

# **TENANT EMERGENCY HANDBOOK**

BELTWAY DEVELOPMENT COMPANY

**Creekview Corporate Center II**  
1300 E. Lookout Drive  
Richardson, Texas 75082

This Manual has been approved by:  
The City of Richardson Fire Department

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Wesley Caskey

## ACKNOWLEDGMENT OF RECEIPT

This is to acknowledge that \_\_\_\_\_ has received a copy of the most current Tenant Emergency Handbook dated\_\_\_\_\_.

\_\_\_\_\_  
Signed by:

\_\_\_\_\_  
Date

## **EMERGENCY PROCEDURES**

This manual is provided for the tenants of Creekview Corporate Center II as a guide to an effective means of handling emergency situations. This manual is designed to be used in conjunction with each tenant's emergency procedure policies for their suite.

Each tenant is requested to distribute the appropriate section of this emergency plan to each employee. The contents of this manual are designed as an "Operation Guide" for the behavior, safety, and protection of tenants and visitors.

### **EMERGENCY PHONE NUMBERS**

**FIRE, POLICE & AMBULANCE**

**911**

#### **EMERGENCY NUMBERS**

**MANAGEMENT OFFICE**

**(972) 231-4505**

**AFTER HOURS PAGER**

**(214) 822-2355**

Randy Eastridge

(972) 989-9987 Mobile

Tracy White

(972) 824-3757 Mobile

**CORPORATE OFFICE**

**(972) 661-1011**

## **ADDITIONAL FIRE INFORMATION**

1. Each floor has three (3) 10 lb. ABC fire extinguishers. These are to be used for electrical, gasoline, paint or other common combustible fires.
2. In the event of fire or other such emergency, the elevators are not to be used for emergency evacuation unless you are directed to do so by the fire department.
3. There are three (3) exit stairways as indicated by signs on each floor. Both of these stairways exit at the ground level and may be entered from any floor. These stairways are for emergency exit only. They are fire safe areas. To prevent smoke from entering into the stairwell, all doors must be kept closed unless entering the stairwell from hall.
4. Windows help contain the fire and should not be broken. Glass falling into the street creates serious exposure to those below.
5. If at any time a fire is discovered or any time a fire extinguisher has been used, the Management Office must be notified at (972) 231-4505. Extinguishers are not reusable until properly serviced.
6. All fires must be reported to the Richardson Fire Department at 911.
7. If at any time it becomes necessary to evacuate a floor for any reason, the evacuees should proceed down the stairways to the ground level and out of the building. Again, all personnel should be accounted for at this time.
8. This is a fire resistive building equipped with early warning sensor alarms. **DO NOT PANIC!** The stairwells are two hour fire rated, and are fire safe areas when all stairwell doors are closed.

## **DUTIES OF EMERGENCY WARDENS AND ASSISTANT WARDENS**

If the employment status of your Fire Warden or Assistant changes, you must inform the Management Office of their replacements.

The Emergency Warden is appointed by the person representing each tenant occupying each floor of the building. Those persons or their alternates (Deputy Wardens) must be present at all times while the building is occupied. These Wardens must be familiar with the building evacuation plan(s), floor layouts, and locations and use of fire equipment. In the case of tenants occupying more than one floor, each floor should have an Emergency Warden. Wardens are expected to strictly follow the Safety Director's, or his liaison's instructions during an emergency situation.

Fire Wardens should generally be working in their respective company areas within the building rather than having primary duties and responsibilities elsewhere. The Assistant Warden shall assist during emergencies or act as Emergency Warden in their absence.

Emergency Wardens are the "Connecting Links" between their office employees and building management. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency. Emergency Wardens and their deputies are responsible for communicating appropriate preplanned emergency procedures/or data to all employees under their direction.

Emergency Wardens and their deputies must be knowledgeable about what is NOT COMMONPLACE, I.E., "UNUSUAL" or "FOREIGN" to the normal environment of their office space. In the event of a bomb threat, they will be qualified and instrumental in conducting a search, as well as assisting the identification of any "SUSPICIOUS ITEMS." Due to the key positions they occupy, the Emergency Wardens and their deputies must assure that during their absences from the building, other qualified associates are always familiar with and available to perform their "EMERGENCY DUTIES."

## **DISCOVERY OF A FIRE**

Follow these emergency steps and become familiar with the locations of the stairwells, fire extinguishers and pull stations.

### **USE COMMON SENSE!**

### **CALL 911**

If a phone is not available-ACTIVATE THE CLOSEST PULL STATION

### **EVACUATE THE BUILDING**

Use the stairwells-the elevators WILL NOT work.  
Assist anyone who is disabled or has special needs.

Shut, but DO NOT lock doors.

Use a portable fire extinguisher if the fire is small enough to be contained. (Fire extinguishers are located on each wing of the corridor next to the stairwell door.)

### **DO NOT PUT YOURSELF AT RISK TRYING TO FIGHT A FIRE!**

Re-group with your office personnel at the pre-assigned location in the parking lot. (Use the attached Site Plan to designate a location.) All personnel should be accounted for at this time.

DO NOT stand near the building or in Fire Lanes!

DO NOT re-enter the building until the "ALL CLEAR" has been given by Building Management or the Fire Personnel.

