

# **Granite Park**

## **The Shops at Granite Park Three**

**5760 State Hwy 121  
Plano, Texas 75024**

### **EMERGENCY PLAN**

# EMERGENCY PROCEDURES HANDBOOK

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## **INTRODUCTION**

Emergencies, regardless of their form, shape or size, generally call for quick, safe and concise responses that eliminate, curtail or even prevent serious situations from occurring.

The Emergency Plan has been designed to enable all personnel the capability of responding to most emergencies that may be encountered in a confident manner.

In no way is this plan all-inclusive or could any plan be all inclusive of the types of myriad situations that may occur. This plan does offer the Occupant the ability to respond in an effective manner.

**EMERGENCY TELEPHONE NUMBERS - BUILDING**

**Management Office** 972.731.2380

**Stephanie Hudson**  
General Manager

**Nicole Rustin**  
Property Manager

**Pamela Sieling**  
Property Manager

**Sarah Vasilco**  
Property Accounting Administrator

**Pamela Lamm**  
Property Accounting Administrator

**Laurel Materka**  
Community Manager

**Bretley Roche**  
Property Administrator

**Sarah Steenkamp**  
Tenant Services Coordinator

**Kevin Howard**  
Chief Engineer

**Michael Wright**  
Chief Engineer

**Richard Jordan**  
Operating Engineer

On Site Courtesy Officer 24/7 469.222.5809

Ambulance 911

Plano Police Department 911 or  
NON EMERGENCY  
972.424.5678

Plano Fire Department 911

## **FIRE EVACUATION PROCEDURES**

In the event of fire alarm activation, the following procedure should be implemented:

1. STAY CALM.
2. When a fire alarm is activated and your floor receives both the audible alert signal and strobe light activation, all personnel in the affected floors should promptly evacuate. DO NOT USE THE ELEVATORS.
3. When an alarm is activated on a floor, the following floors will be affected:
  - The floor above the affected floor
  - The floor below the affected floor
  - All garage levels

A recorded voice message will be heard on the speaker system that says, *“May I have your attention please. An emergency has been reported in the building. Please proceed to the nearest stairwell and evacuate the building. May I have your attention please .....*”

4. During an evacuation, all personnel will proceed completely away from the building. You MUST move a minimum of 100 feet away from the building and have a designated meeting place for each company, department, or subdivision as needed. Stay out of all fire lanes. Do not congregate around any fire department connections or fire hydrants. Do NOT get in your cars and try to leave as this may cause a traffic jam and keep emergency vehicles from arriving in a timely manner.
5. Once the evacuation is completed, fire wardens will take a head count of personnel to insure all persons have evacuated safely. If any person is unaccounted for, notify a security officer, building engineer or the fire department immediately.
6. If there are mobility impaired personnel located on your floor, assign people as needed to assist the person into the nearest stairwell. The stairwells are two hour fire rated enclosures that will protect individuals until fire department personnel can arrive and assist. It is recommended that mobility impaired individuals be the last persons to leave the floor since they may take longer to safely move them out of the building. It will be the responsibility of the fire warden to establish a procedure on how to assist these people out of the danger area. The fire warden should have someone notify the fire department of personnel that are taking shelter in the stairwell and which stairwell they are in and floor they are on.
7. Remember, when exiting the building by the stairwell, insure everyone is calm and moving at a safe pace. All personnel will need to keep to the right hand side of the stairwell to allow emergency personnel coming up the stairwell easier passage. Hold onto the stair handrail. All personnel exiting should do so quickly and quietly to avoid undo panic and confusion.

**\* PLEASE SEE ATTACHED BUILDING FLOOR PLANS AND SITE PLAN\***

# Shops at Granite Park Three Fire Evacuation Plan

5760 State Highway 121



Key	
★	Property Management Center
—	Evacuation Route
○	Evacuation Area

**Shops at Granite Park  
Three  
Floor 1**

**Key**

- M -- Mobility Impaired Safe Haven
- F -- Fire Extinguisher
- S -- Shelter Location
- P -- Pull Station



**Location Information**

Exit 2 directly outside on East side of building  
 Exit 1 directly to the North side of first floor lobby  
 First aid kits – located in Management Office (5601 Granite Pkwy Suite 110) and GP3 Engineering Office (Suite 191)  
 Utility shut-offs – located on the first floor electrical

