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<td>a. Emergency Services Contact List</td>
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<td>b. Fire Trouble-Alert Procedures</td>
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a. Fire Extinguishers Information  
b. Fire Extinguisher Operation  
c. Sprinkler Systems  

9. Fire Evacuation Procedures  
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b. Fire Drill Procedures  

10. Medical Emergency Procedures  
a. Automated External Defibrillator (AED)  
b. Medical Emergency Instructions  
c. Medical Incident Report Form  
d. Park Center Accident / Injury Log sheet  
e. Bloodborne Pathogens  
f. Park Center Security Procedures for Medical Emergencies  
g. Camera Use During Emergencies  

11. Pandemic Response  
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b. Stage Two Response  
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12. Severe Weather Procedures  
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b. Severe Weather General Procedures  
c. Evacuation Announcement  
d. Severe Weather/Warning Commenced  
e. Severe Weather/Warning Announcement  
f. Evacuation (Shelter in Place) Announcement  
g. Severe Weather Evacuation (Shelter in Place) Instructions  
h. Severe Weather Evacuation (Shelter in Place) Flow Chart
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k. Severe Weather Decision Flow Chart

13. Building Power Outages
   a. Unplanned Power Outages
   b. Planned Power Outages

14. Elevator Entrapment Procedures

15. Bomb Threats Protocol
   a. General Comments
   b. Personal Threat
   c. Park Center Threat
   d. Orders to Search and Evacuate
   e. Bomb Threat Checklist
   f. Bomb Search Techniques
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16. Weapons, Explosive Devices and Fireworks

17. Picketing and Demonstrations
   a. Action Steps to Picketing
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18. Individual Park Center Security Measures

19. Imminent Threat Procedures
   a. Active Shooter
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   d. Active Shooter Evacuation Procedures
   e. How to Respond when Law Enforcement Arrives
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20. Lockdown Procedures
21. Chemical Spills
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   b. Park Center Security Response
22. Threats/Violence to Individuals Protocol
   a. Definition
   b. Workplace Violence Includes
   c. Types of Workplace Violence
   d. Information
   e. Under Armed Threat
   f. Under Unarmed Threat
   g. Obscene, Harassing, or Threatening Telephone Calls
   h. Helpful Hints
   i. Park Center Security Incident Report
   j. Harassing Phone Call Checklist
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23. Park Center Security Measures
   a. Injuries to Park Center Security Officers
   b. Administering Aid
   c. Simulated Emergencies
   d. Transporting Injured
   e. Emergency Training Requirements for Park Center Security Officers
24. Crowd Control Measures
   a. Emergency Vehicles on the Property
25. Park Center Security System Alarms (CCURE)
26. Park Center Engineering Responsibilities
27. Confined Space Work Procedures
28. Wild Animals on Property
EMERGENCY NUMBERS

City of Dunwoody Emergency Services      Dial 911
(Police Dept., Fire Dept., Ambulance Service)

Park Center Security Operations Center (SOC):  (678) 226-0220

EMERGENCY SERVICES CONTACT LIST

<table>
<thead>
<tr>
<th>COMPANY NAME</th>
<th>DESCRIPTION/FUNCTION</th>
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<tr>
<td>GDOT</td>
<td>Local Road Conditions</td>
<td>511</td>
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<tr>
<td>Animal Services</td>
<td>DeKalb Animal Control</td>
<td>404-294-2996</td>
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<td>Georgia Department of Emergency Management</td>
<td>Georgia emergency management and preparedness</td>
<td>404-635-7000</td>
</tr>
<tr>
<td>Fire Marshal</td>
<td>Dekalb Cty Fire &amp; Rescue</td>
<td>404-371-2000</td>
</tr>
<tr>
<td>Health Department</td>
<td>Dekalb County North District</td>
<td>404-454-1144</td>
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<tr>
<td>Homeland Security</td>
<td>Georgia Office</td>
<td>770-270-0413</td>
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<tr>
<td>Patrol Operations</td>
<td>Dunwoody Police Department</td>
<td>678-382-6900</td>
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<tr>
<td>Police</td>
<td>Dunwoody Police Department</td>
<td>678-382-6900</td>
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<tr>
<td>Traffic</td>
<td>Local Traffic Conditions</td>
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<tr>
<td>Weather</td>
<td>National Weather Service</td>
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Non-Emergency Numbers:

Park Center Security Operations Center (SOC):  (678) 226-0220

Park Center Management Office  678-226-0202
(For information regarding building closings, inclement weather, etc.)

Atlanta Information Line  800-375-6938
State Farm CMS  1-866-213-0769
State Farm Threat Response Hotline  309-766-0911
# Emergency Action Quick Reference Guide

## EMERGENCY ACTION QUICK REFERENCE GUIDE

Facility: State Farm at Park Center  
911*  
SECURITY DESK (non-emergency): 678-226-0220

*When calling 911, using desk phone will help identify your location more quickly.

## INCIDENT TYPE

<table>
<thead>
<tr>
<th>TYPE</th>
<th>PREPARE</th>
<th>RESPOND</th>
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</table>
| **MEDICAL** | Is anyone in your area trained in CPR and first aid?  
Prevent injuries by following proper safety practices and keeping your area free from potential hazards | Report medical emergencies to Security using 570-731-6809 or call 911  
Fill out the Incident Accident Report  
Avoid contact with victims' blood or other bodily fluids  
Administer first aid only if trained to do so  
Stay calm; Comfort the victim; but do not attempt to move him/her  
Secure the area to prevent others from entering |
| **Workplace Violence** | Review the Workplace Security Policy  
Alert your supervisor if you witness intimidating, belligerent, harassing, or inappropriate behavior  
Inform management of any threats against yourself or others  
Do not allow people without badges into the building | Dial 911 if you feel threatened by violence  
Remove yourself from the situation, if possible  
Get help from a co-worker or supervisor when encountering angry or hostile persons  
Report incident to your supervisor and Security  
Fill out the Threat Report Form |
| **Active Shooter** | Know how to respond if an active shooter enters your work location  
Identify potential hiding places inside your area (closet, office, restroom)  
Report suspicious or unauthorized visitors to Security | GET OUT: Evacuate the building, then dial 911  
HIDE OUT: If evacuation is not possible, find a hiding place; minimize exposure by hiding in smaller groups; dial 911 if safe to do so  
TALK OUT: As a last resort, defend yourself as necessary  
When law enforcement arrives, expect to initially be treated as a potential suspect; keep hands raised and visible at all times  
Do not leave evacuation muster area until instructed by law enforcement  
Report incident to Security when it is safe to do so |
| **Bomb Threat** | Keep the bomb threat checklist near your phone (Administrative Services homepage? Emergency tab)  
Review and discuss bomb threat procedures with your co-workers  
Review evacuation plan periodically (maps are located next to stairwells and in the elevator lobbies) | Do not hang up; do not anger the caller by interrupting or contradicting him/her  
Listen carefully to everything the caller says; note any characteristics of the caller’s voice  
Take notes; pay attention to background noise and distinctive sounds  
Dial 911 and evacuate the building if the threat is to your location or if directed by supervisor, Security or law enforcement  
Report incident to Security when it is safe to do so |
| **Personal Safety** | Always wear your badge and encourage others to do the same  
Report any non-functioning doors to Security  
Program Security phone number into your desk and cell phones (570-731-0000)  
Be aware of your surroundings at all times; don’t text while walking  
Keep your emergency contact information updated in Employee Self Service (ESS) | Do not grant entry to anyone not wearing a badge; direct visitors not wearing a badge to the nearest Visitor Center/Security  
Ensure that any proprietary or personal data/information is secured at the end of each workday  
Request an escort to and from your car if you feel unsafe by contacting Security  
Report all suspicious activity (unattended vehicles, packages), theft, and vandalism to Security |
| **Severe Weather, Earthquake, etc.** | Know where your areas of greatest safety are located  
Pay attention to weather advisories, watches, and warnings  
Participate in emergency drills | Tornado: Seek shelter in lowest level possible or interior areas away from windows and outside doors, such as stairwells, restrooms, interior conference rooms (remember to duck and cover your head)  
Earthquake: Stand close to an interior wall or doorway nearest to the center of the building or crawl under a desk or table  
Make sure the “all clear” has been issued for the area before exiting shelter location  
Dial 911 if there are injuries or medical assistance is needed  
Monitor Information Line (609-375-6938) for status updates  
Report site status to Security |
| **Fire, Gas Leak, Power & Water Outages** | Know the location of emergency exits and alarm pull stations in your area  
Know your area’s evacuation muster area  
Participate in fire drills  
Ensure fire exit doors are clear of obstructions and accessible  
Review evacuation plan periodically (maps are located next to stairwells and in the elevator lobbies) | Evacuate the building if fire alarm sounds or if you smell natural gas and dial 911 – Leave everything behind  
Report directly to your evacuation muster area and check in with your supervisor/designee  
Wait for the “all clear” from authorities before re-entering the building  
Wait for further instructions from Building Maintenance during power and water outages – Use emergency phone located in every campus elevator to call for assistance if trapped  
Monitor Information Line (609-375-6938) for status updates  
Report site status to Security |

For additional information on incidents, visit the Workplace Protection homepage on SFnet. For information about Workplace Protection programs, email lou.osnowitz.bh2k@statefarm.com.

CMS: 309-766-0911  
Threat Response Hotline: 309-766-0911  
Lifeworks (toll-free): 1-866-777-4774  
FOR INTERNAL STATE FARM USE ONLY  
Page 1  
Contains information that may not be disclosed outside State Farm without authorization  
9/8/2016  
6
The Park Center Command Center is located in the Security Operations Center (SOC), on the Lobby Level and provides 24/7 security. The Command Center serves as the official center from which emergencies are assessed, decisions made and instructions issued.

In the event of an emergency:

Command Center Personnel will be reached via radio or cell phone and should go immediately to the Command Center. If evacuation is necessary, Command Center Personnel evacuate the building and remain in the designated gathering location to oversee the evacuation and be available to authorities.

Announcements and instructions will be made by Command Center Personnel at the designated gathering area for evacuation or via the Emergency Intercom System located in all corridors, conference rooms and lobbies.

COMMAND CENTER PERSONNEL

In the event of an emergency, the following personnel will meet at the Command Center:

Transwestern General Manager
Transwestern Property Manager
Transwestern Chief Engineer
# Atlanta Hub Incident Response Supplemental Team

Team members from affected groups/departments will be brought in to provide support to the Core Team as required.

