

Renaissance Center and Millender Center Emergency and Safety Procedures



**Emergency Phone Number:
Dial 667-1111**

Please keep this pamphlet at your desk at all times.

Serious water damage can occur from a number of sources such as broken pipes, clogged drains, damaged skylights or windows, or construction related incidents.

If a Water Leak Occurs:

- Remain calm.
- Notify Security and report the exact location and severity of the leak.
- If there are electrical appliances or outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area immediately.
- If you know the source of the water and are confident of your ability to stop the flow (i.e. unclog the drain, turn off the water, etc.) then do so.
- Be prepared to assist as directed in protecting objects that are in jeopardy. Take necessary steps to avoid or reduce immediate water damage such as covering objects with plastic sheeting, or moving small or light objects out of danger.

FLOODING AND WATER DAMAGE

If Someone Becomes Ill or is Injured and Requires Medical Attention:

- Call Security and advise them of your location and the nature of the victim's illness/injury.
- Unless trained, do not attempt to render any first aid before trained assistance arrives and make sure Security has been notified.
- Do not attempt to move the person who has fallen.
- Comfort the victim and reassure them that medical assistance is on the way.
- Be aware of hazards associated with Bloodborne Pathogens (BBP). Do not come into contact with bodily fluids. Wear proper personal protective equipment (PPE).
- After the victim's immediate needs have been taken care of, remain to assist security/medical services with pertinent information about the incident.
- Notify victim's supervisor.
- Any personnel who might have been exposed to an infectious material should seek medical attention for follow-up as soon as possible.
- Planning for such emergencies includes being trained in emergency first aid procedures and CPR.

MEDICAL EMERGENCIES

If a Power Outage Occurs in Your Building:

- Remain calm.
- If possible, call Security and advise them of your location and the nature of the problem.
- Assist others in your immediate area who may be unfamiliar with the building/workspace.
- Turn off equipment such as computers and monitors to avoid potential serious damage once the power is restored.
- If you are in a dark area, proceed cautiously to an area that has emergency lights.
- If you are on an elevator, stay calm. Use the emergency button or telephone to alert Security.
- If instructed to evacuate, proceed cautiously to the designated assembly areas, as directed by Security. (See Evacuation Procedures of this manual)
- Planning for such situations includes having flashlights available.

POWER OUTAGE

Emergency Communications System

- Security is equipped with a National Weather Service satellite link and will make an announcement over the Emergency Communications System in the event that severe weather conditions should make it necessary for employees to move to designated shelter areas.
- A second announcement will be made over the Emergency Communications System advising employees of an “All Clear”. This means it is safe for employees to return to their work areas.
- Shelter and evacuation maps are posted at exit ways, and conference rooms, as well as throughout the building.

If a Tornado Warning is Issued:

- Proceed to the interior (center core) hallway or below ground level.
- Verify that all employees are accounted for.
- Stay away from windows, mirrors, glass, and large unsecured objects such as filing cabinets.
- Do not use elevators.
- If requested, assist persons with disabilities to the shelter area on the same floor.
- Remain in the shelter area until an “All Clear” has been issued via the Emergency Communications System.
- Shelter and evacuation maps are posted at exit corridors and conference rooms.

TORNADO/SEVERE WEATHER

If a Chemical Spill Occurs:

- If toxic chemicals come into contact with your skin, immediately flush the affected area with water.
- Remove contaminated clothing.
- Call Security immediately.
- Always err on the side of safety and if there is any possible danger, evacuate your area.

If a Chemical Fire Occurs:

- Remain Calm.
- Call Security immediately.
- If the fire is small, you are not exposed to its fumes, and you have received proper training, attempt to put it out with a proper fire extinguisher.
- Never allow the fire to come between you and an exit.
- Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Proceed to the nearest exit.
- Do not break windows. Oxygen feeds fires. Only break windows as a last resort.
- Do not attempt to save possessions at the risk of personal injury.
- Do not return to the emergency area until instructed to do so by Security, Police or Fire Department officials.
- All chemical spills and fires, no matter how small, should be reported to Security.