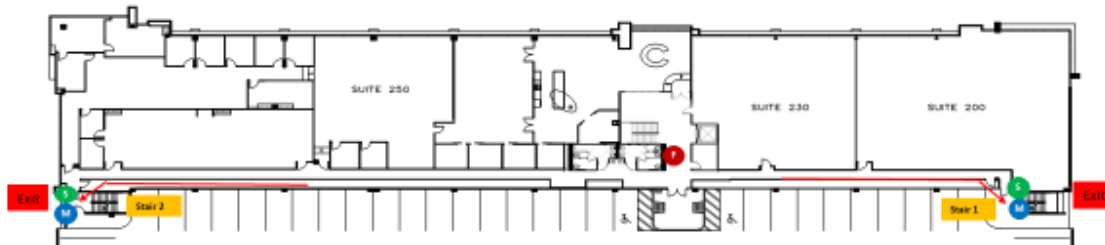
**General Information**

Mobility impaired individuals – may remain in stairwell landings with doors closed until help arrives if unable to evacuate during fire  
 Emergency light systems – located in the common corridors  
 Security system – access cards are required to gain entry into building after business hours

**Shops at Granite Park  
Three  
Floor 2**

**Key**

- M -- Mobility Impaired Safe Haven
- F -- Fire Extinguisher
- S -- Shelter Location
- P -- Pull Station



**Location Information**

Exit 1 directly outside on South side of building  
 Exit 2 directly to the North side of first floor lobby  
 First aid kits – located in Management Office (5601 Granite Pkwy Suite 110) and GP3 Engineering Office (Suite 191)  
 Utility shut-offs – located on the first floor electrical  
 Main/Auxiliary Water Valves – fire riser room  
 Fire Alarm Controls – located in 1<sup>st</sup> floor fire control room  
 Fire Alarm Control Panel – located in first floor lobby near stairs

**General Information**

Mobility impaired individuals – may remain in stairwell landings with doors closed until help arrives if unable to evacuate during fire  
 Emergency light systems – located in the common corridors  
 Security system – access cards are required to gain entry into building after business hours  
 Smoke detection – detectors throughout building  
 Knox box – located on the exterior of the building

# **I. WHAT TO DO IF YOU DISCOVER A FIRE OR SMOKE IN THE BUILDING:**

**A. RESCUE-** Begin evacuation procedures.

**B. CONFINE-** Close the door to the room of origin, if possible. This will act to contain the fire and smoke to that one room for a period of time.

## **C. ALERT-**

1. Call the Fire Department at 911 (remember to dial any special numbers needed to get an outside line first) from a safe location and give them the following information:
  - a. Nature of the emergency; fire, medical, etc.
  - b. Your name.
  - c. Complete street address (be prepared to spell the street name)
  - d. Building name.
  - e. Floor number and room number.
  - f. Closest street intersection.
2. If a fire alarm pull station is located on the floor, please activate the alarm while exiting.
3. Call the Building Management office at 972.731.2380 from a safe location. This number is answered 24/7. Give them the following information:
  - a. Your name.
  - b. Nature of the emergency; fire, medical, etc.
  - c. Floor number
  - d. Room or Suite number.
  - e. Telephone number you are calling from.

**D. FIGHT-** If the fire is small and contained to one object (such as a trash can) locate the fire extinguisher appropriate for fighting that type of fire and use it. Never attempt to fight a fire unless you (1) know how to operate the fire extinguishing equipment, (2) have the appropriate type of extinguisher, (3) the fire is small, (4) you have access to an exit if you fail to put out the fire.



## II. Fire Alarm System

The following is a brief explanation of the fire alarm system for Granite Park.

- A. The alarm system is activated by the:
  - 1. Manual pull station
  - 2. Smoke Detectors
  - 3. Heat Detectors
  - 4. Sprinkler activation
- B. When activated:
  - 1. An audible signal will sound and strobes will flash. A recorded voice message will be heard on the speaker system that says, "***May I have your attention please. An emergency has been reported in the building. Please proceed to the nearest stairwell and evacuate the building. May I have your attention please.....***"
  - 2. DO NOT USE THE ELEVATORS.
  - 3. Heating and air conditioning on the fire floor is automatically turned off. The floors above and below remain on to pressurize. (smoke purge system)
  - 4. Stairwell pressurization fans turn on automatically.
  - 5. All electronic locks will automatically disengage.
  - 6. Fire department will be automatically notified through a 24/7 fire alarm monitoring service.

**FIRE WARDEN or EMERGENCY RESPONSE TEAM MEMBER:**

1. A Fire Warden shall be designated for each floor/suite.
2. The Fire Warden shall be familiar with:
  - a. The Emergency Plan
  - b. Location of exits
  - c. The fire alarm system
  - d. Portable fire extinguishing equipment
3. In event of fire, Fire Wardens shall:
  - a. Execute the Fire Evacuation Procedures
  - b. Close all doors while notifying floor occupants
  - c. Direct the evacuation of the fire floor(s) as appropriate, to a designated area outside of the building.
  - d. Assign person(s) to special needs personnel (physically challenged).
  - e. Prevent the use of elevators.
  - f. Notify the Fire Department on site, Security Officer or Building Engineer of any persons who require assistance or persons not accounted for.
  - g. Report to the Fire Safety Director when their assigned floor or area is clear of occupants.

