

One BriarLake Plaza

Emergency Action Plan II

**(Bomb Threats, Hurricanes, Civil Disturbances, and
Non-Emergency Evacuations)**

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INTRODUCTION

Unforeseen fires, bomb threats, civil disturbances, hurricanes, and other emergencies should initiate a planned response rather than confusion. Confusion will cause unnecessary personal injury, loss of assets, and slow recovery. After a disaster occurs, there is no time for planning and training.

One BriarLake Plaza recognizes the need for emergency planning and, to that end, an on-going liaison has been established with the Fire Department, Police Department, and Civil Defense officials. These public agencies are familiar with our plans for responding to various emergencies.

All customers at One BriarLake Plaza must also recognize their role in responding to emergencies. A well-designed Emergency Action Plan is necessary in maintaining a safe environment. The following Emergency Action Plan is designed to ensure a systematic and orderly response to any building emergency. The plan represents a blend of both management personnel and customer personnel.

BOMB THREATS

GENERAL Bomb threats are frequent in major cities. Knowledgeable authorities predict that the frequency of bomb threats will increase during the coming years. Houston's prominence in the world business community makes it a probable target for political extremists, terrorists, and others seeking to disrupt commerce. Fortunately, the vast majority of the threats are hoaxes called in by practical jokers, children, or disgruntled employees. Unfortunately, it is difficult to sort the hoax call from the genuine threat.

There are at least three (3) reasons why bomb threats are serious problems:

1. Serious personal injury can result if an explosive or fire-generating device is set off.
2. At the mention of a bomb, fear and panic can create pedestrian stampedes resulting in greater injury than if the explosion or fire actually occurs.
3. Valuable work time is lost during necessary or unnecessary building evacuations. Idle time, lost wages for workers sent home, and reduced productivity upon return all produce significant financial losses.

Our goal is to reduce the likelihood that a bomb will be placed in our facility. The One BriarLake Plaza staff will endeavor to control unauthorized access to its facilities and reduce the introduction of foreign devices. When successful, these preventive efforts will allow us to make rational decisions regarding the necessity for evacuation. The success of this preventive strategy requires the full cooperation of all customers. The diligent building staff, coupled with an alert customer population, makes for an excellent preventive blend.

CUSTOMER RESPONSIBILITIES:

1. **Bomb Threat Action Plans:** It is recommended that customers develop their own Bomb Threat Action Plan to be followed upon receipt of a threat. Persons selected to participate in these plans should be carefully selected. Their potential for performing well under stress should be considered. Secretaries and receptionists generally receive most of the bomb threats, therefore, they should be trained to react calmly and solicit the proper information from the caller.

2. **What to do if a Bomb Threat is Received:** The following procedures have proven to be valuable when threats are received:
 - A. The individual receiving the call must remain calm and get as much information from the caller as possible. A prepared checklist (page 10 of 18) can be helpful to the receptionist. It is important to keep the person talking. The following information should be obtained when possible:
 - 1) What is the exact message?
 - 2) What time will the bomb explode?
 - 3) Exactly where is the bomb?
 - 4) What kind of bomb is it?
 - 5) Exactly what does it look like?
 - 6) Why was it placed here?
 - 7) When did you place it here?
 - 8) Was the caller male or female?
 - 9) How old was the caller?
 - 10) Did the caller have an accent?
 - 11) Were there background noises?
 - 12) What is the caller's name?
 - 13) What is the caller's address?

 - B. Notify a company supervisor in accordance with your Company Action Plan.

 - C. Notify the management team day or night at 713-952-1900 to relay all information received.

