

EMERGENCY

RESPONSE

MANUAL

FENCORP PROPERTIES, LLC

EMERGENCY RESPONSE MANUAL

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APPENDIX

- Bomb Threat Booklet
- Bomb Threat Checklist
- Suspect Letter and Package Indicators

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STANDARD OPERATIONS PROCEDURES MANUAL

This manual sets forth certain procedures for Fencorp Properties management/employees to follow. There may be modifications to these procedures from time to time, and all employees/staff should make themselves aware of the latest changes.

Some of these procedures are a result of consultations with the Westlake Police Department as to how certain matters should be handled.

Also listed are various contractors and suppliers who should be called in the event of emergency or required maintenance services, and their current phone numbers.

Each item of interest is indexed with a tab for guide reference. This book should not be removed from the security room, and one extra copy is kept in the Fencorp corporate files.

EMERGENCY RESPONSE PLAN FOR FENCORP PROPERTIES, LLC

In all emergency situations, involving Fires, Bomb Threats, Suspicious Packages, assaults, robbery, serious injury or death, we will contact Westlake Police and Fire at 911, and other emergency service providers as needed.

In the event of:

- A theft, we will contact Westlake Police Department by regular phone, unless the perpetrator is still on the premises or has just fled the premises. In that case we will use the 911 response system. If more than 25 minutes are known to have passed since the theft and the suspect has fled the area, contact Westlake PD using non-911 phone.
- An armed robbery or car jacking contact Westlake PD by 911.
- An injured person, with known minor injuries, contact the Westlake PD by regular phone.
- A seriously injured person, or there is reason to suspect a heart attack, stroke or seizure, or any other life threatening emergency contact 911 for Westlake PD, Fire and EMT.
- An incident involving trapped or playing in the retention pond, call Westlake PD.
- A non-injurious motor vehicle accident contact Westlake PD by regular phone.

A chemical spill contact Westlake PD/Fire

SECURITY WARDENS

Each tenant shall appoint at least two Security Wardens; one primary and one alternate. Those appointed should spend most of their working hours on site, be able to remain calm and think clearly in event of emergency, and be able and willing to assume the responsibilities listed below.

RESPONSIBILITIES

- Notify all occupants of your suite, to the extent possible, of any emergency situation.
- Assist in getting occupants of your suite out of the building in event of an evacuation.
- Account for occupants of your suite after evacuation, and report those missing or injured to emergency responders.
- Provide all employees of your suite with access to the Emergency Response Plan.
- Instruct employees of your suite on emergency egress routes, and locations of fire alarm pull stations and 911 call boxes.
- Ensure that Fencorp management and, where necessary, local authorities are notified of any hazardous condition or event that presents a threat to people or property.
- Participate in Fencorp management's annual review of the Emergency Response Plan.
- Coordinate with Fencorp management on safety and emergency training events. (Annual training on the operation of fire extinguishers is mandatory for Fencorp management and Security Wardens).

FIRE EMERGENCY

POLICIES ON EVACUATION AND FIRE EXTINGUISHER USE

Evacuation

All building occupants are required to evacuate immediately upon discovery of fire or smoke, or activation of the fire alarm. According to OSHA, immediate and orderly evacuation is the most effective way to minimize the potential for injury and loss of life.

Fire Extinguisher Use

Use of fire extinguishers is authorized only for protection of evacuation routes that may become blocked with smoke or burning/smoldering materials. Authorized users are Fencorp management and Security Wardens.

MANUAL ACTIVATION OF FIRE ALARM

The fire alarm may be activated manually by operating any wall-mounted pull station. This will:

- Notify all building occupants of the emergency;
- Notify the Westlake Fire Department; and
- Cause the elevator to immediately descend to the 1st floor and open.

It is important to dial 911 as soon as possible after the fire alarm is activated. Direct notification allows an emergency dispatcher to relay vital information to all responding units. Use cell phones only as a last resort, as they do not pinpoint your location automatically.

