



1180 PEACHTREE  
Emergency Procedures Manual  
2021

**1180 Peachtree**  
**EMERGENCY PROCEDURES MANUAL**

On the following pages, you will find a general overview of the policies and operations of **1180 Peachtree**. This manual is designed to highlight all areas of building policies and procedures to help orient you to the building and the surrounding area. Your Hines property management team strives to provide the highest level of service to 1180 Peachtree.

Material in this manual is prepared and supplied as general information to help tenants. Neither Management nor Ownership assumes any liability in connection with any of the information contained herein. Management also reserves the right to change any policy or procedure in this manual without notice, at any time, at its sole discretion. The Management Office welcomes your comments and suggestions to improve the material in this guide. If, at any time, you need more detailed information regarding these procedures, please call the Management Office at (404) 975-4180.

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**SECTION A**

## General Information

**BUILDING EMERGENCY TEAM ROLES AND DUTIES**

The property's Emergency Response Team is comprised of building staff and tenant floor wardens on each occupied floor. The roles include:

- Life Safety Director (LDS)
- Assistant Life Safety Director (ALSD)
- Safety Brigade (engineering staff)
- Security Supervisor/Director and Staff
- Floor Warden Teams

**Life Safety Director:**

In advance of an emergency, the Life Safety Director and property management team are responsible for:

- Emergency plan development and maintenance
- Staff training
- Recruiting and training floor wardens
- Overseeing regular drills and occupant instruction

During an event, the Life Safety Director leads the initial response and will execute or direct the following actions:

- Set up a command post at the Fire Command Center
- Verify or call 911
- Assign tasks to other emergency team personnel (investigate alarm floor, shut down HVAC, secure all entrances, etc.)
- Communicate with occupants (via PA system, rapid notification software, or other methods)
- Communicate with floor wardens
- Ensure that pertinent information is relayed to emergency responders, and building master keys and diagrams are provided

**Assistant Life Safety Director:**

This person serves as an assistant to the Life Safety Director and takes over those duties when the Life Safety Director is out of the building or unable to perform them. The Assistant Life Safety Director will also help coordinate communications with other Response Team members.

**Safety Brigade (Engineers):**

- Investigate alarm conditions and/or verbal reports
- Adjust building systems as directed by Life Safety Director
- Assist with evacuations as necessary
- Assist with elevator recall and operation
- Provide Fire Department with information as needed



## BUILDING EMERGENCY TEAM ROLES AND DUTIES

### Security Supervisor/Director and Staff:

The Security Supervisor/Director assists the Life Safety Director during regular business hours and oversees emergency response efforts in the absence of the LSD, ALSD or Engineering Manager. The supervisor will call 911 and notify the Property Manager when directing the emergency response. The head of security also conducts the following duties:

- Escorts emergency responders to the Fire Command Center
- Directs security officers
- Monitors, secures, and restricts building ingress and egress as needed
- Makes PA announcements after hours in the absence of the director and assistant director

The security officers on the emergency team assist the Life Safety Director and Security Supervisor/Director.

- Investigate alarm conditions and/or verbal reports
- Monitor, secure, and restrict building ingress and egress as needed
- Assist with elevator recall and operation
- Assist with evacuations as necessary
- Make PA announcements after hours in the absence of the director and assistant director

**Parking Manager & Loading Dock Manager:**  
Depending on staffing and the emergency, the parking garage and/or loading dock will need to be monitored or secured.

### Floor Warden Teams

The tenant floor warden teams lead the initial response on each floor.

**Lead Floor Warden:** Under the direction of the Life Safety Director, the warden,

- Is familiar with evacuation routes, exit stairwells, and external assembly area(s)
- Knows emergency numbers and response procedures
- Ensures evacuation routes are clearly identified and are not obstructed
- Makes sure floor team members receive proper training
- Notifies the Life Safety Director or Property Management of any change in status to mobility-impaired occupants (name, work location, phone and e-mail, type of disability or mobility needs) and the names of the Mobility-Impaired Assistants who are assigned to each mobility impaired occupant
- Updates the Life Safety Director or Property Management on changes to floor warden team members
- Leads the emergency response, including remaining in communication with the Life Safety Director



**SECTION A**

## General Information

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**BUILDING EMERGENCY TEAM ROLES AND DUTIES**

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**Searchers:** Upon direction to shelter in place, relocate to another floor, or evacuate the building, searchers on each floor are responsible for inspecting all work areas, break rooms, bathrooms, hallways, conference rooms, and other areas to ensure everyone has heard the announcement and is responding. Searchers close doors as they proceed.

**Elevator Monitor:** Upon direction to shelter in place, relocate to another floor, or evacuate the building, the elevator monitor takes up position at the floor's elevator lobby and directs occupants to the SIP area or the stairwells.