- D. Call the Houston Police Department dispatcher at **911**. Relay the following facts to them:
- 1) Your name
 - 2) Your company name
 - 3) Your company address: **2000 West Sam Houston Parkway South, Suite #_____**
 - 4) Your telephone number
 - 5) Exactly what the caller said
 - 6) Ask them to send a policeman to your office
- E. Evaluate the seriousness of the threat based on all available information.
- F. Consider notifying your employees of the threat and the need to evacuate in light of your Company Action Plan. If evacuation is deemed necessary, employees should be notified in a calm and deliberate manner. Carefully worded, pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to cease work, take their personal belongings, and proceed to another floor, etc. This is not a drill."
- G. Search for the bomb, at your own discretion and risk, but follow these guidelines:
- 1) **Do not touch anything!** Suspicious objects must not be tampered with.
 - 2) Search for objects that seem out of place.
 - 3) If a suspicious object is discovered, an evacuation is in order. Allow the trained police bomb squad personnel to take charge.
- H. Prior to working with a suspicious device, the Houston Police Bomb Squad requires that a release from liability form be signed by a responsible person. This releases the City of Houston from any liability in the case of property damage or personal injury resulting from their activities.
- I. If no bomb is discovered and the Police indicate that no further hazard exists, personnel may re-enter the building or offices at their own discretion and risk. The management team office should be notified of any intention to re-enter.
- J. Keep the management team office informed of all new developments.

3. Suggestions for preventing the placement of bombs within customer spaces:

- A. Daily inspections for suspicious objects should be conducted in every suite. Neat offices that are free from debris and boxes can alert office workers to the placement of foreign objects.
- B. All employees should be encouraged to be aware of suspicious persons wandering about in offices, corridors, and restrooms. Suspicious persons should be reported to the Property Management Office and or the Surveillance Officer on duty at 713-952-1900.
- C. All delivery people and repairmen should be monitored while in your office. Do not leave your office unattended or unlocked for any reason.
- D. Encourage employees to comply with the building security access control measures. All persons entering the building after hours are required to show a building pass and sign in on the building register.

BUILDING RESPONSIBILITIES:

The Property Management Office will be responsible for lending assistance to the customer receiving a bomb threat and for notifying all other customers who may be affected by the threat.

1. When a threat is reported to the Property Management Office:

- A. The person receiving the call in the Property Management Office will request the following information:
 - 1) Customer name and caller's name.
 - 2) Specifics of the threat.
 - 3) Have the police been called? (If not, the Property Management Office will notify the police on the customer's behalf.)
 - 4) Is evacuation being considered?
 - 5) Has a bomb search been initiated? (The Property Management Office will remind the customer that it is their own responsibility to search their own leased space.)
 - 6) Have employees been notified of the threat?
- B. The Property Manager, Surveillance Officer, and the Building Brigade will all be notified.
- C. The Building Brigade will report to the affected area of the building and begin a search of the following areas:
 - 1) Public areas
 - 2) Stairways
 - 3) Elevators
 - 4) Elevator shafts
 - 5) Equipment rooms
 - 6) Cleaning closets
 - 7) Restrooms
 - 8) Air handler rooms
 - 9) Any other areas as designated by the police
- D. The Property Management Team will call each customer to put them on notice that a bomb threat has been received.
 - 1) The notification will be given by telephone to either the usual customer contact or any responsible member of the Emergency Action Plan.

- 2) The notification will consist of a standardized statement designed to accurately communicate the fact that a threat has been received rather than to incite fear and panic.
- 3) The fact that the notification occurred at a certain time and was given to a certain representative will be documented and retained by the Property Management Office.

2. **Partial Evacuation of the building may be deemed necessary, when the bomb threat is directed to a specific floor and the call cannot be resolved as a hoax.** A partial evacuation should include the threatened floor, the floor immediately above, and the floor immediately below. The evacuation should be away from the threatened floor and not through it. Personnel on the floor below the threatened floor should evacuate to lower floors. Stairways should be used for evacuation rather than elevators. Only disabled persons should utilize the elevators during bomb threat evacuations.
3. **General evacuation of the building may be deemed necessary when the threat is directed to the entire building and the call cannot be resolved as a hoax.** General evacuation is initiated, the customers will be notified by telephone alarm, messenger, or all three. General evacuations should be conducted the same as Fire Evacuation.

BOMB THREAT CHECKLIST

Time and Date Reported: _____

How Reported: _____

Exact Words of Caller: _____

Questions to Ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb? _____
6. When did you place the bomb? _____
7. Where are you calling from? _____
8. What is your name? _____
9. Where do you live? _____

Description of Caller's Voice:

Male_____ Female_____ Young_____ Middle Aged_ Old_____ Accent_____

Tone of Voice_____ Background Noise _____

Is voice familiar? _____

If so, what did it sound like? _____

Time Caller hung up: _____ Remarks: _____

Name, Address, Telephone # of Recipient: _____

HURRICANES

GENERAL Hurricanes are a potential threat from June through November in the Houston area. These tropical depressions are characterized by winds in excess of 75 miles per hour and extremely heavy rain.