CHEMICAL SPILLS/CHEMICAL FIRES

Telephone threats can be received by any person at anytime, but usually will be received by security, a main switchboard operator or persons in a sensitive area. Mail bombs or bomb threats may be received by a number of means including standard mail, package delivery service or truck.

If You Receive a Telephone Threat:

- Remain calm.
- Keep the caller on the line as long as possible. Listen carefully. Note the time of call and telephone number it came in on.

Ask the caller the following questions:

- Where is the bomb?
- When will it explode?
- What does the bomb look like?
- What kind of bomb is it?
- What is the caller's name and motive for placing the bomb?
- Are you an employee?
- Write down any pertinent information such as background noises, gender of caller, and voice pitches and patterns.
- Call 911 immediately.

If You Receive a Written Threat or Parcel:

- Remain calm.
- Notify Security immediately.
- Do not attempt to open.
- Do not place the article in water or a confined space such as a desk drawer.
- Keep anyone from handling it or going near it.
- Do not use your portable radio within 100ft. of the package.
- Write down everything you remember about the letter or parcel.
- Save all packing materials.

Always err on the side of safety. If you feel that the parcel may indeed be an explosive device, calmly alert individuals in your area to leave quietly and contact Security immediately.

BOMB THREATS

Chemicals, leaking gas, faulty boilers or falling aircraft could all be the cause of life-endangering explosions.

If You Hear or are a Victim of an Explosion:

- Remain calm.
- Call Security and advise them of your location and description of what occurred and what you observed.
- Be prepared for the possibility of further explosions.
- Move to a protected area such as under a table or desk.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment and large, heavy, unstable objects.
- Be guided by Security, Police or Fire Department personnel. If an evacuation is ordered, proceed to one of the designated assembly areas.
(See Evacuation Section)
- Do not move seriously injured persons unless they are in obvious immediate danger (i.e. fire, building collapse, etc.).
- Open doors carefully and watch for falling objects.
- Do not use elevators.
- If requested, accompany and assist persons with disabilities who appear to need direction or assistance.
- Do not use matches or lighters.
- Use telephones for emergencies only. Remember that others may be calling Security if the phone number is busy. Remain calm and try your call again.
- Prior planning includes being familiar with possible hazards in your building and knowing evacuation routes, location of nearest pull station and fire extinguishers.

EXPLOSIONS

Notification Procedure:

IN CASE OF A FIRE OR OTHER EMERGENCY:

- Pick up the phone and dial 667-1111.
- When talking to the dispatcher remain calm and give them the following information:
 - Your name and number.
 - Your exact location including office or cube # if applicable.
 - Type of emergency you are reporting (fire, injury, etc.).
 - Do not hang up until the dispatcher has all the information and hangs up first.

PASS:

When using a fire extinguisher remember the acronym "Pass"

- **Pull** the pin from the extinguisher.
- **Aim** the hose or nozzle horn at the base of the fire.
- **Squeeze** the handle to discharge entire contents of extinguisher.
- **Sweep** (from side to side) the extinguisher agent across the base of the fire.

Safety Practices:

- Wear your ID Badge at all times!!!
- Do not allow someone to "tailgate" behind you when entering a secured area.
- All visitors should be instructed on emergency procedures and evacuation routes.
- Always practice good housekeeping procedures:
 - Participate in recycling program.
 - Do not wedge or block doors open.
 - Keep aisle and stairs clear.
 - Keep areas around emergency equipment (hose reels, fire extinguishers, pull stations, etc.) clear of obstructions.
 - Only smoke in designated areas.
- Always observe safe driving practices:
 - Wear your seat belt at all times.
 - Yield the right of way to any emergency vehicle.
 - Use caution near all pedestrians.
 - Park only in Authorized Areas.
- Alcohol and drugs (unless prescribed by a physician) are prohibited on Renaissance Center Property.
- Correct unsafe conditions when you are able to and/or report them to your supervisor.
- Develop and maintain safe work practices and encourage co-workers to do the same.
- Use proper personal protective equipment at all times.

