

BRIARLAKE PLAZA

EMERGENCY PROCEDURES HELP GUIDE

Emergency Telephone Number: 713-952-1900

Call 713-952-1900 to report any emergency.

Read and keep this pamphlet close at hand

YOUR PERSONAL RESPONSIBILITIES

The safety of all people at BriarLake Plaza is dependent on each of us doing simple, yet critically important things that assure proper responses to emergencies. A proper response requires that people know what to do. This guide presents that knowledge.

DO THESE THINGS:

1. Read this guide until you understand it. If you have any questions, call 713-952-1900 or talk with a Fire Warden.
2. Keep this guide handy so that you can find it quickly.
3. Periodically re-read this guide to refresh your understanding of it.
4. In an emergency, be prepared to take the actions set out in this guide.

MEDICAL EMERGENCY

If an accident or incapacitating illness occurs, you should:

1. Call the management office at **713-952-1900**. (Note: if the condition is serious, such as heavy blood flow, severe chest pain, or unconsciousness, also call **911** so that medical help can be sent without delay.)
2. Provide the following information:
 - A. Your name and suite number.
 - B. The name, sex and approximate age (if known) of the victim.
 - C. The nature of the injury or illness. Is the victim:
 - 1.) conscious;
 - 2.) breathing without assistance; or,
 - 3.) bleeding?
3. Do not move the victim.
4. If possible, have someone meet responding personnel in the corridor to lead them to the victim's location.

THIS IS WHAT HAPPENS:

Paramedics will be requested to come to the property.

FIRE PROCEDURE

See Fire Safety Plan provided to the Tenant Contact and Fire Wardens

SEVERE WEATHER

Should a severe weather condition (tornado, flash flood or hurricane) threaten normal business operations, the decision to cease normal operations will be made by senior management. Should this decision be made, employees will be immediately notified.

In offices with exterior windows, take these actions prior to leaving the premises:

1. Remove all loose items from the tops of the desks, credenzas, cabinets, shelves and window ledges.
2. Put the blinds down and turn slats to shut position.
3. Secure all company records and lock all file cabinets.
4. Cover open shelving with plastic.
5. Move artwork and personal items to interior space.
6. Disconnect all electrical office equipment.
7. Close all doors to exterior offices.

Should a severe weather condition be so imminent as to make evacuation inadvisable, you should:

1. Close all doors to exterior offices.
2. Move quickly to the core of the building for shelter, i.e., the center most corridors and rooms.
3. Sit down and protect yourself by putting your head between your knees and cover your head.
4. Remain in a safe area until directed to resume normal activities.

EVACUATION

See Fire Safety Plan provided to the Tenant Contact and Fire Wardens

UNUSUAL INCIDENTS

Unusual incidents include crime, such as theft, assault, and trespassing. They also include violations of workplace rules, such as speeding in the garage, parking in a fire zone, and failing to follow fire alarm procedures.

IN THE GARAGE:

1. Call 713-952-1900 to report:
 - The plate number and/or garage tag number of vehicles that are speeding or otherwise driving dangerously in the garage.
 - Accidents or near misses.
 - Persons whose conduct or appearance indicates they do not belong in the garage.
 - Theft or damage to vehicles.
2. Leave the garage and make a report to the security desk at 832-251-6447 (OBLP) or 832.252.2025 (TBLP).
 - If you are accosted in any way.
 - If you have any reason to believe you are in danger.
3. Request a security escort before going to the garage after normal working hours. (Security 713-952-1900)

INSIDE BUILDING:

Call the management office at 713-952-1900:

- If you see a stranger on your floor whose conduct or appearance indicate they do not belong.
- If you encounter a stranger inside your personal work station.
- If you see a stranger in a stairwell.
- If you see anyone anywhere in the building who is acting contrary to good order. Examples include a person who is apparently impaired by alcohol or drugs, a person carrying a weapon, a person who threatens violence, etc.
- If you receive a suspicious delivery. An example of a suspicious delivery is one in which the item is delivered without prior notice, is marked to the addressee's personal attention, bears no return address, has a peculiar odor, and has grease-like stains on the outside.
- If you witness a crime.

BOMB THREAT

If you should receive a bomb threat you should:

1. Use the attached Bomb Threat Checklist.
2. After the call has been terminated by the caller, call the Houston management office at 713-952-1900.
3. Provide the management office with the following information:
 - a) Your name, telephone number, and suite number
 - b) The extension the call was received on
 - c) The exact wording of the threat and all information obtained on the checklist.
4. DO NOT tell anyone else of the threat.

THIS IS WHAT HAPPENS:

1. The police and Building Management are notified.
2. Tenant will conduct a search for anything unusual in their area.
3. An evacuation of the building may take place.

If you receive a bomb threat telephone call, use the attached checklist and follow this guidance:

1. Be calm. Be courteous. Listen carefully. Do not interrupt the caller.
2. Get as much information as possible from the caller but avoid the impression you are working a checklist.
3. If possible, alert your supervisor while the caller is on the line.
4. Take notes. Try to get the caller's remarks "word for word."
5. It is very important to obtain answers to these questions:
 - When is the bomb going to explode?
 - Where is the bomb right now?
 - What does the bomb look like?
 - What is the bomb made of? (Obtain details about its parts.)
 - What will cause the bomb to explode?
 - Who placed the bomb? Why?
 - What is your name? Where are you now?
6. Try to keep the caller talking. If necessary, pretend difficulty with your hearing. Try to weave these general questions into the conversation:
 - What did you say? I'm sorry I didn't understand what you said.
 - How do I know this is not a joke?
 - What group do you represent?
 - Why are you doing this?

Notify your supervisor and the management office immediately. Discuss the incident only as needed.

BOMB THREAT CHECKLIST

The caller was most probably:

Male Female
 Child Teenager Young Adult Middle-aged Older person
 White Black Hispanic Other _____

The caller seemed to be:

Sober Drunk Mentally Disturbed
 Nervous Calm Excited Angry Emotional
 Rational Irrational Coherent Incoherent
 Sincere Righteous Determined
 Laughing Joking

The caller talked:

Loud Soft With a high pitch A deep voice Raspy
 With a nasal sound
 Fast Slow Slurred With a lisp A stutter
 Good pronunciation Pleasant Disguised voice Undisguised voice

The caller's language was:

Highly educated Good Poor Profane
 Full of slang words or expressions (Please include them in comments.)

The caller had an accent that I would say was:

Local Not local (where? _____) Foreign (where? _____)

The caller seemed to be familiar with Company?

Building Equipment Plans Operations Personnel

In the background I could hear:

Party noises Bar sounds Another person or persons
 Music House sounds Animal sounds
 Street sounds Airport sounds Trains
 Factory machines Office machines
 Voices Quiet Other _____

The origin of the call seemed to be:

Local Long distance From within the building

Caller's remarks, "word for word" where possible:
