



TENANT EMERGENCY PROCEDURES MANUAL

EMERGENCY CONTACTS

All Emergencies	911
Building Management Office	972-980-9700
Building Security/After Hours Emergencies	972-770-2487
Building Security / Back-Up Number	972-980-0859
Police Department (Non-Emergency)	214-744-4444

STAIRWELLS

Two emergency stairwells serve One Lincoln Centre, they are located in the east and west wings of the tower. Two and Three Lincoln Centre both are served by three stairwells, one in each of the East and West wings and one located by the women's restroom. Each of these stairwells run from the roof level to the lobby level. Tenants should note the location of the stairwell nearest their office for emergency use. Stairwells are pressurized so that in the event smoke is present; fans will activate to clear the stairs for safe exit. This is why stairwell doors should remain closed at all times. For security reasons, stairwell doors are locked from the inside during business hours. During fire alarms, these doors automatically open allowing for re-entry into the corridors.

The stairwells are a 2 hour fire rated enclosure so should you have an employee who is physically unable to walk the stairwell during an emergency or fire drill please leave them in the stairwell or you may choose to leave a buddy with them, noting what floor and which stairwell they were left in. When you evacuate the building please report to the emergency personnel how many people were left in the stairwell and which stairwell and what floor they were left on. Emergency personnel will then go to the floor to safely assist the person(s) left in the stairwell out of the building.

ELEVATOR MALFUNCTION

In the event of an elevator malfunction push the red alarm button:

- Do not panic. Remain calm. The worst part of your entrapment will be a short delay.
- A Security Officer will talk to you from the Security Operations Center on the intercom system.
- Give the floor level if possible.
- Do not try to force the elevator open.
- Give your name and work address to the Security Officer.
- Continue to remain calm until the elevator is opened.

FIRE/LIFE SAFETY MANUAL

The basic organization on each floor of the Building and those who are responsible for carrying out the Lincoln Centre Fire and Emergency Safety Program are as follows:

- **BUILDING SAFETY DIRECTOR**
- **ASSISTANT BUILDING SAFETY DIRECTOR**
- **FLOOR WARDENS**
- **ASSISTANT FLOOR WARDENS**
- **SEARCHERS**
- **EXIT MONITORS**
- **ENGINEERING, MAINTENANCE AND SECURITY**

BUILDING SAFETY DIRECTOR'S RESPONSIBILITIES

- The Building Fire Safety Director's primary responsibility is to coordinate and implement an effective Fire and Emergency Procedures plan for the Building.
- The director will organize and direct a training and certification program for all members of the Fire Emergency Team.
- When the existence of an Emergency has been established, the Building Safety Director or representative will immediately proceed to the Fire Control Room located on the Ground Floor lobby of each building to determine the nature and location of the emergency. He will then establish communications with the floor wardens and Lincoln Centre Property Management personnel.
- Specific instruction will be delivered by use of the Building Intercom System as to which stairways should be used, the order of evacuation and any other pertinent emergency measures that should be taken until Fire Department Personnel arrives.
- The director will provide necessary fire equipment for each floor as required by local codes, and will provide any other first aid for assistance to injured persons.
- The engineering and security staff will be properly trained on emergency procedures to include HVAC control, as well as water pressure stand pipe and fire sprinkler system operations. The maintenance team will make regular inspections of all exit-ways, to be sure they are clear for emergency passage, and storage and basement areas, to ensure they are clear of any potential fire problems.
- The director will maintain up-to-date lists of all Floor Wardens and Assistant Floor Wardens.

NOTE: The Building Fire Safety Director's responsibilities are transferred to the Fire Department upon their arrival.

ASSISTANT BUILDING SAFETY DIRECTOR'S RESPONSIBILITIES

- To act in full capacity of the Safety Director in his absence.
- To assist Safety Director in establishing training programs.