SAFETY PROCEDURES

Even in a severe earthquake, you can still take numerous precautionary measures to prevent or minimize injuries or damage to property.

If You are Inside:

- Stay inside.
- Watch for falling objects.
- Move to a protected area such as under a table or desk.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment and large, heavy, very unstable objects.
- Be guided by Security, Police or Fire Department personnel. If an evacuation is ordered, proceed to one of the designated assembly areas. (See Evacuation Section)

If You are Outside:

- Move to an open area away from buildings such as plazas or parking lots.
- If forced to stand near a building, watch for falling objects and stay away from:
 1. Fallen Power Lines
 2. Street light fixtures
 3. Trees
 4. Utility poles
 5. Signs

If You are in a Vehicle:

- Stop your vehicle in the nearest open area.
- Stay in your vehicle until the tremors have subsided.

After the Earthquake:

- Remain calm.
- Be prepared for aftershocks.
- If evacuation is ordered, proceed to the nearest clear exit.
- Do not use elevators.
- Do not move seriously injured persons unless they are in danger.
- Open doors carefully.
- Watch for falling objects.
- Do not use matches or lighters.
- Use telephones for emergencies only. Remember that others may be calling Security if the emergency number is busy.

EARTHQUAKE

If You Discover Fire or Smoke:

- **REMEMBER: RACE!!!**
- **Rescue:** Remove anyone from immediate danger, close the door to confine smoke and fire.
- **Alarm:** Notify Security via the telephone or the emergency pull station.
- **Contain:** Take immediate action to control the fire with available fire fighting equipment. Should only be done if properly trained.
- **Evacuation:** Proceed to a safe stairwell and begin to evacuate, unless told to do otherwise by emergency personnel.
- If leaving a room, feel the door with the back of your hand before opening it and do not open any door that appears hot.
- Do not return to your area for personal belongings.
- If smoke is present, stay low. The best quality of air is near the floor.
- If you are in an elevator when the alarm sounds, do not push the "emergency stop" button.
- Return to the building only when instructed by Security, Police or Fire Department officials.

If You Catch on Fire:

DO NOT RUN!!!

- **STOP** where you are,
- **DROP** to the ground, and
- **ROLL** over and over to smother the flames.

If You are Trapped in Your Office/Room:

- Wedge wet towels or cloth materials along the bottom of the door to keep out smoke.
- Try to close as many doors between you and the fire as possible.
- Use telephone to notify Security of your problem and location.
- If you are trapped in an area and need oxygen, only break the window as a last resort.
- Use caution when breaking the window.

Response to Audible Fire Alarms:

- If the audible horn sounds and/or emergency strobes begin to blink, assemble near the closest stairwell and prepare to evacuate. (See Evacuation Section)
- **Do Not Use The Elevators!!!**
- If requested, accompany and assist persons with disabilities who appear to need direction or assistance.
- Leave all personal belongings and packages behind.
- Return to the building only when instructed by Security, Police, or Fire Department officials.

If You Suspect a Bomb:

- Keep others away.
- Do not touch package.
- Call Security immediately.
- See Bomb Threat Section of this pamphlet.

If You Suspect a Biohazard or Chemical Material:

- Do not touch or smell.
- Keep others away.
- Call Security immediately.

Item is Suspicious, But Threat is Unknown:

- Isolate the suspicious item.
- Make your supervisor immediately aware of item.
- Attempt to confirm the contents without opening.
- Contact the addressee, if identified.
- Contact the sender, if practical.
- Contact Security and advise them of the item and its location.