RESPONSE AND NOTIFICATION

First Responder: Occupant who discovers fire or smoke

If in your suite:

- Activate the nearest manual pull station alarm.
- Inform others in your suite of the location and nature of threat.
- Dial 911.
- Evacuate with other occupants of your suite.

If in another area of the building:

- Activate the nearest manual pull station alarm.
- Inform others in the immediate area of the locations and nature of the threat.
- Dial 911 from the nearest safe location.
- Evacuate from your current location. **DO NOT RETURN TO YOUR SUITE.**

Second Responders: Occupants responding to fire alarm

If in your suite:

- Evacuate immediately with other occupants of your suite. Use the nearest safe exit route.

If in another area of the building:

- Evacuate immediately. Use the nearest safe exit route. **DO NOT RETURN TO YOUR SUITE.**

Security Wardens' Response

- Evacuate with all occupants of your suite by the nearest safe exit route. Close, but do not lock, suite doors as you leave. Check common areas for occupants not present but presumed to be in the building.

EVACUATION

- Evacuate as directed by fire officials or Security Wardens by the most direct uncontaminated stairwell. **DO NOT ATTEMPT TO USE THE ELEVATOR EXCEPT UNDER DIRECTION OF THE WESTLAKE FIRE DEPARTMENT.** Allow stairwell doors to close when people are not moving through them. Holding or propping doors open can cause smoke to be drawn into the stairwell.
- In a smoky environment, crouch down or crawl along the floor. Standing or walking upright in smoke will cause you to become disoriented and may render you unconscious.
- Feel all doors before opening. If warm to the touch, do not open. Use an alternate evacuation route.
- Check all doors for emerging smoke before opening. If smoke is emerging, do not open. Use an alternate evacuation route.
- Close but do not lock doors behind you, especially to an area where the fire is occurring.
- If you cannot get to a stairwell, remain calm. Stay close to the floor to limit smoke inhalation. Close but do not lock as many doors as possible between you and the smoke. Dial 911 and advise the dispatcher of your exact location. Place clothing at the base of doors for added protection against smoke infiltration.
- If trapped in a stairwell, remain calm. Stay close to the floor to limit smoke inhalation. Dial 911 if possible and advise the dispatcher of your exact location. Place clothing at the base of doors for added protection against smoke infiltration.
- Retreat to balcony areas or roof as a last resort if you are prevented from evacuating to ground level.

OUTDOOR ASSEMBLY

- Assemble at least 500 feet from the building and up-wind of the prevailing wind direction.
- Obtain a head count. Determine last known location of anyone not accounted for. Report this to fire officials.
- Keep the driveway clear for emergency vehicle access.
- Be ready at all times to take directions from fire officials.
- Do not enter the building until the Westlake Fire Department gives clearance.

BOMB THREATS

ACTION TAKEN BY FENCORP MANAGEMENT

- Immediately notify the Westlake Police Department using the 911 call system.
- Notify each tenant as quickly as is realistically possible.
- Conduct a visual search of all *common areas*: hallways, stairs, utility rooms and closets, elevator, lunch room, restrooms, wire chases, ceilings, roof and other potential hiding places. Begin at the roof and 3rd floor, and descend to the 1st floor lobby. *If the bomb threat specifies a location of the explosive device or chemical compound, respond to that location first.* If no explosive device or chemical compound is found at that location, proceed with the search of all common areas.
- Secure the elevator so that it is not usable during the aforementioned search until there is certainty of safety and an “all clear” is given by the Westlake Police.
- In the event that an explosive or incendiary device, or questionable chemical compound is located outside the building on Fencorp grounds, seal the area and divert all incoming traffic until the Westlake Police arrive. Once on the scene, Police will take charge of all security, crowd control and investigation.
- Under all circumstances follow the directions of the Westlake Police. Be advised that failure to follow Police direction at such time could result in charges of obstruction or interference by the Police Department.
- No one will be allowed to return to their office space to retrieve any items or do any tasks unless the Westlake Police give the “all clear.”