REQUEST FOR FIRE / LIFE SAFETY VOLUNTEERS

Building Management requests each Tenant's assistance in compiling a list of Volunteers who, in cases of emergency, would act as the Fire / Life Safety representative for their floor in one of the following capacities:

- Floor Fire Warden
- Assistant Floor Fire Warden
- Searchers (both male & female are needed)
- Exit Monitors - Guards

The duties of each of these Volunteers are described below:

The Tenants occupying space on each floor must fill these positions. Tenants are requested to appoint a responsible person within each company to secure Volunteers for as many positions as they can fill. If your company has only a few employees, you may wish to provide the names of Volunteers to fill just one or two positions. Companies that occupy an entire floor are expected to fill all of the needed positions from within their company.

FLOOR WARDEN'S RESPONSIBILITIES

- The Floor Warden shall direct the evacuation of all personnel on his/her assigned floor during any emergency. Designated Assistant Floor Wardens, Searchers and Exit Monitors, or others who may be required or designated, will assist Floor Wardens in their duties.
- In addition, the Floor Warden should be constantly assured of the following as it concerns his/her assigned area:
 - Each suite will have one or several persons responsible for checking their particular areas in the event of a possible fire or bomb threat. They will report their findings to the Fire Warden immediately.
 - Check all aisles, corridors, and exit doors, to ensure that they are free from any type of obstruction.
 - All fire extinguishers, fire exit signs, hoses, and other safety appliances are to be ready for use. (Any defects should be reported to the Lincoln Centre Management Office).
 - **Note: Tenants are responsible for the maintenance of all fire extinguishers in their leased suites.**
 - Floor Wardens should always be aware of all duties of the people who assist them.
 - In the event of fire, the Fire Warden should execute the fire safety plan and:
 - Determine the location of the fire and notify the Building Security Office at 972-770-2487 (Back-Up # 972-980-0859).
 - Notify all floor occupants of the fire.
 - Direct the evacuation of the floor to the designated point.
 - Follow the instructions of the fire department.
 - Prevent the use of elevators unless otherwise instructed by the fire department.
 - Select the safest stairway to use for evacuation.
 - Report the following to the building Safety Team Member, at the designated staging area: your suite #, whether all persons are out of the building, and location of any persons needing assistance.

ASSISTANT FLOOR WARDEN'S RESPONSIBILITIES

The Assistant Floor Warden will assist the Floor Warden in the areas where he/she needs assistance. In cases where the Floor Fire Wardens are not present, the Assistant Floor Warden will assume the Fire Warden's responsibilities.

SEARCHER'S RESPONSIBILITIES

The Searchers will thoroughly search restrooms and suites, closing all interior doors after searching each area. They should report their findings to the floor Warden. Finally, they should then assist any persons who may become faint or disabled.

EXIT MONITOR RESPONSIBILITIES

- The Exit Monitors will locate and keep all exit doors open during any evacuation. They will direct traffic through the exits and on the stairways, keeping traffic moving steadily to avoid panic. After the evacuation, the Exit Monitor should close all doors.
- There should be an Exit Monitor at each exit on each floor. He/she should be stationed at the entrance of the fire stairs and should hold the door open or act as a group guide or monitor if in fact the evacuation is required.
- Exit Monitors are to ascertain the safety conditions of exit stairways and to help maintain safe conditions at all times. Before exiting the fire stairwell place your hand on the exit door, IF IT IS HOT, DO NOT OPEN IT!

ENGINEERING & SECURITY PERSONNEL RESPONSIBILITIES

- The primary responsibility of the Engineering and Security Personnel is to proceed immediately to the scene of the emergency with special equipment to handle each type of fire.
- The Building Safety Director will designate individuals to go to the floor of the alarm to thoroughly investigate the problem and make a quick report back to the Building Safety Director so that he can relay pertinent information to the Fire Chief.
- The Building Engineering Staff is responsible for the following:
 - Shutting down all fan units in a fire emergency or chemical leak emergency.
 - Immediately proceed to the Fire Control Room and provide assistance to the Fire Department.
 - Advising Fire Chief of each utility disconnect shut-off location and doing so at his request.
 - Assess any damage and make provisions for temporary repairs.

Have manually operated emergency elevators available for Fire Department personnel and other emergency uses.