The following suggestions and divisions of responsibilities are designed to provide for the safety of all, minimize the loss of assets, and reduce the disruption of normal operations.

ALERTS The U.S. Weather Service reports the movement of tropical depressions that may present a threat to the Gulf Coast area. Therefore, the probability of a great number of persons being in any given building during the storm is slim. Given an early alert, certain steps should be taken to prepare for the hurricane.

CUSTOMER RESPONSIBILITIES

1. It is advisable for all customers to maintain an inventory of emergency equipment to be used during severe storms.
 - A. Flashlights and fresh batteries.
 - B. First Aid kits to treat minor injuries caused by flying glass and debris.
 - C. Waterproof tarpaulins can be useful in covering desks and filing cabinets.
 - D. Radios are useful for keeping abreast of weather conditions and highway conditions.

2. If informed by the U.S. Weather Service that a hurricane is imminent, the following steps may be in order:
 - A. Desks, tables, and window sills should be cleared of books, papers, or other items and secured in boxes or drawers.
 - B. Furniture should be moved away from windows and covered with waterproof tarpaulins.
 - C. Drapes should be removed and stored in inside offices.
 - D. All other machines should be stored in inside offices.

3. If a hurricane is imminent, customers should initiate office preparations (#2 above) hours ahead of the expected gale force winds and arrange for employees to leave work in time to secure their homes.
4. Always notify the Property Management Office of your intention to evacuate your space.
5. During the storm, all leaks, fires, or structural damage must be reported immediately to the Property Management Office.
6. Remember that hurricanes are often characterized by violent weather, a calm period, and a resumption of violent weather. Do not assume too quickly that the adverse weather has ended.
7. After the storm all safety hazards, such as exposed wiring, broken glass, etc. must be reported to the Property Management Office.

UTILITY RESPONSIBILITIES

Auxiliary Power CenterPoint Energy provides the primary source. During disasters that cause loss of primary power source, CenterPoint Energy will work to restore service as soon as possible. Customers with vital energy power requirements should consider auxiliary generators for their own use.

Telephone Service Telephone service may be interrupted during severe weather. Telephone Companies are capable of installing emergency service lines to customers having compatible switching equipment. Customers requiring emergency service should ask their telephone representative for specific information.

BUILDING RESPONSIBILITIES

1. When a hurricane is imminent, the following action will be taken by the Building Staff:
 - A. The Building Brigade will remove all potential flying objects indoors.
 - B. Building auxiliary power for emergency lighting and elevators will be made ready.
 - C. The Building Emergency Action Organization will be alerted for possible action.

2. During the storm the following actions will be taken by the Building Staff:
 - A. Frequent contact will be maintained with the U.S. Weather Service.
 - B. Constant building patrols will be performed by the Surveillance Officer to detect building damage.
 - C. Emergency repairs will be made when weather permits.

3. After the storm the following actions will be taken by the Building Staff:
 - A. A thorough search for safety hazards will be conducted by the Building Brigade and Surveillance Officer.
 - B. Repairs will be made as quickly as feasible.
 - C. Constant communication will be maintained with Public Utilities until disrupted service is restored.

TORNADO/INCLEMENT WEATHER

If a tornado or severe weather strikes, it may do so without warning. This will be communicated via the public address system. Besides knowing what to do in emergency situations, you should know the difference between a tornado watch and a tornado warning. A tornado watch means conditions are favorable for tornadoes to develop and a tornado warning means a tornado has actually been sighted.

In the event of a tornado in this area, please move to a place of safety. One should move to either an interior hallway or to the basement level of this building. The more walls between you and the outside, the better. PLEASE STAY AWAY FROM ALL WINDOWS AS WELL AS ANY GLASS-ENCLOSED AREAS.