**Exit Stairwell Monitor:** Upon direction of floor warden, reports to stairwell and instruct employees to walk single file down the stairs, either relocating to a lower floor or evacuating the building. The stairwell monitor reminds occupants of stairwell safety procedures (no drinks, stay off phone, move to the outside if encountering firefighters coming up, etc.), and closes the door after use to prevent smoke from entering the stairwell.

**Mobility Impaired Assistants:** A mobility-impaired assistant and backup assistant will be assigned to a person needing help in an evacuation or relocation. Responsibilities include helping the person prepare for shelter in place, internal relocation, or evacuation. In an evacuation or relocation, one assistant helps the person move to the hallway next to a safe exit stairwell (or designated Area of Refuge, if floor has one) and waits there until help arrives. The other assistant notifies the LSD or emergency responder of their location.



**SECTION A**

## General Information

**PRE-INCIDENT PLANNING**

It is important to think about and prepare for an emergency before it happens. While it is impossible to prepare for every situation, these steps will ensure you are prepared for the most common.

Familiarize yourself with the following:

- Evacuation routes
- Locations and designations of exit stairwells
- External assembly area(s)
- Building emergency contact number(s)
- Emergency response procedures

Be sure to:

- Report any egress route obstructions or evacuation route confusion to Property Management
- Participate in emergency response training and drills
- Ensure team members, and others on your floor, understand the emergency response procedures for their location
- Determine a safe Area of Refuge on your floor for occupants with mobility impairments
- Pre-determine a safe area on your floor to shelter-in-place (shelter area)

**Shelter-In-Place Tips:**

- Ideally, you should not be able to see outside the building from your shelter area!
- Access to bathrooms and water is recommended
- Ideally, allow at least 10 square feet per person
- If no safe shelter areas exist on a floor, request help to designate appropriate spaces on nearby floors or elsewhere in the building

**Potential Shelter-In-Place Locations**

- ✓ Elevator Lobbies
- ✓ Interior Conference Rooms
- ✓ Storage/File Rooms
- ✓ Corridors
- ✓ Kitchens
- ✓ Breakrooms





**SECTION B****Core Response Procedures****OVERVIEW**

Nearly every emergency involves one of three core procedures – **evacuation, internal relocation, or shelter in place**. As information becomes available or emergency conditions change, the core response may be altered, and in certain situations, a combination of responses might be used.

**EVACUATION**

Used when it is safer outside the building than in, evacuations can be partial (only some occupants leave) or full (everyone leaves).

Partial or full evacuation may be invoked in response to:

- Fire
- Hazardous material release or spill
- Explosion or threat thereof
- Bomb threat or suspicious package
- Gas leak
- Forecasted natural disaster (hurricane, flooding, etc.)
- Extended utility outage

The “Rule of Eight” is used for an initial evacuation when the emergency is located on one floor. The “Rule of Eight” states that the following floors will be evacuated:

- The floor where the emergency is located;
- The floor above the emergency floor; and,
- The five (5) floors below the emergency floor.

The following protocol can be used when it is necessary to implement partial or full evacuation.

**Warden Team (all members)**

- Put on emergency identification (i.e. vest)

**Lead Floor Warden**

- Direct Floor Warden Team and floor occupants
- Move floor occupants to nearest exit stairwell and instruct them to report assembly area
- Confirm mobility-impaired occupants are receiving assistance and update Life Safety Director (LSD) of their status. Request assistance as needed
- Inform LSD of any hazards and report any injuries
- Report floor status to LSD via emergency phone or runner

**SECTION B****Core Response Procedures****EVACUATION****Deputy Wardens**

- Make sure pathways and stairwell exit doors are unobstructed
- Inspect stairwells for presence of smoke or other hazards. If smoke is present in stairwell, direct occupants to alternate stairwell. Report conditions to Life Safety Director

**Searchers**

- Visually inspect all areas of floor. Inform occupants to proceed to relocation floor and await roll call
- Do not search areas that appear unsafe. Inform Warden of these areas
- Close but do not lock doors

**Warden Team (Other)**

- Listen to instructions from Life Safety Director (LSD) or emergency personnel. Do not return to office until an “all clear” has been issued
- Mobility-Impaired Assistants: Assist persons needing assistance to move the hallway by the stairwell door and await emergency personnel. Do not enter stairwell unless your safety is jeopardized

**Remind Occupants**

- Close office doors when leaving, but do not lock them
- Do NOT use elevators, use stairwells to exit
- When in the stairwells
  - Do not carry beverages, laptops, purses, or other objects
  - Stay off the phone
  - Remove high-heeled shoes
  - Stay to the outside if you encounter firefighters ascending the stairs
  - Hold on to the railing
  - Allow others to merge in an orderly fashion
  - Descend quickly but do not run
  - Remain quiet and listen for instructions
  - Continue to assembly area
- Do not return to office until an “all clear” has been issued



Each tenant should be familiar with his or her floor layout and emergency exit stairwell locations. Please see the appendix for emergency evacuation routes highlighting the stairwells.



