, calm, responsive, and able to help eliminate confusion, fear, and/or panic among their subordinates.
- b. They must faithfully execute any emergency responsibilities assigned to them during the existence of any emergency.

Tenant Employees' Emergency Responsibilities

All tenant employees must remain calm, attentive, responsive and quiet, so that they are able to hear all pertinent emergency instructions and/or orders, so they will not add confusion or dangerous panic to the emergency procedures initiated for their personal safety.

All tenant employees must respond to official emergency instructions as if their lives depended upon strict compliance with those instructions.

Testing of the Building's Emergency Plan Procedures

Various aspects of the building's Emergency Plan Procedures will be tested on a deliberate, systematic, and periodic basis, in accordance with instructions from Building Management, and the Minneapolis Fire Department.

Such testing will familiarize key personnel with their emergency responsibilities and will also evaluate the Emergency Plan Procedures to determine their continuing feasibility as well as to identify existing deficiencies and the need to make corrections or adjustments.

Tenants will be advised in advance of any upcoming testing.

Conduct with the News Media

For the protection and safety of all occupants of the building, tenant employees are requested to refer news media inquiries to their respective companies' public relations representative, or to the Building Management.

BUILDING FIRE SAFETY FEATURES

Marquette Plaza offers many superb fire safety features that in combination provide excellent fire protection. These can be placed into four (4) categories: Prevention, Detection, Evacuation, and Control.

Prevention

Fire Resistant Construction Materials were used as follows:

- a. Fire-proofed structural steel.
- b. Brick, Granite, glass and metal exterior walls.
- c. Flame retardant gypsum board with metal studs for interior partitions.
- d. Carpet that meets all NFPA and City Code Standards.
- e. Concrete over metal deck floor.
- f. Ceilings are fire-resistant mineral fiber suspended on metal supports.
- g. Stairwells are two-hour rated and pressurized with air to prevent smoke from entering.
- h. All building mechanical and electrical functions are located in separate closets or rooms on each floor. For instance, there are separate areas for HVAC, electrical and telephone.

Detection

- a. Smoke detectors are installed in several locations on each floor, including elevator lobbies and mechanical rooms. All are connected to the Building Fire Alarm System.
- b. In accordance with Minneapolis Fire Code, the Building Fire Alarm System will automatically call a registered off-site fire alarm monitoring company upon initiation of any alarm. The alarm monitoring company immediately notifies the Minneapolis Fire Department.

Evacuation

- a. Fire alarm horns and speakers are located in several areas of each floor, the main lobby and the parking levels. These are used to announce the emergency via the alarm and can be used as a paging system to communicate verbal instructions.

The Building contains the following stairwells for emergency evacuation

Available Stairwells for Evacuation:

1. Stairwell 1 (BUILDING SOUTH SIDE)
 - From All Floors - Exits to Nicollet Avenue
2. Stairwell 2 (BUILDING NORTH SIDE)
 - From All Floors - Exits to Nicollet Avenue
3. Stairwell 3 (PARKING SOUTH SIDE)
 - From P-2 Parking Level - Exits to Ground Level Plaza on Nicollet Avenue
4. Stairwell 4 (PARKING NORTH SIDE)
 - From P-2 Parking Level - Exits Ground Level Plaza on Nicollet Avenue
5. Stairwell 5 (DOES NOT EXIT OUT OF THE BUILDING)
 - From P-2 Parking Level - Exits to 1st Floor (INTERNAL USE ONLY)
6. Stairwell 6 (BUILDING CENTER STAIR)
 - From P-2 Parking Level to 13th Floor - Exits on 1st Floor by main doors on Marquette Avenue

Please refer to the attached building maps for exact locations and post the most pertinent map to your suite/floor at your main exits and within your break room areas.

- a. The building stairwells are capable of withstanding a fire for two hours, thus allowing safe evacuation past a fire floor.
- b. Emergency speakers are installed within the stairwells enabling evacuees to be apprised of any information relevant to the emergency.
- c. Stairwell doors employ electric locksets, which automatically release when an alarm is activated. This will allow you to enter a refuge floor or to switch stairwells on any floor should that be necessary by direction of the Minneapolis Fire Department.
- d. Each stairwell contains stairwell pressurization fans, which will create a positive pressure preventing smoke from entering stairwells. These fans are turned on automatically whenever an alarm is initiated.
- e. Whenever an alarm is initiated from an elevator lobby smoke detector, all elevators serving the affected floors will recall to the lobby. This is to provide access for the Fire Department to the affected floors. Do not use the elevators in an alarm condition - always use the stairs.

- f. The ADA policy in the event of an emergency evacuation is as follows: Any individual who cannot evacuate via the stairwell due to a disability or physical impairment should be taken to the main passenger elevator lobby located in the center of the building and brought beyond the wood fire doors on each floor by their assigned Tenant Emergency Team Member. When an alarm has been activated and initiated, all elevators will be recalled to the first floor lobby and the Minneapolis Fire Department will then begin checks to the noted ADA assembly areas on each floor and will assist or direct the safe evacuation of the disabled person(s) down the elevator system and out the first floor lobby area. **If a building tenant has an alternative procedure for evacuation that they utilize internally (such as evacuation striker or Vectra chairs that may be used), all of these chairs are to use the CENTER STAIR #6 to evacuate to ensure proper clearance for all parties utilizing the stairs.**
- g. The keystone of the building fire protection system is a multi-zone fire monitoring and notification system. In addition to controlling all fire alarms, smoke detectors, etc. it will alert the building staff to any smoke alarm or sprinkler discharge and indicate its location. It will also initiate smoke exhaust from the affected floor, turn on stairwell pressurization fans and will cause the electric locks to release on the stairwell doors. The Fire Chief will use the public address feature of the system to speak to all or selected floors and to initiate or control full or partial evacuations. This is an invaluable aide to both the Fire Department and Building Management.

Control

- a. Each floor, all service areas, and the garage have fully automatic sprinkler protection. The sprinklers are set off because of a build-up of heat at the sprinkler location. The sprinkler system is electronically monitored to alert Building Management of tampering.
- b. When a fire or smoke is detected, the smoke exhaust fans are activated for the floor the incident is on and stairwell pressurization is activated. When an incident occurs on a floor, the floor above and below also goes into alarm.
- d. Each floor has a fire hose stand pipe connection for Fire Department use.
- e. Each floor is equipped with ABC Dry Chemical Fire Extinguishers, which are located next to stairwell doors on all tenant floors. These may be used on all classes of fire common to an office building. The fire extinguishers are located next to all stairwell doors as well as within the individual tenant suites; familiarize yourself **with each of these locations.**

TENANT EMERGENCY PROCEDURES

You should realize that these Tenant Emergency Procedures are only an operational guide or tool to be effectively implemented by Building Management and the Tenant Emergency Team Members in combination with a vital personal ingredient, common sense.

The successful execution of the Tenant Emergency Procedures will depend upon the degree of confidence, cooperation, and coordination mutually achieved by the Tenant Emergency Team Member and his/her fellow employees, and Building Management.

