



## WHAT IS AN EMERGENCY?

An emergency is an event which requires action by you and emergency response employees. Examples of emergencies are fire, explosion, bomb threat, severe weather, earthquake, aircraft accident, civil disorder, and tornado.

### Who are the Emergency Response Employees?

The emergency response employees are Floor Wardens, Security Officers, and Building Engineers.

*Floor Wardens* – Each floor of the building has a team of Floor Wardens. During an emergency, the Floor Wardens are in charge of the evacuation of their respective floors or office space as well as maintaining communication with the Security console in the lobby.

*Security Officers* – The Security Officers operate fire detectors and announcement equipment, notify the Charlotte Fire Department, set up traffic control, and assist in the evacuation of occupants.

*Building Engineers* – These emergency response employees shut down, activate, or adjust controls for electricity, water, and airflow during an emergency.

### How will I be notified in an emergency?

Notification will be made to you by one or more of these: the public address system, your Floor Warden(s), or by Security Officers.

### What do I do in an emergency?

You should follow the instruction given to you over the public address system or by Floor Warden(s) or Security Officers.

In most cases, the only action required of you will be to leave the building as quickly and calmly as possible through one of the stairwells.

### Should I use the elevators in a fire emergency?

NO! When a fire emergency occurs, the elevators are placed on “standby”.

Should you attempt to use an elevator during a fire emergency, you will be wasting valuable time and endangering yourself.

### After I leave the building, where should I go?

When you exit from either stairwell at ground level, you should proceed to the pre-determined location. If exiting from the Trade Street exit, proceed west on Trade Street, cross Church Street, and proceed into the park area adjacent to the Carillon Building. If exiting from the rear of the building (dock area), proceed down the alleyway to Fourth Street. Turn west toward Church Street, cross Church Street, and enter the park area adjacent to the Carillon Building. (Ask your Floor Warden, or call 704-332-7301 for further information.)

A Floor Warden from your floor will join you. Be sure to give your name to the Floor Warden so that you can be accounted for. The Floor Warden will in turn report to Security that all personnel are accounted for, or that someone has been left behind and the reason.

At the assembly area, you will receive further instructions.

### Which stairwell should I use?

Use the stairwell nearest to you at the time the evacuation announcement is made. Otherwise, leave through the stairwell that is assigned for your work station.

If you are away from your desk or on another floor at the time the evacuation is ordered, do not go back to your desk. Leave immediately through the stairwell for that location.

Familiarize yourself with the location of stairwells on your floor. If you are in doubt as to which stairwell is to be used by your work station, ask your Floor Warden.

### What is there is fire or danger in a stairwell?

The public address announcement or instructions given to you by Floor Wardens or Security Officers will direct you away from a stairwell or any other area where danger exists.

121 West Trade has two stairwells. They are in the building "core" and service all floors. One is on the east side of the core; the other is on the west side of the core. These stairwells are designated as 1A (east or west) and 1B (east or west).

### What do I do if I am physically unable to walk down the stairs?

If you have an impairment that affects your ability to leaving the building quickly, you should bring this to the attention of the Floor Wardens on your floor. Floor Wardens can make prior arrangements with other persons on the floor so that you will be assisted during evacuation. Do not wait until an emergency occurs to inform Floor Wardens that you require special help. Use fire phones or communication speaker located inside the stairwell to notify fire personnel of your exact location. Do this by relaying the information listed above the fire phone. Example: "I am in stairwell 1B west, 30<sup>th</sup> floor."

Examples of impairments are asthma, broken leg, heart trouble, or pregnancy.

**Persons with impairments will be excused from fire drills.**

### What responsibilities do I have during an emergency?

- Remain calm and listen for instructions.
- Do not evacuate until instructed to do so.
- If instructed to evacuate:
  - Walk, do not run.
  - Take only your personal belongings, such as purse or briefcase.
  - While in the stairwell, hold the handrail to your right. This will leave room for the fire department and emergency response employees to go up and down the stairs.
  - Do not smoke.
  - Talk only when necessary and then only loud enough to be heard.
  - Do not argue with or oppose Floor Wardens, Security officers, or other persons who are performing emergency response duties.
  - Do NOT re-enter the building unless instructed to do so.