**SECTION B****Core Response Procedures****INTERNAL RELOCATION**

This response involves moving occupants from floors near the alarm, or the incident, to safer floors. For fire- or smoke-related emergencies, low-rise buildings generally always evacuate to street level, but in most modern high-rise buildings it is only necessary to move occupants at least two floors below the alarm floor. This is the most common form of internal relocation.

However, in some non-fire situations, such as the threat of an external explosion or civil disturbance, occupants may be directed to move to floors above.

Internal relocation may be invoked in response to:

- Fire
- Hazardous material release
- Explosion threat
- Bomb threat
- Chemical, biological, radiological release
- Police activity or workplace violence
- Civil disturbance
- Flooding

**Warden Team (all members)**

- Put on emergency identification (i.e. vest)

**Lead Floor Warden**

- Direct Warden Team and floor occupants
- Move floor occupants to nearest exit stairwell. Instruct them to report to the designated relocation floor
- Confirm mobility-impaired occupants are receiving assistance and update Life Safety Director (LSD) of their status. Request assistance as needed
- Inform LSD of any hazards and report any injuries
- Report floor status to LSD via emergency phone or runner
- If relocation floor is in alarm, continue down another 3 floors. If that floor is also in alarm, evacuate the building

**Deputy Wardens**

- Make sure pathways and stairwell exit doors are unobstructed
- Inspect stairwells for presence of smoke or other hazards. If smoke is present in stairwell, direct occupants to alternate stairwell. Report conditions to Life Safety Director.



**SECTION B****Core Response Procedures**

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**INTERNAL RELOCATION**

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**Searchers**

- Visually inspect all areas of floor. Inform occupants to proceed to relocation floor and await roll call
- Do not search areas that appear unsafe. Inform Warden of these areas
- Close but do not lock doors

**Warden Team (Other)**

- Listen to instructions from Life Safety Director (LSD) or emergency personnel. Do not return to office until an “all clear” has been issued
- Mobility-Impaired Assistants: Assist persons needing assistance to move the hallway by the stairwell door and await emergency personnel. Do not enter stairwell unless your safety is jeopardized

**Remind Occupants**

- Close office doors when leaving, but do not lock them
- When in the stairwells
  - Do not carry beverages, laptops, purses, or other objects
  - Stay off the phone
  - Remove high-heeled shoes
  - Stay to the outside if you encounter firefighters ascending the stairs
  - Hold on to the railing
  - Allow others to merge in an orderly fashion
  - Descend quickly but do not run
  - Remain quiet and listen for instructions
- Continue to relocation floor, reenter the building, and make room for others in the stairwell to reenter
- Remain in hallway or elevator lobby
- Do not return to office until an “all clear” has been issued



**SECTION B****Core Response Procedures**

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**SHELTER IN PLACE**

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Shelter in Place means remaining inside the building and possibly moving to an area of relative safety, typically near the building's core. Historically, shelter in place was used for chemical spills and earthquake response, but in today's security climate, shelter in place has become an increasingly important response. It is now considered a standard component of any building emergency plan.

Used when it is safer inside than outside the building, shelter in place may be invoked in response to:

- Civil disturbance
- Armed intruder
- Active Shooter
- Bomb threat
- Hazardous material release
- Tornado, hurricane, or high winds
- Chemical, biological, or radiological release
- Police activity
- Earthquake

Shelter in place can take two forms:

1. Asking occupants to remain at their work area or
2. Instructing them to move to an internal shelter area on their floor.

In some situations, such as a civil disturbance or an outdoor fire, it is sufficient to simply have people remain inside the building. Other scenarios, such as the threat of an explosion outside the building, require occupants to move to an area of relative safety away from windows (see Appendix for recommended shelter-in-place supplies).

Tenants should identify internal shelter areas in advance. Elevator lobbies and interior conference rooms, corridors, kitchens, and break rooms can all make good shelter areas. Access to bathrooms and water is recommended. Ideally, allow at least 10 square feet per person. If no safe shelter areas exist on a floor, designate appropriate spaces on nearby floors. (Note, however, that elevator lobbies are not good places to shelter when you have a hazardous material release inside the building. Elevator shafts continually draw air upwards, which may spread contaminants. In the event of a chemical, biological, or radiological release that has spread inside the building, instruct occupants to seek shelter in offices, conference rooms, and other contained areas with relatively few ventilation ducts.)



**SECTION B****Core Response Procedures**

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**SHELTER IN PLACE**

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The following protocol can be used when it is necessary to implement shelter in place.

**Floor Warden Team (all members):**

- Put on building staff identification (i.e. vest)

**Lead Floor Warden**

- Direct Warden Team and floor occupants
- Instruct floor occupants to stay at their workstation or report to their shelter area as directed
- Confirm mobility-impaired occupants are receiving assistance and update Life Safety Director (LSD) of their status. Request assistance as needed
- Inform LSD of any hazards and report any injuries

**Deputy Wardens**

- Make sure pathways are unobstructed
- Instruct floor occupants to stay at their workstation or report to their shelter area as directed
- Gather emergency supplies

**Searchers**

- Visually inspect all areas of floor. Inform occupants to proceed to shelter area as directed
- Do not search areas that appear unsafe. Inform Warden of these areas
- Close but do not lock doors

**Warden Team (Other)**

- Listen to instructions from Life Safety Director (LSD) or emergency personnel. Remain in place until an “all clear” has been issued, and be prepared to move if so ordered
- Mobility-Impaired Assistants: Help persons needing assistance move to shelter area as directed

**Remind Occupants**

- Close office doors when leaving, but do not lock them
- Remain quiet and listen for instructions
- Stay put until an “all clear” has been issued, and be prepared to move if so ordered



**SECTION C**

## Emergency Scenarios

**FIRE**

Upon activation of an alarm, strobe lights will flash, an audible alarm tone will ring, and a pre-recorded voice announcement will broadcast on the alarm floor, the floor above, and the floor below. When an alarm is triggered, an outside monitoring company will notify the Fire Department. All exit stairwell doors will automatically unlock.

**Floor Warden Team Response:**

- Begin floor evacuation or relocation (see Evacuation or Internal Relocation section) when evidence of smoke or fire, when alarm sounds, or as directed by the Life Safety Director (LSD).
- If smoke is present in stairwell, direct occupants to alternate stairwell
- Inform LSD when help is needed to relocate mobility-impaired occupants
- Convey floor status report to LSD via runner
  - Report any persons remaining behind on the floor
  - Report any injuries and provide as much information as possible
  - Update LSD on location and status of mobility-impaired persons
  - Inform LSD of unsafe areas on the floor that were not searched

**Additional Fire Procedures**

Upon discovering a fire

- Confine the fire by closing doors
- Begin immediate floor evacuation. Pull the fire alarm if possible.
- From a safe location, call 911, then call the Command Center **(404) 879-2176**
- Use fire extinguisher to put out the fire only if the fire is small and it is safe to do so
- Have back to exit when using extinguisher
- Close doors if fire cannot be extinguished

If you become trapped by a fire

- Barricade yourself in a room on the perimeter of the floor with a window. Close door and stuff cloth or other materials underneath door.
- Call 911 and report your exact location
- Tape a sign on the window to help signal your location.
- If smoke enters the room, breathe through a wet cloth
- Do not break a window, except as a last resort

**FIRE EXTINGUISHER OPERATION:**

1180 Peachtree is equipped with ABC Dry Chemical Fire Extinguishers. Use these extinguishers for ABC fires including ordinary combustibles, grease fires, flammable liquids, and electrical fires.



**P** – Pull the Pin



**A** – Aim the Nozzle

**S** – Squeeze



**S** – Sweep Nozzle Back & Forth



## SECTION C

### Emergency Scenarios

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#### BOMB THREAT

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This section deals with verbal or written bomb threats. For a suspicious package, see the Suspicious Package section.

While most bomb threats are hoaxes, take all threats seriously. **Never touch a suspicious object.**

If you receive a call:

- Keep the caller on the line as long as possible
- If you can, signal to a co-worker to call building security
- Ask specific questions, including: Where is the bomb? When will it detonate? What is it made of? Why did you plant it?
- Write down all details. Use the bomb threat checklist provided at the end of this section
- Caller's age, gender, accent, and tone (agitated, calm, nervous, joking, etc.)
- Background noises
- Upon completion of the call, immediately relay information to the Life Safety Director and provide the bomb threat checklist

Tenants should consult with the Property Manager, Life Safety Director, or security officer on duty to ensure the safest route out of the building.

#### Floor Warden Team Response:

If you receive a bomb threat, take it seriously.

- Call 911, then call security or property management
- Complete a Bomb Threat Checklist (below)
- Be alert for suspicious objects or packages. If a suspicious package or item is found, do not touch it. Clear the immediate area and call 911 and security
- Follow instructions from emergency responders and Life Safety Director



**SECTION C**  
Emergency Scenarios

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**BOMB THREAT CHECKLIST**

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**INSTRUCTIONS: Be calm and curious. Do not interrupt the caller.**

Your Name: \_\_\_\_\_ Time: \_\_\_\_\_ a.m./p.m.