In that regard, each Tenant Emergency Team Member must manifest an unselfish responsibility toward the common good of all occupants within the building. This can be achieved if the appropriate Tenant Supervisors:

1. Assign responsible personnel to function as Tenant Emergency Team Members and Tenant Emergency Team Member Back-ups.
2. Insist that the Tenant Emergency Team Members read and understand this Tenant Emergency Team Manual in its entirety.
3. Assure that applicable portions of this Tenant Emergency Procedure Plan are adequately disseminated to each of their employees.
4. Allow Tenant Emergency Team Members and Tenant Emergency Team Member Back-ups to participate in periodic training sessions, so that they are equipped to perform specialized emergency assignments.
5. Enthusiastically support the overall objectives of the Tenant Emergency Procedures.

Tenant Emergency Team Members are encouraged to include specific emergency procedures applicable only to their individual operations, i.e. procedures to safeguard monies, negotiable instruments, original contracts, etc.

EMERGENCY PERSONNEL

Minneapolis Fire Chief

In the event of a fire-related emergency, the Minneapolis Fire Department Chief is responsible for control and direction of emergency related issues. The Chief has complete authority to dictate evacuation and fire fighting procedures.

Building Management

The Building Management has the responsibilities of coordination in the event of an emergency. Further responsibility includes the preparation, monitoring, and implementation of a training program for all members of Tenant Emergency Team Members, including fire plan(s) of action and records associated with the emergencies.

Tenant Emergency Team Members

Tenant Emergency Team Members are responsible for implementing, in an orderly manner, an approved evacuation of their floor upon notification from the Minneapolis Fire Department, Building Management or as common-sense dictates.

Each tenant of the building appoints the Tenant Emergency Team Member. Those persons or their alternates (Back-up Tenant Emergency Team Members) should be present at all times while the building is occupied. These Tenants Wardens must be familiar with the Building Evacuation Plan, floor layouts, location, and use of fire equipment. In the case of tenants occupying one or more full floors, each floor should have at least two Tenant Emergency Team Members and two Back-up Tenant Emergency Team Members. Partial floor tenants should have at least one Tenant Emergency Team Member and one Back-up Tenant Emergency Team Member.

Back-up Tenant Emergency Team Members

The Back-up Tenant Emergency Team Members shall perform in the absence of the Tenant Emergency Team Members or assist the Tenant Emergency Team Members in the event that both are present.

EVACUATION

The Life Safety System Alarm

Tenant Emergency Team Members must be familiar with the building's life safety system alarm, i.e., different sounds, tones, and the recorded message. When a device from the life safety system is activated, (i.e., smoke detector, etc.), the fire floor, the floor above and the floor below the fire floor will hear a pre-alert signal (a 900 Hz tone) followed by a taped message; for example:

Female voice: "May I have your attention please."

Male Voice: "May I have your attention please."

Male Voice: "A fire emergency has been detected in your building. Please leave via the nearest exit. Do not use the elevators."

The tone (900 Hz) will sound before the taped message on the floor of the incident and the floor above and below only and will continue to broadcast until silenced by the Minneapolis Fire Department. Tenant Emergency Team Members must instruct the occupants on their floor to immediately follow the building's evacuation procedure. If the evacuation command is not given, Tenant Emergency Team Members must instruct everyone on the floor to stand by for further information, (i.e., an evacuation announcement or the all clear to be given by the Minneapolis Fire Department). Tenant Emergency Team Members must use their better judgment during an alarm situation and evacuate their floors, as they deem necessary. If the situation on their respective floor appears to be hazardous, they should initiate evacuation procedures immediately with or without an announcement.

Evacuation Procedure

When evacuation is necessary, the following steps should be taken:

- a. Tenants should immediately begin an orderly evacuation via the stairwells, remembering at all times to keep right (single file) in the stairwells leaving the left side clear for emergency personnel.
- b. The Tenant Emergency Team Members should direct the evacuation effort on their respective floor.
- c. The Tenant Emergency Team Members or Back-up Tenant Emergency Team Members should inform all personnel in their area as to when and where to evacuate.
- d. The Tenant Emergency Team Members or Back-up Emergency Team Members should ensure all personnel have left their assigned areas.
- e. ***IMPORTANT*** - Identify and give priority to the movement and evacuation of ill and disabled personnel. Tenant Emergency Team Members and Back-up Tenant Emergency Team Members should be

constantly aware of injured or disabled personnel that occupy or visit their area. Upon initiation of the evacuation plan, nervous, emotional, or panic-stricken personnel should be evacuated first along with the injured, ill or disabled. It is the Tenant Emergency Team Member's responsibility to assign appropriate personnel to assist the disabled or ill during the evacuation procedure. If these individuals can evacuate via the stairwells with assistance, then the Tenant Emergency Team Member should coordinate the effort to assist them. If evacuation of these persons is not appropriate via a stairwell, then they should be brought to the main passenger elevator lobby. The Minneapolis Fire Department is aware of the assembly locations for the disabled persons and will provide further instruction and evacuation planning for these persons. The Tenant Emergency Team Member or Back-up Tenant Emergency Team Member should not administer first aid or CPR unless common sense dictates otherwise. It is his/her responsibility to evacuate the majority of personnel and assign trained first aid personnel to individual injuries or illnesses.

- f. Assign your assistants:
- In two-person teams, assist the disabled or ill, relocate them via the stairwell if they are able; if not, bring them to the main passenger elevator lobby.
 - Take flashlights or other portable lights if available in case of an electrical power failure.
 - Bring a list of your office employees with you and a list of physically challenged individuals.
 - Take the company first aid kit if it is readily available and it is not too heavy.
 - Check for any remaining employees and visitors, and close doors to all offices and conference rooms, but do not lock them.
- g. Always evacuate down unless instructed by the Fire Chief or Building Management to do otherwise.
- h. Before evacuating via the stairwell, suggest to persons wearing high-heeled shoes to remove them so they will have less difficulty exiting. No drinks allowed during exiting as these could spill enrooted and cause people to slip and fall. Remind everyone to keep to the right while exiting within the stairwells.
- i. Remind everyone to be quiet during the evacuation so they will be able to hear and understand all emergency instructions.

- j. When evacuation is complete and you have reached your assembly area, be sure to account for all your personnel.

Note:

- Total number of employees moved or evacuated.
- Total number of visitors moved or evacuated.
- Total number of personnel missing.
- Names of the missing persons.

Use the above as a guide. Obviously, it will not always be possible to account for all individuals.

- k. In a typical fire emergency, three floors are evacuated: the floor of incident, and one floor above and floor below.
- l. Elevators will be used for evacuation only by orders from the Minneapolis Fire Department.
- m. **IMPORTANT** - If you determine that your employees and visitors are in imminent danger, and you cannot get in touch with Building Management in a reasonable length of time, you may determine it prudent to exercise independent judgment and move or evacuate your personnel without being given specific routes to follow. In this case, evacuate to the exterior of the building, staying far enough away to avoid possible falling glass.
- n. After any emergency, write a brief report covering your actions in response to the emergency, including any special problems or incidents that you encountered, and submit it as soon as possible to Building Management.

REMEMBER:

Tenant Contacts, Tenant Emergency Team Members, Tenant Emergency Team Back-ups and their Assistants must continually demonstrate during the emergency, by what they say and do, that they are capable of leading their employees and visitors to safety. Their lives and safety may depend on you.

