

# EMERGENCY RESPONSE PLAN



HOLLADAY  
PROPERTIES

Building Solutions Since 1952

# CONTENTS

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GENERAL LIFE SAFETY & SECURITY	3
INSURANCE DOCUMENTATION	4
ELEVATOR FAILURE	5
FIRE - PREVENTION	6
FIRE - RESPONSE PLAN	7
FIRE - EVACUATION	8
FIRE - SAFETY WARDENS	10
POWER FAILURE	12
EARTHQUAKE	13
SEVERE WEATHER	14
BOMB THREAT	20
ACTIVE SHOOTER	21
PREPARATIONS	22

# GENERAL LIFE SAFETY & SECURITY

Emergency situations can and will happen but having a plan will empower you to act and could also keep others safe. Material in this manual is provided as general information to help you meet and understand your roles and requirements as a tenant. Any questions or concerns regarding any information contained within should be directed to the Property Manager.

## Emergency Telephone Numbers

### PROPERTY MANAGER

---

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

### MAINTENANCE

First Call – 24/7

Phone \_\_\_\_\_

Service requests can also be made online through your building’s tenant portal.

### POLICE

Emergency            911  
Non-Emergent

### FIRE

Emergency            911  
Non-Emergent



# INSURANCE DOCUMENTATION

Even if all the precautions in this guide are followed, there is no guarantee your office will avoid damage. Any damage to furniture, equipment, business records, etc. should be covered by your insurance. It would be prudent to review your policies now to ensure proper coverage.

Some items to verify are:

- Does the policy provide replacement value coverage on all property including contents?
- Do you have a current inventory of contents in your suite(s)?
- Are there any exclusions?
- Does the policy cover flooding, wind or storm damage?

Please see your property manager for a sample certificate of insurance to provide to your agent. This ensures your certificate of insurance will meet your lease requirements.



# ELEVATOR FAILURE

Passenger and freight elevators are inspected and professionally maintained by a specialized maintenance firm. In the event an elevator stops with passengers in it, remember to **remain calm**.

In case of elevator malfunction:

- **Locate the emergency button to summon help.**
- **Stay in the car** if the elevator stops between floors and the doors open. Do not try to climb out or jump to the floor below. Do not try to pry open the doors – it may cause other damage to the equipment and prolong the situation.
- **Stay calm and wait for help to arrive.** If the entrapment lasts an extended period, sit on the floor and either look up or ahead so that you feel less confined.



# FIRE - PREVENTION

## PREVENT FIRES

Good housekeeping is the best guarantee against fire. Do all you can to maintain order and cleanliness in the interest of fire prevention. Make it a habit to watch for and report fire hazards.

- Keep all trash or waste material in fireproof trash receptacles and empty them frequently so waste does not accumulate.
- This is a smoke free building. Please do not allow employees or visitors to smoke in the building.
- Limit smoking to designated areas equipped with appropriate receptacles in which to dispose of cigarette waste.
- Keep all trashcans away from drapes or other flammable window coverings.
- If a fire does ignite in a trash receptacle, if capable, extinguish with a fire extinguisher or move from harms way.
- Turn off all electrical appliances in kitchen areas, and all computers, copying machines, and other business machines at the close of each business day.
- Do not overload electrical circuits.
- Check all electrical cords for defects to prevent a spark that might ignite a flammable item.
- Do not store cleaning chemicals in a warm enclosed location that might promote spontaneous combustion.
- Do not store cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.



# FIRE RESPONSE PLAN

## BE PREPARED FOR A FIRE EMERGENCY

- Never lock fire exit doors, halls or stairways. Fire doors provide a way out during the fire and slow the spread of fire and smoke. Never prop stairway or other fire doors open.
- Learn your building evacuation plan. Make sure everyone knows what to do if the fire alarm sounds. Plan and practice your escape plan together.
- Be sure you know the location of the fire alarm pull stations, the firefighting equipment and exits in your area.

## FIRE RESPONSE PLAN

If you discover a fire, remain calm. If you see or smell smoke, initiate this fire plan immediately. Early detection means prompt extinguishing of fires. Be especially alert at night and early morning hours when fewer personnel are on duty.