Exact words of caller:

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Caller identity: (circle one)    Male/Female                      Adult/Child  
Voice characteristics: (circle all that apply)                      Type of Accent: \_\_\_\_\_  
Slow/Fast    Deep/High    Angry/Normal                      Loud/Quiet

Background noise:

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**PRETEND DIFFICULTY WITH HEARING. Keep caller talking. If caller seems agreeable to further conversation, ask questions like:**

When will it go off: \_\_\_\_\_ Certain hour: \_\_\_\_\_ Time remaining: \_\_\_\_\_

Where is it located: \_\_\_\_\_ Building: \_\_\_\_\_ Area: \_\_\_\_\_

What kind of bomb is it: \_\_\_\_\_

Where are you now: \_\_\_\_\_

How do you know so much about the bomb: \_\_\_\_\_

What is your name and address: \_\_\_\_\_  
\_\_\_\_\_

Does the caller appear familiar with the building by their description of the bomb location? Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this sheet.

## SECTION C

### Emergency Scenarios

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#### SUSPICIOUS PACKAGE

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This section addresses the finding of a suspicious package or object. For a verbal or written bomb threat, see the Bomb Threat section above.

##### **Floor Warden Team Response:**

When a suspicious package or item is found, do not touch it.

- Clear the immediate area
  - Call 911 and the security
  - Turn off and do not use cell phones, pagers, or other personal electronic devices
  - Follow instructions from emergency responders and Life Safety Director
- 

#### EXPLOSION

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Explosions can be caused by gas or fuel leaks, over-pressurized containers, or bombs. The airborne contaminants generated by an explosion can be as harmful as the initial blast and require significant remediation and cleanup. A large blast may disrupt key egress routes and building systems.

##### **Floor Warden Team Response:**

If an explosion occurs on your floor, evacuate the floor immediately. Don't wait for instructions!

- Call 911 and security
- Direct occupants to not use anything that could cause a spark, including electronic communications devices
- Inform occupants to open doors carefully and look out for falling debris
- Administer first aid if necessary (and if properly trained). Update Life Safety Director upon completion of evacuation. Inform LSD of any injuries or unsafe areas



## SECTION C

### Emergency Scenarios

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#### CHEMICAL, BIOLOGICAL, NUCLEAR & RADIOLOGICAL RELEASE

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Chemical, biological, radiological, and nuclear releases can be intentional, though they are far more likely to be accidental, such as a tanker truck spill or release from a medical research facility.

Biological releases typically take several days to generate symptoms, while chemical spills tend to create visible symptoms immediately – eye or skin irritation, trouble breathing, nausea, etc. In many chemical spills, simply removing contaminated clothes and rinsing with water can remove 90 percent of the harmful agent.

Radiation diminishes quickly with distance, so the best response is to leave the affected area. Contaminated individuals should remove clothes and rinse with water.

For releases outside the building, the best response is usually to remain inside.

#### **Floor Warden Team Response:**

- Call 911 and security
- Relay details on any injuries
- Clear people from the immediate area.

Do not allow anyone who was present when a package or letter was opened to leave the area – this can cause further contamination. Instruct all possibly contaminated individuals to move to a quarantine area.

If conditions permit, have potentially contaminated individuals wash hands, face, and other exposed skin with soap and water

## SECTION C

### Emergency Scenarios

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#### HAZARDOUS MATERIALS SPILL

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Hazardous materials include many common items, such as paint thinners, solvents, hydraulic fluid, etc. Do not attempt to clean up a hazardous material spill.

**Floor Warden Team Response:**

- Alert security. Call 911 for major spills or injuries.
- Evacuate all or part of affected floor (and adjacent floors) as necessary. Prevent people from approaching the substance
- If safe to do so, determine the quantity of released material and whether the spill is contained or spreading

If someone is overcome by fumes or has injuries, call 911, then building security. Apply first aid only if you're properly trained, the nature of the threat is known, and there is no risk of personal injury. Otherwise, wait for emergency responders to provide aid.

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#### UTILITY FAILURE

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In a power failure, all core life safety systems as well as building security systems should continue functioning on generator power.

**Floor Warden Team Response:**

Prepare to evacuate, relocate to another floor, or shelter in place as directed

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#### GAS LEAK

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A confirmed or suspected natural gas leak requires an immediate response. All staff should avoid creating any sort of spark. Do not turn appliances or light switches on and off, including flashlights. Do not use cell phones, telephones, radios, or electronic devices in affected areas. Use radios only when it is deemed safe.

Notify security. For a heavy smell of gas, call 911, then call security.