EVACUATION PROCEDURES

FIRE SAFETY PROCEDURES - If you discover fire or smoke, execute the following Lincoln Centre Fire/Life Safety Plan:

RESCUE	Remove anyone from the immediate danger area. This means the room of origin or immediate vicinity of the fire. This is not an evacuation of the premises.
CONFINE	Close the door to the room of origin. This will contain the fire and smoke to that one room for a longer period of time.
ALERT	<ul style="list-style-type: none">• Call the Dallas Fire Department at 911 and give the following<ul style="list-style-type: none">• Information: Complete street address (5400, 5420, and 5430).<ul style="list-style-type: none">▪ Nature of the emergency: Fire, Medical, etc.▪ Building name (1LC, 2LC, 3LC).▪ Floor and suite number.▪ Closest street intersection (southeast corner, LBJ and Tollway)• Call the Security Operations Center Immediately at 972-770-2487 (Back-Up # 972-980-0859).
FIGHT	If the fire is small and confined to one object (such as a trash can) locate the Fire Extinguisher appropriate for fighting that type of fire and use it. Never attempt to fight a fire unless you: (1) Know how to operate the fire extinguisher equipment. (2) Have the appropriate type of extinguisher. (3) Determine that the fire is small, (4) Have access to an exit if you fail to put the fire out.

GENERAL PROCEDURES

DO

- Call Fire Department at 911.
- Call the Security Operations Center at 972-770-2487 (Back-Up # 972-980-0859)
- Shut all doors to the fire area.
- Use portable fire extinguisher if appropriate.
- Proceed to stairwell.
- Evacuate the fire area/your floor
- Gather at the designated area. (See EMERGENCY STAGING MAP located in this manual)

DO NOT

- Unless it is a small fire, do not attempt to extinguish fire before calling the Fire Department or the Security Operations Center at 972-770-2487(Back-Up # 972-980-0859)
- Do not use elevators.
- Do not panic.

SMOKE - ODOR DETECTED

- If you smell smoke, call the Security Operations Center immediately at 972-770-2487 (Back-Up # 972-980-0859).

SMOKE -VISIBLE

DO

- Call Fire Department at 911.
- Call Security Operations Center immediately at 972-770-2487 (Back-Up # 972-980-0859).
- Proceed to stairwell.
- Evacuate the fire area/your floor
- Gather at designated area. (See EMERGENCY STAGING MAP located in this handbook)

DO NOT

- Do not use elevators.
- Do not panic.

BUILDING OR FLOOR EVACUATION PROCEDURES

GENERAL PROCEDURES

It is the responsibility of each employee to know their company emergency Floor Warden as well as their Floor Warden Alternates. All employees should also be familiar with their respective evacuation plans. All decisions to evacuate the building will be made by the Building Safety Director, his representative or by a member of the Management Staff until the Fire Department arrives and takes over all operations.

DO

- Follow the instructions of your individual company Floor Warden or Assistant Warden
- Close the doors of your office as you leave.
- Floor Wardens or Searchers check each office, restrooms, storage areas etc.
- Form evacuation line.
- Use the Stairwells to evacuate the building. Stay to the right.
- In stairwell watch out for Building personnel or Fire Department coming up stairwell to handle emergency.
- Be ready to merge with other people evacuating the Building.
- Keep talking to a minimum.
- Use handrails in the enclosed stairwells.
- Listen for instructions and follow them.
- Stay calm.
- Pay special attention to disabled and injured persons - See BUILDING OR FLOOR DISABLED EVACUATION PROCEDURES listed below.
- Once evacuated from the fire area / your floor, verify that all of your employees are accounted for by meeting in your designated area.

DO NOT

- Do not go to the elevators - they will not respond.
- Once you have left your area, do not return for personal items, such as coats, purses, etc.
- Do not run or create a panic.
- Do not return to the office until "ALL CLEAR ANNOUNCEMENT" is given by the Fire Department or Building authority.