### What does the alarm mean?

When an emergency involves heat or smoke, electronic sensing devices located throughout the building will activate the fire alarm tone, public address announcement, and fire alarm strobe lights.

If you hear the fire tone on your floor, it means that fire conditions have been detected on your floor or on the floor immediately above or below you.

This does not mean that an actual fire emergency is in progress. It means that heat or smoke have been detected on or near your floor.

At the time you hear the fire tone, Security officers and emergency response personnel will be looking for the source of the heat or smoke.

For your safety, the public address system will automatically request you to evacuate without delay. When the source has been found and it is determined to be safe to return, an announcement will be made to return to your office. These announcements are in both English and Spanish on a continuous loop.

### Who notifies the fire department?

Any employee may call the fire department to report a fire. The fire department number is 911. Another way to notify the fire department is to use a pull station. A pull station is a small red device with white lettering that reads "PULL IN CASE OF FIRE". There is a pull station on the wall next to each fire stairwell on every floor and also in each elevator lobby.

When a pull station is activated or when a heat/smoke detector activates, a signal is received at the Security console. The fire department is immediately notified by an automatic telephone calling system.

### Will there be practice drills?

Yes! Drills are held regularly. Some drills may involve only a few floors.

***In addition, we realize that during emergency situations, there is a certain amount of chaos. If you are not certain as to whether or not your floor has been ordered to evacuate but are apprehensive, go ahead and take the initiative and leaving the building. Remember, always be aware of your surroundings.***



## **Emergency Information**

Emergencies of any kind are handled most efficiently when procedures are planned in advance. For this reason, we urge you and your staff to become completely familiar with the following information and to post relevant instructions and phone numbers in an accessible location. The building emergency number is 704-239-3207.

### **CHARLOTTE FIRE DEPARTMENT'S COMPREHENSIVE EMERGENCY PROCEDURES**

This Emergency Procedure Plan has been established for 121 West Trade Street, Charlotte, North Carolina and will be administered by the 121 West Trade Management Office. It has been set forth utilizing the building evacuation guidelines as approved by the Charlotte Fire Department.

The purpose of this plan is to establish procedures for systematic, safe, and orderly evacuation of the affected areas of the building by its occupants in case of fire or other emergency. The Emergency Procedure Plan is applicable to each tenant of the building and will be placed into effect by designated emergency evacuation personnel upon activation of any fire emergency monitoring system or the notification of any emergency situation.

121 West Trade has been designed to afford maximum safety through fire retardant construction, an automated fire sprinkler system, smoke detectors, paging speaker system, automatic alarms monitored around the clock, smoke ventilated stairwells, emergency generator, fire extinguishers, and fire hose connections throughout the building.

Effectiveness of the Emergency Procedure Plan depends upon persons who can exercise good judgment and remain calm in all types of emergencies. Therefore, implementation of this plan requires the establishment of groups who are responsible for people ready to respond when required. For the purpose of this plan, the following organization has been established.

The Charlotte Fire Department is familiar with 121 West Trade and knows the location of and has access to all of the fire fighting systems and equipment in the building. Tests and inspections of the fire protection alarms and components are made regularly on an approved schedule by a qualified contractor.

Fire alarm pull stations, strategically located at the stairwells and elevator lobbies throughout the building, are connected to the building central alarm panel located in the Fire Command Center on the first floor. Activating one of these alarms will automatically summon the Charlotte Fire Department and alert the Security Officer on duty in the lobby.

Fire extinguishers are strategically located throughout the building. *These extinguishers should be used by trained personnel only.*

The emergency generator will provide emergency lighting and power to selected areas, stairwells, and elevators.

To evacuate persons from the building that are located on the 10<sup>th</sup> to 32<sup>nd</sup> floors, there are two stairwells: East Stairwell, located near the men's restroom, and West Stairwell, located near the ladies restroom. Both stairwells are in the center core of the building and are identified with a red "EXIT" sign.