FIRE EMERGENCIES

1. Upon discovery or your being notified of a fire, call 9-1-1, and then the on-site Security officer at (651) 755-7496 immediately, relaying the following information:

- a. Exact location of the FIRE.
- b. What is burning - electrical equipment or wiring, liquids, paper or wood, furnishings, etc.
- c. The severity of the FIRE.
- d. Your Name, phone number, location.
- e. Known injuries
- f. Assistance needed with physically impaired people

2. If the fire is small enough to be controlled by fire extinguishers, use the hand-held chemical fire extinguishers that are located on each floor. To operate the fire extinguisher:

- a. Remove it from the cabinet in the wall and remove the locking pin.
- b. Point the fire hose extinguisher at the base of the fire and spray in a sweeping motion.

Do not attempt to control the fire if it poses a threat to your safety.

Communicate any specific fire information to Building Management or Fire Department via telephone. Keep calm. Wait for further instructions.

MEDICAL EMERGENCIES

1. Security personnel are certified CPR and AED. A building first aid kit and AED are located at the security Desk located in the lobby of 250 Marquette Avenue.
2. If a medical team is necessary, call 9-1-1. Provide your name, nature, and location of the emergency, and then request the medical team to meet a security officer at the 250 Marquette Avenue side lobby door (1St floor).
3. Call the on-site Security officer at 612-385-0989 and Building Management Office at 612-332-6300, and give the following information:
 - a. Nature of the Medical Emergency.
 - b. Exact location and name of the sick or injured person.
4. Assign one of your assistants to stand by on the floor where the sick or injured person is located to meet the doctor and/or ambulance attendants at the passenger elevator and guide them to the sick or injured person.

If the sick or injured person is to be sent to a hospital, try to send a friend or fellow employee along to comfort the person and help them at the hospital until a relative arrives.

Following the conclusion of the Medical Emergency:

- a. Consult with your assistants and determine if they encountered any special problems or incidents during the performance of their emergency duties.
- b. After any emergency, prepare a brief written report of your efforts and actions in response to the emergency, including any special problems or incidents that you encountered, and submit the report to Building Management as soon as possible.

BOMB THREATS - STANDARD OPERATING PROCEDURES

It has been proven that a large majority of bomb threat calls are false alarms, meant only to disturb or disrupt the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. All should be taken seriously. The following guide will be useful. When a call is received, there are several things to do:

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message.
2. Find a copy of the Bomb Threat Telephone Checklist and obtain as much information from the caller as possible:
 - a. Location of the bomb.
 - b. Time of detonation.
 - c. Outside appearance or description of the bomb.
 - d. Reason for planting the bomb.
3. Tell the caller that the building is occupied and it might cause the death of innocent people.
4. Listen for background noises that might help in determining where the call was made.
5. At the conclusion of the call, immediately call 9-1-1 and then report the call to the on-site Security officer at (651)755-7496 providing as much of the following:
 - a. Your name, location, and phone number.
 - b. Name of the initial recipient.
 - c. Name of anyone listening into the threat.
 - d. Name of any employee threatened by the caller.
 - e. Normal work location of any threatened employee.
 - f. **TIME** the bomb is supposed to explode.
 - g. Exact **LOCATION** where the bomb is supposed to be.
 - h. **OUTSIDE APPEARANCE OR DESCRIPTION** of the bomb.
 - i. **REASON** given for planting the bomb.
 - j. **TIME.**

A **bomb threat telephone checklist** is included on the next page. If a call is received after normal business hours, please contact the Security Desk at 612-604-0253. Provide all information indicated above to the Security Officer.

6. Notify your supervisor about the Bomb Threat Call.
 - a. Have all written records or notes of the bomb threat call available for the Building Management or their representative to analyze. See the Bomb Threat Telephone Report form on page 21.
 - b. **IMPORTANT: Open phone lines are essential to effectively control this emergency. Please make only necessary phone calls.**
 - c. Quickly and thoroughly search your company area for suspicious, unusual, or foreign items and report any findings. Do not touch, move, jar, disturb or cover any suspicious items that are found. Report any findings to the Security Desk at 612-604-0253.
 - d. If evacuation is necessary, as determined by your company or the Minneapolis Police Department, evacuate using the Evacuation Procedure. Building Management will not call for evacuation unless information supports that the threat is real. The decision to evacuate is primarily that of the Tenant.

IMPORTANT: Identify and give priority to the movement or evacuation of ill or disabled personnel. When evacuating, send your team to their designated assembly area for personnel safety, control, communication of emergency and re-entry information, and roll call.

7. Following the conclusion of the Bomb Threat:
 - a. Ask your employees and any Tenant Emergency Team Members if they encountered any special problems or incidents while performing their emergency duties. If so, tell them to prepare brief written reports using the Emergency Incident Form (Contact Security for the report form) as quickly as possible and give them to you for prompt submission to Building Management.
 - b. As soon as possible, prepare a brief written report of your efforts and actions in response to the Bomb Threat call emergency, including any special problems or incidents that you experience.
 - c. All of the reports about the emergency prepared by the Tenant Emergency Team Members and their Tenant Emergency Team Back-ups should be submitted to Building Management.

Bomb Threat Telephone Checklist

1. Be calm & courteous. Listen carefully, do not interrupt.
2. Signal to another employee to quietly get on the same line (on another phone) and take notes
3. Circle items below that apply as you listen:

Identify Voice:	Male Loud	Female Soft	Adult Normal	Juvenile Intoxicated	Other _____
Speech Diction:	Fast Excellent	Medium Good	Slo w Fair	Slurred Poor	Foul
Manner:	Calm	Angry	Rational	Irrational	
Background Noise:	Cafe Bar	Street Music	Office	Voices	Other _____

4. Ask:
Where is the bomb? _____

What kind is it? _____

Location of bomb (exact)? _____

Is it inside a vehicle? Y or N (make/model/color) _____
(License#) _____

What time is it set to explode? _____ AM or PM

What is your name? _____

Where are you calling from? _____

Request as much information as possible by expressing a desire to s a v e lives.

A legitimate caller usually wants to avoid injuries or deaths. **Once caller hangs up, press #69 to retrieve telephone number call was placed from.**

Name _____

Phone number on which call was received _____

Tenant & Suite/Floor? _____

Time of Call _____ AM or PM Time of Call Completed _____ AM or PM

Notify Security at 612-604-0253 that there is a bomb threat and turn in this form to Building Management in suite #200.

SUSPECTED BOMB - SAFETY PRECAUTIONS

The safety precautions enumerated below are designed to acquaint you with the dangers inherent in the search, discovery, and handling of suspected bombs.

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

1. Do not use radio equipment to transmit messages.
2. Do not move light switches.
3. Do not smoke.
4. Do not accept the contents of any container as bona fide, simply because it was delivered by routine means.
5. Do not accept container markings and/or appearance as sole evidence of their contents' identification and legitimacy.
6. Do not touch a suspected bomb.
7. Do not shake, shock, or jar a suspected bomb.
8. Do not cover or carry a suspected bomb.
9. Do not assume that a suspected bomb is of a specific (high explosive or incendiary) type.
10. Do not open any suspicious container or object.
11. Do not cut a string, cord, or wire on a suspicious container or object.
12. Do not cut or remove the wrapper on a suspicious container or object.
13. Do not unscrew the cover of a suspicious container or object.
14. Do not move the latch or hook on the cover of a suspicious container or object.
15. Do not raise or remove the cover of a suspicious container or object.
16. Do not change the position of a suspicious container or object.
17. Do not place a suspicious container or object into water.