## EXTINGUISHING FIRES

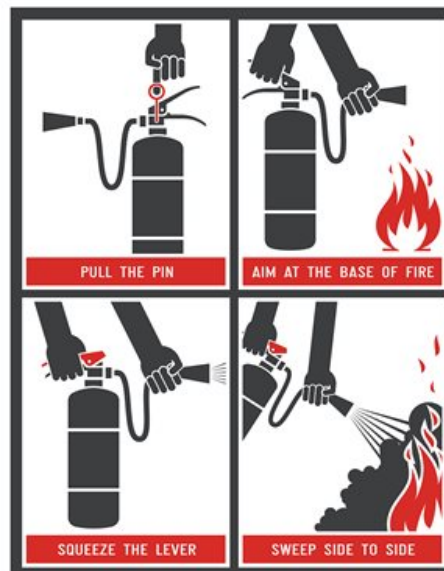
All hand-held extinguishers operate in essentially the same manner. To utilize the extinguisher, remove the pin, straighten the hose and aim to the fire. Squeeze the discharge handle and sweep from side to side across the fire. Use short, repeated bursts.

**P** - Pull. Pull the locking pin before using the fire extinguisher.

**A** - Aim. Aim the fire extinguisher at the base of the fire. Not at the flames or smoke.

**S** - Squeeze. Squeeze the lever of the fire extinguisher to operate and discharge.

**S** - Sweep. Sweep the fire extinguisher back and forth at the *base* of the fire to extinguish





# FIRE - EVACUATION

## FIRE ALARM

The general alarm for a fire in the facility consists of an automated audible alarm and flashing lights. **DO NOT ATTEMPT TO USE THE ELEVATORS----USE THE STAIRWELLS TO EXIT THE BUILDING.**

Before you try to leave your office, feel the door with the back of your hand. If the door feels warm to the touch, do not attempt to open it. Stay in your office. If the door is not warm to the touch, follow these evacuation instructions:

- If you do attempt to open the door, brace your body against the door while staying low to the floor and slowly open it a crack. What you are doing is checking for the presence of smoke or fire in the hallway.
- If there is no smoke in the hallway or stairwells, follow your building's evacuation plan.
- If you encounter smoke or flames on your way out, seek nearest evacuation route for your floor.
- If you are subjected to smoke or if your escape route is affected by smoke, stay low to the ground and crawl toward an exit.

## GENERAL EVACUATION

Move all patients, employees, and visitors from the building in a safe, orderly manner. Direct people to the nearest stairwell and instruct them to descend to the ground floor and exit the building to a safe distance outside. As part of the fire safety plan for your office, designate a meeting area where a quick count can be taken to ensure that all employees and patients are accounted for.

Order of patient evacuation should be determined according to patient's physical condition.

**1<sup>st</sup> Ambulatory:** Assemble these patients first. Appoint a helper to accompany them to the safest part of the same floor near an exit. The fire department will evacuate these patients to a safer area upon arrival.

**2<sup>nd</sup> Wheelchair:** Use wheelchairs to remove these patients to a safe place on the same floor near an exit. Once the fire department arrives, inform them of the number and location of these patients or employees.

**3<sup>rd</sup> Stretcher and Helpless:** Some patients may be able to walk, with support, to a safer part of the building. Others must wait for stretcher-bearers. If a patient is helpless, roll him in a blanket and drag along the floor by holding the corner of the blanket. Give the patient a wet towel to cover their face. The area near the floor is the safest and most comfortable in a smoke-filled atmosphere.





# FIRE - EVACUATION

## UNABLE TO EVACUATE

- Stuff the cracks around the door with towels, rags, bedding or tape and cover vents to keep smoke out.
- If there is a phone in the room where you are trapped, call the fire department again to tell them exactly where you are located. Do this even if you can see fire apparatus on the street below.
- Wait at a window and signal for help with a flashlight or by waving a sheet.
- If possible, open the window at the top and bottom, but do not break it, you may need to close the window if smoke rushes in.

## SUMMARY OF EVACUATION

**Constant training, drill, and study should prepare personnel to remember all these important points:**

- Get patients away from immediate danger zone.
- Move all exposed patients horizontally, away from the danger zone to a safer place on the same level whenever possible.
- Communicate with non-English speaking patients by using hand gestures.
- Patients and employees who are wheelchair bound should be moved as far away from the danger zone as possible and placed in a stairwell or other safe place to await rescue from trained professionals.
- Move patients off the floor if there is immediate danger to the entire floor, or if indicated to do so by the first responders.
- Always evacuate patients downward toward the ground level unless a way is cut off. If so use the nearest alternate fire safe stairway.
- Before sending patients to the stairway have someone check to be sure the stairway is clear of smoke, overcrowding, or panic.
- Unless instructed to move patients outside the building, go to a safer lower level. This may save dangerous exposure in the case of bad weather.
- Do not use elevators during a fire evacuation. The only exception to this is if you are instructed to do so by a member of the fire department.
- The last person to evacuate in each group should attempt to close doors as they leave. Most doors are fire rated and can slow the spread of fire. Your priority should always be your safety first. Only attempt if your route is safe.