The stairs are scissor-designed. Depending upon which floor and which stairwell you enter, you will either exit on the Trade Street side of the building or at the back of the building by the loading dock.

During a fire emergency, elevators shall not be considered a means of egress as all passenger elevators will automatically be brought to the lobby level and held there in compliance with Charlotte Fire Department recommendations.

There may be a need in various areas to lock files and secure valuables. These responsibilities rest with the occupants of the areas. **Safe and expedient evacuation of people is the prime objective and should not be hampered in any way.**

## **Instructions**

The Area Evacuation Director and Floor/Tenant Wardens on each floor must work together with 121 West Trade Building Evacuation Director to implement the Emergency Procedure Plan when responding to various types of emergencies. They must be thoroughly familiar with their duties, all emergency telephone numbers and their entire floor or office area; they should be prepared to provide necessary leadership when called upon. Top priorities include the protection and safety of all occupants, the building contents, and structure.

In making a plan tailored to their specific floor or office, the Area Evacuation Director and all Floor/Tenant Wardens should learn the location of all exits, fire alarm stations, fire extinguishers, and stairwells. They should also know where the doors and stairwells lead.

All floors and offices should be surveyed to list the area(s) not immediately accessible to the main corridors. These would include conference rooms, file rooms, machine room, etc., where persons may not readily receive the word to evacuate the floor.

Area Evacuation Director and Floor/Tenant Wardens should select people who will be willing and able to assist them in the evacuation of personnel and in securing areas. Provisions must be made to staff each post with alternate personnel to ensure that lunch hours, absences, and vacations do not result in discontinuity should the need arise to implement the Emergency Procedure Plan. It is the responsibility of the Area Evacuation Director and Floor/Tenant Wardens to replace and train all Wardens, Assistant Wardens, Searchers, and Aides. Therefore, the following assignments should be made by the Area Evacuation Director or Floor/Tenant Wardens:

- Assistant Wardens should be assigned to each floor or office space.
- Searchers – A minimum of three Searchers should be assigned to each floor, single tenant floors, or one Searcher for every 7,000 square feet of floor space. Depending upon the design or the complexity of the area involved, more Searchers may be desired. Alternate Searchers should also be designated in case the Searcher is absent the day of the emergency.
- Handicapped Person Aides – A minimum of two Aides should be assigned to each handicapped individual.

Area Evacuation Directors and Floor/Tenant Wardens are responsible for the orientation and training of all Assistant Floor/Tenant Wardens, Searchers, and Handicapped Person Aides so that in the event any of them are absent, appropriate individuals in the organization can move up and assume their duties. (For example, in the absence of the Floor/Tenant Warden, the Assistant Floor/Tenant Warden would become the Floor/Tenant Warden. Searchers would then become Assistant Floor/Tenant Wardens, etc.)

Floor/Tenant Wardens must become familiar with stairwell(s) assigned and be aware of the exit locations at the street level. To familiarize themselves with the stairwell(s), they should make at least one trip from

their floor to the street. They should also be familiar with alternate stairwell locations, know where they exit at street level, and know how all stairwells are identified.

Since Floor/Tenant Wardens will be directing groups of people, they must stay in control at all times to prevent panic, pushing, running, and excessive noise. They should also know and be able to locate all handicapped individuals on their floors.

Searchers must establish a search pattern for thoroughly inspecting their areas of responsibility. Walk-through tours should be made by the Searchers and Alternate Searchers to familiarize themselves with the search patterns.

Searchers/Alternates should learn the location of all stairwells and where they exit at the street level. They should make a least one trip from their floor to the street. They should also know any special actions they must take to evacuate and secure their area(s).

Handicapped Person Aides should be selected on the basis of willingness and physical ability. They should be trained to respond to an alert by immediately contacting the person they are going to assist. If only one Aide is available at the time of the emergency, the Aide should enlist the help of others in the area or contact the Floor/Tenant Warden for assistance. All Aides should know the location and designation of all doors and stairwells, the best route to each of them, and where they lead.