<table>
<thead>
<tr>
<th>Ashford</th>
<th>Hammond</th>
<th>Perimeter</th>
<th>Ravinia</th>
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<th>Keala Streeve</th>
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<td>Tony Ferraro</td>
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<th>Sharmi Goldstein</th>
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## WORKPLACE PROTECTION

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<tr>
<td>Shawn O'Neal</td>
<td>770-379-5003</td>
<td>678-218-2863</td>
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<tr>
<td>Tim Jackson</td>
<td>678-443-2523</td>
<td>404-780-3433</td>
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<tr>
<td>Terri Harrell</td>
<td>770-842-7518</td>
<td>678-793-4979</td>
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<tr>
<td>Erica Horn</td>
<td>678-459-8991</td>
<td>678-283-0057</td>
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<tr>
<td>Yolanda Turner</td>
<td>404-433-3965</td>
<td>678-227-4852</td>
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<tr>
<td>Ray Bivins</td>
<td>404-567-0759</td>
<td>678-731-1450</td>
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<tr>
<td>Chad Elson</td>
<td>404-548-2746</td>
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<tr>
<td>Rod Skinner</td>
<td>770-990-1165</td>
<td>661-342-3039</td>
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<tr>
<td>Matt Rowlands</td>
<td>404-295-5185</td>
<td>678-492-4696</td>
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<td>Trisha Hartman</td>
<td>678-443-2505</td>
<td>404-720-4442</td>
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<tr>
<td>Lou Osnowitz</td>
<td>770-418-5226</td>
<td>678-977-5428</td>
</tr>
<tr>
<td>Alex Tapia</td>
<td>770-990-1116</td>
<td>863-206-7532</td>
</tr>
</tbody>
</table>
EMERGENCY COMMUNICATIONS SYSTEMS

EMERGENCY CALL PROCEDURE

The Park Center Emergency number (678) 226-0220 will ring directly in the Park Center Security Operations Center (SOC) on the Emergency Phone.

INTERCOM SYSTEM

The Emergency Intercom System is clearly audible in all areas of the building and can function without a primary power source. The emergency intercom system will be used for all emergencies other than fire as required.

ASSISTANCE TELEPHONES – PARKING GARAGES

Assistance telephones are located on each floor of the parking garage, and available to contact security for assistance within the garage. These assistance phones are clearly identifiable by signage and are monitored 24/7 by Park Center Security Operations Center (SOC).

To initiate an assistance call, press the “PUSH FOR HELP" button. This dials the SOC. Once the SOC Officer has responded, you do not need to press the button to talk.

ELEVATOR EMERGENCY CALL BUTTON

Emergency call buttons are in each elevator and are to be used when the elevator malfunctions. Pushing the button activates the call and will ring directly to the ThyssenKrupp Elevator Monitoring. ThyssenKrupp will dispatch a technician and also place a call to the Park Center Security Operations Center (SOC). SOC will dispatch someone immediately to the elevator and send alerts to State Farm and Transwestern representatives. Park Center Security or Park Center Management will assess the situation and when deemed necessary, will contact emergency number (911).
FIRE ALARM SYSTEM

Security and Engineering are responsible for these procedures

In the event of an alarm, Security will acknowledge all signals. They will NEVER “Silence” A FIRE ALARM SYSTEM.

NOTE: “Silence” will shut off the horns and strobes, and the building occupants will not know that they need to evacuate. It causes confusion, and if there is really a fire, could result in disaster. In the event of a false alarm, Park Center Engineering personnel are responsible for silencing and resetting all signals, after it has been determined that there is no threat. In the event of a fire, the fire department will silence and reset the fire panel after the emergency is cleared.

FIRE ALARM PROCEDURES

The monitoring service will dispatch the Fire Department. The Park Center Security Supervisor will dispatch Officers as needed.

The Park Center Security will notify (via radio) the following groups:

- Park Center Management Office
- Park Center Engineering
- Tenant Point of Contact (appropriate per location of alarm)

Park Center Security will complete a Fire Report (if the building is not in Test Mode).

FIRE TROUBLE-ALERT PROCEDURES

Trouble or supervisory signal on the fire panel, Park Center Security will perform the following duties:

1. Notify Park Center Engineering via radio.
   a. NOTE: Park Center Engineering may instruct Park Center Security to disregard signals when the fire system is in Test Mode.
2. The Park Center Security Supervisor will dispatch Officers as needed.
3. The Fire Department will only be called at the instruction of Park Center Engineering.
4. Park Center Security will follow the fire alarm emergency procedures listed above, if needed.
5. Park Center Security will complete a Fire Report (if the building is not in Test Mode).
FIRE SYSTEMS TESTING PROCEDURES

Security and Engineering are responsible for these procedures

FIRE SYSTEMS TEST MODE PROCEDURES

Anytime the fire system needs to be placed into test mode, Park Center Engineering will notify Security and will perform the following procedures:

- Park Center Engineering will give 72 hour notice to State Farm Ad Service department of all planned testing.
- Park Center Engineering will contact the monitoring station.
- Provide the password, if requested for verification purposes.
- Once the monitoring station has confirmed the system is in test Park Center Engineering will put the fire panel into test mode
- If it is found that more time is needed to complete the work, Park Center Engineering will contact the monitoring company to repeat the above steps to request a new end time

Once all work/tests are completed the system is to be placed back into normal mode as soon as possible. If the work is completed before the expiration time, Park Center Engineering is to notify Park Center Security that all work has been completed and the system has been placed back into normal mode. DO NOT allow for the system to remain in test mode when not needed. To put the system back into normal mode:

- Park Center Engineering will contact the monitoring station and request the system be placed into normal mode effective immediately.
- Park Center Engineering will put the fire panel into normal operating mode.
- Park Center Engineering will contact Park Center Security to inform them the system is now back to normal mode.

FIRE ALARM TESTING PROCEDURES

Fire alarm testing schedule will be jointly determined by Park Center Management personnel and Tenants affected.

The day of the test, Park Center Engineering will:

- Place the building into test mode (follow Fire Systems Test Mode Procedures)
Engineering will make two announcements over the PA System prior to the testing;

• One will be made five [5] minutes before the test
• One will be made one [1] minute before the test

The following script will be used:

“May I have your attention; may I have your attention please? Engineering will be conducting a test of the fire alarm notification system from “state the test start time and anticipated end time” in the following areas, “state area and/or buildings”. Repeat Message

• After the test is completed, Park Center Engineering will make an all-clear announcement over the PA system:

“May I have your attention; may I have your attention please? Engineering has concluded the testing of the fire alarm notification system. All future alarm notifications will be considered active.”

Park Center Engineering will take the building out of test mode once the announcement has been made. (Engineering will follow Fire Systems Test Mode Procedures to put system back into normal mode).
FIRE SAFETY PROCEDURES

Security and Engineering are responsible for these procedures

PHONE NOTIFICATION FOR FIRE EMERGENCY

If a telephone call is the method of notification for a Fire Emergency, ask the caller for the following information:

1. Location - (i.e. Building, Floor, General Direction)
2. Caller's name and phone number
3. Exact nature of problem? i.e. - Do they see smoke or fire?
   i. If the caller sees fire, call 911 immediately.
   ii. Security will dispatch a guard to inspect.

CONTAINABLE FIRE SAFETY PROCEDURES

(The fire is limited to the original material ignited, it is contained (such as in a waste basket) and has not spread to other materials. The flames are no higher than the responders head)

1. If you discover a fire, do not panic, remain calm.
2. Dial (678) 226-0220 for Park Center Security. An SOC officer will dispatch a Park Center Security Officer to that location.
   • Tell the Park Center Security Officer your name and number in case you are disconnected.
   • Report location of fire, be sure to give the floor and office number where the fire is located.
   • Describe what is burning.
   • Tell the Park Center Security Officer if there are injuries and if an ambulance is needed.
   • Do Not delay evacuation, if the fire alarm is activated, follow evacuation procedures.
3. A trained responder or Park Center Security will use a fire extinguisher to contain the fire if it is small enough to put out safely.
   ▪ Before using your extinguisher, make sure your back is to an exit and you are standing six to eight feet from the fire.
   ▪ Follow the fire extinguisher operation procedures below.
If you discover a fire
DO NOT PANIC
Remain Calm

Dial 678-226-0220 for Security (SOC)

Tell Security:
1. Location of fire
2. What is burning
3. If ambulance is needed

Exit the area
Seal the area, if possible

Security will use extinguisher to put out the fire
UNCONTAINABLE FIRE SAFETY PROCEDURES

(The fire involves flammable solvents, has spread over more than 10 square feet, is partially hidden behind a wall or ceiling, or cannot be reached from a standing position)

1. If you discover a large fire, **do not panic, remain calm.**

2. Do not attempt to extinguish the fire with a fire extinguisher.

3. Evacuate the building immediately per the evacuation instructions.

4. Feel any closed door with the back of your hand before opening. **DO NOT OPEN THE DOOR IF IT FEELS HOT.** Try other exits.

5. Close doors but do NOT lock or block them. Do NOT prop open stairwell doors which would cause smoke to enter the stairwell.

6. Leave lights on for firefighters.

7. In areas filled with smoke, stay close to the ground and stay away from heat and smoke.
   - Cover your nose and mouth with a cloth to avoid inhaling smoke or fumes.

8. Meet at the muster point for your building per the evacuation instructions
   DO NOT leave that area.
If you discover a fire
DO NOT PANIC
Remain Calm

If this is an uncontainable fire, do not try to extinguish

Evacuate the building immediately per the evacuation instructions

Do Not open any door that feels hot, try other exits

Close doors behind you and leave lights on

Do Not prop open any stairwell doors

If there is smoke
Stay close to the ground and cover your nose and mouth

Evacuate to the designated muster site, Do Not leave the area
PARK CENTER SECURITY FIRE EMERGENCY PROCEDURES

Whatever the method of notification is, Park Center Security's response to an actual fire will remain the same:

STEP ONE: Notify the Fire Department (if needed):
A. If the fire is determined to be real or was put out, call 911
B. Give the dispatcher the following information:
   1. Your name
   2. Exact address, including cross streets
   3. Nature of Problem
   4. The entrance we want them to respond to

STEP TWO: Notify Park Center Engineering and Dispatch Officers:
A. Dispatch Officers to the exterior revolving doors, to the scene, and to direct the fire department.
B. Notify Park Center Engineering by radio (state a Fire Alarm has been activated). Provide the location of the alarm to investigate.

STEP THREE: Respond to the Scene:
A. Direct Mobile Patrol
   1. Mobile Patrol should be directed to the entrance closest to the Fire. Mobile Patrol will clear the area so the Fire Department can pull directly up to the building.
B. Dispatch Officers to the designated area to meet the Fire Department.
C. Officers will direct/escort the Fire Department personnel and will open doors to allow them access to the building.
D. Other Officers will:
   1. Provide crowd control
   2. Assist Fire Department personnel as necessary
   3. Assist Park Center Engineering as necessary
   4. Use a bullhorn for outside crowd control and also to announce an all clear once Park Center Engineering or the Fire Department has given permission.