**Review the evacuation routes and become familiar with your escape route.**



# FIRE - SAFETY WARDENS

## APPOINT SAFETY WARDENS

This person should be someone who commands the respect of fellow employees, stays calm in emergencies, and is very familiar with appropriate exits, pull stations, and fire extinguishers.

- Each Suite Warden is responsible for knowing the designated exit stairway for their suite in the event of an emergency evacuation.
- Suite Wardens should search their suite and make sure everyone is accounted for and report their findings to the Floor Warden at their assigned exit stairwell.
- If upon reaching the exit stairway, a Suite Warden finds the Floor Warden is not in position, he or she should assume the duties of the Floor Warden.
- Ensure that all occupants are clear from their areas.
- Lead occupants from their area into the designated exit stairway, be sure that the stairway door is not hot and that the stairway itself does not contain heavy smoke.
- Ensure that evacuees proceed down the exit stairway single file keeping to the right.

**We will need one person to volunteer from each floor to be a Floor Warden and a person from each suite to volunteer for Suite Warden.**

Suite Wardens ensure their group from their own suite stays together and is accounted for. Floor Wardens ensure the groups from the suites on their floor stay together and should take a head count once the evacuation is complete.

PLEASE SEE THE FOLLOWING PAGES FOR SUITE AND FLOOR WARDEN FORMS.



# FIRE - SAFETY WARDENS

## SUITE WARDEN DESIGNATION FORM

Building: \_\_\_\_\_

Tenant Name: \_\_\_\_\_ Suite: \_\_\_\_\_

Who is the Safety Warden in your suite: \_\_\_\_\_

If someone is interested in volunteering as a Warden for your floor, please list their name:

\_\_\_\_\_

## FLOOR WARDEN DESIGNATION FORM

Building: \_\_\_\_\_

Tenant Name: \_\_\_\_\_ Suite: \_\_\_\_\_

Who is the Safety Warden in your suite: \_\_\_\_\_

PLEASE RETURN FORM(S) TO YOUR PROPERTY MANAGER.



# POWER FAILURE

The building has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it typically will affect either an isolated area of the building or a large surrounding geographic area of which this building is a part.

All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited time period, usually 45 minutes.

In the event of an electrical failure, please observe the following guidelines:

- Contact your property manager.
- Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
- If you are instructed to evacuate the building, lock all areas of your premises.
- Do not congregate in the lobby areas or in the street.
- If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation but will not fail. **Do not attempt to force the doors open or escape through the roof hatch.** Use the elevator telephone to contact building management for information and to notify them of your location.
- Building management will notify you as soon as possible when power will be restored.



# EARTHQUAKE

## PRECAUTIONS

- Try to remain calm and reassure others.
- If you are indoors, move immediately to a safe place. Get under a desk, table, or workbench if possible. Stand in an interior doorway or in the corner of a room.
- Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as machinery and refrigerators) that may topple or slide across the floor.
- Do not dash for exits, since stairways may be broken and jammed with people. Power for elevators may fail and stop operating.
- Seek safety where you are when the natural disaster occurs, and then leave calmly if evacuation is necessary.
- Be prepared for the potential of the electricity to go out, emergency alarms to start ringing, and the sprinkler system to go off. You may experience glass breaking, walls cracking, and objects falling.
- If you are outdoors, try to get into an open area, away from buildings and power lines.
- As soon as circumstances permit, call the management office and security to report any injuries and or property damage.



# SEVERE WEATHER

## BEFORE SEVERE WEATHER

- Develop an emergency plan for your office workers.
- Have drills and inform your employees of the safest place in your building to congregate. Ensure you have a place large enough for all employees to safely gather.
- Do not leave the building.
- Have employees move away from all glass windows and doors.
- Keep a map nearby to follow possible tornado movement from weather bulletins.
- Observe threatening skies. Look for dark clouds, hail and high winds.
- Have several flashlights with plenty of extra batteries.
- Have a [NOAA Weather Radio](#) with a warning alarm tone and battery back-up to receive warnings.
- Listen to radio and television for up-to-the-minute information. Have extra batteries for the radio.
- If you have any items outside, bring them in to reduce flying debris.
- Turn off and unplug all computers and all other valuable equipment to protect it from power surges.
- If you are in a high-rise building, move to an interior room or hallway on the lowest floor possible.
- Make sure you have your computer data backed up.