EXPLOSIONS

Upon receiving notification that an explosion has occurred; the tenant contact should obtain the following facts:

1. Name of person calling
2. Location of person calling
3. Exact location of explosion
4. Cause of explosion
5. Extent of casualties
6. Did explosion cause a fire or other imminent danger, and if so, what location?

Immediately report the explosion by calling 9-1-1, and to Building Management. If the explosion occurred after regular business hours, call the Security Desk at 612-604-0253 and provide the Security Officer with the following information:

1. Your name, location, and phone number.
2. Your Company's name
3. Exact location of the explosion
4. Cause of the explosion
5. Any reason you have to believe the explosion was caused by a bomb
6. Extent of casualties, number, and type of injuries

Determine the necessity of notifying other employees and visitors.

Move or evacuate employees and visitors from your tenant areas if necessary. Prepare a brief written report describing the emergency including any special problems or incidents reported.

CIVIL DISTURBANCES

1. Upon receiving notification that a civil disturbance threatens tenants within the building, call 9-1-1 and the Security Desk at 612-604-0253 and give the following information:
 - a. Exact location of the demonstrators
 - b. Approximate number of the demonstrators
 - c. Reason for the demonstration
 - d. Demonstrators' current activity
 - e. Your name, company, phone number, and time
2. Notify your employees and visitors about the civil disturbance:
 - a. Assign them to execute the following emergency procedures. For the safety and protection of your company's assets:
 - i. Tell them to lock all of their doors except your main entrance door.
 - ii. Tell them to lock, or have someone stand by to lock, all "sensitive areas" as appropriate, i.e. office doors, equipment doors, equipment rooms, store rooms, mail rooms, disks, file cabinets, vaults, etc. to protect company assets, employees and visitors.
 - iii. Tell them to notify all employees and visitors about the civil disturbance and warn them to avoid personal contact with the demonstrators, and not to make any comments or statements to further anger the demonstrators.
 - iv. Tell them to advise all employees and visitors to avoid leaving the building, unless there is no danger that the demonstrators will harm them. (Note: Warn them that the elevator service could be reduced or even cut off during the emergency to prevent demonstrators from going up into the building.)
 - v. Tell them to advise all employees and visitors to avoid walking through the lobby areas while the demonstrators present the threat of breaking and shattering ground level windows.

IMPORTANT: Periodically assure all employees and visitors that there is no immediate danger, and that pre-planned procedures are being implemented to protect them from the intrusion of and confrontation with the demonstrators.

3. If you are advised by the Building Management, or if you determine that the demonstrators have invaded the building (and they are on your floor):
 - a. Immediately contact the Security Desk at 612-604-0253, your

assistants, employees, and visitors:

- i. Advise them of this change in status of the emergency.
 - b. Assign your assistants to execute the following (additional) emergency procedures for the safety and protection of your personnel and company assets:
 - i. Tell them to lock your main entrance door. (NOTE: Tell them to have a responsible employee stand by at the entrance door with a key to allow authorized personnel (only) to enter and/or leave!)
 - ii. Tell them to lock all "sensitive" areas, as appropriate.
 - iii. Tell them that if the demonstrators invade your floor(s) and offices, your employees should make notes of all rooms and/or areas "invaded" by the Demonstrators to facilitate a later search for suspicious items.
4. When the demonstrators leave, or are removed by the Police and the Civil Disturbance is no longer threatening the building:
- i. Immediately contact the Security Desk at 612-604-0253 and give them a list of your floor(s) and offices that were "invaded".
 - ii. Tell your Assistants to initiate a quick search of your floor(s) and offices for any items that are unusual or foreign to the normal environment.

IMPORTANT:

Warn them to be alert for unattended and suspicious items that were carried by the Demonstrators, i.e., clothing, knapsacks, bags, etc. Also warn them not to touch, move, jar, disturb or cover any suspicious items that are found. Tell them to advise you immediately, when they finish their search, as to whether or not they have found any suspicious items so that you can immediately relay the information to Building Management.

NATURAL DISASTERS

Security staff monitors a weather alert radio 24 hours a day, seven days per week. In the case of inclement weather, Tenants can track weather updates on the The Marq Electronic Tenant Solutions site (or ETS) for current weather information found under the WEATHER tab on the home page. Weather "watches" are not considered an immediate hazard. Weather "warnings" may include severe or dangerous weather conditions and in the circumstance that a tornado warning is issued for our immediate area and time allows, an announcement will be made over the life/safety public announcement (PA) system in the building, which will sound to all fire/life/safety boxes throughout Marquette Plaza. In addition (if time allows), an email may be sent from the Building Management announcing that anyone within the building should seek shelter immediately.

In the event of a Tornado or other hazardous severe weather

- a. Leave any exterior offices and close all outer office doors.
- b. Get away from the perimeter of the building and exterior glass and windows.
- c. If you have a portable radio or flashlight, take it with you.
- d. Shelter in place! Go to a core location on your tenant floor or suite (central corridors, internal offices, enclosed stairwell or restrooms). If you are in transit in the building, make your way to a stairwell or the basement for shelter.
- e. Create a tornado or severe weather procedure within your suite. Pick a centralized location for all personnel to go.
- f. Protect your head and eyes, lie flat and make as small a target as possible.
- g. Seek protection under a desk if necessary.
- h. Don't use the elevators.
- i. Don't go to the building lobby areas or attempt to evacuate the building or move entire tenant groups down the stairs to a lower basement level. Shelter in place.
- j. Don't touch any exposed wiring after the tornado passes.

Once the storm has passed, alert Building Management if there is damage or safety hazards that need to be addressed immediately.