STEP FOUR: Notify the situation and status to all pertinent parties that have not received any communication.
STEP FIVE: Evacuation:
A. If an evacuation is necessary:
   1. The horns and strobes will alert the building occupants of the need to evacuate. If the fire alarm system has not actuated the horns and strobes, use the Fire Works Panel to activate the fire horns and strobes for the proper building.
   2. In the event that the horns and strobes do not activate, Park Center Engineering may make an Evacuation announcement using the Public Address (PA) system. In no circumstance will the word "fire" be used over the PA system.
B. Officers will:
   1. Assist with opening doors:
   2. Communicate with tenants and management to verify any occupants staged in a holding area.
   3. Report to the Fire Department of any occupants staged in a holding area

NOTE: Park Center Security will not automatically sweep floors during a Fire Evacuation, unless specifically directed to do so by the Park Center Director of Engineering.

STEP SIX: Re-Occupation
A. Park Center Security must wait for Park Center Management or appropriate authorities to give the ALL CLEAR.
B. Assist in notifying tenants to return to work

STEP SEVEN: Reports
A. Complete Fire Report
B. Complete Incident Report also (If Fire was real)
C. Park Center Engineering must reset the Fire System

EXTRA MEASURES TO BE PERFORMED:

Any Officer who discovers smoke or fire at any facility will immediately investigate to determine the cause and will report the situation to the Security Operations Center (SOC).

Any time a fire is put out, the Fire Department must be called to verify that the fire is completely out.

Any time a fire or false fire alarm is discovered or reported, it will be investigated by Park Center Security and a Fire Report will be completed.
Park Center Security Shift Supervisors are responsible to conduct simulated drills to ensure all Officers know the procedures for fire emergencies and can properly respond to various types of fires.

Should an Officer come upon any equipment that is not actually burning (visible flames) but is obviously overheating and will cause a fire, the Officer will notify the SOC immediately. The SOC officer will notify Park Center Engineering of the situation.
PARK CENTER FLOOR & BUILDING EVACUATION PLANS

Building Evacuation Routes

Central Stairwell Exit out by Transwestern Property Management
Office then to Gold Kist Parking lot
Staging Area via Men's Warehouse Parking Lot

North Stairwell to exit at B-1
Level and out Parking Exit.
Head over to Gold Kist Lot via
Men's Warehouse Parking Lot

South Stairwell Exit via
Loading Dock Drive to
Gold Kist Parking lot
Staging Area

Gold Kist Lot
(Staging Area)
Lobby Level Floor and Stairwell Evacuation Routes

North Stairwell to exit at E-1 Level and out Parking Exit. Head over to Gold Kist Lot via Men’s Warehouse Parking Lot.

Central Stairwell Exit out by Transwestern Property Management Office then to Gold Kist Parking lot. Staging Area via Men’s Warehouse Parking Lot.

Staging Area at Gold Kist Parking Lot
FIRE EMERGENCY MISCELLANEOUS

FIRE EXTINGUISHERS INFORMATION:

Park Center Security Officers are required to be trained in the operation of and know the class of all types of fire extinguishers. Fire Extinguishers are located on each floor of building and all garage levels.

Fire extinguishers on each floor and parking garages are ABC Dry Chemical extinguishers and are designed to put out the following types of fires:

- Class A – Ordinary combustible materials: plastic, wood, paper, carpet, curtains, etc.
- Class B – Combustible gasses and liquids: paint, grease, oil, cleaning solutions, etc.
- Class C – Involve energized electrical equipment and requires non-conductive extinguishing agents for: computers, electric stoves, refrigerators, microwaves, etc.

FIRE EXTINGUISHER OPERATION

Never touch a person who is using a fire extinguisher.

Before using your extinguisher, make sure your back is to an exit and that you are standing six to eight feet from the fire. Never turn your back to the fire.

1. Pull the pin.
   - Hold the extinguisher with the nozzle pointing away from you and pull out the pin located below the handle. This unlocks the operating lever and allows you to discharge the extinguisher.

2. Aim low.
   - Point the extinguisher nozzle at the base of the fire.

3. Squeeze the lever.
   - Squeeze slowly and evenly to release the extinguisher.

4. Sweep from side to side.
   - Move carefully toward the fire until the flames are out.
SPRINKLER SYSTEMS

- The buildings and parking garages are equipped with a 100% coverage sprinkler system.

---

Remember the PASS word:

1) Keep your back to a clear escape route,
2) Stand back 6 to 8 feet from the fire,
3) Then >:

PULL
AIM
SQUEEZE
SWEEP
FIRE EVACUATION PROCEDURES

IF YOU HEAR THE FIRE ALARM, LEAVE THE BUILDING IMMEDIATELY VIA THE EXIT ROUTE OF YOUR FLOOR.

In the event of the fire alarm activation, evacuate the building immediately. Follow the evacuation instructions, the direction of all emergency personal and floor monitors.

For all other emergencies, evacuate only after receiving instructions by way of the Emergency Intercom System, or from your floor monitors.

Exit the building quickly and quietly via the route designated by your floor monitors. Leave the building and gather at the designated gathering site. Stay with the employees from your Division and DO NOT leave that area.

- Do not panic. Remain Calm.
- Follow instructions given by the floor monitors.
- Assist disabled persons, or impaired individuals, when needed, and when possible.
- Take ONLY readily accessible personal items with you such as badge, purses, wallets, cell phone and keys.
- Always take the stairs; DO NOT use the elevators.
- DO NOT run down the stairs. Use the handrail.
- If there is smoke in the hallway, stay low, under the smoke.
- Do NOT reenter the building until you are notified by the Command Center Personnel.

During certain emergencies, the evacuation routes to street level may be cut off. Staying in the stairwell or in a totally enclosed room with a telephone and a window may be the safest place to be while the fire department puts out the fire. Your floor monitors will instruct you on what to do.
WHAT TO DO IF YOU ARE TRAPPED

- Put as much distance (and closed doors) between yourself and the fire as possible. Close all doors as you go. If you must open a door, test the door with the back of your hand. If it is warm to the touch, DO NOT OPEN IT.

- Try to find a totally enclosed room with a telephone and a window.

- Seal any cracks and vents by using paper, cloth, tape, clothing or anything you can find. Put a wet cloth over your mouth and nose. Stay low to the floor to breathe the best air.

- Call the fire department and tell them exactly where you are.

- DO NOT break open windows. Smoke from the outside can enter through open windows and will also hamper rescue efforts.

FIRE DRILL PROCEDURES

FIRE COMMAND CENTER

Fire Command Center Personnel:

- Park Center General Manager
- Park Center Property Manager
- Park Center Chief Engineer
- State Farm Workplace Protection Manager

Command Center Location –

For Fire Drills, the Command Center will be located in the SOC to simulate a real fire evacuation. Floor monitors will evacuate their floor. Once the floor is cleared, the Floor Monitor will evacuate and report to the area of refuge and inform the Building Security Officer that their floor is cleared or disabled persons or impaired individuals remain on the floor and are ready for assisted evacuation. All employees will gather at the evacuation site location – see evacuation map.
MEDICAL EMERGENCY PROCEDURES

Park Center Security officers will be the first line of contact for all emergencies.

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

There will be an AED located within the Security Operations Center (SOC) for cardiac emergencies.

Additional AEDs are centrally located on each floor of 9-21 and identified with signage.

MEDICAL EMERGENCY INSTRUCTIONS

In the event of SERIOUS ILLNESS or INJURY, the individual who discovers an injured person should:

CALL 911 first, then you or have another person call Park Center SOC (678) 226-0220 for further assistance. Provide the information the SOC Officer asks.

No one should move the victim unless he or she is in imminent danger of further injury.

Contact the Security Operations Center (SOC) stating “there is a medical emergency on floor__, room___. The officer will call 911 if that has not already been done and also dispatch the nearest roving officer to respond for assistance.

Upon completion of the emergency situation, the officer(s) will complete the medical incident report form and/or tenant injury log if appropriate. Copies of the forms will be submitted to the Park Center Management office for review and filing for compliance.

*Printed copies are available at the SOC or Park Center Management office
MEDICAL INCIDENT REPORT FORM

- Incident analysis helps you in reducing or preventing future occupational injuries and illnesses.
- This form requests all the information that the DWC says you must record for each on-the-job injury, fatality, and occupational disease. Employers must keep injury records for five years after the last day of the year in which the injury occurred.

<table>
<thead>
<tr>
<th>This is an</th>
<th>Injury</th>
<th>Disease</th>
<th>Fatality</th>
<th>Near-miss</th>
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<tr>
<th>TODAY’S DATE</th>
<th>DATE REPORTED</th>
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<thead>
<tr>
<th>COMPANY</th>
<th>DEPARTMENT</th>
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<tr>
<th>SUPERVISOR</th>
<th>PHONE NO.</th>
</tr>
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<tr>
<th>1. Name of Person Involved</th>
<th>2. Sex</th>
<th>3. Social Security Number</th>
<th>4. DOB</th>
<th>5. Date of Incident</th>
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<tbody>
<tr>
<td></td>
<td>s.a.: p.m./day of week</td>
<td>Was it on employer’s premises?</td>
<td>Yes</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>10. Job Task at Time of Incident</th>
<th>11. Length of Service</th>
<th>12. Employee was Working</th>
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<tbody>
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<td>Alone</td>
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<td>Regular, full-time</td>
<td>Less than 1 month</td>
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<td>Temporary</td>
<td>6 months to 1 year</td>
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<td></td>
<td>Non-employee</td>
<td>6 or more years</td>
</tr>
</tbody>
</table>

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<tr>
<th>16. Name and Address of Hospital</th>
<th>17. Phase of Employee’s Workday at Time of Injury</th>
<th>18. Name of employee’s Immediate Supervisor at Time of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>During break period</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>During meal period</td>
<td>Performing work duties</td>
</tr>
</tbody>
</table>

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<tr>
<th>19. Was incident Witnessed?</th>
<th>20. Other Witnesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
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<table>
<thead>
<tr>
<th>21. Employee’s Wage (pay per Hour)</th>
<th></th>
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</table>

If any
### 22. PART of BODY INJURED or AFFECTED
- Head
- Jaw
- Abdomen
- Shoulder
- Wrist
- Knee
- Foot
- Eye
- Neck
- Back
- Upper Arm
- Hand
- Thigh
- Toe
- Nose
- Ears
- Pelvis
- Elbow
- Finger
- Lower Leg
- Ankle
- Mouth
- Chest
- Other Body Part

### 23. NATURE of INJURY or ILLNESS
- Puncture
- Bruise, Contusion
- Skin Disorder
- Amputation
- Muscle Spasm
- Cumulative Trauma Disorder
- Sprain
- Dislocation
- Dizziness
- Burn
- Insect/Animal Bite
- Muscle Strain
- Irritation
- Fracture
- Abrasion
- Respiratory
- Foreign Body
- Hemis
- Infection
- Headache
- Hearing Loss
- Chemical Cx.
- Other

### 24. DISPOSITION
- Days away from work
- Restricted work days
- Date returned to work
- Sent to: Doctor/Hospital

### 25. DIAGNOSIS
- First Aid
- Medical Treatment
- Fatality
- Other

### 26. SEVERITY
- Not Applicable

### 27. WHAT CONDITION of TOOLS, EQUIPMENT, or WORK AREA CONTRIBUTED TO INCIDENT? Not Applicable
- Close Clearance/Congestion
- Floors/Work Surfaces
- Inadequate Housekeeping
- Defective Tools/Equipment/Vehicle
- Inadequate Lighting
- Inadequate Warning System
- Equipment/Workstation Design
- Inadequate Guard/Barrier
- Inadequate/Improper P.P.E.