## DURING SEVERE WEATHER

### If inside:

- **Get under heavy furniture**, such as a desk or table. If it moves about, hold on and move with it. Door frames in commercial office buildings **DO NOT** provide extra safety.
- **Move away from windows** and glass partitions, tall file cabinets and other things that could fall on you. Protect yourself from falling pictures, light fixtures, etc.
- **If there is no desk or table** to hide beneath, sit with your back against a wall in the interior of the building and cover your head with your hands.

### If outside:

- Move away from buildings to avoid falling objects.

### If you are in a crowd:

- Stay calm and urge others to stay calm.
- Immediately seek shelter under tables, chairs or other heavy furniture, or crouch against a wall to minimize the risk of flying objects. Do not take time to move to exits.



# SEVERE WEATHER

## AFTER SEVERE WEATHER

- Listen to radio/television to ensure that all threats have passed.
- Be aware of debris and careful of down power lines.
- Take pictures of any damage for insurance claims and contact your agent.
- When checking for damage, use a flashlight. Do not use candles in case of a gas leak.
- Report downed power lines and gas leaks to the appropriate vendor. Be aware of possible electrical dangers. Watch for sparks or frayed wires.

## LINKS FOR ADDITIONAL WEATHER-RELATED INFORMATION

National Weather Service: <https://www.weather.gov/>

NOAA - <http://www.noaa.gov/weather>

## TORNADO PREPAREDNESS

In case of severe weather or tornado the National Weather Service reports the movement of severe weather that presents a threat to the area. Should adequate warning be given, emergency procedures can be implemented with time to spare. Tornado season occurs during April, May and June; however, it is still possible for them to occur year-round.

During severe weather or a tornado, it is important to follow these general guidelines:

- Monitor the radio and internet for weather reports.
- If a tornado warning is issued, be prepared to seek shelter.
- Get under heavy furniture, such as a desk or table. If it moves about, hold on and move with it. Door frames in commercial office buildings DO NOT provide extra safety.
- Move away from windows and glass partitions, tall file cabinets and other things that could fall on you. Protect yourself from falling pictures, light fixtures, etc.
- If there is no desk or table to hide beneath, sit with your back against a wall in the interior of the building and cover your head with your hands.



# SEVERE WEATHER

## WEATHER ALERTS

**TORNADO WATCH:** Tornadoes are possible in your area. Remain alert for approaching storms.

**TORNADO WARNING:** A tornado has been sighted or indicated by weather radar. If a tornado warning is issued for your area and the sky becomes threatening, move to your pre-designated place of safety.

**ADVISORY:** Hurricane and storm information is disseminated to the public every six hours.

**SEVERE THUNDERSTORM WATCH:** Severe thunderstorms are possible in your area.

**SEVERE THUNDERSTORM WARNING:** Severe thunderstorms are occurring.

**GALE WARNING:** Sustained winds of 35-54 mph and strong wave action are expected.

## FLOODING

Flooding generally occurs during heavy wind driven rainstorms or hurricane type weather and usually occurs in lower level floors of the building. Accumulation of excess water in lower levels of the building can cause damage to utilities, equipment, furniture and other unprotected materials. Wind driven rain can also cause windows to leak that are otherwise okay during normal rainstorms.

### **ACTIONS TO TAKE TO MINIMIZE DAMAGE FROM FLOODING:**

- Check all areas (doors, windows, ground vents, door louvers, etc.) where flood waters can enter. We recommend you remove furniture, equipment, records, etc. in such areas or raise them at least two to four feet above the floor level or away from window areas.
- Cover items with heavy plastic protective covering if they are in an area susceptible to windblown rain or waters and cannot easily be moved.
- Disconnect electrical equipment wrap cords and tape up high off the ground.
- Stock supplies and materials useful for protection of equipment (i.e., heavy plastic drop cloths, masking tape, wooden boxes or pallets to raise items off the floor, plywood or other materials to block broken windows, sandbags to prevent seepage, flashlights and batteries, rubber boots, etc.) Holladay properties will provide a small kit when a Hurricane Watch is announced. Report flooding, electrical damage, etc. immediately to Holladay Properties so remedial measures can be started.





# SEVERE WEATHER

## HURRICANE PREPAREDNESS

Hurricane season begins June 1<sup>st</sup> and does not end until November 30<sup>th</sup>. The key to minimizing damage is to implement a previously prepared plan.