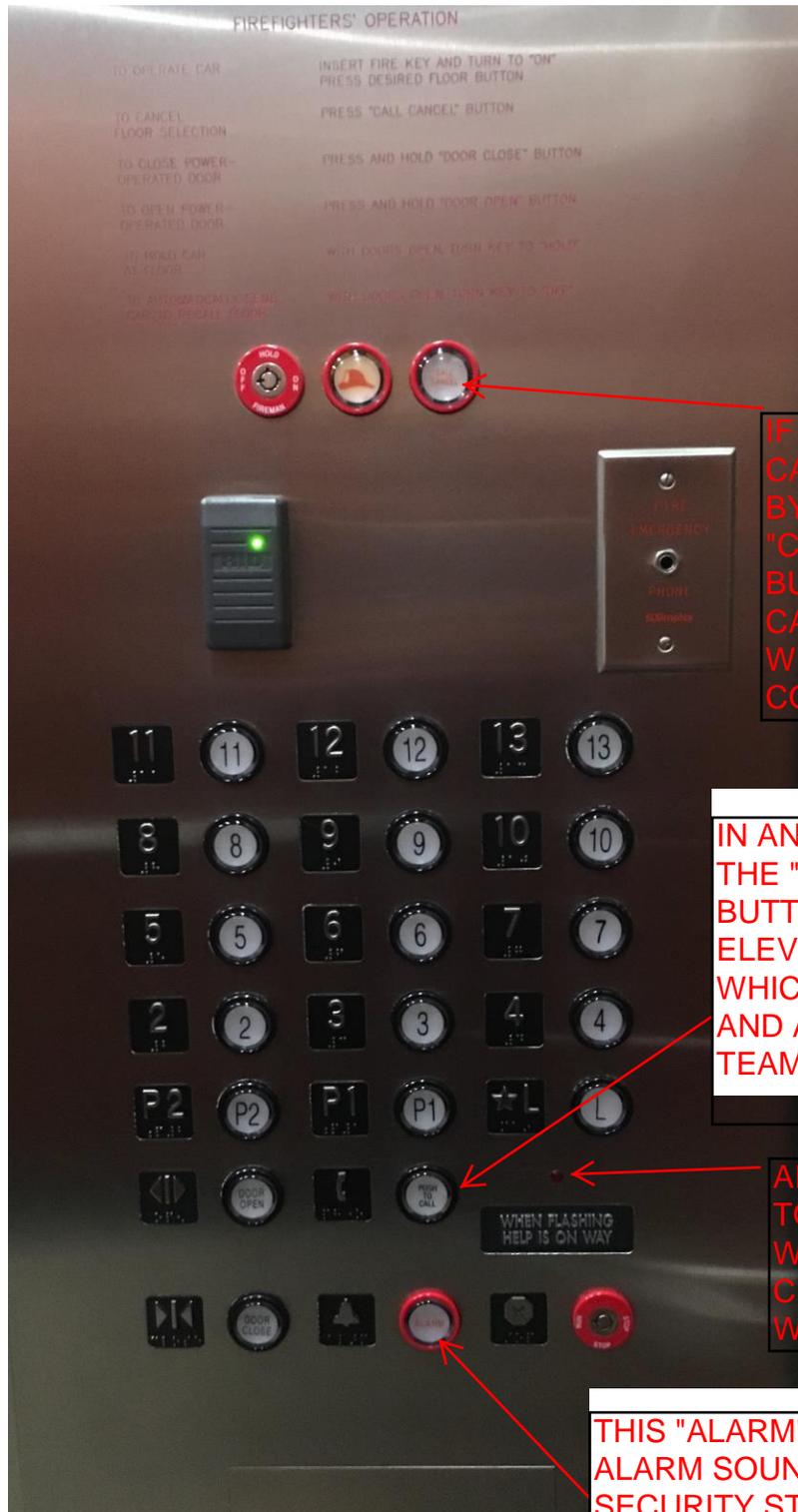
ELEVATOR EMERGENCIES

The elevators at The Marq are state-of-the-art and contain numerous safety features. If a problem with any elevator is noticed, please report it to the Security Desk in person or at 612-604-0253 immediately. Make every effort to identify which elevator is having the problem i.e. passenger car number _ (tenant floors) or shuttle car number __ (parking garage).

Please refer to the elevator number inscribed above the floor buttons where the car number is posted.

Elevator emergency calls are monitored 24 hours per day by emergency monitoring services. Should there be a problem in an elevator, remain calm and press the alarm button. This activates the phone to the emergency answering service that will in turn, notify the security officer on duty. The security officer will make contact via telephone to the elevator car having the problem and keep continuous contact with the person inside the car. If you experience a problem in an elevator, **NEVER** try to pry open the doors, or in the event that the elevator stops between floors, **NEVER** try to crawl out. Remember to stay calm and follow instructions until help arrives.

AIN BUILDING ELEVATORS (ELEVATORS 1 THROUGH 6)



IF THE "PUSH TO CALL" BUTTON IS HIT BY MISTAKE, THIS "CALL CANCEL" BUTTON WILL CANCEL THE CALL WITH THE ELEVATOR COMPANY

IN AN EMERGENCY, HIT THE "PUSH TO CALL" BUTTON TO CALL THE ELEVATOR COMPANY WHICH WILL SEND CREWS AND ALERT MEDICAL TEAMS, IF NECESSARY

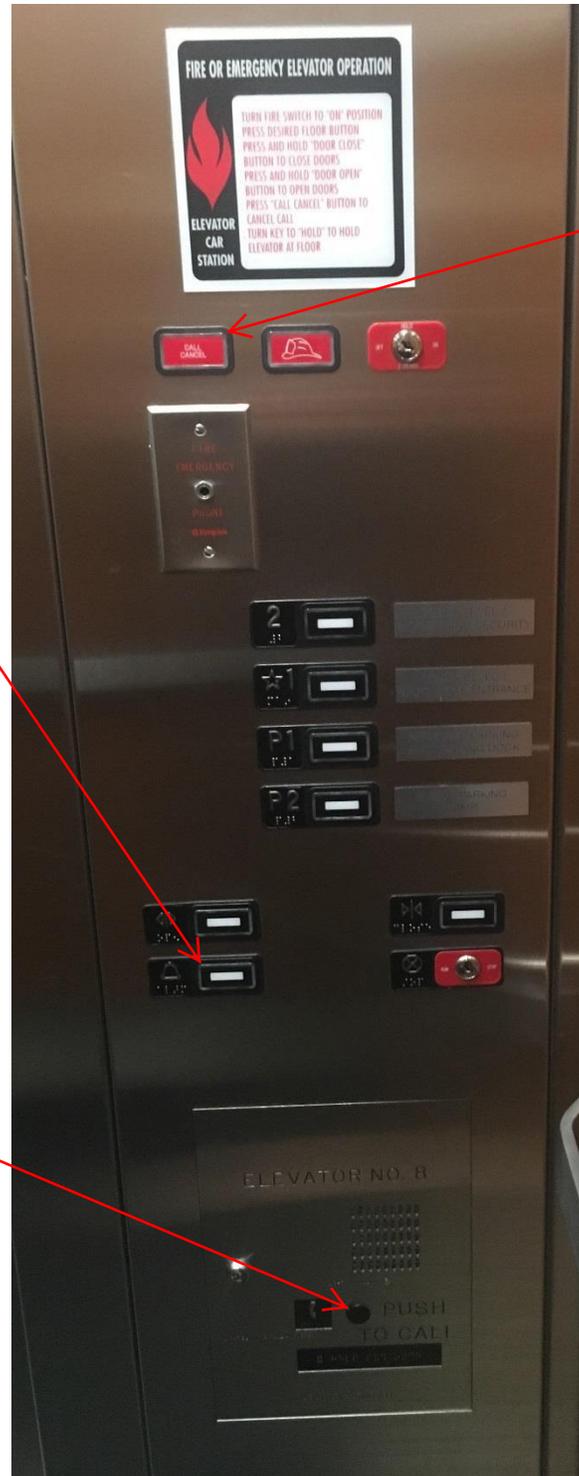
AFTER HITTING "PUSH TO CALL", THIS BUTTON WILL FLASH TO SHOW CREWS ARE ON THEIR WAY

THIS "ALARM" BUTTON IS A LOCAL ALARM SOUND TO ALERT SECURITY STAFF OR OTHERS WORKING IN THE BUILDING THAT THERE IS AN ISSUE IN THE ELEVATOR BUT DOES NOT CALL THE ELEVATOR COMPANY OR EMERGENCY TEAMS DIRECTLY