### 28. WHAT CAUSED or INFLUENCED SUBSTANTIAL CONDITIONS? Not Substantial Conditions
- Abuse or Misuse
- Inadequate Supervision
- Inadequate Purchasing
- Inadequate Engineering
- Inadequate Maintenance
- Inadequate Tools/Equipment
- Improper Work Surfaces
- Weather and Terrain
- Lack of Knowledge/Training
- Improper Motivation
- Inadequate Capacity
- Lack of Skill

### 29. WHAT ACTION or INACTION CONTRIBUTED to the INCIDENT? Not Applicable
- Failure to Make Secure
- Under Influence Drugs/Alcohol
- Failure to Warn/Signal
- Used Defective Equipment
- Horseplay/Distractive Active
- Operating at Improper Speed
- Used Equipment Improperly
- Improper Lifting
- Operating Procedure Deviation
- Running/Rushing/Acting in Hurry
- Improper Loading
- Unauthorized Actions
- Improper Technique
- Improper Position
- Unauthorized/Improper P.P.E. Use
- Other

### 30. PROBABLE RECURRENCE
- Frequent
- Occasional
- Rare
- Measured
- Unlikely

### 31. LOSS SEVERITY POTENTIAL
- Major
- Serious
- Minor
- Other

### 32. PREVENTIVE MEASURES: (What corrective actions have been taken or are planned to prevent a recurrence?)
- Improve Enforcement
- Improve Clean-Up Procedures
- Repair/Replace Equipment
- Corrective Counseling
- Improve Organization/Arrangement
- Rationale of Employee
- Eliminate Congestion
- Improves Change Work Method
- Identify/Improve P. P. E.
- Inadequate/Improper P. P. E.
- Not Task Analysis to Be Completed
- Task Analysis/Procedure Revision
- Improves Design/Construction
- Job Reassignment of Employees
- Use Other Materials/Supplies
- Improves Illumination
- Mandatory Pre-Job Instructions
- Improve Ventilation
- Restoration of Employees
- Other

### 33. EMPLOYEE'S DESCRIPTION of INCIDENT (Attach sheet for additional comments) Comments sheet

### 34. SUPERVISOR'S DESCRIPTION of INCIDENT (Attach sheet for additional comments) Comments sheet

### 35. SPECIFIC CORRECTIVE ACTIONS or PREVENTIVE MEASURES TAKEN

<table>
<thead>
<tr>
<th>Corrective Action Taken</th>
<th>Person Responsible</th>
<th>Target Date</th>
<th>Date Completed</th>
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</table>

Supervisor's Signature ________________________ Date ___________
*Printed copies are available at the SOC or Park Center Management office

PARK CENTER
ACCIDENT/INJURY LOG

<table>
<thead>
<tr>
<th>Name</th>
<th>Date Of Injury</th>
<th>Type Of Injury</th>
<th>Location Of Accident</th>
<th>Person Reporting</th>
<th>Action Taken</th>
<th>Result</th>
<th>Date Employee Returned to Work</th>
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31
BLOODBORNE PATHOGENS

Park Center Security is not certified in the removal of bloodborne pathogens. Anytime there is blood or other human fluids or waste at the scene of an accident or other emergency, Park Center Security will barricade the area utilizing (red-do not enter) tape. Park Center Management will then contact a certified contractor, who is covered by OSHA’s Bloodborne Pathogens Standard to clean in these situations.

PARK CENTER SECURITY PROCEDURES FOR MEDICAL EMERGENCIES

GENERAL PROCEDURES:

Dispatch and Notification:

A. The Shift Supervisor responds to the scene
B. Verify that all other critical parties have been notified (see your Post Order Manual for the radio channel, and list of emergency contacts)
C. An Officer responds to the scene
D. An Officer secures the elevator closest to the scene
E. Direct Security to the building entrance where the ambulance will respond (Lights On).

Decision to call 911:

A. For any situation outside of standard first aid, call 911 immediately
B. If Park Center Security calls 911 (usually done from the scene), give:
   1. Your name
   2. Specific address, entrance and building number where we want the ambulance to arrive
   3. Also provide the cross streets as contained in your facilities post orders
   4. The nature of the problem
   5. Any other information that EMS requests

When 911 is called:

A. Mobile Patrol must control traffic away from the ambulance’s path
B. Park Center Security will escort/assist EMS personnel to/from the scene
Write an Incident Report that includes:
A. Time/Method of notification
B. Nature of the problem (use the word patient when describing the problem)
C. Who responded from Park Center Security, and Park Center Management, etc.
D. Whether or not an ambulance was called (if so, the time of the 911 call and the time of their arrival/departure)

CAMERA USE DURING EMERGENCIES

If cameras are available at the emergency location the console officer will position the camera for optimal recording of the incident for later review.

PANDEMIC RESPONSE

In all cases, Park Center will look first to the Centers for Disease Control and local health authorities for guidance on specific situations.

STAGE ONE RESPONSE (Zero: No cases at Park Center)

- Park Center Management will coordinate general education and prevention measures to all tenants, staff, and contractors at Park Center.
- Education will consist of illness identification and prevention per CDC/health authorities’ guidance:
  - Identify symptoms
  - Wash hands regularly
  - Cover coughs and sneezes
  - Stay home when sick
  - Get vaccinated (encourage all individuals to get vaccinated)
- Increase regular cleaning of surfaces/items more likely to have frequent hand contact
- Have travelers check local conditions before leaving

STAGE TWO RESPONSE (Minimal: Cases begin appearing at Park Center)

- Continue education and prevention measures above
- Alert all tenants of current situation
- Encourage tenants to send sick employees home
- Discuss with tenants to consider limiting travel to certain, severely impacted, locations
- Coordinate with janitorial to increase surface cleaning and alternative disinfectant cleaners
STAGE THREE RESPONSE (Moderate: 10% of population at Park Center impacted)

- Continue Stage One and Two efforts above
- Alert all tenants of current situation
- Enact Business Continuity Plan (BCP) if necessary. Use Incident Response Teams to coordinate response.
- Discuss with tenants to consider temporary leave allowances to encourage sick employees to remain at home
- Consider closing all food service
- Limit or consider canceling any social gatherings or other special events
- Isolate sick individuals (or ones showing symptoms) until they are able to go home, provide breathing masks to those individuals
- Coordinate with janitorial to increase all cleaning (surface, floors, walls, etc.) and alternative disinfectant cleaners

STAGE FOUR RESPONSE (Severe: 25% of population at Park Center impacted)

- Continue Stage One, Two and Three efforts above
- Alert all tenants of current situation
- Consider active screenings of employees reporting to work
- Cancel all gatherings, face to face meetings, and utilize online meetings
- Close all food service
- Discuss with tenants to alter shifts for remaining healthy employees or rearrange seating assignments, temporarily, to space employees further apart
- Consider closing the facilities
- Cancel all travel
- Enact alternative policies and procedures, if available

STAGE FIVE RESPONSE (Return to Work)

- Coordinate with health care officials when it is best to reopen facilities and return to work
- Consider bringing employees back in stages/shifts to ensure disease has stopped spreading.

BED BUG PROTOCOL

- STAGE ONE RESPONSE (Zero: No cases at Park Center)
  - Tenants are encouraged to report bed bugs to Park Center Management office as soon as possible (unreported and uncontrolled bed bugs will spread quickly)
  - Bed bug reports and complaints will be logged in the pest control logbook
o Park Center Management will coordinate general education and prevention measures to all tenants, staff, and contractors at Park Center.
  o Education will consist of:
    ▪ Increasing tenant awareness
    ▪ Institution of a prevention program
    ▪ Provide references and guidance to the proper sources for help (medical, etc.)

• STAGE TWO RESPONSE (Minimal: Cases begin appearing at Park Center)
  o Continue education and prevention measures above
  o Alert all tenants of current situation
  o Coordinate with Pest Management Contractor to perform inspections
  o Consider implementing monitoring devices
  o Upon receiving a report or complaint, a bed bug service protocol, developed by the Pest Management Contractor, will be initiated immediately

• STAGE THREE RESPONSE (Moderate: 10% of population at Park Center impacted)
  o Continue Stage One and Two efforts above
  o Limit or consider canceling any social gatherings or other special events

• STAGE FOUR RESPONSE (Severe: 25% of population at Park Center impacted)
  o Continue Stage One, Two and Three efforts above
  o Cancel all gatherings, face to face meetings, and utilize online meetings

• STAGE FIVE RESPONSE (Return to Work)
  o Revisit awareness and prevention measures with tenants
  o Log all actions taken within the Integrated Pest Management (IPM) log.

SEVERE WEATHER PROCEDURES

INCLEMENT WEATHER PROCEDURES

If inclement weather conditions exist, an assessment of the conditions will be provided by Park Center containing current site conditions along with current and near future forecasts. Availability of food service, and other support services, along with parking, and utility challenges will also be communicated. A recommendation based upon available resources will be relayed to all tenants to assist with their business decisions.

Park Center Security and Park Center Management will monitor weather conditions which are or may become dangerous to Park Center and their occupants. Park Center Security response to severe weather will take priority over anything else (i.e. access control, physical key issuance, phone calls, etc.) as it is an emergency situation.
SEVERE WEATHER GENERAL PROCEDURES

Park Center Security will position weather cameras to monitor incoming weather conditions.

Radio communication will be performed utilizing the appropriate “blast” channel to ensure updated information is communicated to all appropriate personnel.

A Severe Weather Checklist will be filled out by Park Center Security, when any severe weather has been established for Dekalb County.

Park Center Management will make recommendations to Tenant representatives who will make all weather related evacuation decisions regarding their employees.

Severe weather evacuation and area of greater safety procedures are contained within the Park Center manual. Through State Farm Ad Services, State Farm Loss Prevention, local State Farm Management leaders and State Farm national leaders will be kept advised and appropriate response teams activated. Members of the Park Center team are included in that process for tactical response and information. See Incident Response Team organizational chart above.

Should this be a regional or national response, coordination between Park Center Management and State Farm Management will be appropriately aligned.

EVACUATION ANNOUNCEMENT

Park Center Security will notify the building occupants of the need to evacuate to the area of greater safety locations via PA-system.

Park Center Security will be on alert with the AED, a first aid kit and a rescue bag to render aid to anyone needing medical attention as Park Center Security is in charge of all medical emergencies during this time frame.

Other officers are posted at the internal stairwells on the first floor, and other areas, if requested and if personnel are available. This is to prevent meandering into break areas, offices and other glassed areas and to direct people to the area of greater safety locations. When the first floor officers notice there is no one else coming down the stairs, they can go to the area of greater safety locations to help out as well.