**Floor Warden Team**

- Oversee evacuation, relocation to another floor, or shelter in place as directed
- Do not use anything that could cause a spark, including light switches, matches or lighters, telephones, cell phones, or electronic devices in affected areas





## SECTION C

### Emergency Scenarios

#### THEFT, CRIMINAL ACTIVITY & SECURITY PRECAUTIONS

Document any suspicious activity in or around the building. Confirm with property management if someone enters your space claiming to be working for the building.

##### Security Precautions

- Never leave a suite door unlocked while the reception area is unattended, even if it is only momentarily. This may be the single, most important rule to prevent thefts and intruders from entering your suite. They know it is not uncommon for reception areas to be left unattended, especially when a firm is opening for the business day and at the close of the business day
- Keep rear doors or secondary entrances locked at all times
- Hang coats and wraps away from the entrance to the office to reduce the possibility of them being easily stolen while you are busy. Always keep valuables out of sight. A minimum amount of cash should be kept in the office. Both stamps and cash should be locked in an office safe
- Keep purses and gift packages out of sight and locked inside a cabinet or desk, if possible
- Lock desks when not seated at them
- Call the Property Management Office immediately to report all solicitors and peddlers. The building prohibits all solicitors and peddlers and they will be properly escorted from the building
- Refrain from allowing persons into building restrooms that are not employees or clients
- Report persons posing as workers in the building whom you may not readily recognize to the Property Management Office. Building personnel are always ready to properly identify themselves. Every tenant has the right to question all those who enter their suite for proper identification
- Instruct receptionists to keep all visitors in the reception area, and request that the person being visited come to the lobby to greet and escort the visitor. This will reduce the possibility of unauthorized people entering a tenant space
- Inform the Property Management Office of any building keys or access cards that are lost, including keys to your suite as well as interior office space

##### REMEMBER:

- ✓ Security staff is onsite 24/7, including all holidays
- ✓ Emergency phones are located at each parking deck stairwell and at the center of each level
- ✓ Security escorts are ALWAYS available



## SECTION C

### Emergency Scenarios

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#### WORKPLACE VIOLENCE

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Workplace violence covers situations ranging from verbal threats, fights, assaults, hostage situations, and shootings. Active shooter events, where a gunman is firing indiscriminately at anyone in the vicinity, is a separate topic with a different response protocol (see the Active Shooter section).

Be alert to early warning signs of violence, such as angry outbursts, combativeness, and overreaction to seemingly minor issues. Indications of drug or alcohol abuse and displays of intolerance or social withdrawal are also early warning signs. Keep property management advised of any potential violent behavior and any orders of protection for your employees.

##### General Response:

- Quickly and quietly remove yourself from a situation where someone becomes excessively angry and you are concerned for your safety. Alert your supervisor or building security as appropriate.
- If you cannot remove yourself from the situation, listen quietly and do not argue. Remain observant but do not stare
- If a weapon is displayed:
  - Follow the instructions of the perpetrator and avoid arguing
  - Try to remain calm and move slowly
  - Consider talking to the perpetrator to learn as much as possible about the individual
  - If several people are involved, focus on one individual
  - Avoid political or ideological discussions
  - If a firearm goes off, take cover on the floor. Duck behind equipment or furniture if possible
- In a hostage situation:
  - Remain calm and nonthreatening
  - Move slowly
  - Comply with demands. Eat food if it is offered
  - Engage in conversation so long as it does not provoke the hostage taker; do not engage in political or ideological discussions
  - Stay low if possible
  - Do not attempt to escape unless there is an extremely safe opportunity that is highly likely to succeed
  - Should shooting erupt, immediately lie flat on the floor in a prone position. Move to a safer location when possible
  - In a rescue situation, you may be mistaken for a hostage taker. Do not argue or resist. Wait until the chaos subsides



## SECTION C

### Emergency Scenarios

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#### ACTIVE SHOOTER

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An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. While active shooter events are highly variable, a few common characteristics have been identified. According to FBI statistics:

- Active shooter situations are unpredictable and evolve quickly. Most are over before police arrive.
- Workplace is the number one location for active shooter events
- In more than half the cases, the victims knew the gunman. Most active shooter events begin as grudge killings, then escalate.