## SEVERE WEATHER

Whenever severe weather is reported, use the following procedures to take action:

### Tornadoes

1. Get away from the perimeter of the building and exterior glass.
2. Leave your exterior room. **Close the door.**
3. Go to center corridor and protect yourself by putting your head as close to your lap as possible. Interlace your fingers behind your neck and protect your head.
4. Do not attempt to evacuate the building unless instructed to do so via the Public Address System.
5. If you are in transit in the building:
  - a. Seek shelter in the building stairwell or restroom, do not use the elevators or attempt to exit the building.
  - b. Do not go to the first floor lobby.
6. If trapped in an outside perimeter room, seek shelter under a desk or table.
7. Once the severe weather has passed, all able-bodied employees will report to the specified rally point.
8. The Management will contact emergency assistance and coordinate all employee functions.
9. All employees will assist in rendering first aid to occupants/visitors. No injured persons are to be moved unless there is eminent danger of sustaining further injury or possible death.
10. No employees will initiate any searches or rescue attempts until coordination is done through the emergency response personnel.
11. If you observe a tornado close to the building; seek shelter, call 911 and building management if you have time. Do NOT activate the manual fire alarm system.

## MEDICAL EMERGENCY

If a medical emergency occurs, the following procedures will be utilized:

1. Call 911.
2. Identify yourself.
3. Give your company name.
4. Identify the location and the type of medical emergency.
5. Please give any details or pertinent information
6. Call Management Office at 972.731.2380

### This is what happens:

1. Building Personnel will stand by an elevator to accommodate the stretcher and/or medical personnel and equipment.
2. Fire Rescue will be with you shortly to administer necessary medical assistance and/or take the injured or ill person to the hospital for professional help.

## **EMERGENCY POWER AND POWER FAILURE PROCEDURES**

1. Due to the possibility of a failure of electrical service from the electric company, Granite Park is equipped with an emergency generator that turns on automatically in the event of a power failure.
2. In the event of a power failure, the emergency generator will supply electrical power to the following areas within the building:
  - a. Emergency Lighting System
    1. Stairwells
    2. Exit Lights
    3. Corridors
    4. Parking Areas
  - b. Fire Alarm System
  - c. One building elevator, one garage elevator and the freight elevator
  - d. Jockey Fire Pump
  - e. Two Domestic Water Pumps
  - f. Toilet Exhaust Fans

## **ELEVATOR EMERGENCY**

Elevators are one of the safest modes of transportation that there is. However, in the event it does malfunction, use the following procedures:

1. Open box door and push button. Once button is pushed the elevator monitoring company is dialed and personnel will respond to your emergency.
2. Identify yourself.
3. Give your company name.
4. Give the elevator number (located on the car operating panel).
5. Give any available or pertinent information to the operator, i.e., number of occupants, status of occupants, location of elevator, what the elevator did prior to stopping.
6. Remain calm and stay on the phone if requested to do so.
7. Do not attempt to forcibly open the doors.

## **BOMB THREAT PROCEDURES**

### **Occupant Responsibilities**

#### **A. Basic Occupant Responsibilities**

1. Each Office should brief the telephone receptionist on bomb threat procedures.
2. Each Office should have a copy of the bomb threat checklist near the receptionist's telephone. (See list provided).

#### **B. Bomb Threat Emergency Procedures**

##### **1. Receiving Telephone Threats**

- a. When a bomb threat is received by telephone, immediately ask the caller the questions listed on the bomb threat checklist. This information will be extremely helpful to the police.
- b. After the caller has hung up, immediately fill out the remaining portion of the bomb threat checklist. This information will be extremely helpful to the police.
- c. Notify the Police (911) and building management at 972.731.2380. Advise that you have received a bomb threat.
- d. Do not make statements to newspapers, radio or television news - leave that to Building Management Personnel.

##### **2. Receiving Written Threats**

- a. Written threats are less frequent than telephone threats, but must be considered just as carefully.
  - b. Avoid physical handling of the written threat this evidence will be analyzed by the police department for fingerprints, postmarks, handwriting and typewriting.
  - c. Notify the Police (911) and building management at 972.731.2380. Advise that you have received a bomb threat.
3. If a suspected device is found, do not touch it. Contact the Police (911) and building management at 972.731.2380 and clear the immediate area. Guard the area, keeping people away, until a Police Officer checks the device.

If the Police Officer believes the suspected device to be a bomb, his authority immediately exceeds that of the Occupant or landlord and his instructions are to be followed.

**BOMB THREAT/NUISANCE CALL CHECK LIST**

At \_\_\_\_\_ am/pm, a telephone call was received at telephone number \_\_\_\_\_, extension \_\_\_\_\_. The following message was received: \_\_\_\_\_

1. **TRY TO GET THE CALLER TO REPEAT THE MESSAGE!** (*"I'm sorry, would you say that again, please"*).
2. **DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.**
3. **TRY TO KEEP THE CALLER TALKING!** (Use your imagination - try to act natural).