The Dock Supervisor will lock up the dock gates, collect anyone outside on the dock area, and evacuate to the basement/concourse.

Park Center Management or Senior Park Center Engineering or, Emergency Tenant representatives will determine and order any ALL CLEAR.
During non-business hours Park Center Security will announce any ALL CLEAR given via PA system. Park Center Security will inform the shuttle drivers of the ALL CLEAR via radio (on the emergency channel).

**SEVERE WEATHER/WARNING COMMENCED**

Upon receiving radio information that a SEVERE WEATHER AND/OR WARNING has been established for Dekalb County, Park Center Security will:

- Notify the senior Park Center Engineering person that a SEVERE WEATHER AND/OR WARNING has been established.

- Turn a radio to Emergency Radio channel for your building (TBD) and make the announcement.

**SEVERE WEATHER/WARNING ANNOUNCEMENT**

An announcement will be made via the PA system that a SEVERE WEATHER/warning is in effect for the immediate area. Further details will be announced as they become available. Should an area of greater safety evacuation become necessary, details will follow the announcement of the emergency warning.

**EVACUATION ANNOUNCEMENT**

Park Center Security will make an announcement to evacuate to the areas of greater safety when weather conditions warrant the action, or a decision is made to take precautions.

Notify other facilities and/or internal areas of the EVACUATION (see Severe Weather Checklists).

**SEVERE WEATHER EVACUATION INSTRUCTIONS**

1. Preplan your refuge -- this action is the key to your safety!
2. If a cloudy sky becomes stormy or rough in appearance:
   - Park Center Management will tune in to local radio or area television broadcasts for possible advisories from the National Weather Service.
   - Remain alert for a worsening sky and the approach of storms.
3. Park Center Security will observe the weather cameras to monitor the weather conditions.
4. Be sure that you and any group that you may be supervising will be able to reach one of the nearest shelter-in place locations in relation to your current location.
5. DO NOT seek refuge in the following areas: exterior rooms with windows, elevators, exterior stairwells, non-masonry buildings, utility areas, mobile units and mobile vehicles.

6. DO NOT SEEK REFUGE OUTSIDE. However, if there is no other choice find shelter away from trees, lakes, canals, or small structures.

7. Evacuate upon hearing instructions by way of the Emergency Intercom System. Exit to your area of greater safety area quickly and calmly. Help others if necessary. Take ONLY readily accessible personal items with you such as purses, wallets and keys.

8. If you are the last person to leave the office or suite, close all the doors leading into the main corridors.

9. Go to the designated gathering area. (See Severe Weather Evacuation map) Stay with employees from your organization. Do not leave the area.

10. Tenant representatives will then report anyone who is not accounted for to the Command Center.

11. The Command Center will have a battery-powered radio and flashlights.

12. Do not re-enter the building until the Command Center Personnel have notified you that it is safe to re-enter.

13. Once the ALL CLEAR is given, return to your work area with caution.
SEVERE WEATHER EVACUATION (SHELTER IN PLACE) INSTRUCTIONS
FLOWCHART

Evacuate upon hearing announcement on emergency intercom system

Exit to the area of greater safety

Take only readily accessible personal items

If you are last person leaving room, close the door leading into any main corridors

Go straight to the area of greater safety location and stay with employees from your group

Tenant representatives report to Command Center anyone not accounted for

Remain in the area of greater safety location until the ALL CLEAR announcement

Once ALL CLEAR is given, return to your work area
RE-OCCUPYING ANNOUNCEMENT

An evacuation will remain in effect until an ALL CLEAR is given by local authorities or the National Weather Service. Reasonable judgment can be used in releasing employees to return to work if the weather conditions improve. Park Center Security will announce the ALL CLEAR and proceed to exercise re-occupy procedures.

All personnel are to return to their buildings in a calm and organized manner. The elevators may have a wait, so take the stairs if able to expedite returning to work.
BUILDING POWER OUTAGES

UNPLANNED POWER OUTAGES

Generally, power outages will not affect the operations of State Farm (Tenant) as emergency generators will engage to supply power to their buildings. If this should not be the case, Park Center Security will secure primary internal areas by posting guards to grant access until power is restored. Close coordination with the senior Park Center Engineering person is required – Park Center Security will carry out his/her instructions. Park Center Security must also check the exterior/interior doors to be sure they are operational.

Other tenant spaces do not have emergency generator power. Other tenants will follow their processes and procedures for power outages. Park Center Security may need to assist other tenants as needed with securing doors or other directions.

PLANNED POWER OUTAGES

Planned power outages will be coordinated between Park Center Management, Park Center Engineering, State Farm, and all other Tenants.

Park Center Security and/or Park Center Engineering will communicate with all tenants of the planned power outage, whether they will be affected or not. This is to alert all tenants in the event that power is accidentally eliminated to unplanned areas.

Park Center Engineering will cut power to only the needed testing areas and minimize downtime as much as possible. When the planned power outage is over, Park Center Engineering will contact Park Center Security and communicate that the electrical service has been returned to the areas which had been affected by the outage. Park Center Security will follow any instructions provided by Park Center Engineering.

If the power outage will need to be extended, Park Center Engineering will contact Park Center Security and communicate that the power outage will not end as scheduled and will need to be extended. Park Center Security will be provided with a new time frame for completion if possible. Park Center Security will follow any instructions provided by Park Center Engineering.
ELEVATOR ENTRAPMENT PROCEDURES

In the event of an elevator entrapment, the emergency call button in the cab will ring directly to ThyssenKrupp Elevator Monitoring; ThyssenKrupp will dispatch a technician and call to the Park Center Security Operations Center (SOC). SOC dispatches someone immediately to the elevator and sends alerts to State Farm and Transwestern representatives. Park Center Security or Park Center Management will assess the situation and when necessary and applicable contact emergency numbers (911).

The following procedure will be followed:

When an emergency call is placed to ThyssenKrupp Elevator Monitoring, the location of the building and which elevator the call is being placed from will be reflected on their screen. ThyssenKrupp operator will remain on the call with the trapped individual and at the same time, they will page the mechanic on call. Once the mechanic has been reached, ThyssenKrupp operator will provide both the person trapped and Security with an ETA. From this point the ThyssenKrupp operator is trained to help keep the person calm and help ease the issue. If the person trapped needs to call another person, the ThyssenKrupp operator has the ability to patch in an outside phone call and stay in a conference call if needed.

If the entrapped person speaks a different language, ThyssenKrupp has a translation service available that they will contact and have a third party help interpret the call.

All of the calls are recorded and the information is time stamped in their computer system with call times, dispatch times, arrival times and special notes as needed.

Park Center Security will notify Park Center Engineering and dispatch an officer to the elevator. Park Center Engineering will report to the Fire Command Center to work with the ThyssenKrupp Elevator Technician to clear the malfunction. Park Center Security Officer will remain at the malfunctioning cab.

NOTE: Park Center Security Officers will not power down the main switch and they will not attempt to remove the individual(s) from the elevator.

BOMB THREATS PROTOCOL

GENERAL COMMENTS

Bomb threats must be treated as real until proven otherwise. Threats can be received over the telephone, by a note left where it will be easily discovered, or by the actual planting of a device with no prior notification. The following information will assist Park Center tenants, employees and contractors to be better prepared for what to do in the event of a bomb threat.
A clear sequence of events and a chain of command have been established and must be followed to prevent panic. Rapid, precise and coordinated action is the best means of protecting people if a bomb threat is received.

Immediate evacuation is not always the best way to protect people. The person placing the bomb may anticipate an evacuation and place the bomb along an evacuation route. Only when an evacuation is decided to be a safe option – should the premises be evacuated.

If it is determined that the evacuation routes are clear, then we will begin the evacuation, following the same evacuation route as the fire evacuation.

Park Center Security and Park Center Engineering will be posted at the exit points of the cleared evacuation routes to ensure these routes remain clear for the evacuation.

Please wait for instructions from your Floor Monitor or the Emergency Intercom System.

If you notice a suspicious package or item in or around the building that you are not sure of its origin or purpose, follow the suspicious package procedures, contact Park Center Security immediately so that the correct authorities can be contacted.

If a bomb threat is received over the telephone, the person receiving the call must write down all of the possible information. Of vital importance is - "where is the bomb" and "when is it set to go off." Try to get the attention of someone else around you and alert them that you are receiving a bomb threat and to contact the SOC. If alone, do not rush the call, get as much information as you can, then call the SOC immediately after the call. All Officers working the console and the desk will use the Bomb Threat Checklist. This form must be kept available at all times.

Notify the SOC immediately after taking the call.

The Park Center Security Shift Supervisor will notify the appropriate personnel on the Emergency Call List for any bomb threats received.

Park Center Security Officers will be dispatched to the area identified by the caller to investigate. A pre-sweep of the area should be performed prior to evacuating. Park Center Security Officers on the scene should try to find anything that could be a potential explosive device.

The pre-sweep is to prevent evacuating in the area where the device is located.
In no instance will Park Center Security attempt to handle or deactivate anything that could be a bomb, or is marked as such.

If the location of a bomb is known, or found, Park Center Security will clear an area of at least 300 feet from the building. Do not use radios or cell phones in this area. This could mean total evacuation of the building(s). This decision will be made by properly trained personnel that are currently at incident location.

Once the properly trained personnel makes the determination of an ALL CLEAR, Park Center Security will assist with notifying personnel that they may return to work.

Park Center Security Shift Supervisors will conduct simulated tests to ensure all personnel can properly respond to and control bomb threats.

**PERSONAL THREAT**

1. If you receive the bomb threat or the person receiving the phone call.
2. Remain calm. DO NOT panic others.
3. Get as much information as you can from the caller and write it down using the Bomb Threat Checklist.
4. If there are others in the vicinity, get their attention to alert them that you have a bomb threat caller and for them to call Park Center Security immediately.
5. If you are alone, then after the phone call has ended, dial (678) 226-0220 for the SOC and report the bomb threat. DO NOT announce to or alarm other employees.
6. Go immediately to the Security Operations Center (SOC) on the first floor lobby Park Center to provide information to the SOC Personnel.

**PARK CENTER THREAT**

1. If the threat is received through a main number, or an unidentified package is found.
2. Await instructions from the Security Operations Center (SOC) Personnel, your floor monitor or from the Emergency Intercom System.
3. Do not move or touch suspicious objects. Report them to your floor monitor.
4. Do not operate light switches, thermostats, radios, cell phones, or any other electrical switch.