CLOSEUP OF MAIN BUILDING ELEVATORS (ELEVATOR 1 THROUGH 6)



PARKING ELEVATORS (ELEVATORS 7 AND 8)



THE "CALL CANCEL" BUTTON CAN BE USED TO CANCEL CALLS MADE WITH "PUSH TO CALL" BUTTON

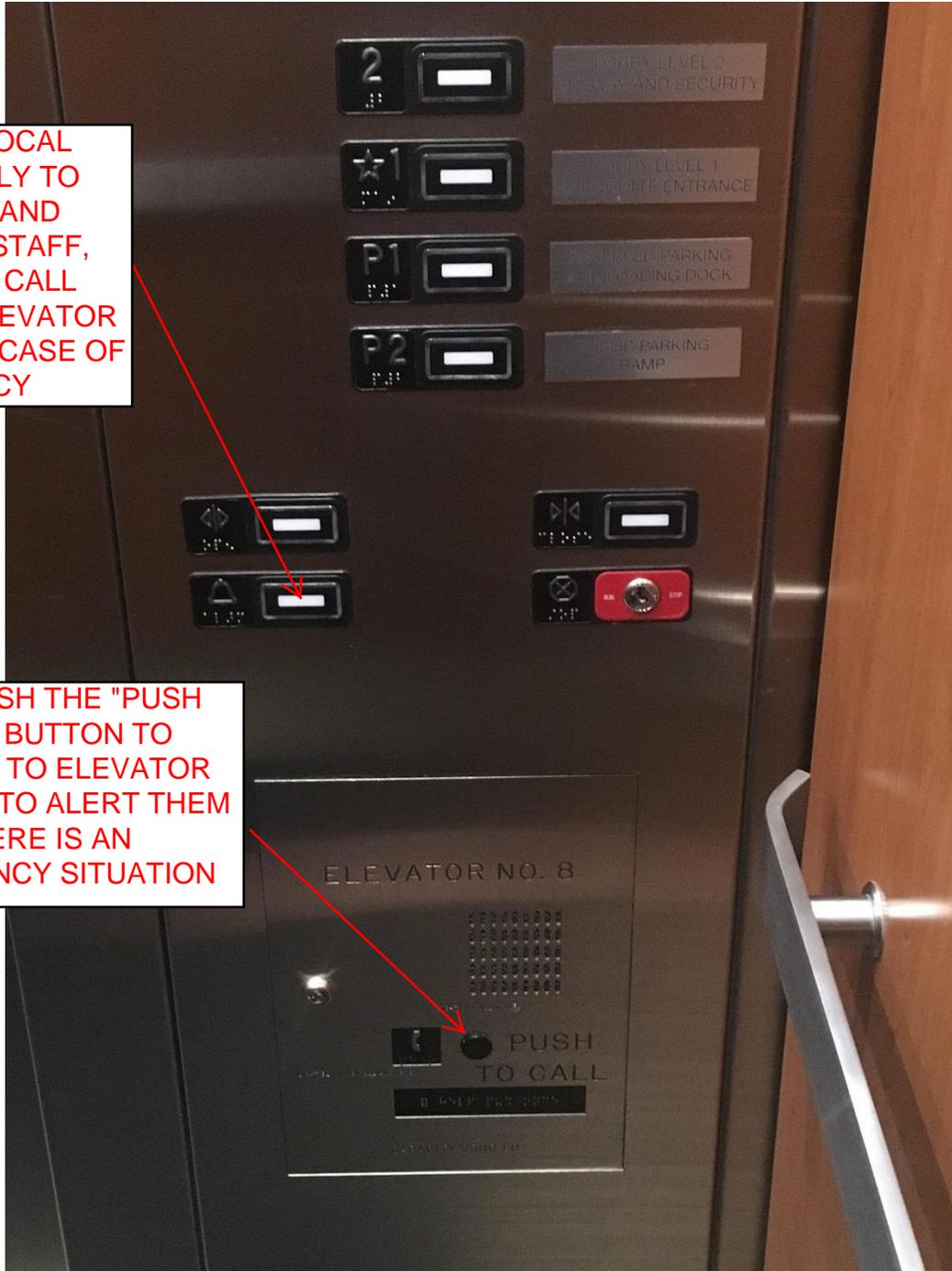
ALARM BUTTON WILL SOUND LOCAL ALARM ON THE CAB TO ALERT SECURITY OR BUILDING STAFF OF AN EMERGENCY BUT DOES NOT CALL EMERGENCY CREWS

HIT BLACK BUTTON ON THE ELEVATOR PANEL THAT STATES "PUSH TO CALL" TO CONTACT THE ELEVATOR COMPANY AND ALERT EMERGENCY TEAMS OF EMERGENCY ISSUES OR CONCERNS

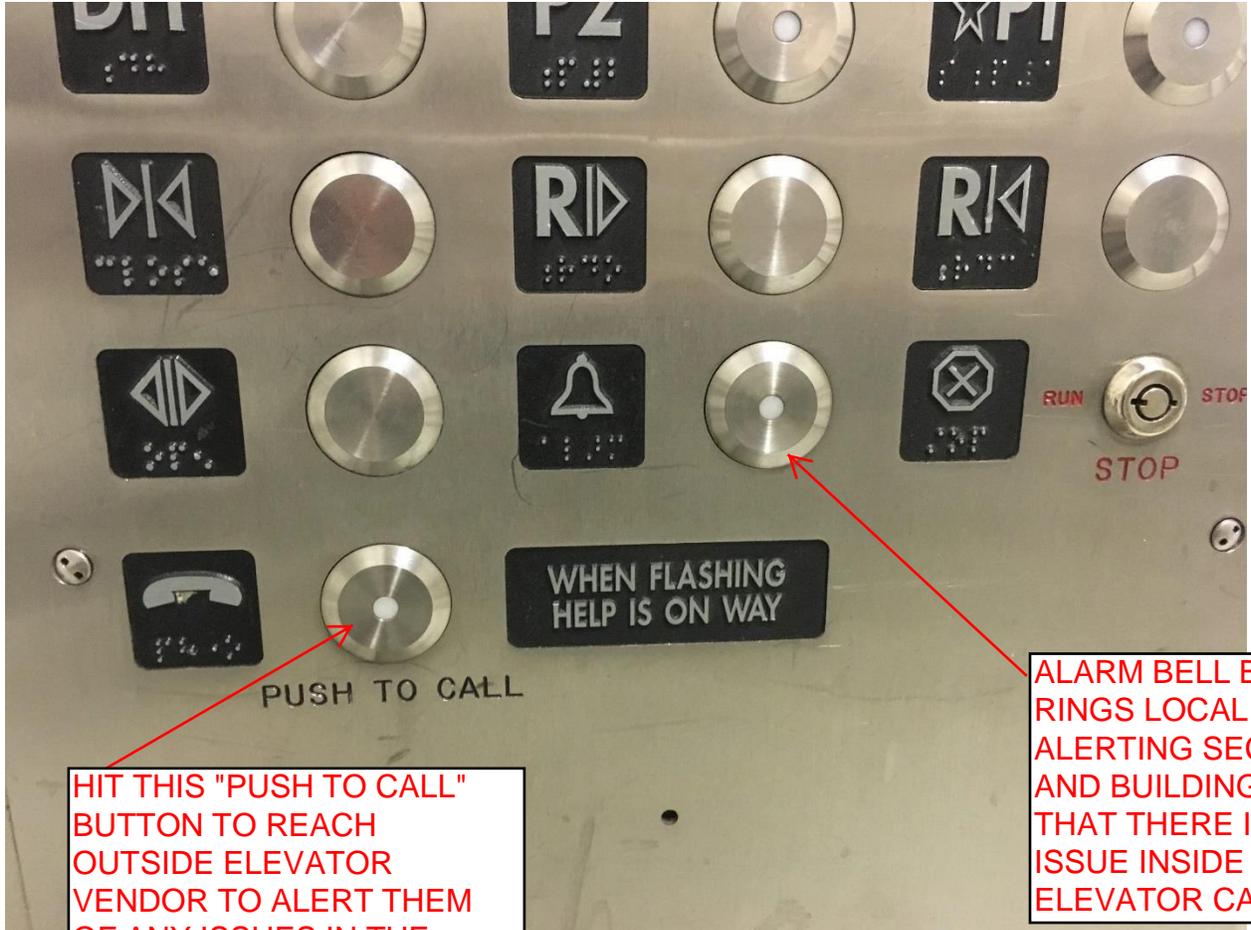
CLOSEUP OF PARKING ELEVATORS (ELEVATORS 7 AND 8)