BUILDING OR FLOOR DISABLED EVACUATION PROCEDURES

Each Tenant should insure that the names of all Disabled Individuals are listed with the Building Safety Director in the Security Operations Center.

FOR THE PHYSICALLY DISABLED

- A "Buddy" or "Buddies" should be assigned to assist each Disabled Individual in the event of an emergency.
- The "Buddy" should insure that each Disabled Individual is moved safely to the Building stairwell.
- Ask the person if they are capable of walking the stairwell with assistance.
- The "Buddy" should stay with the Disabled Individual until emergency personnel arrive if the Disabled Individual cannot walk down the stairwells on his/her own power or with assistance.

FOR THE VISUALLY IMPAIRED

- A "Buddy" or "Buddies" should be assigned to assist each Disabled Individual in the event of an emergency.
- The "Buddy" should assist them to the stairwell.
- The "Buddy" will stay with them until emergency personnel arrive.

Lists with the names and locations of all Disabled individuals working at Lincoln Centre are kept in the Fire Control Rooms located in each Building and the Lincoln Centre Security Office for the use by Fire Department personnel.

FIRE PREVENTION SAFETY PROCEDURES

YOU CAN HELP PREVENT FIRE IN YOUR OFFICE!

Here are some simple rules to follow that will prevent fires at our work areas.

- DO NOT smoke or light matches near flammable materials.
- DO NOT overload the electrical outlets. Do not plug high-voltage items into electrical outlets.
- DO NOT use undersized or lightweight extension cords.
- DO NOT use space heaters.
- DO NOT obstruct aisles, hallways, or Fire Exit doors.
- DO NOT accumulate more than daily waste in or about your work area.
- DO NOT allow office machines and other type of machinery to operate unattended.
- DO NOT burn candles in your work area.
- DO NOT use live Christmas Trees.
- **DO** maintain good housekeeping habits within immediate work area.
- **DO** store flammable materials and liquids in closed metal *fire rated* cabinets. Only minimum amounts should be kept in area and handle only in approved safety cans.
- **DO** obey the building smoking rules and signs.
- **DO** check the electric cord on all office equipment periodically.
- **DO** report all fire hazards or violations to the Security Operations Center at 972-770-2487(Back-Up # 972-980-0859) immediately.
- **DO** know the location of the building or tenant specific fire extinguishers and locations of fire exits on your floor.
- **DO** provide additional fire extinguishers in specific areas containing hazardous materials and or operations.



LINCOLN CENTRE

SITE PLAN



North



MEDICAL EMERGENCIES

Medical emergencies are defined by the need for first aid assistance or emergency transport to the emergency room of a hospital. If you or a co-worker becomes seriously ill or injured:

Call 911 for assistance. Be prepared to provide:

The address of the building:

- 5400 LBJ Freeway, Lincoln Centre One, Suite #
- 5420 LBJ Freeway, Lincoln Centre Two, Suite #
- 5430 LBJ Freeway, Lincoln Centre Three, Suite #

Call the Security Operations Center at 972-770-2487 (Back-Up # 972-980-0859) and advise them of the emergency. Please describe the nature of the medical condition to the Security Officer. Make sure to tell them you have already called "911". Calling the Security Operations Center is vital so they can aid the emergency transport team to the employee's location.

Upon notification, the Security Department will:

- Bring the necessary elevator to the lobby level.
- Meet the emergency crews and direct them to the appropriate area.
- The Dallas Fire Department and local ambulance service – 911 – will automatically take the patient to the nearest hospital unless requested to do otherwise. In non-emergency situations, consult the Yellow Pages in advance for alternate services and have the ambulance company's number readily available.
- It is a good idea to have designated employees and/or response team members training in first aid and CPR. Properly trained personnel can assist in an effective first aid response.
- If someone in your organization is trained in first aid, ask for his or her assistance. If you aren't sure what else to do, keep the person calm and still until first aid or medical assistance reaches them.
- Do not let a large group of employees gather in the area of the victim. This creates additional anxiety in the victim and may actually cut down on oxygen available for breathing.