ORDERS TO SEARCH AND EVACUATE:

1. Visually inspect your work space for unusual or suspicious objects.
2. Exit according to the instructions from your floor monitor.
   - Be sure to report any unusual or suspicious objects to your floor monitor.
3. Meet at the designated evacuation gathering point, or alternate location identified by the Incident Response Team. Remain with the employees from your organization at the designated meeting place. DO NOT leave that area.
BOMB THREAT CHECKLIST

Date: _______ Received By: ________________________ Time Call Received: _______

Time Call Terminated: _______ Phone Number call received on: _______

Reported Call To: ___________________________________________

Exact words of caller: _________________________________________

Ask the following questions (the goal is to keep them on the line):

What time is the bomb set to explode? _______________________________

Where is it located? Floor _______ Department _______ Room # _______

What kind of bomb is it? _________________________________________

Description: ___________________________________________________

Why was the bomb planted? _________________________________________

What is your name? ______________________________________________

Where are you calling from? _______________________________________  

Voice Description (please circle): MALE  FEMALE

YOUNG  MIDDLE-AGE  OLD

CALM  NERVOUS  ANGRY  ROUGH  REFINED

Accent?  NO  YES  Describe: _______________________________________

Speech Impediment?  NO  YES  Describe: _____________________________

Unusual Phrases: _______________________________________________

Was the voice familiar?  NO  YES  Who did it sound like? ________________  

Background Noises?  MUSIC  TRAFFIC  HORNS  MACHINERY  AIRCRAFT

WHISTLES  BELLS  RUNNING MOTOR (type) _____________________________

Other: ___________________________________________________________

REMARKS: _______________________________________________________

*Printed copies are available at the SOC or Park Center Management office
Upon Dunwoody Police arrival and direction Park Center Security will follow:

**BOMB SEARCH TECHNIQUES**

Tenant and customer safety is the top priority. Personal safety and discretion must be used when faced with conducting any type of search. The removal and disarming of a bomb or suspicious object must be left to the professionals.

Perform searches following every threat.

Use 2 person search teams, if possible. (Advise those involved in the search to):

Do not touch a suspicious object but report its location and description.

Search the area in the following order:

a. **Exterior areas** – Search areas adjacent to the building first and then move to the perimeter area. (Landscaping, vehicles near the building, roofs of single story structures, trash containers, parking lots, adjacent tenant spaces)

b. **Public areas** – Search interior areas most available to the public (Lobbies, dock areas, tenant conference rooms, public restrooms, tenant entrances)

c. **Tenant areas** – Expand search to tenant spaces (Lunchroom and break areas, mechanical, electrical and communications equipment rooms, janitor closets, stock and storage areas, general offices)

2) Identify searched rooms to eliminate a second search
3) Check above suspended ceilings

The bomb threat response plan identifies a logical search pattern to allow quick and efficient searches.

A spokesperson will be identified to address the media.

**SUSPICIOUS PACKAGE PROCEDURES**

In the event a suspicious package is received, leave the suspect item in the area, secure the area and notify Park Center Security. Do not attempt to move the item from the current location. Do not allow anyone in or out of the contaminated area until authorities arrive.

If contact is made with any powders, fluids, or other suspect material follow the steps below:

1) Remain calm
2) Do not let the employee touch their mouth, nose, eyes or any other body part
3) Never attempt to brush or blow the powder off
4) A Park Center Security Officer should escort the person in direct contact to the nearest restroom or sink
5) Hands should be washed thoroughly with warm water and soap
6) All employees in the direct area should remain in place until the item can be investigated
7) Document all contact with the item in question
8) All operations should cease at this time

If a suspicious package or unidentified object is found in or around the building that you are not sure of its origin or purpose, step away from the immediate area. Do not use a radio or cell phone around the object and have someone contact Park Center Security immediately. Deter others from entering the area while keeping your own distance. Do not attempt to remove or move the object.

**Weapons, Explosive Devices and Fireworks**

Park Center prohibits the use, possession, display or storage of any weapon, explosive device or fireworks on all land and buildings.

If Park Center Security receives a report or notices a violation, they will contact the appropriate person. Violations will be reported to the City of Dunwoody Police Department.

**PICKETING AND DEMONSTRATIONS**

The appropriate person of the tenant identified as victim of picketing or other public demonstration must be notified promptly if actual picketing or threats of picketing come to the attention of Park Center Security. The complex law and union situations make it important these situations are reported.

The following list of contacts is involved in dealing with these incidents:
- Park Center Security
- Park Center Management
- State Farm - Administrative Services

**ACTION STEPS TO PICKETING**

Pickets may be assigned near or at a company building. If this happens, Park Center Security needs to learn:

A. Organization involved
B. Intent
C. Duration of picket

1) Report this information to Park Center Management. Do not react or take action without consultation and guidance.
To cope effectively and legally with a strike or picket situation, decisions need to be made on a number of issues:

A. Make the safety of all individuals using the premises a top priority.
B. Take prompt action to ensure all offices being picketed remains open and able to conduct business.
C. Review the security arrangements to consider the possibility of trespassing or vandalism.
D. Decide whether to advise law enforcement agencies.
E. Give consideration to timely and accurate communications to public and tenant employee groups who are, or may be, affected.
F. Prepare to deal with media representatives seeking statements from tenant representatives.
G. Report information to Park Center Management office.

PICKET RESTRICTIONS

A. Restrict pickets to public property.
B. Specify they stay on the sidewalk, not on Park Center property or driveway.
   o Ask violators to leave.
C. Greet attempts to block drives, walks, or entrances with a firm request to refrain from further action.

No attempt should be made by the pickets to stop tenant employees or vendors from entering or leaving the premises.

Taking pictures and videos of picketing activity is prohibited.

INFORMATIONAL PICKETING

An orderly demonstration by a public action group falls under the definition of Informational Picketing. This type of picket informs the general public a group performing a service for the company is on strike or unfair to its employees. This includes:

A. Cleaning contractor's employees
B. Trade unions
C. Utility company
There is frequently no legal remedy for informational picketing if the picketers:

A. Picketers must remain on public property, not private tenant property.

B. Make it clear to the general public the labor dispute is with the contractor doing work for the tenant and not with tenant itself.

For informational picketing to be legal, the number of picketers must not hamper access to and from tenant’s building. Also, there must be no coercion or intimidation of tenant’s employees or employees of other contractors or members of the general public. The message conveyed by the picketers through signs or place cards must not damage tenant’s interest

BOYCOTT PICKETING

A boycott is usually characterized by delivery refusals, service refusals, or outside contractors refusing to enter and perform contracted responsibilities. This type of picketing is more serious than informational picketing.

RESERVED GATE

If a contractor's employees or their union establish a legal right to picket on tenant's premises, the contractor should set up a reserved gate. This is a specific entrance to a tenant facility, clearly marked to show it is only for the employees, management personnel, and suppliers of the striking contractor. No other personnel can use that designated entrance or exit.

The advantage of the reserved gate is to restrict picketing or other economic pressure from the union to a single entrance reserved for the striking contractor's employees. Picketing at other entrances is unlawful.
INDIVIDUAL SECURITY MEASURES

ACCESS CONTROLLED ELEVATOR PROCEDURES:

If someone gets on the elevator with you and they do not have a badge, do not swipe your badge and press another floor. Press the first floor only, and please ask them to sign it at the Park Center Security desk on the first floor. This might delay you to your destination, but it will keep order within the building by not having people wandering about secured floors. This same procedure can be used if you get onto an elevator that someone else is already on. Remember that this might be their first time here, so they may not know where they need to go, or that they need to see Park Center Security if they are a visitor.

ACCESS CONTROLLED ENTRIES PROCEDURES:

Similar to elevator procedures above, if someone attempts to enter a secured access entryway and they do not have a badge visible; please ask to see their badge. If they do not have one, do not let them in with you and instruct them to check in at the Park Center Security desk in the lobby.

INSIDE AND/OR AROUND THE BUILDING:

If you see someone in the halls or anywhere in the building and they do not have a badge, please ask them if you can help them. They might just be lost and this is an easy way to identify that need, or if they are somewhere they do not need to be it should be enough to discourage any wrong doings.

PERSONAL BELONGINGS:

Do not leave your personal belongings out in the open when you leave your office or desk. Put purses, wallets, keys, etc. in a drawer or cabinet. If it is lockable, then lock it. If it is not lockable, at least it will not be in plain sight, or out in the open.

BE COURTEOUS    BE ALERT       ASK QUESTIONS
IMMINENT THREAT PROCEDURES

ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation. Response to an active shooter incident is of the highest priority and immediate action is required by Park Center Security officers, Park Center Management personnel, and the local authorities.

GENERAL PROCEDURES

1. In the event a report of imminent threat is received by Park Center Security or Park Center Management Office, the person receiving the call will immediately call 911 to report the situation.

2. Information to provide to 911 operator and/or law enforcement upon arrival (if known):
   a. Location of the active shooter
   b. Number of shooters
   c. Physical description of shooter(s)
   d. Number and type of weapons
   e. Number of potential victims at the location

3. Communication to Park Center and State Farm occupants will either be made via emergency text and/or through radio communication utilizing the emergency channel, depending upon the situation and timing.

4. Immediate decision will be made by the person(s) on the list of authority to approve lockdown, contained within the Lockdown Procedures, to either evacuate, lockdown the building(s), or shelter-in-place in conjunction with advice of the Dunwoody PD.

5. Public address system and warning alarms may be utilized, dependent upon the situation.

6. Pre-designated individual volunteers of the Park Center Security and Park Center Engineering team will assist the Dunwoody PD as requested.

7. Appropriate State Farm incident response teams will be activated, if directed by the State Farm SPOC.
8. In the case of public relations involvement, the appropriate State Farm SPOC will be timely contacted, as well as the escalation through Park Center Management.

INDIVIDUAL PROCEDURES

1. Be aware of your environment and any possible dangers
2. Take note of the two nearest exits in any facility you visit
3. If you are in an office, stay there and secure the door
4. If you are in a hallway, get into a room and secure the door
5. As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her

ACTIVE SHOOTER EVACUATION PROCEDURES

Given the nature of an active shooter incident, evacuation procedures are altered from the normal fire or other emergency evacuations. An organized, group evacuation may not be possible in this situation and you may need to generate your own evacuation route, if advised.

EVACUATE

1. If there is an accessible escape path, attempt to evacuate the premises
2. Have an escape route and plan in mind
3. Evacuate regardless of whether others agree to follow, if it is safe to do so
4. Leave your belongings behind
5. Help others escape, if possible
6. Prevent individuals from entering an area where the active shooter may be
7. Keep your hands visible
8. Follow instructions of any police or other officers
9. Do not attempt to move any wounded people

HIDE OUT

1. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
2. Your hiding place should be out of the shooter’s view
3. Provide protection if shots are fired in your direction (i.e. an office with a closed and locked door) The hiding place should not trap or restrict your options for movement
4. Lock the door and barricade with heavy furniture (if possible)

IF THE SHOOTER IS NEARBY
1. Silence your cell phone
2. Turn off any source of noise (i.e. radios, tvs, etc.)
3. Hide behind large items (desk, cabinets)
4. Remain quiet

IF EVACUATION AND HIDING OUT ARE NOT POSSIBLE
1. Remain calm
2. Dial 911, or the SOC, if possible, to alert authorities of your location and situation
3. If you cannot speak, leave the line open and allow dispatcher to listen

TAKE ACTION AGAINST THE SHOOTER, IF NEEDED
1. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter
2. Act aggressively against him/her
3. Throw items and improvise weapons
4. Yell
5. Commit to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES
1. Officers will usually arrive in teams of four
2. Officers may wear regular patrol uniforms or riot gear
3. Officers will be armed and possibly with multiple weapons
4. Officers may shout commands, and push/pull individuals out of harm’s way for their safety
5. Remain calm and follow officers’ instructions
6. Put down any items in your hands (i.e. bags, jackets)
7. Immediately raise your hands and spread your fingers
8. Keep your hands visible at all times
9. Avoid making quick movements toward officers such as holding on to them for safety
10. Avoid pointing, screaming and/or yelling
11. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
12. Proceed to either the standard evacuation gathering point, or a newly designated gathering point established by officers on the scene.