## **Position Duties**

### **BUILDING EVACUATION DIRECTOR**

- Approves and implements Emergency Procedure Plan and revisions.
- Establishes command post during emergency conditions and initiates communication with Area Evacuation Director.
- Coordinates with all organizations in the building through Area Evacuation Director, as well as outside organizations responding to emergency situations – police, fire departments, bomb squads, etc.
- Determines the appropriate course of action and initiates responses in accordance with this plan.
- Acts as liaison between the Charlotte Fire Department and Area Evacuation Director.
- Supervises and directs Area Evacuation Director in drills and actual responses to emergencies.
- Ensures compliance with City building and fire inspection regulations.
- Conducts and evaluates drills to ensure preparedness of persons and organization involved.
- Administers all aspects of the Emergency Procedure Plan.
- Approves assignments of Area Evacuation Director.
- Appoints an Assistant Building Evacuation Director to assume a portion of the duties outlines above and act in the absence of the Building Evacuation Director.
- Ensure periodic testing, maintenance, and proper functioning of all building fire protection systems and equipment.
- Ensures frequency and quality of the Floor/Tenant Warden training classes.
- Maintains an up-to-date listing of all permanently handicapped people working in the building.

### **AREA EVACUATION DIRECTOR**

- When a fire alert occurs, when an evacuation is eminent, or during fire drills, supervise all Floor/Tenant Wardens, Assistant Floor/Tenant Wardens, Searchers/Alternate Searchers, and Handicapped Person Aides in area of responsibility.
- Keep Building Evacuation Director informed of area condition.
- When Building Evacuation Director or Fire Chief cannot be reached for instructions, be ready to make individual decisions for any new situation that has not been covered.
- Appoint and train Floor/Tenant Wardens in their duties and assignments.
- Schedule and conduct area familiarization drills each year with fire department, alarms, and evacuation procedures.

- Periodically check rosters, emergency contact, and telephone lists to be certain they are up-to-date.
- Notify and assign Alternate when he/she is going to be on extended absence from the building.
- Ensure that all persons under his/her jurisdiction are aware of the Emergency Procedure Plan and the responses expected of them.
- Monitor handicapped persons in area of responsibility and update building management of any changes.

#### FLOOR/TENANT WARDENS or ASSISTANT FLOOR/TENANT WARDENS

- When the fire alert occurs, when evacuation is eminent, or when instructed by the Area Evacuation Director, report to the nearest stairway on assigned floor.
- Supervise the orderly egress of all occupants of the floor. Specify occupants' destination which may be to exit the building and cross the street or to move to another floor. Instruct all persons to walk – not run – and to be quiet and calm. Be alert at all times to prevent crowding, running, or panic. Tell all persons to stay to the right in the stairwells while moving down.
- Make sure handicapped persons have received adequate assistance.
- Report any persons left behind to the Safety Officer. After the Searchers have reported the floor is vacated, exit the building and join their group.
- When exiting through the rear entrance of the building, proceed to Fourth Street, turn right; then proceed to the corner of Trade and Church Streets (otherwise know as the Safe Refuge Area).
- When the “All Clear” is given, provide assistance to those returning to their floor(s).
- Notify the Area Evacuation Director when they are going to be on extended absence from the building, and assign Alternates.
- Inspect weekly: stairwell doors, fire extinguishers, fire hose connections, aisle-ways, etc. and report any problems to Spectrum Building Management at the management office (Suite 3050) or by telephoning 704-332-7301.
- Assistant Floor/Tenant Wardens will act under the direction of the Floor/Tenant Warden and in his/her absence will assume his/her responsibilities.