BOMB THREATS VIA TELEPHONE

RESPONSE AND NOTIFICATION

First Responder: Person who handles the call

- Remain calm. Be courteous. Do not interrupt the caller.
- Use the Bomb Threat Data Sheet provided to document the call. Obtain as much information as possible.
- When the caller disconnects, immediately dial *57 on the same line the call was received. This will activate an attempt to capture the caller's telephone number. You should hear a recording telling you whether the attempt was successful.
- Dial 911 from a standard telephone. **DO NOT USE A CELL PHONE.**
- Inform your suite's Security Warden and Fencorp management. Fencorp management will initiate their search/notification protocol when notified.

Security Wardens' Response

- Remain calm.
- Inform all occupants of your suite. State the nature of the threat and, if known, the location of the bomb and expected time of explosion.
- Check that all cell phones are turned off. A nearby bomb may be detonated by use.
- Engage employees in brief search of your suite. Employees should search the area(s) they occupy and with which they are most familiar. Search silently for any object, sound or odor that is unusual, out of place or foreign to the environment. **IF FOUND, DO NOT MOVE IT, JAR IT, TOUCH ANY PART OF IT, OR EXPLORE FURTHER; NOTE THE EXACT LOCATION AND CHARACTERISTICS.**
- Evacuate with occupants of your suite. Using observations and/or any information given by the caller, determine the safest evacuation route and meeting place outside of the building. Instruct the person who took the call to bring all documentation and report to emergency responders as soon as they arrive.
- Check common areas for occupants not present but presumed to be in the building.

EVACUATION

- Remain calm and as silent as possible.
- Be alert to any unusual or suspicious object, sound or odor. If found, note its exact location and characteristics. **DO NOT APPROACH IT, TOUCH IT OR EXPLORE FURTHER. MOVE AWAY CALMLY, AND CHOOSE AN ALTERNATE EVACUATION ROUTE.**

OUTDOOR ASSEMBLY

- Assemble in the area designated by your Security Warden. Perform a head count. Determine the last known location of anyone not accounted for.
- Clear the driveway for emergency vehicles.
- Report to law enforcement officials any observations of bombs, suspicious objects, sounds or odors, and the last known location of anyone not accounted for.
- Be ready at all times to take directions from emergency personnel. Police will take control of the scene if a bomb or suspicious package is discovered.
- Refer all inquiries from the news media to Fencorp management. Information leaks, substantiated or otherwise, may compromise the investigation and/or incite other threats.
- Do not enter the building until the Westlake Police give the “all clear.”

SUITE SEARCH PROCEDURES

Role of Police

If a bomb or a suspicious package or device is located, Fencorp may or may not require an evacuation. The Police will determine if an evacuation is necessary when they arrive and further examine the suspicious package or device.

Search Team Assembly

Security Wardens should assemble a team to engage in a systematic search of their respective suites. **PARTICIPATION MUST BE STRICTLY VOLUNTARY.** Remember, the more familiar searchers are with the suite and its contents, the more productive the search.

Search Mission

The mission of each search team is to search for and report the location of a bomb, or any suspicious object, sound or odor. **UNDER NO CIRCUMSTANCES SHALL ANYONE MOVE, JAR OR TOUCH A DEVICE OR SUSPICIOUS OBJECT OR ANYTHING ATTACHED TO IT.**

General Search Suggestions

- Search room by room, in a series of three (3) sweeps per room. Each sweep covers items and room boundary surfaces within a predetermined height range. Typically: 1) floor to hip; 2) hip to chin; and 3) chin to ceiling.
- The team leader will determine how each room will be divided, who will search each room division, and the exact height range each sweep will cover.
- Search each room with a minimum of two (2) people, if possible.

Room Search Suggestions

First Sweep; Floor to hip height.

- 1) The team leader should inform the team of its mission: to search for and report the location of a bomb, or any suspicious object, sound or odor.
- 2) Upon entering the room, searchers should stand quietly with eyes closed, and Listen carefully for any ticking or buzzing sound.
- 3) The team leader may divide the room into equal portions and assign one person per division.

A typical sweep includes but is not limited to: floor and rugs, baseboard heaters, desks, chairs, equipment, floor lamps, floor plants, briefcases, handbags, windowsills, bookcases, wall shelves, and file cabinets.