### TAKING MINIMUM PRECAUTIONS

- Check all doors, windows, vents, and other openings to secure against wind and water. Taping windows is ***not*** recommended. While it may reduce flying glass, it will not prevent the window from breaking and may provide a false sense of security. Remember it is each office's responsibility to secure their space.
- When possible, move furniture, equipment, plants, papers, etc. away from windows that are not shuttered or prone to leakage or breakage during heavy winds or rains.
- Records, valuables, furniture, etc. should be removed or raised off the floor on first floor locations where windblown water and rain can penetrate around or under doors, windows and other openings.
- Protective plastic covering should be provided to cover desks, equipment, files, etc. in case of roof damage or broken windows; movement of furniture and equipment from vulnerable locations is preferred.
- Electrical equipment (copiers, faxes, data processing equipment, computers, TVs, radios, medical equipment, etc.) should be disconnected to avoid power surges and subsequent damage.
- Keep tuned to local broadcast stations. They have excellent advice and direct access to the most accurate and up to date information.
- Create a disaster supply kit: <https://www.floridadisaster.org/planprepare/disaster-supply-kit/>

### ACTIONS TO TAKE DURING SEVERE WEATHER:

- Keep personnel and equipment away from windows and exterior glass areas.
- Direct personnel and relocate equipment to protected corridors or the interior of your office.
- Move important documents to cabinets or other protected areas.
- The decision to release or retain employees depends on organizational policy, severity and nature of weather and other present conditions.
- Holladay Properties in conjunction with Hospital Administration and Engineering will issue a notice, if necessary, when the building will be secured, and all personnel should be out of the building.
- After severe weather, report damages directly to Holladay Properties as they will contact various service providers to assist in emergency repairs.
- The designated office warden should instruct personnel to avoid fallen wires, electrical cords, water leaks and broken glass if flooding has occurred in your offices.



# SEVERE WEATHER

## HURRICANE PREPAREDNESS *(continued)*

### **ACTIONS TO TAKE AFTER A HURRICANE:**

- Report directly to the local utility provider any downed utility wires. NEVER try to move or touch any utility wires.
- If you suspect there may be structural damage to the building, wait until qualified personnel have given permission to re-enter the building. Holladay Properties will re-enter the building and contact tenants once the building has been cleared safe.
- Inventory losses, damages and repairs needed are to be reported to your insurance company. Each office is responsible for appropriate actions to contain or minimize further damage. Remember you are responsible for furniture, equipment, etc.
- If there has been flooding or water damage in your office DO NOT turn on breakers until a qualified electrician has inspected the premises.
- If there is standing water around the building, DO NOT attempt to wade through the water. There is no way of knowing if there are live electrical wires charging the water, whether there are deep holes under the water, snakes, etc.
- Restore normal operations as the aftermath dictates.
- Establish and maintain good communication between insurance adjusters, Holladay Properties and other pertinent parties.



# SEVERE WEATHER

## WINTER WEATHER EMERGENCIES

Sometimes winter storms are accompanied by strong winds creating blizzard conditions with blinding wind-driven snow, severe drifting and dangerous wind chills. Extreme cold often accompanies a winter storm or is left in its wake. Prolonged exposure to the cold can cause frostbite or hypothermia and can be life threatening.

### TERMS TO BE AWARE OF:

**WINTER STORM WATCH:** Severe winter conditions are possible within the next day or two.

**WINTER STORM WARNING:** Severe conditions have begun or are about to begin in the identified area. Stay inside.

**BLIZZARD WARNING:** Snow and strong winds will combine to produce a blinding snow (near zero visibility), deep drifts and life-threatening wind chill. Seek refuge immediately.

**WINTER WEATHER ADVISORY:** Winter weather conditions are expected to cause significant inconveniences and may be hazardous. If caution is exercised, these situations should not become life threatening.

In such circumstances it may be safer for employees to remain in the building until conditions have improved enough for safe travel. Do not expose yourself to the weather more than necessary.