#### SEARCHERS

- Be familiar with their entire floor. Individuals should be assigned who work in various areas.
- When a fire alert occurs, when an evacuation is eminent, or when instructed by the Floor/Tenant Warden, Searchers should begin to verify that all occupants have left their areas.
- Close all doors behind them as they search.
- Notify the Floor/Tenant Warden when they are going to be on an extended absence from the building

#### HANDICAPPED PERSON AIDES

- When a fire alert occurs, when evacuation is eminent, or when directed by the Floor/Tenant Warden, Aids should locate the disabled person for whom they are responsible and proceed to evacuate them to the area near their assigned stairwell. If additional help is needed, assign or recruit someone to assist.
- Notify Security personnel, *outside the building*, of the handicapped person's location at the stairwell if the person cannot use the stairs to evacuate.
- Inform the Emergency Command Center of the location and status of the disabled person. Await further instruction from the Center.
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#### **Evacuation Procedures**

Immediately upon the activation of a fire/heat/smoke sensing device at 121 West Trade, the audible alarm will sound and will shortly be followed by an announcement that there is an emergency in the building and request for an evacuation. This will normally occur on the floor where the device was activated as well as two floors above and two floors below the affected floor.

Elevators are not to be used during a fire emergency.

Upon hearing the request to evacuate, all personnel above the ground floor should begin leaving the area by utilizing the following stairwells.

- The East Stairwell is located near the men's restroom and is accessible by all tenants or other personnel.
- The West Stairwell is located near the ladies restroom and is accessible by all tenants or other personnel.

*Note:* Stairwells criss-cross between floors, and locations of exits at ground level will vary depending upon the floor and stairwell entered. All Floor/Tenant Wardens, Assistant Floor/Tenant Wardens, Searchers/Alternate Searchers, and Handicapped Person Aides should familiarize themselves with the exit locations pertaining to their respective floors.

Persons exiting on the Trade Street side should move west and cross over Church Street into the park area in front of the Carillon building.

Persons exiting through the dock area should go down the driveway to Fourth Street and cross Church Street; proceed right to the park adjacent to the Carillon building at the corner of Trade and Church Streets.

*Please remain in the assembly area and do not attempt to return through the lobby areas until directed to do so. Returning to the building at the improper time can result in physical injury and/or impair the proper authorities in the performance of their duties.*

As soon as it has been determined that either no emergency exists or that it is safe for personnel to return to the building, a member of the building staff (Security, Operations, etc.) will inform you that it is "All Clear". You may then return to the building.

*Note:* Evacuation as outlined above is for a normal evacuation during fire or any other emergency requiring personnel to leave the building. All personnel must remain calm and exit in a quiet and orderly manner so that they may hear any announcement pertaining to a possible change in the evacuation route. In some instances, evacuation may only be to other floors or by a specific stairwell.

All disabled individuals who will require assistance in exiting through the stairwells should be brought to or make their way to one of the stairwells and remain in the hallway outside of it. *Do not attempt to evacuate* unless there is immediate danger from smoke or fire. If evacuation is necessary, assist or carry the person to the next safest accessible floor below the affected floor and exit the stairwell. A Searcher or Aide should make his/her way to the exterior of the building if no other means of communication are available and inform either Security or the Charlotte Fire Department of the location of these disabled persons along with any information necessary to assist in their safe and timely evacuation. Be very specific as to the floor and stairwell the person(s) was/were located when you left.

## IN CASE OF FIRE

### If fire is discovered in an occupant's area...

- If you discover a fire in your area, activate the nearest fire alarm pull station to summon the Charlotte Fire Department and notify others of the fire. (Fire alarm pull stations are located beside the entries to each stairwell.)
- AFTER THE FIRE ALARM HAS BEEN PULLED, call **911** and report a fire on the appropriate floor of 121 West Trade Street.
- AFTER THE FIRE ALARM HAS BEEN PULLED, call or notify the Floor/Tenant Warden and call the Building Evacuation Director at 704-332-7301.
- AFTER THE FIRE ALARM HAS BEEN PULLED, and IF it is a small fire, the person at the scene may attempt to extinguish it with a fire extinguisher, but in no case should this person's safety or the safety of others be jeopardized. (Training in the use of fire extinguishers is the responsibility of the tenant. Property Management will assist in setting up training classes in cooperation with local fire fighting authorities.)
- Occupants must be directed from the fire area and toward the *nearest* stairwell. Remember, the Charlotte Fire Department will, upon arrival, take charge of the entire building in a fire emergency.