If You Find an Opened Suspicious Package:

- Do not touch the package.
- Make sure your supervisor is aware of the incident.
- Secure the area and do not allow entry.
- Call Security and advise them of the incident.
- Any employee who had direct contact with the package should wash their exposed skin with soap and water.
- Wait for Security to arrive and follow their directions.
- Advise Security who was in the area around the time the suspicious package was discovered.

Characteristics of Suspicious Packages and Envelopes:

1. Has a powdery substance on the outside.
2. Are unexpected or from someone unfamiliar to you.
3. Have excessive postage, handwritten or poorly typed address, incorrect titles or titles with names, or misspelling of common words.
4. Are addressed to someone no longer with your organization or are outdated.
5. Have no return address or have one that cannot be verified as legitimate.
6. Are of unusual weight, given their size, or are lopsided or oddly shaped.
7. Have an unusual amount of tape, string, or other wrapping material on them.
8. Are marked with restrictive endorsements, such as "Fragile" or "Personal" and "Confidential" or "Rush-Do-Not-Delay."
9. Have strange odors or stains.
10. Appear to contain electrical wire or tin foil.
11. Address not consistent with postmark.

SUSPICIOUS PACKAGES AND ENVELOPES

Here are a few suggestions on what you can do to prevent crimes in your area or being the victim of a crime:

In Your Office:

- Lock your valuables up even if you are just going down the hall. It takes a thief less than 10 seconds to enter a room and steal your property.
- When entering a secure area, do not let someone “tailgate” in behind you. Make them show their I.D. if you do not know them.
- Do not leave messages on your door indicating that you are away and when you will be back.
- Do not put your home address on your keys and do not leave your keys in a “special” hiding place in your office.
- Call Security to report any suspicious persons or activities.

When Walking:

- Be aware of your surroundings at all times.
- Walk with confidence, not like a vacationer not knowing where they are going. Project a no-nonsense image.
- Avoid walking alone at night. Walk with a co-worker or call Security.
- If confronted by an attacker, scream loudly and try to run to a safe zone (i.e. school, business or a home).
- In some instances you may have nowhere to go and should be prepared to defend yourself.
- Many objects in your purse or on your body can be used as a weapon to defend against an attacker. Such as keys, fingernails, metal nail file, etc.

While Driving:

- Have your car key ready to open door.
- Look into your car before entering.
- Lock doors, roll up windows and fasten seatbelts before starting your car.
- Do not stop to assist occupants of disabled vehicles. Continue driving and call for help on your car phone or stop at the nearest phone and call 911.
- If your car breaks down, raise your hood, lock yourself in the car and call 911 or AAA if possible. If someone stops to assist you, remain in your car and crack the window to talk.

Protecting Your Car or Bicycle:

- Always lock your car.
- In warm weather, never leave your windows cracked or your convertible top down.
- If you cannot take all valuables with you, secure them in the trunk or glove box.
- Lock bikes to immovable objects or bike racks with hardened, alloy locks and chained with U-shaped locks.

Ren Cen Security Can Provide:

- Escorts to and from vehicles.
- Jumpstarts and motorist assistance.
- Fingerprint and child I.D. services.
- Investigative services.

In the event of a fire or other building emergency, the alarm system and strobe lights will be activated and a slow whooping sound will be emitted from the alarm system speakers. The slow whooping sound will be followed by an announcement giving you specific evacuation instructions and routes.

Evacuation Procedures:

If you are instructed by the Emergency Floor Coordinator or an emergency announcement to evacuate the floor or building:

- Remain calm and turn off all equipment.
- Do not take personal items with you and close doors behind you.
- Listen for announcement on where to assemble on the floor.
- Use stairways to exit the floor and listen to the Emergency Floor Coordinator or the emergency announcement for specific evacuation instructions.
- If asked to assist with a "special needs" employee please lend a hand.
- Walk, do not run.
- Do not go into the restrooms.
- DO NOT USE THE ELEVATORS.
- It is imperative that you "check-in" with your Emergency Floor Coordinator at the assembly area so they can account for your whereabouts.
- Assist your Emergency Floor Coordinator and Security by determining if all persons from your area are accounted for.