Second Sweep: Items and room boundary surfaces from hip to chin height.

A typical sweep includes but is not limited to: desktops, wall mounted lighting and artwork, bookcases, wall shelves, and file cabinets.

Third Sweep: Items and room boundary surfaces from chin to ceiling height.

A typical sweep includes but is not limited to: Wall mounted fixtures and artwork, hanging light fixtures, and ceiling surfaces. FENCORP MANAGEMENT WILL SEARCH ABOVE CEILING SURFACES.

ADDITIONAL INFORMATION

For additional information, see Appendix A. A Bomb Threat Booklet with a Bomb Threat Checklist is included. Copies of the Checklist should be made available to all personnel to use in the event of a bomb threat incident. Additional copies may be reproduced.

SUSPICIOUS PACKAGES/ENVELOPES

TYPICAL CHARACTERISTICS

- Arrival before or after a phone call from an unknown person asking if item was received.
- Hand delivered or dropped off.
- Unexpected or from an unfamiliar party.
- Outward appearance not consistent with expected contents.
- Leaks, stains or powdery substance.
- Lumps, bulges or protruding wire, tin foil, tape, string, etc.
- Irregular or asymmetric shape, or heavy sided.
- Springiness, rigidity or excessive bulk.
- Buzzing, ticking or sloshing sound.
- Any unusual odor, particularly of almonds or strong chemicals.
- Paper wrapping, string tie, excessive or several types of tape, and/or traces of glue.
- No postage, excess postage, or non-canceled postage.
- Handwritten addresses or labels.
- Foreign writing, addresses or postage.
- Unfamiliar or nonsensical return address.
- Addressed to someone no longer in your organization or to an unfamiliar party.
- Improper spellings of common names, places or titles.
- Generic or incorrect titles.
- Handwritten notes or delivery instructions, such as:
 - “To Be Opened In Privacy Of...”
 - “Confidential”
 - “Personal”
 - “Private”
 - “Your Lucky Day is Here”
 - “Prize Enclosed”
- Threatening message such as “Anthrax”

RESPONSE AND NOTIFICATION

First Responder: Person first to see or handle the package/envelope

Package/envelope is seen but not handled:

- DO NOT TOUCH THE ITEM AND DO NOT PERMIT OTHERS TO DO SO.
- Dial 911.
- Evacuate the room or area. Close the door, or section off the area to prevent others from entering.
- Wash your hands with soap and water to prevent spreading any substance to your face. Do not use bleach or other disinfectants.
- Inform your Security Warden and Fencorp management.
- Note all people who were in the room or area since the item arrived.

Package/envelope is handled but not opened or torn:

- HANDLE THE ITEM GENTLY SO AS NOT TO DISTURB ITS CONTENTS IN ANY WAY.
- Dial 911.
- Evacuate the room or area. Close the door, or section off the area to prevent others from entering or touching the item.
- Wash your hands with soap and water to avoid spreading any substance to your face. Do not use bleach or other disinfectants.
- Inform your Security Warden and Fencorp management.
- Note all people who were in the room or area since the item arrived.

Package/envelope is opened or torn and/or powder is released:

- IF POWDER IS SPILLED, DO NOT ATTEMPT TO CLEAN IT UP.
- Dial 911.
- Evacuate the room or area. Close the door or section off the area to prevent others from entering or touching the item.
- Wash your hands with soap and water to prevent spreading any powder to your face. Do not use bleach or other disinfectants.
- Inform your Security Warden and Fencorp management.
- Remove contaminated clothing and place in a plastic bag or other container that can be sealed. Give this to emergency responders for proper handling.
- Note all people who were in the room or area since the item arrived.

Security Wardens' Response

- Inform all occupants of your suite.
- Make sure the room in which the package/envelope is located is closed or sealed off. Do not enter the room and do not permit others to do so.
- Evacuate with occupants of your suite. Check common areas for occupants not present but presumed to be in the building.

- List all people who were in the room or area since the item arrived. Give the list to law enforcement and public health officials for follow-up investigations and advice.