### If a fire is discovered elsewhere in the building and evacuation is necessary...

- The fire alarm will sound followed by a recorded message beginning, "May I have your attention, please! May I have your attention, please!" Please note the announcement that follows will repeat in English and Spanish.
- Area Evacuation Director, Floor/Tenant Wardens, Searchers, and Handicapped Person Aides will report to their assignments.
- Floor/Tenant Wardens will instruct persons which exits and stairwells to use.
- Floor/Tenant Wardens will give occupants information that will provide safe egress to persons exiting from their areas.
- Searchers should start on their rounds and report back to those designated when they have completed their search. Searchers may be used as messengers or Aides.
- When necessary, assigned personnel will secure their offices and/or equipment.
- *Keep in mind that safe and expedient evacuation of people is the prime objective and should not be hampered in any way.*
- Make sure all handicapped persons have received assistance from the assigned Aides. Assign alternate Aides where required. (Note: Be aware that others not previously on the Handicapped Roster may need assistance.)
- Only after it is certain that all areas on their respective floors have been evacuated should Floor/Tenant Wardens, Searchers, and Handicapped Person Aides leave and join their respective groups in the pre-determined designated area.
- After being notified by an authorized person that the emergency is over, the group can return to its normal work activities. **AUTHORIZED PERSONS** include the 121 West Trade Property Manager, a designated alternative, and the Charlotte Fire Chief.

### Training

As plans for each floor are established and persons are briefed, the Area Evacuation Director and Floor/Tenant Wardens must be responsible for training all persons on their floors or in their office to respond to emergencies quickly and calmly.

- An up-to-date emergency organization list should be in place.
- All persons should be aware that the fire alarm pull stations will summon the Charlotte Fire Department.
- Instruct **EVERYONE** on each floor or in each office that his or her **FIRST RESPONSE TO A FIRE is to ACTIVATE THE FIRE ALARM**, and then notify the Charlotte Fire Department (dial 911), the

Floor/Tenant Warden and/or the Building Evacuation Director in the Property Management Office at 704-332-7301.

- Notify occupants that the elevators will NOT be available for egress during the emergency.
- Show personnel on each floor how to reach each stairwell. Explain to them that they will be instructed as to which stairwell to use. Make certain that all personal understand that since various conditions warrant different responses, in the interest of their safety, they will be evacuated to the street.
- As part of their instructions, all persons should be made aware of potential fire hazards. Stress the fact that the disposal of matches or ignited material must be done carefully and should not be left unattended until it is certain that they are extinguished completely.

*SMOKING IN THE BUILDNG IS STRICTLY FORBIDDEN.*

- Inform all occupants that the Property Management Staff will conduct periodic fire and evacuation drills for their safety.
- Floor/Tenant Wardens should alert their associates that telephone calls prefaced by “This is an emergency” should be put through immediately to him/her.

121 West Trade Street Property Manager, staff, and agents will direct the handling of all emergencies and will coordinate evacuation procedures if this step is necessary. Again, in a fire emergency, the Charlotte Fire Department will, upon arrival, take charge of the entire building.

**These plans and organization developed for coping with fire will also be utilized for other emergency conditions.**

## **IN CASE OF BOMB THREAT**

***Bombs threats should be communicated to the Property Management Office at 704-332-7301 as soon as possible so that proper actions can be taken.***

If anyone within the building receives a telephone call informing him or her that a bomb has been placed in his or her area or anywhere else in the building, the person taking the call should:

- Prolong the conversation as long as possible.
- Be alert for distinguishing background noises such as music, voices, aircraft, church bells, and/or traffic sounds.
- Note distinguishing voice characteristics.
- Ask where the bomb is located.
- Ask what time it is expected to explode.
- Note if the caller appears to have knowledge of the building or your area by his/her description of locations.
- Use attached Bomb Call Check List to note and record any other information.
- **Contact the Spectrum Properties Management Office (704-332-7301) immediately after the caller hangs up.**

Copies of the Bomb Call Check List should be kept at all Switchboard/Reception areas as well as with anyone who receives multitudinous telephone calls.