CIVIL DISTURBANCES

GENERAL Civil Disturbances are not easily categorized. Depending on the organization responsible for the disturbance, it may range from a calm group of picketers to a violent destructive mob, or occasionally one may escalate to the other.

GOALS Eliminating the threat of violence and destruction are the goals of this section. Usually the problems associated with civil disturbances can be reduced if the potential activities are detected swiftly and an action plan exists for resolving conflicts.

CUSTOMER RESPONSIBILITIES

1. **Civil Disturbance Action Plans** - It is recommended that customers develop their own civil disturbance action plans.
2. Any information received regarding the potential for a disturbance must be communicated quickly to the Property Management Office. Occasionally, political interests groups, disgruntled employees, and striking employees will let it be known that they intend to demonstrate, picket, etc. at a certain building. This information must be taken and communicated to the Property Management Office.
3. If a disturbance is detected, the following must be reported to the police at **911**:
 - A. Location of disturbance: street, address, floor, and suite.
 - B. Your name and company name.
 - C. Size of the group.
 - D. Type of demonstration.
4. If a disturbance is detected, the Property Management Office must be contacted immediately at 713-952-1900.
5. Instruct employees to avoid communicating with the demonstrators, antagonizing the demonstrators, or aggravating the situation in any way.
6. The necessity to evacuate the building during a civil disturbance is not probable but, if evacuation is deemed necessary, it will be conducted as a General Fire Evacuation. The only exception is that elevators can be used in the absence of a fire emergency.

BUILDING RESPONSIBILITIES

1. Upon receiving information that a civil disturbance may occur, the following actions will be taken by the Property Management:
 - A. The Surveillance Officer and other necessary personnel will be notified.
 - B. An analysis of the threat will be made to determine the probability of occurrence and potential for violence if it does occur.
 - C. If the probability of violence is great, the following actions will be taken:
 - 1) The Police Department will be on stand-by.
 - 2) Additional uniformed Surveillance Officers will be scheduled to work during the probable disturbance period.
2. In the event of a civil disturbance, the following information will be gathered:
 - A. Location of demonstration.
 - B. Size of the group.
 - C. Type of demonstration.
 - D. Have the Police been called?
 - E. Does the affected customer intend to evacuate?
 - F. Have employees been notified?
3. In the event of a civil disturbance, the following actions will be taken:
 - A. The Surveillance Officer and other necessary personnel will be notified.
 - B. All affected customers will be notified. Time of notification and the responsible customer representative notified will all be documented and retained by the Property Management Office.
 - C. Operations personnel will respond to the severity of the disturbance.
 - D. If evacuation is deemed necessary by the customer, assistance will be given to the customer via the Emergency Action Organization.

EVACUATIONS

In the event of an extended power failure, loss of water pressure, bomb threat, extreme weather conditions, etc., it could become necessary to evacuate the building. All announcements concerning such an evacuation would be made over the building's public address system.

Evacuations should follow these guidelines:

1. Prepare to evacuate by taking all personal belongings and securing your work station.
2. Depending on the reason of the evacuation, occupants should be instructed to use either the elevators or the stairwells. If the stairwells are to be used, mobility-impaired personnel that are unable to use the stairwells should proceed to the freight elevator lobby. If the non-emergency is a power failure, the freight elevator will operate on emergency power to be used to stop at each freight elevator lobby to pick up mobility-impaired personnel.
3. Evacuation should be to the street level. In case of inclement weather, occupants may be directed to other levels or other areas of the building.
4. Floor wardens and other members of the Emergency Action Team shall assure:
 - A. A safe, calm, orderly evacuation.
 - B. Make sure all occupants are off that floor before securing space.
 - C. Unplug appliances and electrical devices. If weather related, lower mini-blinds.
 - D. Report to the surveillance officer when the floor is vacant, including any mobility-impaired individuals waiting to be transported on the freight elevator.

CUSTOMER RESPONSIBILITIES

It is suggested that every firm, regardless of size, establish an internal plan which will contribute to the protection of company property and classified materials before leaving the work station.

The following are points, which should be included in that plan:

1. Develop a complete checklist for emergency shutdown procedures.
2. Instruct and train personnel to implement the shutdown procedures.