If a decision must be made about whether to be transported by ambulance, we recommend the victim be transported to reduce the risk of undetected medical problems.

POWER FAILURE

Call the Lincoln Centre Management Office at 972-980-9700 immediately and do not leave your floor. In the event of a loss in power, Lincoln Centre Management will make sweeps of each floor.

CIVIL DISTURBANCE

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified and management will keep you informed. If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

SEVERE WEATHER

When the Security Operations Center is notified of a severe weather alert, an announcement will be made through the public address system in all buildings.

In the event of a Severe Weather Alert (TORNADO OR HIGH WINDS) or notification, please take the following procedures:

- Stay away from all areas of glass, such as windows and glass lobby doors.
- Move all employees to the center of their respective floors away from the building perimeter and exterior glass.
- Leave their exterior offices and close those doors.
- Sit down in corridor and protect yourself from any kind of flying glass. This can be done by putting your head as close to your lap as possible, or kneel protecting your head.
- Do not evacuate the building unless instructed by the Management Office.

If you are in transit in the building:

- Enter the nearest stairwell for shelter.
- Do not go to the first floor lobby, or outside the building.

If you are caught in an outside perimeter office:

Seek protection under your desk.

In the event of an Earthquake, please take the following procedures:

- DROP to your hands and knees.
- COVER your head and neck with your arms. This position protects you from falling and provides some protection for vital organs. Because moving can put you in danger from the debris in your path, only move if you need to get away from the danger of falling objects. If you can move safely, crawl for additional cover under a sturdy desk or table. If there is low furniture, or an interior wall or corner nearby and the path is clear, these may also provide some additional cover. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- HOLD ON to any sturdy shelter until the shaking stops.
- DO NOT run outside!
- STAY where you are until the shaking stops.
- DO NOT get in a doorway as this does not provide protection from falling or flying objects and you likely will not be able to remain standing.

We have taken these procedures from the FEMA website. For more information regarding Earthquake preparation, survival, and recovery please see the sites below.

<http://www.ready.gov/print/3656>

<http://www.community.fema.gov/connect.ti/AmericasPrepareathon/view?objectId=3229456>

<http://earthquake.usgs.gov/earthquakes/?source=sitenav>

<https://www.fema.gov/media-library/assets/documents/3234?id=1664>

FLOODING

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will commence. Tenants will need to contact their insurance carrier for any damage to their property.

TOXIC HAZARD

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

EARTHQUAKE

Actions you should take in the event of an earthquake:

- **DROP** to your hands and knees.
- **COVER** under a sturdy desk or table or against an inside wall and hold on. If there is no desk, cover your head and neck with your arms and ideally go to an inside portion of the building away from glass.
- **HOLD ON** to any sturdy shelter until the shaking stops.
- Stay calm.
- Do not attempt to exit the building.
- Never attempt to use elevators during an earthquake.
- Stay clear of glass, windows, outside doors and walls, bookcases, file cabinets, and other heavy objects.

If you are outside of the building when an earthquake occurs:

- Move away from buildings, utility wires, and poles, debris, and areas subject to falling glass.
- If you are unable to reach a clear area, stand in a doorway or archway.
- If threatened by falling debris, cover face with one forearm and the back of the head with the other.

After an earthquake:

- Listen for announcement on PA system, this could take several minutes.
 - Please allow personnel time to inspect for damage.
 - Security will only make an announcement if deemed significant.
 - If no announcement on PA system is made, resume normal activities.
 - Do not call Property Management to report the earthquake. Phone lines must remain open for reporting emergencies.
 - Check for injured persons. DO NOT attempt to move seriously injured person unless they are in immediate danger.
 - DO NOT turn on electrical switches or appliances.

- Report to Property Management (972) 980-9700 or Security Command Center (972)770-2487 (Back-Up # 972-980-0859) with any injuries or damage.
- Inspect your area for damage. Check for fire, water leaks, or electrical issues. Stay clear of hanging wires.
- Listen to local news stations for emergency reports.
- DO NOT spread false rumors regarding the condition of the building or anything else that may cause panic.
- Cooperate with Property Management personnel and Fire Department representatives.
- Be prepared and stay alert for aftershocks.