Floor/Tenant Wardens, Searchers/Alternate Searches, and Handicapped Person Aides may be utilized (in a similar manner as for fire) to evacuate either the immediate area or the building as necessity demands.

Responding civil authorities may request your assistance in conducting a search of those areas familiar to you.

NOTE:

**In the event of a bomb threat,  
do not touch or move any strange or unfamiliar object you may find.**

## BOMB THREAT CALL CHECKLIST

(This form must be kept in a convenient place at the switchboard/reception desk.)

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Exact Wording of the Threat:

### Questions to Ask:

When is the bomb going to explode?

Where is it right now?

What does it look like?

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?

Sex of Caller: \_\_\_\_\_

Age of Caller: \_\_\_\_\_

Race of Caller: \_\_\_\_\_

Length of Call: \_\_\_\_\_

### Caller's Voice:

Accent		Excited	
Angry		Laughing	
Calm		Lisp	
Clearing Throat		Nasal	
Cracking Voice		Normal	
Crying		Ragged	
Deep		Rapid	
Deep Breathing		Raspy	
Disguised		Slow	
Distinct		Slurred	

Familiar \_\_\_\_\_ If so, who does it sound like?

Name of Person Receiving Call: \_\_\_\_\_ Telephone # \_\_\_\_\_

**NOTE:** Please press \*57 IMMEDIATELY after hanging up. This causes a "tag" to be placed on the call and makes it easier for investigators to trace the call.

## **TORNADO ALERT PROCEDURES**

When an official announcement has been made by the National Weather Service that the area of 121 West Trade Street could be in the path of a tornado or high winds, the following procedures will be carried out.

1. 121 West Trade Security will notify all floors by the paging system, with the recommendation that all personnel should take shelter in the stairwells.
2. A fire tone will sound for approximately five (5) seconds. Security will make the following announcement three (3) times in succession: *"May I have your attention, please! May I have your attention, please! There has been a tornado warning given for this area. For your safety, we ask everyone to go to the nearest stairwell for shelter and remain there until instructed to leave."* Security will repeat both the alarm and the message intermittently. The process will continue for approximately ten (10) minutes.
3. Floor/Tenant Wardens, Supervisors, and other Emergency Response Personnel should make sure that everyone has gone to the stairwells for shelter and that all stairwell doors are closed.
4. When the *"All Clear"* has been given, personnel will be allowed to re-enter the floor. Security will make sure all persons in the building have been informed that the storm has cleared.
5. If the building has suffered considerable damage, Security will direct the tenants to exit the stairs into the area deemed to be the safest.

**NOTE:** In the event that the Civil Service Sirens on the Square go off and the announcement has not been made, the Floor/Tenant Warden can call the 121 West Trade Security via either the fire phone or telephone (704-332-7301) to inquire as to the status of the situation.

## **MEDICAL EMERGENCIES**

When you determine that a medical emergency exists, **call 911** and give them all of the information available including the name of the building (121 West Trade) and address (121 West Trade Street) and the floor number. Immediately after 911 is called, contact Security at 704-332-7301 and give them the following information:

1. *Nature of the medical emergency*
2. *Exact location of the sick or injured individual(s)*
3. *Confirm to Security that 911 has been called.*
4. *Ask the individual if they would like you to call someone in addition to 911.*

Since 911 has been called/requested, a Security Officer or staff member will secure an elevator and then meet first responders at the main entrance and escort them to the floor of the victim. (Quicker response might be obtained if someone from the tenant area would meet them at the elevator lobby and escort the responders to the victim.) The elevator will be brought back to the ground floor to await the arrival of the Medic and then kept on the floor containing the victim in the event of a need for the individual to be transported. (Note: Service elevator will normally be used if possible.)

In the event a medical emergency is declared for the building or the city of Charlotte, building occupants will take direction from and comply with any and all orders issued by local health authorities.