EVACUATION

- Remain calm.
- If you have or believe you have been exposed or contaminated, avoid contact with other people. Once outside, notify on-scene law enforcement or other emergency responders. Take directions from them as to what you should do.

OUTDOOR ASSEMBLY

- Assemble in the outdoor area designated by your Security Warden. Perform a head count. Determine the last known location of anyone not accounted for.
- Keep all cell phones turned off.
- Clear the driveway for emergency vehicles access.
- Be ready at all times to take directions from emergency personnel.
- Refer all inquires from the news media to Fencorp management. Information leaks, substantiated or otherwise, may compromise the investigation and/or incite other threats.
- Do not enter the building until the Westlake Police and Fencorp management give clearance.

WORKPLACE VIOLENCE AND TERRORISTIC THREATS

TYPES AND SOURCES OF THREATS

Terroristic threats can emanate from organized groups or individuals. The threats range from the type associated with the September 11th terrorist organizations to a single person who seeks to harm or threaten another individual or group of individuals, or public or private business institution.

Threats may involve persons unknown to the victim or those closest to the victim: stalkers; current or former spouses or lovers; current or former employees or business associates; and even disgruntled students or teachers. There are too many to list, however, the point is that one must be aware of present threats, and the potential for assaults and menacing actions in the workplace arena.

DETERENTS

It is virtually impossible to plan for every contingency in these cases. However, certain things can be accomplished to prevent or lessen the possibilities of such attacks.

Be aware of any potential problems in your work place. If an employee, visitor, spouse, friend, or relative is currently making, or has made violent threats against you or another building occupant, or property on which you are present, *these threats should never be dismissed lightly*. It is well established that people closest to a potential offender often have a more intimate knowledge of their willingness and ability to carry out violent attacks than strangers do. They may know if the person has committed assaults in the past, has firearms or explosives, and has a real or imagined grudge against an individual, group or institution. If you receive threats or know of someone who is receiving threats, this should be reported to the Westlake Police Department. If those threats are directed towards persons in the workplace or on Fencorp property, report this to the Westlake Police Department and Fencorp management.

Do not wait until it is too late, and events are out of control. If you are or feel threatened, contact the Westlake Police Department and notify Fencorp management of any impending threat on Fencorp property. Document as much information as possible: dates and times of threats, assaults, and stalking incidents; vehicle description and license plates number; description of the person(s); name, address and telephone number; and whether or not the person(s) possessed a weapon or explosives.

IMMINENT ATTACK OR ATTACK IN PROGRESS

- Dial 911 and use any other means available to signal distress. Remember: when using your cell phone, you must tell the dispatcher your location, as it cannot be pinpointed automatically.
- In the event an armed intruder is observed on Fencorp property or in the building, and you are unable to safely exit, lock yourself in an office and barricade the doors. Seek shelter in closets or under desks.
- Stay calm until police have arrived, taken control, and advised you to move.
- Follow directions of the Westlake Police Department or other recognized law enforcement authorities.

VEHICLE ACCIDENTS, PERSONAL INJURY AND THEFT OF PERSONAL PROPERTY

In the event of a vehicle or personal injury accident of any type in the Fencorp building or on the grounds, the following actions are required.

MOTOR VEHICLE ACCIDENTS

If no personal injury occurs, all motor vehicle accidents *should* be reported to the Westlake Police Department and Fencorp management.

Motor vehicle accidents involving personal injury *must* be reported to the Westlake Police Department immediately, as well as to Fencorp management.

NON-VEHICULAR PERSONAL INJURIES

In the event of a non-vehicular personal injury, dial 911 and notify Fencorp management. An accident report will be prepared by Fencorp management, and filed at the management office.

THEFTS

In the event of theft of personal property, notify the Westlake Police Department and Fencorp management. If the property is owned by CSU, notification should also be made to the CSU Police Department. Fencorp management will prepare an incident report on the theft and the report will be maintained at the Fencorp management office.