### **ALWAYS ASSUME THAT AN ALARM IS LEGITIMATE.**

## **FIRE DRILLS**

Various aspects of the building's Emergency Plan Procedures will be tested on a deliberate, systematic, and periodic basis, in accordance with instructions from the Building Manager and the Fire Department. **THESE DRILLS ARE VERY IMPORTANT!** They allow us to be aware of special needs of tenants and demonstrate areas of evacuation that need improvement. Each tenant's liaison will be informed of the upcoming fire drills. It is the tenant's decision as to whether employees will be informed.

**FAILURE TO COMPLY WILL RESULT IN A POSSIBLE CITATION ISSUED BY THE FIRE DEPARTMENT.**

## **NEWS MEDIA**

For the protection and safety of all occupants of the building, Tenant Employees are requested to refer News Media inquiries as the result of an emergency occurrence at the building to their respective Company's Public Relations Representative, or to the Property Manager.

## **EMPLOYEE OR PUBLIC MEDICAL EMERGENCY**

Should an accident or illness of an employee or visitor take place in your office area.

1. Call the Richardson Fire Department at 911 and then the Manager Office at (972) 231-4505.
2. Give this information:
  - A. Building Address, Name of Tenant and Suite number.
  - B. Floor of building and location of emergency.
  - C. Any details available of accident or illness.
    - What happened
    - How many people are involved
    - What medical treatment / first aid is being given
3. DO NOT move injured or ill person. Try to make them as comfortable as possible.
4. Someone should meet the Ambulance at the entrance to the building.
5. If possible, have someone meet the emergency unit at elevators on your floor.

# **TORNADO PROCEDURE**

## **TORNADO WARNING**

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement.

## **PUBLIC WARNING**

Public warning will come over the radio or T.V., tune in when you hear steady blasts or sirens by the City of Richardson Civil Defense Warning System. (Z-Alert)

Note: The Richardson sirens are tested the first Wednesday of every month at 12:00 PM, provided the weather is clear.

### **ACTION:**

1. Move away from the perimeter of the building and exterior glass.
1. Close doors to exterior office.
3. Proceed to center of corridor within the building - this is the main corridor on your floor.
4. Sit down in corridor and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
5. If you are in transit, use stairwell for shelter.
6. DO NOT go the first floor lobby or outside the building.
7. If you are caught in the outside perimeter of your suite, seek protection underneath a desk.

# BOMB THREAT

## BOMB THREAT CHECK LIST

Make sure anyone answering the phones is familiar with this checklist

**REMAIN CALM**, have a prearranged signal to supervisor to listen to, and if possible, record the call. Have the person repeat as if you do not hear or understand. Obtain as much of the following information as possible.

Exact time of call: \_\_\_\_\_

Exact words of the caller: \_\_\_\_\_  
\_\_\_\_\_

### QUESTIONS TO ASK:

1. What time is the bomb set to explode? \_\_\_\_\_
2. Where is the bomb located? \_\_\_\_\_
3. Why did you set the bomb? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause the bomb to explode? \_\_\_\_\_
6. What does it look like? \_\_\_\_\_
7. What is your name, address, telephone number? \_\_\_\_\_
8. Is the call a hoax or legitimate? \_\_\_\_\_

### CALLER'S VOICE:

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

Judge the voice: Man \_\_\_\_\_ Woman \_\_\_\_\_ Child \_\_\_\_\_ Age \_\_\_\_\_  
Race \_\_\_\_\_ Drinking? \_\_\_\_\_

Circle any background noise: Laughter Music People talking Cars or trucks  
Airplanes Children Babies Machine Noise Typing

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

Person receiving call: \_\_\_\_\_

Telephone number call received at: \_\_\_\_\_

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**IMMEDIATELY CONTACT THE FIRE DEPT. AT 911 --- THEN CONTACT THE MANAGEMENT OFFICE AT (972) 231-4505.**

If the threat is considered serious, evacuate immediately!

It will be necessary for employees to be familiar with what would be strange or unfamiliar to perform the search.

SPECIAL ATTENTION should be given to common areas and areas where people would be unsupervised.

DO NOT TOUCH UNFAMILIAR OBJECTS! Inform Fire Department of search results.

WAIT FOR AN "ALL CLEAR" BEFORE RE-ENTERING THE BUILDING.

## **ELEVATOR EMERGENCY**

Elevators are one of the safest modes of transportation, however, they can malfunction.

What to do in an emergency:

1. If you are trapped in the elevator, open the panel that shows the phone symbol, and press the button. This will automatically contact Baxter Elevators to dispatch a technician immediately. It takes approximately 15-20 seconds for the system to dial the monitoring company.
2. Once the call is received, a recording tells Baxter Elevators the location and address of the building.
3. Once the answering person listens to the recording and receives the information, he/she will come on the line and talk with you. This person should be able to give you an estimated time when a technician will arrive. Typically, Beltway Management is paged as well, and we will communicate with whomever is in the elevator.
4. The most important thing is to try and remain calm.
5. DO NOT FORCE open elevator door.
5. If the malfunction is observed from outside the elevator notify Building Management at (972) 231-4505.

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

1. Emergency contact will secure assistance.
2. Someone will communicate with you.

**CONTACT THE RICHARDSON FIRE DEPARTMENT AT 911 FOR EMERGENCY RESCUE IF NEEDED.**