# BOMB THREAT

In the event of a phoned bomb threat in the building the following procedures must be followed:

- **Remain calm.** Do not upset the caller. Do not hang up on the caller. Do not do anything that will scare the caller away.
- Keep caller on the line as long as possible.
- Use the [ATF Bomb Threat Checklist](#) to record what the caller said; identify as closely as possible the age, sex, and accent of the caller; identify any background noise and assess the validity of the call.
- Write down word for word what the caller says. Ask the caller to repeat if necessary.
- Once the call is completed, notify Police via 911 .
- Call the Property Management Office. The decision to evacuate will be made by either the Police or Fire Officials.
- Wait for further instructions.
- Based upon available information, Floor Leader/Floor Wardens and/ or Tenant Managers will initiate a cursory visual search of the specific area of responsibility. Team members should be looking for any suspicious packages or items.
- Do **NOT** handle any suspicious object or device.
- Do **NOT** use cellular telephones or radios near any found suspicious object or device.
- Follow floor warden's directives in the event an evacuation is announced.
- Do **NOT** touch or handle any unusual items you might find. Report them to the authorities.
- Be aware of suspicious persons entering your suite, or of strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.

CHECKLIST LOCATED ON FOLLOWING PAGE.

## **Bomb Explodes:**

In the event of an explosion, there is a potential for fire and injuries. Therefore:

- Follow fire emergency instructions.
- Evacuate the premises in an orderly manner after announcement.
- Follow established procedures for evacuating physically impaired persons, and help injured people evacuate.

# BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

Call \_\_\_\_\_

Handle note as minimally as possible.

### If a bomb threat is received by e-mail:

Call \_\_\_\_\_

Do not delete the message.

### Signs of a suspicious package:

- |                     |                    |
|---------------------|--------------------|
| No return address   | Poorly handwritten |
| Excessive postage   | Misspelled words   |
| Stains              | Incorrect titles   |
| Strange odor        | Foreign postage    |
| Strange sounds      | Restrictive notes  |
| Unexpected delivery |                    |

**\* Refer to your local bomb threat emergency response plan for evacuation criteria**

### DO NOT:

Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.

Touch or move a suspicious package.

## WHO TO CONTACT (Select One)

**911**

**Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at [OBP@dhs.gov](mailto:OBP@dhs.gov)



**Homeland Security**

2014

# BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

## Ask Caller:

Where is the bomb located?  
(building, floor, room, etc.)

When will it go off?

What does it look like?

What kind of bomb is it?

What will make it explode?

Did you place the bomb? Yes No

Why?

What is your name?

## Exact Words of Threat:

## Information About Caller:

Where is the caller located? (background/level of noise)

Estimated age:

Is voice familiar? If so, who does it sound like?

Other points:

### Caller's Voice

- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

### Background Sounds

- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long Distance

### Threat Language

- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

### Other Information:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# ACTIVE SHOOTER RESPONSE

LEARN HOW TO SURVIVE A SHOOTING EVENT



HOLLADAY  
PROPERTIES

Building Solutions Since 1952



**RUN**



**HIDE**



**FIGHT**

**CALL 911 ONLY WHEN SAFE TO DO SO**



**RUN**



HAVE AN ESCAPE PLAN



EVACUATE



LEAVE YOUR BELONGINGS



HELP OTHERS  
IF POSSIBLE



DO NOT MOVE  
WOUNDED PEOPLE



**HIDE**



BE OUT FROM  
SHOOTER'S VIEW



LOCK DOORS  
AND BLOCK THEM WITH FURNITURE



KEEP YOUR OPTIONS  
FOR MOVEMENT IN MIND



SILENCE PHONE



BE QUIET



**FIGHT**



ACT AGGRESSIVELY



INCAPACITATE THE  
ACTIVE SHOOTER



THROW OBJECTS



YELL AND CALL FOR  
HELP

**FIGHT ONLY  
AS A LAST RESORT  
BE PREPARED**



**CALL 911**



CALL 911  
WHEN YOU ARE SAFE



GIVE INFORMATION  
TO THE OPERATOR

**WHEN LAW ENFORCEMENT ARRIVES**



FOLLOW THE INSTRUCTIONS  
OF POLICE OFFICERS



DROP ANY OBJECT



KEEP HANDS VISIBLE



# PREPARATIONS

These are but a few questions to ask yourself. In the event of a major incident, we will all experience some type of inconvenience. It is our intention to educate and prepare you for what might be expected. Should this manual prompt any questions that you may have, please contact your property manager for more information.

We are committed to providing a safe and secure environment.

- Do you have the General Life Safety & Security Contact Information form (located at the beginning of this manual) close to your desk?
- Do you know where the building's stairwells are?
- Do you know who the Designated Floor and Suite Wardens are for your floor?
- If you are a Designated Floor or Suite Warden, do you understand your responsibilities?
- Do you have a printed copy of this manual available in an easy to reach spot for quick access?
- Have you familiarized yourself with this manual as well as your tenant portal online?
- Are all insurance documents up to date with all policies required per your lease in place?