ELEVATOR ENTRAPMENT

IF YOU ARE TRAPPED IN THE ELEVATOR

- Do not panic. Remain calm and alert.
- Do not attempt to open the elevator door or exit the cab through the ceiling. Remain clear of the door.
- Use the emergency telephone located in a small compartment located near the floor to the left of the elevator door. Push the “Call” button to establish contact with the monitoring station.
- The monitoring station will contact Fencorp management and, if needed, local authorities.
- Maintain contact with the monitoring station until emergency assistance arrives.

IF YOU DISCOVER PEOPLE WHO ARE TRAPPED IN THE ELEVATOR

- Try to communicate with passengers and ascertain the following:
 - If anyone is hurt, ill or panicked;
 - The number of people trapped;
 - If the lights and fan are on;
 - If passengers have made contact with the monitoring station.
- Dial 911 if there is an existing or potential medical emergency.
- Notify Fencorp management who will, in turn, notify an elevator technician and/or local authorities as needed.
- Maintain communication with passengers until Fencorp management or the elevator contractor has arrived to handle the situation.

TORNADO

WATCHES AND WARNINGS

Watch: Weather conditions indicate that tornadoes may develop

- Gather occupants of the suite for a briefing on plan for seeking shelter.
- Prepare those who are in need of special assistance, or move them to shelter.
- Turn off all non-essential electrical equipment and appliances.
- Keep cell phones handy in the event it is necessary to seek shelter.
- Remain alert to developing weather conditions and the direction of the storm

Warning: A tornado has been sighted or indicated by weather radar

- Remain in the building. Evacuate to primary shelters or, if time is limited, to secondary shelters. Move along inside walls and face away from glass.
- Take cell phones and, if available, a battery operated radio.
- Be mindful of the whereabouts of others from your suite.

Warning Signs and Other Cautions

- Dark, often greenish sky.
- Large hail.
- Funnel, wall or debris cloud.
- Loud roar, similar to a freight train.
- Tornadoes may be obscured by rain or low-hanging clouds.
- Before a tornado hits, the wind may die down and the air may become very still.
- Tornadoes generally occur near the trailing edge of a thunderstorm, sometimes ahead of sunlit sky.
- Many tornadoes move from SW (direction of Detroit/Canterbury intersection) to NE.

PLACES TO AVOID

- Elevator. Fire may erupt or electricity may fail.
- 3rd floor in general, especially 3rd floor balconies.
- Areas with high exposure to glass.
- Any outdoor area.

SHELTERS

Primary Shelters: 1st floor

- Water Sprinkler Room #108 off the south corridor.

- South corridor (parallel to Detroit Rd.)
- North stairwell (off of elevator lobby).
- Restrooms and northern cove of restroom lobby.

Secondary Shelters: 2nd floor

- North stairway up to 2nd floor.
- Rest rooms and northern cove of restroom lobby.
- South corridor (parallel to Detroit Road).

If Caught out of Doors

- If in your vehicle, leave it immediately.
- Enter the building if time permits. Head for the restrooms, north cove of the restroom lobby or south corridor.
- If you cannot reach shelter, lie in a ditch or other low area. If at the south or service entrances, crouch on the ramp along the south wall retaining wall with head down. Grasp the rail.

Waiting in Shelter

- Assume a crouching position with head down, if possible. Use arms, hands and garment collars to protect head and neck from flying debris.
- Check the whereabouts of others from your suite.
- Remain in place until official weather reports confirm that the storm has passed.
- Expect the alarms and sprinklers to activate.

AFTER PASSAGE OF THE STORM

- Assist injured or trapped persons. Do not move the seriously injured unless they are in immediate danger of further injury.
- Account for all occupants of your suite. Report any missing persons to Fencorp management and emergency response personnel.
- Evacuate the building immediately if flames, fumes or smoke are detected, or if structural damage threatens personal safety. Be aware of downed power lines, and falling tree limbs, structures, glass and debris as you exit the building.
- Use telephones only for 911 and other emergency calls.
- Unless there is undue risk to personal safety, Fencorp management and Safety Wardens will survey the building and suites for damage. Return to suites only when Fencorp management gives clearance to do so.