#### General Response

- If you suspect a potential active shooter situation, you must quickly determine the most reasonable way to protect your own life. Do not wait for instructions or a police response.
- The current best practice is to Run, Hide, or Fight, in that order
  - **Run.** If there is an accessible escape path, evacuate the premises. Move far from the building. Do not stop for belongings. Always have an escape route and plan in mind even if you are just visiting.
  - **Hide.** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Lock and/or use heavy items to barricade the door if possible. And, remember to remain quiet and silence your cell phone or pager. If there are others in the room with you, spread out.
  - **Fight.** As a last resort, and only when your life is in imminent danger, attempt to incapacitate the shooter by acting with physical aggression and throwing items at the gunman. Call 911 when it is safe to do so.
- **Call 911 WHEN IT IS SAFE TO DO SO!**

#### When Police Arrive

- Keep your hands visible at all times with fingers spread apart. Do not carry anything in your hands.
- Do not run or yell at officers
- Immediately comply with all demands



## SECTION C

### Emergency Scenarios

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#### CIVIL DISTURBANCE

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Office buildings are occasionally the location for civil demonstrations, rallies, and protests. In some cases, security may need to restrict access to the building and/or ask occupants to remain inside.

Never argue with demonstrators. Maintain a neutral position and remove yourself from the area.

##### **Floor Warden Team**

- Prepare to initiate shelter in place if instructed to do so
  - Do not argue with demonstrators. Maintain a neutral position and move away from the area
  - If demonstrators appear on your floor, alert security
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#### EARTHQUAKE

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The safest place to be during an earthquake is underneath a protective object near the building's core. **Never try to exit a building during an earthquake.**

##### **Floor Warden Team**

Duck, Cover, and Hold: Immediately get under a desk, table, or other sturdy object away from windows. Hold on to a table or desk leg to prevent being shaken into the open. Remain in place until all tremors cease

Do not attempt to leave the building during an earthquake. Areas immediately around tall buildings are among the most dangerous places to be in an earthquake.

In a major earthquake, when shaking stops, relocate occupants to the building core

Check for injuries; report damage and injuries to Life Safety Director

Administer first aid if necessary (and if properly trained).

## SECTION C

### Emergency Scenarios

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#### FLOODING

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Regional flooding typically arrives with advance warning, allowing occupants to evacuate safely before floodwaters arrive. Some floods, however, can occur without warning.

##### Floor Warden Team

- Be prepared to initiate evacuation, internal relocation, or shelter in place as conditions warrant
  - Consider instructing occupants to move documents and equipment to safe location on higher floors
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#### TORNADO OR HIGH WINDS

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Tornadoes can strike with little warning and cause catastrophic damage. Take tornado watches and warnings seriously:

- Tornado Watch: Conditions are right for tornado formation
- Tornado Warning: A tornado has been spotted or detected on radar

##### Floor Warden Team

- Be prepared to move occupants to shelter in place areas or relocate to a different floor as directed
  - Do not open windows. Draw curtains or blinds, if safe to do so
  - Remain inside, move away from windows, and stay as low as possible
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#### HURRICANE

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Hurricanes afford time to prepare and relocate:

- Hurricane Watch: Hurricane conditions (sustained winds of 74 mph or higher, heavy rain, and tidal flooding) could be experienced within 36 hours
- Hurricane Warning: Hurricane conditions are possible within 24 hours

Post-storm flooding can be more damaging than the high winds, and utility outages can last for weeks. Designate alternate locations for business continuity should building become temporarily inaccessible. Move documents and equipment to a safe location.



**SECTION C**Emergency Scenarios

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**MEDICAL EMERGENCY**

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If performing first aid, be particularly careful of contamination by blood-borne pathogens. Anyone who comes into contact with bodily fluids should wash the exposed area immediately with soap and water, and use water or saline solution to irrigate the eyes.

**Floor Warden Team Response**

- **Floor Warden:** Alert security and ensure 911 has been called. Administer first aid if necessary (and if properly trained).
- **Warden Team Member:** Remain at incident, keeping victim(s) calm and comfortable. Reassure victim(s) help is on the way
- **Another Warden Team Member:** Wait at elevator to usher emergency responders to scene





**SECTION D**  
Appendix

**BUILDING EMERGENCY RESPONSE TEAM**

<b>Title or Role</b>	<b>Name</b>	<b>Contact Information</b>	<b>Work Hours</b>
<b>Life Safety Director</b>	Matt Inhulsen	404-879-2146 (direct) 678-908-3717 (cell) matt.inhulsen@hines.com	8-5 M-F
<b>Assistant Life Safety Director</b>	Jerry Ledford	404-879-2145 (direct) 770-598-2276 (cell) jerry.ledford@hines.com	8-5 M-F
<b>Chief Engineer</b>	Jerry Ledford	404-879-2145 (direct) 770-598-2276 (cell) jerry.ledford@hines.com	8-5 M-F
<b>Evacuation Supervisor (Security Supervisor)</b>	Mareece Watson	404-879-2177 (direct) 404-539-7667 (cell) mwatson@securamericallc.com	8-5 M-F
<b>Safety Brigade</b>	Matt Inhulsen	404-879-2146 (direct) 678-908-3717 (cell) matt.inhulsen@hines.com	8-5 M-F
<b>Parking/Loading</b>	Taya Famularo	404-879-2137 (direct) 404-798-3756(cell) Taya.famularo@reefparking	8-5 M-F
<b>Fire Systems, Fuel Safety, and Impairment Monitor</b>	Jahir Carballido	404-879-2119 (direct) 240-815-2916 (cell) Jahir.carballido@hines.com	8-5 M-F