SOUNDS LOCAL ALARM ONLY TO SECURITY AND BUILDING STAFF, DOES NOT CALL OUT TO ELEVATOR CREWS IN CASE OF EMERGENCY

MUST PUSH THE "PUSH TO CALL" BUTTON TO DIAL OUT TO ELEVATOR VENDOR TO ALERT THEM THAT THERE IS AN EMERGENCY SITUATION



FREIGHT ELEVATOR (ELEVATOR NUMBER 9)



HIT THIS "PUSH TO CALL" BUTTON TO REACH OUTSIDE ELEVATOR VENDOR TO ALERT THEM OF ANY ISSUES IN THE ELEVATOR AND SEND HELP IF NEEDED

ALARM BELL BUTTON RINGS LOCAL ALARM ALERTING SECURITY AND BUILDING STAFF THAT THERE IS AN ISSUE INSIDE THE ELEVATOR CAB

ACTIVE SHOOTER

The best way to prepare for an active shooter situation is to train your staff how to effectively respond in the event of an active shooter emergency situation. Tenant Emergency Team Captains/Members should be able to recognize the sound of a gunshot and react quickly giving instructions (if possible) or following these guidelines. Quickly determine the most reasonable way to protect your own life. You can take three steps in the event of an active shooter: Run, Hide, or Fight.

Run--if there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route that includes the two nearest exits
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where danger may be present
- Keep hands visible
- Follow Police instructions
- Do not attempt to move wounded people
- Call 9-1-1 when you are safe

Hide--if evacuation is not possible, find a place to hide where someone would be less likely to find you.

- Remain calm
- Dial 9-1-1 if possible, to alert Police of the shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen
- If possible, choose somewhere out of a shooter's view like an office where you can close and lock a door
- Blockage the door with heavy furniture which may provide protection if shots may be fired your direction
- Silence your cell phone
- Turn off any source of noise
- Remain quiet

Fight--as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

See attached Dept. of Homeland Security Pamphlet-Active Shooter



ACTIVE SHOOTER HOW TO RESPOND

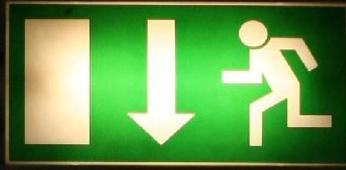


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Emergency Numbers

EMERGENCY SERVICES: 9 -1 -1

LOCAL EMERGENCY INFORMATION LINE: _____

LOCAL POLICE DEPARTMENT: _____

LOCAL FIRE DEPARTMENT: _____

LOCAL HOSPITAL: _____

LOCAL FBI FIELD OFFICE: _____

FACILITY SECURITY: _____

FACILITY ADDRESS: _____

FLOOR: _____ SUITE/ROOM: _____

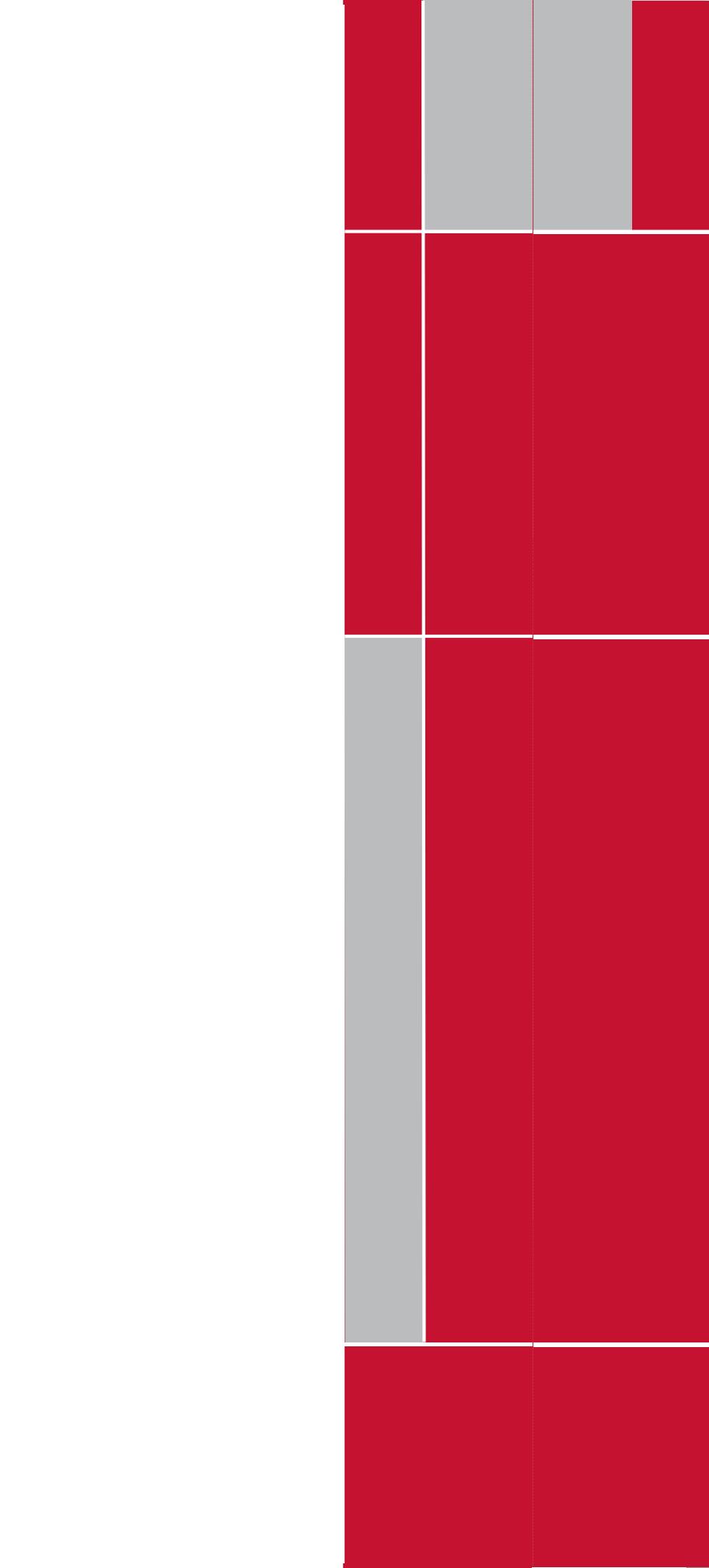
OFFICE #: _____ EXT. _____



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PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