OFFICERS ON THE SCENE
1. The first officers on the scene will not stop to help injured persons
2. Expect rescue teams to follow the initial officers arriving at the scene
3. If able, you may be asked to assist with moving the wounded to a safer location

LOCKDOWN PROCEDURES

An exterior lockdown is implemented when there is a perceived or actual threat of workplace violence.

Situations when an exterior lockdown is required may include, but are not limited to:

- When a highly violent situation is occurring or is likely to occur, such as an armed crime suspect or a threatening person with a weapon is in close proximity to the facility, causing a threat to the safety and security of associates and visitors.
- When a chemical, biological, radiological, or similar incident in which contaminants are released in the environment in such quantity and/or proximity to a place of business that is safer to remain indoors.

Implementing an exterior lockdown will trigger all exterior doors to remain locked and card readers to be disabled (interior card readers will remain active). This will prevent any badge from gaining access to the doors included (badge readers are still powered but there is no access). The turnstiles in the lobbies will also be disabled with the card readers preventing entry, but not egress. The turnstiles can also be secured by the touchscreen located on the lobby officer’s desk.

The lobby doors which are typically unsecured during business hours must be secured. The lobby doors have a manual lock which will need to be secured by the lobby officers immediately upon notification of a lockdown.
AUTHORITY TO APPROVE LOCKDOWN

When a perceived threat that requires a lockdown of a facility occurs, an immediate decision must be made as quickly as possible by a core member of the Crisis Management Team, a core member of the Incident Response Team, or a designee:

- Park Center General Manager
- Park Center Chief Engineer
- Park Center Property Manager
- Park Center Security Project Manager
- State Farm Admin Services Manager

PROCEDURES TO IMPLEMENT LOCKDOWN

Once a decision has been made to lockdown, there are several procedures that must be followed. Procedures are listed below by each area.

PARK CENTER SECURITY PROCEDURES DURING LOCKDOWN:

1. Contact Law Enforcement.
2. Activate the Incident Response Plan.
3. Notify appropriate tenant representatives
4. Notify facility occupants via a public announcement on the Public Address (PA) system if possible and necessary (this will depend on the threat).

Announcements will vary depending on the situation. They may be very vague (for example: Shot’s fired outside, stay in facility), or may contain more details. Each situation is unique and the announcements, if necessary and approved, will vary.

Example word track for serious threat outside of the facility (within close proximity): The facility is in lockdown due to a serious threat outside of the facility. All exterior doors are secured. Facility occupants are to remain in the facility until further notice. Facility occupants who leave will not be allowed back into the facility. An armed person is in close proximity of the facility and it is safer to remain indoors. (If the perpetrator description is available, provide description). Perpetrator was last seen (specific location). All occupants need to move away from windows and refrain from making outside calls due to congestion of phone system.

Example word track for serious threat inside the facility: All associates and visitors must evacuate the facility immediately. An armed person is in the facility (specify area if known). Evacuate to (specify location). (If the perpetrator description is available, provide description). Use caution, etc.
Consider adding wording in the announcement requesting that phone calls to the outside should be minimized, in order to avoid congestion of the 911 system.

5. Work with local law enforcement until they have determined it safe to cease the lockdown.

6. Notify facility occupants when the facility lockdown is removed.

PARK CENTER SECURITY OFFICERS MUST TAKE THE FOLLOWING ACTIONS (FOR TENANT BUILDING AFFECTED):

1. Secure all exterior doors. This can be accomplished by activating the lockdown switch in the appropriate Park Center Security Office to lock the main lobby door(s).
   - Location of lockdown switches –
     A valid read on the Lockdown reader by an authorized management-level Park Center Security staff will activate the event “CHQ Arm Lockdown Switch.”
     This event will arm the input “CHQ Lockdown Switch” for a minimum activation time of 99 minutes (the authorized person will need to activate the switch for the lockdown event to activate).
     If the switch is armed and activated, the switch will activate the Ccure System event “Emergency Lockdown.”
     The event “CHQ Emergency Lockdown” secures the door group “CHQ Lockdown Door Group.” It also disarms the “CHQ Lockdown momentary unlock PB Group.”
     Once the lockdown has been concluded, the lockdown switch can be returned to the normal state. This will set all readers back to the normal state. (If doors are normally on an unlock schedule, they will unlock.
     The event “CHQ Arm Lockdown Switch” can be either manually deactivated or after the 99 minutes have passed and the switch will disarm.
     Lobby exterior doors should be automatically secured; however, each lobby area should be verified to be secured adequately.
     Evacuate dock areas and place sign on dock gate alerting driver that dock is closed.

2. Remove officers from these posts, depending on location of the lockdown.
   - Park Center Lobby Security (specify building, if not site wide)
   - Park Center Parking Garages (specify which garage, if not site wide)
   - All Park Center exterior posts
   - Park Center Vehicle patrols
3. If necessary and safe to do so, deploy Park Center Security staff near key exits in the facility to gather information on situation.

4. Instruct Park Center staff to place appropriate signs at facility entrances if safe to do so (if available, Park Center Engineering can assist if needed):
   - At the appropriate lobby entrance, place the sign “Our facility is currently in a LOCKDOWN. Office temporarily closed.”
   - At all employee entrances, place the sign “Our facility is currently in a LOCKDOWN. Please return to your vehicle and leave the premises.”

5. Monitor cameras for threat or criminal activity on the exterior of facility.
6. Stay in contact with local law enforcement until the lockdown is removed.
7. Inform the Monitoring Service.

PARK CENTER MANAGEMENT ROLE

1. Instruct Park Center Engineers/Technicians of the exterior lockdown on the ALL CALL channel. If technicians are at out buildings, instruct them to stay in current location until the situation is over.
2. Instruct associates outside of the facility and in close proximity, to come into the facility immediately, if the situation allows.
3. Post Park Center Security officers, Park Center Engineers or Technicians, and State Farm Floor Monitors (if available) at each door to inform facility occupants of the threat, ONLY IF SAFE TO DO SO when threat is on exterior of facility.
4. Depending on the circumstances initiating the lockdown, the fans, heating and air systems may need to be turned off, sealed, and/or disabled.

ADDITIONAL STEPS

1. If a fire alarm is activated while the facility is under a lockdown, evaluate the situation to determine if the lockdown must continue.
   - Note that when the fire alarm activates, the revolving doors will go to the “plus” (+) position, and will be open for associates to exit.
   - All other mag lock exterior doors will switch to free egress, as well.

AFTER HOURS

- If the situation occurs after-hours, Park Center Security may make the decision to place the facility in Lockdown if an imminent threat exists. However, the Park Center Management office must be notified ASAP.
- If on-site building maintenance becomes aware of a potential incident, Park Center Security should be notified immediately and will make the necessary contacts to Park Center Management emergency contact.
• Park Center Security must ensure the police have been contacted (by Park Center Security staff or others).
• When Park Center Security is notified of a potential incident, Park Center Security will contact the Park Center Management emergency contact, and the on-site Park Center Engineer for their awareness and assistance with possible evacuations, Command Center activities, building HVAC controls, etc.
• Park Center Management will provide the approval to make the appropriate PA announcements.

CONCLUDING THE LOCKDOWN

Once the situation is over and the local authorities have given the all clear to cease the lockdown, the lockdown can be reversed by the following:

1. A valid read on the Lockdown reader by an authorized management level Park Center Security staff and then the switch being turned back to the normal position will de-activate the event.
2. Park Center Security must unsecure all lobby doors/visitor entrances.
3. Park Center Security and/or Park Center Engineering must remove all signage referring to the lockdown as appropriate.
4. Park Center Management must notify facility occupants of the status of the situation.

CHEMICAL SPILLS

GENERAL INFORMATION

Chemical Spill Clean-up Training is required for anyone who uses the Chemical Spill Response Kit. If you have not been properly trained, do not attempt to clean up any spills, contact Park Center Security immediately.

Park Center Security will contact Park Center Engineering and alert them of the situation and provide any assistance that is needed.

Chemical spills and accidents need to be minimized as much as possible. If a chemical spill should occur, a quick response with a stocked chemical spill kit will help minimize potential harm to personnel, equipment and facilities.

Chemical spill clean-up procedures are contained within Park Center’s engineering manuals and HAZMAT manual. If a spill company is needed, call Servpro: (404) 261-2925 or Remtech: (770) 427-7766.
PARK CENTER SECURITY RESPONSE

If Park Center Security discovers a spill, or one is reported to you, contact Park Center Engineering immediately.

Report the situation with as much detail as possible, i.e. that it is impeding into other areas, or is dripping down onto lower levels, etc.

Secure the area so that no one else enters or comes near the substance.

Do Not attempt to clean up the spill.

Attend to any injured personnel, call 911 if needed.

Park Center Engineering will assess the situation and notify Park Center Management office if an evacuation is needed. Follow standard evacuation procedures, if an evacuation is commenced.

Complete an Incident Report when possible.

THREATS/VIOLENCE TO INDIVIDUALS PROTOCOL

DEFINITION:

Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting.

A workplace may be any location either permanent or temporary where an employee performs any work-related duty. This includes, but is not limited to, the buildings and the surrounding perimeters, including parking lots, field locations, and clients’ homes and traveling to and from work assignments.

WORKPLACE VIOLENCE INCLUDES:

- Physical Violence
  - Intimidation
- Psychological traumas
  - Harassment of any nature
- Threats or obscene phone calls
  - Being followed, sworn or shouted at

TYPES OF WORKPLACE VIOLENCE:

- Violence by strangers
- Violence by co-workers
- Violence by customers or clients
- Violence by personal relations
INFORMATION:

Often times the general public believe they can visit any building within the complex. Sometimes they don’t understand the procedures and policies associated with our different processes. They may be here to resolve an issue that is permitted by some tenants.

When all of these stress factors are combined, a person may commit, or threaten to commit violence. Unless these emotional, angry, or frustrated individuals are handled properly, they may harm you, themselves, or others around you. Sometimes even co-workers, perhaps under a great deal of stress because of problems at work or at home may become threatening or violent.

Many experts say there is no sure way to prevent acts of violence in a place serving customers. You, however, as a Park Center employee can learn how to recognize the warning signs of a potentially threatening or violent situation and the specific steps to follow if you or a co-worker become involved in such a situation.