**SECTION D**

## Appendix

**KEY EXTERNAL EMERGENCY CONTACTS**

<b>External Contacts</b>	<b>Name</b>	<b>Contact Information</b>
<b>Police</b>	Fulton County Police & Fire	911 (emergency) 404-294-2519 (non-emergency)
<b>Fire</b>	Fulton County Police & Fire	911 (emergency) 404-294-2519 (non-emergency)
<b>Gas Utility</b>	Gas South	877-427-4321 (emergency) 877-472-4932 (customer service)
<b>Electrical Utility</b>	Georgia Power	888-891-0938 (emergency) 888-660-5890 (customer service)
<b>Water Department</b>	City of Atlanta, GA Watershed Management	311 (emergency) 404-546-0311 (non-emergency)
<b>Hospital</b>	Piedmont Atlanta Hospital	911 (emergency) 404-605-5000 (non-emergency)
<b>Public Health Dept.</b>	Fulton County Board of Health	911 (emergency) 404-657-2700 (non-emergency)



## SECTION D

### Appendix

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#### RECOMMENDED SHELTER IN PLACE SUPPLIES

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Occupants and building staff should be prepared to remain on-site, with no outside help, for up to 72 hours after a major disaster. The following recommended supplies should be stored in easy-to-access locations and inspected semi-annually. Replenish food, water, batteries, and any other perishable items as necessary. Make sure supplies are easily accessible and portable.

##### **Individual Occupant Supplies:**

- Water bottles
- Food (snack bars)
- Hand sanitation gel
- Flashlight and batteries
- 72-hour supply of medicine
- Change of clothes, comfortable shoes

##### **Floor Warden Team Supplies:**

The following recommended warden team supplies are in addition to each warden's individual supplies:

- Extra food and water to last several days (1 gallon of water per person per day)
- Flashlights and batteries
- Radio and batteries
- First aid kit
- Sanitary wipes
- Toilet paper
- Garbage bags
- Can opener (if storing canned food)
- Dust mask
- Changes of clothes
- Work gloves
- Duct tape
- Glow sticks

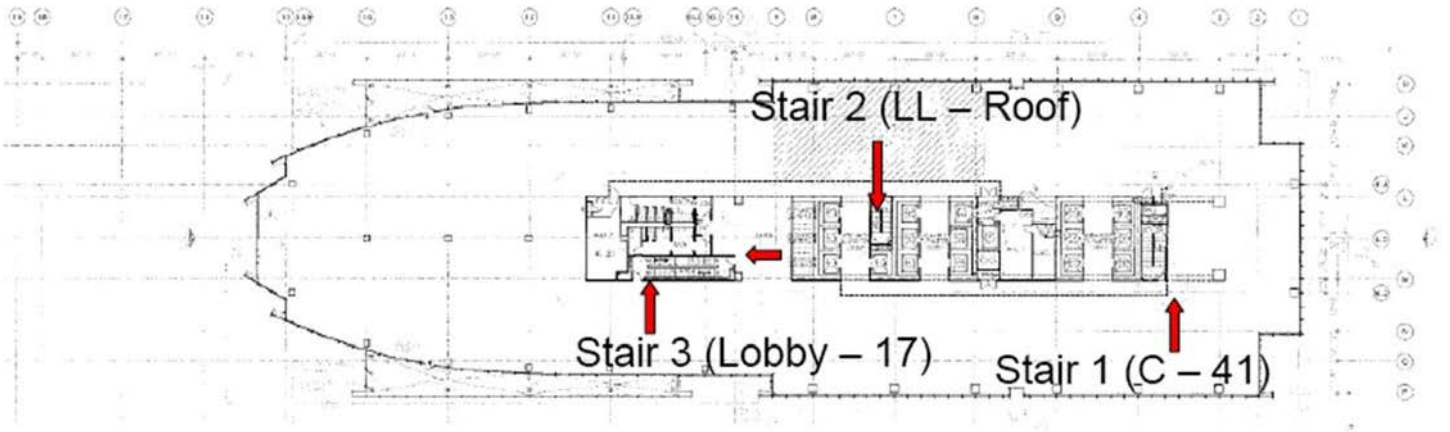


**SECTION D**  
Appendix

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**EMERGENCY EVACUATION ROUTES (3-18)**

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**EMERGENCY EVACUATION ROUTES (18-41)**

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