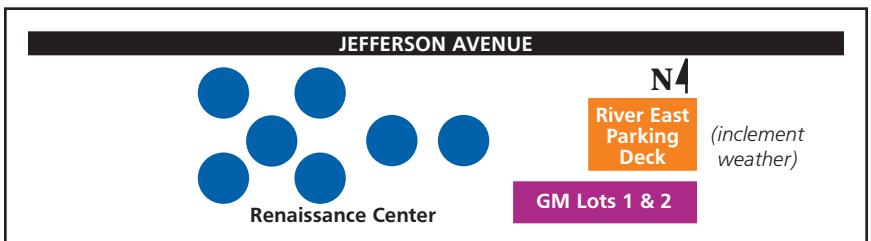
"Rule of 5" Evacuation:

- The Rule of 5 evacuation is used when the emergency is located on one floor:
 - The floor where the emergency is located, will evacuate five floors down.
 - The two floors above the emergency floor will evacuate five floors down.
 - The two floors below the emergency floor will evacuate five floors down.
- At this point occupants should wait for further instructions or an "All Clear" announcement to return to their workstations.

Full Tower Evacuation:

A Full Tower evacuation is used when the emergency involves more than one floor.

- Typically odd numbered floors will evacuate down the outer stairwell and even numbered floors will evacuate down the inner stairwell.
- Occupants should evacuate down to the lower levels and exit out of the doors clearly marked "EXIT".
- Once outside the building, occupants will be instructed where to assemble.



Examples of Workplace Violence:

- Physical assault and/or threat of.
- Stalking or continuous harassment of another causing terror, fear, worry or intimidation.
- Actions aimed at disrupting or sabotaging business operations.
- Indirect threats such as, "I know where you live."

If You are a Victim or a Witness:

CALL SECURITY IMMEDIATELY

Advise the dispatcher of the following:

- Your name, location, including office or cube #, and type of workplace violence.
- Are there injuries and if so, the extent of the injuries?
- Is a weapon involved?
- Is the perpetrator still in the area?
- Does the threat still exist?
- A description of the attacker and direction of flight.

If no injuries occurred or there is no imminent danger:

- Call Security and report incident.
- Advise your supervisor of the incident.

Profile of a Workplace Violence Suspect:

- Irrational beliefs and ideas.
- Fascination with weapons and acts of violence.
- Expressions of a plan to hurt one's self or others.
- Incites fear among co-workers.
- Displays unwarranted anger.
- Inability to take criticism.
- Noted change in usual behavior.
- Feelings of being victimized.

Types of Threats:

- **Written Threats:** Notes, letters, or faxed messages.
- **Electronic Threats:** Telephones, voice mail, cassette tapes, e-mail etc.
- **Stalking:** Following a person on or off site, repeatedly being in the same area when requested not to, etc.
- **Harassment:** Unwelcome acts, gestures, verbal communication, or physical contact not resulting in physical harm.
- **Overheard Threats:** Threats overheard which are directed against an employee or sabotage to property.

What To Do if Confronted by a Threatening Person:

- Leave the area/get out of harm's way.
- Call Security immediately.

If unable to leave the area:

- Try to stay at a safe distance.
- Try to calm the threatening individual.
- Try to get the attention of a co-worker so they can call Security.
- Listen to the individual and let them do most of the talking.
- Use delaying techniques to give the individual the opportunity to calm down.
- Acknowledge the person's feelings.
- Be respectful and empowering.
- Be reassuring and point out choices.

DON'T:

- Upset the individual with communication that generates hostility.
- Reject all the person's demands from the start.
- Use body language or speech that challenges the individual.
- Make sudden movements.
- Belittle, criticize or agitate the person.
- Make false statements or promises.