

**OCCUPANT EMERGENCY  
PROCEDURES HANDBOOK**

*1515 & 1555 POYDRAS STREET*

**Revised June 2007**

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## INTRODUCTION

The security and safety of our tenants are of primary concern for the Management Team at 1515 and 1555 Poydras. By informing you of our Building's emergency procedures, we hope to reduce the risk of threatening occurrences, and to coordinate quick, effective responses to emergency situations. This handbook is for the education of the tenants residing in the 1515 & 1555 Poydras Buildings as information into the policies and procedures of the Property Management Team. This book is intended as a reference into the procedures currently in place and as a guide for the tenants to establish their own business and personal emergency plans.

These emergency procedures provide information to ensure the maximum protection for you and your employees. The designated Fire Warden in your office should read it carefully by key managers and. It is essential that these procedures are fully understood and that they are followed if an emergency situation arises.

Please read pages 2 and 13, which outlines the duties of a Fire Warden. This person plays an important role in maintaining the safety of the building and responding effectively to emergency situations. Each office should select one Fire Warden (*with Deputy Fire Warden*). Each tenant space exceeding 7,500 square feet should have a minimum of two Fire Wardens (*with Deputy Fire Wardens*). The office of the Building should be notified of the names of these wardens, as they will be contacted regarding building safety procedures.

We are pleased to have you as a tenant and hope that you will work with us to ensure the safety and security of all tenants and employees at 1515 & 1555 Poydras. **Remember it is your responsibility to train all of your employees on all Emergency Procedures for the building.** If you have any questions, please feel free to contact the Office of the Building at **585-2670**.

Thank you for your cooperation.

## EMERGENCY TELEPHONE NUMBERS

### 1515 & 1555 Poydras

◆ MEDICAL .....	911
(Then Notify Office of the Building 585-2670)	
◆ FIRE .....	911
(Then Notify Office of the Building 585-2670)	
◆ SMOKE .....	911
(Then Notify Office of the Building 585-2670)	
◆ SECURITY .....	585-2670

## **FIRE WARDENS**

A Fire Warden should be someone who is reliable, respected by the other employees within your firm, and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the names and faces of all employees in your office. Your Office Manager or Personnel Manager, or both depending on the size of your firm, would probably be good candidates for Fire Warden. You should select Deputy Fire Wardens for every Fire Warden.

The Fire Warden would be responsible for the development and implementation of your Fire Safety Program under the direction of the Building Fire Safety Director. This Program would include development of evacuation plans, assignment of fire-fighting responsibilities, training of employees in emergency response procedures, and practice of emergency procedures. The Fire Warden is assisted by Deputy Fire Wardens and Searchers (*please refer to Fire Protection Duties on page 13*).

In the event of a fire or other emergency, this individual is in charge of the situation until Building Management arrives. The Fire Warden may also be responsible for coordinating the evacuation of your space depending on the severity of the situation and the availability of other safety personnel.

The Fire Warden will also be a key contact for the Office of the Building in case of power failures, medical emergencies, or other emergency situations.

**PLEASE POST THIS CHART**

**1515 & 1555 Poydras**

***RESPONSIBILITIES REFERENCE CHART***

**FIRE DRILL & EVACUATION**

*PLEASE PRINT OR TYPE:*

DATE: \_\_\_\_\_

FLOOR: \_\_\_\_\_

TENANT: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

TOTAL NUMBER OF PEOPLE WORKING ON YOUR FLOOR (SUITE): \_\_\_\_\_

# OF DISABLED EMPLOYEES WHO MAY REQUIRE HELP IN EVACUATION: \_\_\_\_\_

The following employees have been appointed Fire Wardens, Deputy Fire Wardens, and Searchers.  
(NOTE: Appoint one Fire Warden for each 7,500 square feet of occupied space or part thereof. Appoint two searchers: one female and one male.)

FIRE WARDEN: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

DEPUTY FIRE WARDEN: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

DEPUTY FIRE WARDEN: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

DEPUTY FIRE WARDEN: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

FEMALE SEARCHER: \_\_\_\_\_ MALE SEARCHER: \_\_\_\_\_

FEMALE SEARCHER: \_\_\_\_\_ MALE SEARCHER: \_\_\_\_\_

**REMINDERS: KEEP A COPY OF THIS CHART IN YOUR FILE. KEEP YOUR CHART CURRENT. SUBMIT ALL UPDATED CHARTS TO THE OFFICE OF THE BUILDING.**