HOMELAND SECURITY

Cushman & Wakefield recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

- Texas Department of Public Safety
<http://www.txdps.state.tx.us/dem/pages/index.htm>
- Dallas Office of Emergency Management
http://www.dallascityhall.com/html/oem_about_us.html
- Department of Homeland Security
<http://www.dhs.gov/dhspublic>
- Federal Emergency Management Association
<http://fema.gov/>
- American Red Cross
<http://www.redcross.org/>
- Center for Diseases Control and Prevention Emergency Preparedness and Response
<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

- The Dallas Morning News:
<http://www.dallasnews.com/>
- KRLD 1080 AM:
<http://www.krld.com/>
- KDFW Fox 4:
<http://www.kdfwfox4.com>
- KTVT CBS 11:
<http://cbs11tv.com/>
- KXAS NBC 5:
<http://www.nbc5i.com/index.html>
- WFAA8:
<http://www.wfaa.com/>

BOMB THREAT

If an employee receives a threatening call, the employee should follow these procedures

- Keep the caller on the line as long as possible. Ask them to repeat the message. Record the message in writing word-for-word if possible.
- Ask the caller to tell you the location of the bomb, its proposed detonation time, outside appearance or description of bomb and reason for placing bomb.

- Inform the caller that the detonation time of the bomb could result in serious injury to many innocent people.
- Attempt to get the caller to identify themselves and/or their present location. Pay attention to your caller ID to see if the caller's number is present.
- Pay close attention to background noises which might give a clue to the place from which the call is made.
- Listen closely to the caller's voice for accents or speech impediments, which could be used for possible identification.
- When caller hangs up, immediately report your information to 911, and then call the Security Office at 972-770-2487 (Back-Up # 972-980-0859). Our Security Office will confirm the contact with the Dallas Police at 911.
- Complete a copy of the Bomb Threat Call Checklist.

EVACUATION & SEARCH PROCEDURES (for Bomb Threats)

- Lincoln Centre Security and Lincoln Centre Management will determine appropriate action to be taken.
- If threat is validated, the Floor Warden(s) will be asked to search his/her assigned work area for unrecognizable objects or disturbed areas. If a suspicious object is found, it should be reported to the Dallas Police Department at 911 and to the Lincoln Centre Security Office at 972-770-2487 immediately.
- A command center in the Lobby of the affected building at the Fire Control Room will be established for communication purposes.
- If a suspicious object is found DO NOT move, jar or touch the object in any way. DO NOT cover the object. The Dallas Police (or other governmental agencies) will coordinate a search of the building(s) upon arrival at Lincoln Centre.
- Tenant contacts will make their own determination as to whether they and their employees should vacate the building - In most cases; Lincoln Centre Management will not order a building evacuation in a bomb threat situation.
- If nothing suspicious has been found, tenants will be notified by way of the building(s) public address system. It will be up to the Authorized Tenant Representative to determine their company's position on returning to their suite.

BOMB THREAT CALL CHECKLIST

Date of call: _____ Time of call: _____

WHEN YOU RECEIVE A BOMB THREAT

- ***Keep the caller talking as long as possible.***
- ***Ask the questions listed below.***
- ***Call the Dallas Police Department at 911.***
- ***Call the Lincoln Centre Security Office at 972.770.2487.***

QUESTIONS TO ASK:

- When is the bomb going to explode? _____
- Where is the bomb right now? _____
- What kind of bomb is it? _____
- What does it look like? _____
- Why did you place the bomb? _____
- Where are you calling from? _____
- What is your name? _____
- Exact words of caller? _____

DESCRIPTION OF CALLER'S VOICE:

Male? _____ Female? _____

Young? _____ Middle aged? _____ Old? _____

Accent? _____ Tone of voice? _____

Is the voice familiar? _____ If so, whom did it sound like? _____

Are there any background noises? _____

Time caller completed conversation: _____

Name of person filing report: _____

Phone number: _____