UNDER ARMED THREAT:

Confrontations with an armed person are the most dangerous of all situations involving violent persons and the most difficult for inexperienced people to deal with.

Do Not Shout, Scream, or Panic because these reactions are likely to frighten an agitated person into taking action that could harm people or destroy property. Instead, remain as calm as possible; saying and doing nothing is better than making a bad situation worse.

Do Not Dial 911 in the presence of the armed assailant as this could cause them to react by using the weapon. If someone else is in the office with you or near you, they should call 911 from a phone that is not visible by the assailant. Give as much information as you possibly can without alerting the assailant of your actions.

Freeze in place and do nothing, letting the potential assailant make the next move. Avoid doing anything that could cause the potential assailant to take action. Simply standing still and letting the individual “talk it out” may be all you should do under these circumstances.

Look the person directly in the eye. Keep talking to gain time and calm the assailant. These actions are not to make you feel helpless, but may be enough to defuse the situation and allow the person to leave.

UNDER UNARMED THREAT:

Respond early to an agitated state. Red face, perspiring, shaking hands, and talking loud or shouting are warning signs that the person could become violent.

This is the time to remain calm and explain to the customer what the procedures are and why they are necessary. If the customer is still agitated, it may be necessary to call a
supervisor over to talk to the person. In an extreme case, alert a co-worker to call Park Center Security.

OBSCENE, HARASSING OR THREATENING TELEPHONE CALLS:

Obscene and harassing callers are primarily interested in generating fear and discomfort. The longer they keep you listening, the more satisfaction they derive from the call. Some experts say that the person who uses the phone to verbally is not likely to follow up with a direct confrontation. If obscene or harassing calls continue, keep a written record by utilizing the Harassing Phone Call checklist. Report all harassing or obscene phone calls immediately so that a report can be filed. If a caller makes a personal threat to you or your family it should be reported to the police immediately.

HELPFUL HINTS:

Telephoned Suicide
1. Keep calm. Keep talking. Don’t hang up
2. Signal a coworker to get on another phone
3. Ask the caller to repeat the message and write it down
4. Get as much information as possible
5. Call the threat hotline

Angry or hostile customer or coworker
1. Stay calm. Listen attentively
2. Maintain eye contact, Be courteous and patient
3. Keep the situation in your control
4. Get as much information as possible
5. Call the threat hotline

Person shouting, swearing, and threatening
1. Signal a coworker, or supervisor, that you need help
2. Do not make any calls yourself
3. Have someone call Park Center Security
4. Get as much information as possible and Call the threat hotline
5. Call the threat hotline

Threatening with a weapon
1. Stay calm. Quietly signal for help
2. Maintain eye contact
3. Stall for time
4. Keep talking – but follow instructions from the person who has the weapon
5. Don’t risk harm to yourself or others
6. Never try to disarm the person
7. Watch for possible chance to escape
PARK CENTER SECURITY INCIDENT REPORT

**Transwestern AlliedUniversal** Incident Report

<table>
<thead>
<tr>
<th>1. Type of Incident</th>
<th>2. Date of Incident</th>
<th>3. Time of Incident</th>
<th>4. D-3 Case No.</th>
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9. Exact Location of Incident

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<th>First</th>
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<th>Zip</th>
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<th>Times:</th>
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<td>b.</td>
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<th>Y/N</th>
<th>16. Action Taken</th>
<th>Times:</th>
<th>Times:</th>
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Page 1 of 3
### Transwestern Incident Report

17. Describe incident and all actions taken:

**WHO, WHAT, WHEN, WHERE, WHY, HOW:**


**NARRATIVE:**


**SECURITY NOTIFICATIONS:**

Who:

Phone #:

**Time & Date:**

**EMERGENCY AGENCY ACTIONS:**

**Transported to:**

**Date & Time:**

**Agency:**

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<tr>
<th>18. Officer name</th>
<th>19. Officer: contact information</th>
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<tr>
<th>20. Reviewing Supervisor</th>
<th>21. AP Manager</th>
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**Officer Name (Please Print Clearly) | Officer Signature | Date**

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Page 2 of 3
Transwestern Incident Report

* Upon completion email to Kevin.thomas@allieduniversal.com
HARASSING PHONE CALL CHECKLIST

Date: ______ Time: ________ Report By: ____________________________

Call Information:

Date of call: __________________
Time of call: __________________

What was said?: ____________________________

________________________________________________________________________

________________________________________________________________________

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Physical Description:

Voice: MALE  FEMALE

Accent? Y N

CAUCASION AFRICAN-AMERICAN
HISPANIC ASIAN

Pitch: HIGH  LOW

Other ______ OTHER__________________________

Distinguishing features or mannerisms: (slurs, shitters, etc?) ______________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Other Comments/Remarks: ________________________________

________________________________________________________________________

Report Received by: ____________________________

Signature of reporting person ____________________________

Signature of person receiving report ____________________________
OBSERVATION CHECKLIST
(Printed copies are available at the SOC and Park Center Management Office)

OBSERVATION CHECKLIST

Date: __________  Time: __________  Report By: __________________________

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Height: __________  Distinguishing features or mannerisms: __________

Weight: __________

Estimated Age: __________

Build: __________

Posture: __________  Complexion: __________

Eye Color: __________  Tattoos? Y N  Location: __________

Eyeglasses? Y N  Type: __________  Color?: __________

Sunglasses? Y N  Scars/other marks? Y N  Location: __________

Eyes Alen? Y N  Type: __________

Eyes Droopy? Y N  Body Piercings? Y N  Location: __________

Eyes Normal? Y N  Jewelry? Y N  Location: __________

Hair Color: __________  Weapon? Y N  Type: __________

Haircut Style: __________  Circle all that apply and describe:

Moustache? Y N  Shirt: __________  Tie: __________

Beard? Y N  Suit or Blazer: __________

Sideburns? Y N  Jacket or Coat: __________

Hat? Y N  Pants, Trousers, Shorts: __________

Shoes, Sandals: __________

Other Comments/Remarks: __________________________________________________________________________
PARK CENTER SECURITY MEASURES

INJURIES TO PARK CENTER SECURITY OFFICERS

When a Park Center Security Officer is injured on the job, the following forms will be completed in detail:

Claim Reporting Form (Worker's Compensation)
Worker's Compensation File Checklist
Accident/Injury Report and Investigation Form
Incident Report

These reports must be submitted to the Area Office through the Park Center Security Project Manager within 24 hours. The Park Center Security Shift Supervisor is responsible for completing these reports.

** A Park Center Security Officer should report an injury to the Park Center Shift Supervisor as soon as possible **

NOTE: For any Park Center Security Officer injury that occurs on State Farm tenant space, including parking garages, a State Farm Incident/Accident Report will also need to be completed.

ADMINISTERING AID

Park Center Security Officers will not administer to injured person(s) beyond the CPR/AED/First Aid for which they are trained. Certain personnel for the Park Center Management team and State Farm are certified in CPR/AED/First Aid. For any critical emergency situations, always call 911.

SIMULATED EMERGENCIES

Simulated medical, fire, and bomb threat emergencies will be conducted by Security in coordination with State Farm Workplace Protection Unit.

TRANSPORTING INJURED

Injured persons will not be transported by any Park Center Security Officer, nor will the patrol vehicle be used to do so.

Complete an Incident Report (IR) whenever an injury is reported / known, regardless of the extent of the injury or to whom.
EMERGENCY TRAINING REQUIREMENTS FOR PARK CENTER SECURITY OFFICERS

Every emergency situation cannot be outlined. Park Center Security Officers usually are the first on the scene and their actions can dictate the final outcome. Officers are required to stay current and school themselves to stay abreast of new emergency procedures and techniques. As a minimum, when on duty, all Officers should know:

A. Where the fire extinguishers are located  
B. Where and how many people are on each floor  
C. Where electrical closets are located  
D. Where first aid kits and AEDs are located  
E. Detailed directions to vital locations within the building  
F. CPR, First Aid and AED certification  
G. Emergency and Weather Related Evacuation Procedures  
H. Fire Safety and Extinguisher Use  
I. Bomb Threat Procedures  
   a. Search Procedures  
   b. Evacuation Procedures  
   c. Caller Information  
J. Elevator Operation and Emergency Procedures

CROWD CONTROL MEASURES

Park Center Security will ask all individuals to stay back or will direct them to another area. Clearing the area will allow the medical personnel room to work with a minimum of distraction and without being exposed to a danger of becoming injured themselves.

In dealing with crowds, tact and professional authority must be used. People want to see and know "what is going on". If necessary, physically move individual(s) to another area. Do this politely and firmly, be alert they do not "creep" back into the area you must keep clear. Use this procedure only when the individual(s) do not respond to your notification for them to clear the area. Usually stating "please step back" or "please move to the sidewalk" will get the response you want without any physical contact being necessary.

Additional crowd control and/or traffic control may be needed for special events taking place at the Park Center campus. Refer to the Park Center Security Post Orders for specific details on event crowd control.
EMERGENCY VEHICLES ON PROPERTY

In the event that emergency vehicles are on property, the procedures within the medical emergency section should be followed.

In the event that Park Center Security is unaware of their purpose, an officer will make contact and report the issue to the appropriate groups.

PARK CENTER SECURITY SYSTEM ALARMS (CCURE)

Security is responsible for these procedures

1. Security console operators are responsible for viewing the Ccure System Alarm Monitoring screen in conjunction with the CCTV monitors.

When an alarm is generated through Ccure, the following action must be taken:

A. Read the alarm details on the Alarm Monitoring Screen.
B. View the camera call up or find the camera per the camera listing in the console and then view the footage.
C. Acknowledge the alarm on Ccure.
D. If deemed required, critical, and/or necessary, request an officer to respond to the alarm to determine the cause.
E. If a door alarm, check the area/room and determine if any unauthorized access occurred. Attempt to determine if there is a problem with the door or door hardware.
F. If another type of alarm, conduct necessary follow up/response as required.
G. If a problem appears to exist with the security equipment, place a service call if appropriate and submit an IR. If a problem with the door hardware, notify Park Center Engineering.

If suspicious activity or a security breach is noticed via the CCTV monitors, the following action must be taken:
A. Inform shift supervisor.
B. Request an officer(s) to respond to the area to investigate as appropriate.
C. Additional action taken will depend on the findings (additional notifications, writing an IR, etc).
PARK CENTER ENGINEERING RESPONSIBILITIES

The Park Center Engineering person will be notified of any other problems such as Mechanical Trouble Alarms, leaks, safety hazards, fan requests, power failure and/or generators being activated, etc.

CONFINED SPACE WORK PROCEDURES

Park Center Engineering will call and inform Park Center Security that someone will be entering a designated confined space.

If there is an emergency in this area while they are working, Park Center Security will call 911 immediately and will follow existing medical emergency procedures. An Incident Report will be written.

WILD ANIMALS ON PROPERTY

Do not attempt to approach the animal on your own, report to Park Center Management office.