**CALL 911
WHEN IT IS SAFE TO DO SO!**

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.⁷

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

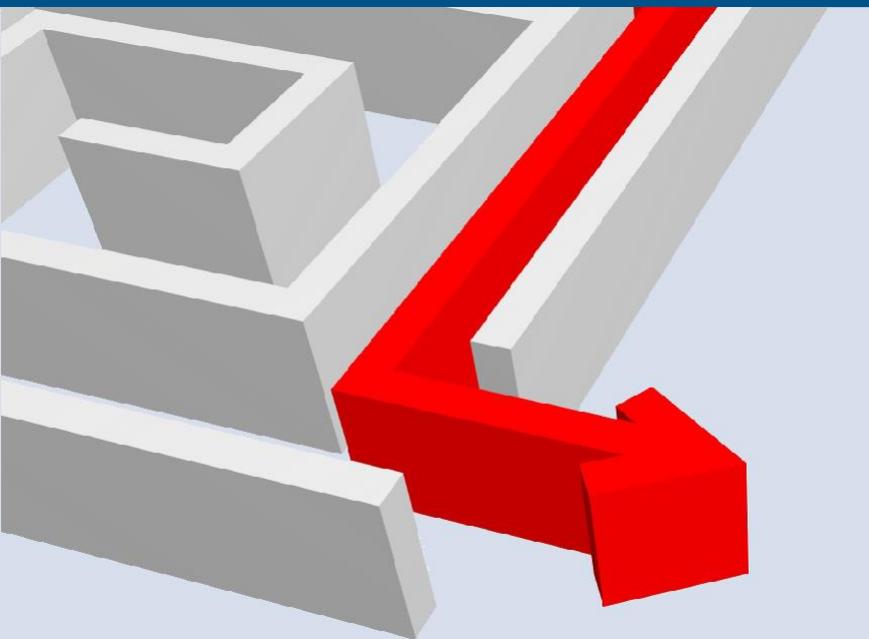
If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions



HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the locati

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.



TRAINING YOUR STAFF FOR AN ACTIVE SHOOTER SITUATION

To best prepare your staff for an active shooter situation, create an Emergency Action Plan (EAP), and conduct training exercises. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life.

Components of an Emergency Action Plan (EAP)

Create the EAP with input from several stakeholders including your human resources department, your training department (if one exists), facility owners / operators, your property manager, and local law enforcement and/or emergency responders. An effective EAP includes:

- A preferred method for reporting fires and other emergencies
- An evacuation policy and procedure
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
- Contact information for, and responsibilities of individuals to be contacted under the EAP
- Information concerning local area hospitals (i.e., name, telephone number, and distance from your location)
- An emergency notification system to alert various parties of an emergency including:
 - Individuals at remote locations within premises
 - Local law enforcement
 - Local area hospitals

Components of Training Exercises

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed:
 - Evacuating the area
 - Hiding out
 - Acting against the shooter as a last resort
- Calling 911
- Reacting when law enforcement arrives

Additional Ways to Prepare for and Prevent an Active Shooter Situation

- Preparedness

Ensure that your facility has at least two evacuation routes

Post evacuation routes in conspicuous locations throughout your facility

Include local law enforcement and first responders during training exercises

Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location

- Prevention

Foster a respectful workplace

Be aware of indications of workplace violence and take remedial actions accordingly

For more information on creating an EAP contact the U.S. Department of Labor, Occupational Health and Safety Administration, www.osha.gov.



PREPARING FOR AND MANAGING AN ACTIVE SHOOTER SITUATION

Your human resources department and facility managers should engage in planning for emergency situations, including an active shooter scenario. Planning for emergency situations will help to mitigate the likelihood of an incident by establishing the mechanisms described below.

Human Resources' Responsibilities

- Conduct effective employee screening and background checks
- Create a system for reporting signs of potentially violent behavior
- Make counseling services available to employees
- Develop an EAP which includes policies and procedures for dealing with an active shooter situation, as well as after action planning

Facility Manager Responsibilities

- Institute access controls (i.e., keys, security system pass codes)
- Distribute critical items to appropriate managers / employees, including:
 - Floor plans
 - Keys
 - Facility personnel lists and telephone numbers
- Coordinate with the facility's security department to ensure the physical security of the location
- Assemble crisis kits containing:
 - radios
 - floor plans
 - staff roster, and staff emergency contact numbers
 - first aid kits
 - flashlights
- Place removable floor plans near entrances and exits for emergency responders
- Activate the emergency notification system when an emergency situation occurs

Reactions of Managers During an Active Shooter Situation

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their EAP, and be prepared to:

- Take immediate action
- Remain calm
- Lock and barricade doors
- Evacuate staff and customers via a preplanned evacuation route to a safe area

Assisting Individuals with Special Needs and/or Disabilities

- Ensure that EAPs, evacuation instructions and any other relevant information address to individuals with special needs and/or disabilities
- Your building should be handicap-accessible, in compliance with ADA requirements.



RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.



Indicators of Potential Violence by an Employee

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression / withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes



MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER SITUATION

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

LESSONS LEARNED

To facilitate effective planning for future emergencies, it is important to analyze the recent active shooter situation and create an after-action report. The analysis and reporting contained in this report is useful for:

- Serving as documentation for response activities
- Identifying successes and failures that occurred during the event
- Providing an analysis of the effectiveness of the existing EAP
- Describing and defining a plan for making improvements to the EAP

References

Safety Guidelines for Armed Subjects, Active Shooter Situations, Indiana University Police Department, April 2007.

Safety Tips & Guidelines Regarding Potential “Active Shooter” Incidents Occurring on Campus, University of California Police.

Shots Fired, When Lightning Strikes (DVD), Center for Personal Protection and Safety, 2007.

Workplace Violence Desk Reference, Security Management Group International,
www.SMGICorp.com
ations, U.S. Department of Labor,



U.S. Department of Homeland Security

Washington, DC 20528

cfsteam@hq.dhs.gov



TENANT EMERGENCY TEAM INFO FORM

Date: _____

Tenant Name: _____

Floor: _____

Tenant Emergency Team Member:

Tenant Emergency Team Member:

Tenant Emergency Team Member:

Back-up Tenant Emergency Team Member:

2nd Back-up Tenant Emergency Team Member:

3rd Back-up Tenant Emergency Team Member:

(Depending on the size of your company you may choose 2-4 Tenant Emergency team members and back-ups)

PHYSICALLY CHALLENGED PERSONNEL NEEDING ASSISTANCE

Name: _____

Team Member Assisting:

Location: _____

As changes/additions occur to the above, please email them to the Building Management to Emily as soon as possible at emily.boesen@cbre.com to ensure the most current information is available to emergency personnel.