Questions to ask the caller: *WHAT does the bomb look like?*  
*WHEN is the bomb going to explode?*  
*WHERE is it right now?*  
*WHAT kind of bomb is it?*  
*WHAT will cause it to explode?*  
*Did YOU place the bomb?*  
*WHY?*  
*WHAT is your address?*  
*WHAT is your name?*

4. **CALL DESCRIPTION:**

SEX OF CALLER \_\_\_\_\_, RACE \_\_\_\_\_, AGE \_\_\_\_\_, LENGTH OF CALL \_\_\_\_\_

**CALLER'S VOICE**

___ Calm	___ Nasal	___ Street	___ Factory
___ Angry	___ Stutter	___ Noises	___ Machinery
___ Excited	___ Lisp	___ Crockery	___ Animal
___ Slow	___ Raspy	___ Voices	___ Noises
___ Rapid	___ Deep	___ PA System	___ Clear
___ Soft	___ Ragged	___ Music	___ Static
___ Loud	___ Cleared	___ House	___ Local
___ Laughter	___ Throat	___ Noise	___ Long
___ Crying	___ Deep	___ Motor	___ Distance
___ Normal	___ Breathing	___ Office	___ Phone
___ Distant	___ Crackling	___ Machinery	___ Booth
___ Slurred	___ Voice	___ Other	_____
___ Disguised	___ Accent	___ Familiar	_____

**THREAT LANGUAGE**

\_\_\_ Well Spoken (educated)    \_\_\_ Incoherent    \_\_\_ Foul  
\_\_\_ Taped    \_\_\_ Message Read by Threat Maker    \_\_\_ Irrational

THIS REPORT PREPARED BY: \_\_\_\_\_



## **BIOLOGICAL EMERGENCIES**

Isolate suspicious package, by placing in a trash bag or covering with a cloth or papers.

Do not clean up any spill.

Isolate the room by closing the door.

Isolate personnel that may have come in contact with package or contents from other personnel.

Call 911.

Notify building management and security at 972.731.2380.

Do not evacuate until told to do so by emergency personnel.

## ACTIVE SHOOTER EMERGENCY

# HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

### 1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

### 2. Hide

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock the doors

### 3. Fight

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

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

## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

### 1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- 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

### 2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and 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 location

## RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes



Contact your building management or human resources department for more information and training on active shooter response in your workplace.

For additional information and training resources, please visit the Department of Homeland Security at [www.dhs.org](http://www.dhs.org).”

## BUILDING SECURITY

A courtesy/security officer is on the premises 24 hours a day, 7 days a week. Security can be reached at 469.222.5809. The management office phone number is 972.731.2380 and is answered 24/7.

### OCCUPANT AWARENESS PROGRAM

It is the responsibility of occupants at Granite Park One to be aware of possible fire hazards and/or safety hazards that may be encountered. If such hazards are observed, please notify building management at 972.731.2380 immediately so corrective measures can be implemented.

Listed below are some of the items that you as Occupants can help prevent from becoming potential hazards.

1. Outside the building, do not discard smoking material into the flower beds or planters.
2. Investigate electrical equipment that is not working properly or smells strange. Unusual odors from appliances or cords can be a first sign of a fire.
3. If you are using a power strip, ensure that appliances plugged in conform to U.L. listed ratings. Use of extension cords in the building is **NOT ALLOWED**.
4. Make sure all appliances are turned off prior to leaving the property. In your office area, assign at the minimum, two people to insure this is done on a nightly basis.
5. Some personnel may want to use a space heater to supplement the building heating system. Space heaters are **NOT ALLOWED** on the property. Due to the high amount of fires caused each year by poorly maintained and non-U.L. rated space heaters, these items are considered a lease violation.
6. Never leave any cooking unattended.
7. In areas designated as "storage", all boxes and equipment per the fire code regulations must NOT be within 18" from the sprinkler head. If boxes or equipment exceed the height requirement, it greatly reduces the effectiveness of the sprinkler system and is fineable by the fire department.
8. Insure all trash is properly disposed of. This can be used as fuel by a fire.
9. Stairwell doors on all floors and lobby doors on single occupant floors must be kept closed at all times. The stairwells are pressurized in the event of any fire alarm activation. If the door is propped open, the pressurization system becomes ineffective. The lobby doors (with the exception of those that are electronically releasable in the event of a fire), help contain the fire in the affected area. If the doors are propped open, there is nothing to impede the fire's progression.
10. If obstacles impede pathways, this will reduce the effectiveness of personnel to move quickly or not at all in the event of an evacuation. Notify the Building management immediately if these conditions exist in your area.
11. Candles and smoking are not allowed in the building.