SEVERE THUNDERSTORM

Thunderstorms are commonplace in northeast Ohio and generally do not disrupt daily routines. These guidelines are provided for the event that weather becomes severe and evacuation to shelter becomes advisable or necessary.

WATCHES AND WARNINGS

Watch: Weather conditions are such that a severe thunderstorm is likely to develop

- Remain alert to developing weather conditions.

Warning: A severe thunderstorm has been sighted or indicated by weather radar

- Gather occupants of the suite for briefing on seeking shelter.
- Turn off all non-essential electrical equipment and appliances; minimize use of telephones other than cell phones.
- Prepare those who are in need of special assistance, or move them to shelter.
- Keep cell phones handy for essential and emergency use.
- Remain alert to developing weather conditions and the direction of the storm.

Characteristics and Cautions

- Characteristics include damaging winds of 58 miles per hour or greater and/or hail three-fourths of an inch in diameter or greater.
- Tornadoes may occur near the trailing edge of a thunderstorm, sometimes ahead of sunlit sky.
- If thunder can be heard, lightening is a danger; lightening may flow through telephone and electrical wires, and metal pipes.

PLACES TO AVOID

- Elevator. Fire may erupt or electricity may fail.
- Areas with high exposure to glass.
- Any outdoor area.

SHELTERS

Primary Shelters: 1st floor

- Water Sprinkler Room #108 off of south corridor (parallel to Detroit Rd.).
- South corridor.
- North stairwell (off of elevator lobby).
- Restrooms and northern cove of restroom lobby.

Secondary Shelters: 2nd floor

- North stairway (off of elevator lobby) up to the 2nd floor.
- Rest rooms and northern cove of restroom lobby.
- South corridor (parallel to Detroit Road) or other interior corridor.

If Caught out of Doors

- Seek shelter in the building or your vehicle, provided that your vehicle is parked away from tall structures or trees that could fall on it.
- If your vehicle is in an unsafe place and you cannot enter the building, find an open space and squat low to the ground. Kneel or crouch with your hands on your knees. Do not lie flat on the ground.

Waiting in shelter

- Assume a crouching position with your head down, if possible. Protect your head and neck from flying debris.
- Remain in place until official weather reports confirm that the storm has passed.

AFTER PASSAGE OF THE STORM

- Assist injured persons. Do not move the seriously injured unless they are in immediate danger of further injury.
- Evacuate the building immediately if flames, fumes or smoke are detected, or if structural damage threatens personal safety. Be aware of downed power lines, and falling tree limbs, structures, glass and debris as you exit the building.

EARTHQUAKE OR TREMOR

Earthquakes and tremors strike suddenly and without warning. When the shaking begins, DROP, COVER and HOLD ON.

WHEN THE SHAKING BEGINS

If you are in the building

- Drop to the floor.
- Take immediate cover under a piece of heavy furniture, and hold on. If there is no table or desk nearby, sit on the floor against an inside wall. Protect your face, head and neck.
- Do not pass or take cover near heavy bookcases, file cabinets or other unstable furniture and equipment.
- Move away from windows.
- Expect the alarm and sprinklers to activate.
- Wait until the shaking stops and you are certain it is safe to exit the building.

If you are outdoors

- Move to a clear spot, as far as possible from the building, power lines, flag pole and trees. Drop to the ground. Protect your face, head and neck.
- Do not touch downed power lines.

WHEN THE SHAKING STOPS

- Expect aftershocks. Each time you feel one, DROP, COVER, and HOLD ON.
- Assist injured or trapped persons. Do not move the seriously injured unless they are in immediate danger of further injury.
- Account for all occupants of your suite. Report any missing persons to Fencorp management and emergency response personnel.
- Evacuate the building immediately if flames, fumes or smoke are detected, or if structural damage threatens your personal safety. Be aware of falling structures, glass debris as you exit the building.
- Use telephones only for 911 and other emergency calls.
- Unless there is undue risk to personal safety, Fencorp management and Safety Wardens will survey the building and suites for damage. Other occupants shall return to suites only when Fencorp management gives clearance to do so.