**POST THIS REFERENCE CHART SO THAT IT IS CLEARLY VISIBLE TO ALL EMPLOYEES ON YOUR FLOOR.**

- ◆ MEDICAL ..... 911  
(Then Notify Office of the Building 585-2670)
- ◆ FIRE ..... 911  
(Then Notify Office of the Building 585-2670)
- ◆ SMOKE ..... 911  
(Then Notify Office of the Building 585-2670)
- ◆ SECURITY ..... 585-2670

## BUILDING/TENANT FIRE SAFETY

In the event of a fire, the safe and rapid evacuation of the affected area is the joint responsibility of Building Management and the tenants in that area. It is imperative that each employee become familiar with the information and procedures described on the following pages. Please call us if you have any questions about fire safety. Even if we cannot immediately answer your question - we will find your answer and respond quickly. Call the Office of the Building at 585-2670 **before** an emergency arises!

**Remember it is your responsibility to train all of your employees on all Emergency Procedures for the building.**

### FIRE COMMUNICATIONS SYSTEM

The EST III Fire Communications System consists of detection, reporting and control functions. When an alarm is activated, certain automatic responses take place. Some involve shutting down equipment. However, all provide notification to the Fire Control Room on the 1<sup>st</sup> Floor and an automatic alert is transmitted to the Central Alarm Service (Security Center) which then notifies the Fire Department.

There are a number of types of alarms, which are recognized by the Fire Command Station, and each type has a specific response. These are as follows:

<u>ALARM TYPE</u>	<u>RESPONSE</u>
◆ Smoke in the elevator hallway	◆ Voice EVAC sounds* ◆ Elevators return to street level lobby
◆ Smoke in the duct work	◆ Voice EVAC sounds* ◆ A/C unit shuts down
◆ Computer Room Fire Detection	◆ Voice EVAC sounds* ◆ Elevators and A/C units continue operating

*\* The fire alarm voice EVAC system and the fire alarm strobes will be activated on the alarming floor, the floor above, the floor below and Stairwell A & B.*

*If a full building evacuation is determined to be necessary by the New Orleans Fire Department, then the fire alarm voice EVAC system and the fire alarm strobes will be activated on all floors.*

Voice communications are available from the Fire Control Room to one or all floors by use of the public address speakers which are located in a number of areas on each floor and in stairwells A and B. In addition, communication is also available from the Fire Control Room to each individual floor by use of the red Fireman's phone located in the elevator lobbies, the freight elevator lobbies and several locations in stairwells A and B.

#### Fire Alarm

The Voice EVAC is transmitted over the speakers located on each floor. It is a digitized voice evacuation message.

#### Public Address System

The fire alarm system contains a public address facility from which instructions can be broadcast to one floor at a time or all floors simultaneously. Instructions can also be received in the stairwells over the public address system. This allows for the broadcast of any special conditions when evacuation is in progress.

## **SMOKE/FIRE EMERGENCY PROCEDURES**

### **IF YOU SMELL SMOKE:**

1. Call **911** then the Office of the Building at **585-2670**. Report the smoke, giving the location if possible and any other available details.
2. Notify your Fire Warden.
3. Wait for a response from Building Management.

### **IF YOU DISCOVER A FIRE:**

1. Call the New Orleans Fire Department at 911.
2. Telephone the Office of the Building at **585-2670**. Give the exact location of the fire, and any other available details.
3. Notify your Fire Warden.
4. Proceed to a safe area away from the fire.

**DO NOT** use the elevators.

**DO NOT** evacuate unless instructed to do so OR if a safe area is not available.

5. Using the back of your hand, feel any door before opening it to see if it is hot.
6. Close, but don't lock doors, behind you to help contain the fire and smoke.
7. If smoke is present, stay as close to the floor as possible.

### **IF ALL ESCAPE ROUTES ARE BLOCKED**

1. Move as far away from the fire as possible closing all doors as you go.
2. Stuff clothing or other material around ventilation ducts and cracks in doors to prevent smoke from penetrating the area.
3. If a phone is accessible, dial **911** and give them your precise location.

### **WHEN TO EVACUATE:**

1. The Office of the Building will notify you if evacuation is necessary. In the event the telephones are not operational, the Fire Warden must decide if evacuation is required.
2. Note: Due to the fire resistant qualities of this office building, immediate evacuation is only necessary:
  - a. From the floor where the fire is burning.
  - b. From the floor areas one story above the fire floor.
  - c. From the floor area directly below the fire floor.
  - d. When ordered to leave by the General Manager or Assistant Manager, Police or Fire Department personnel.
3. Follow the evacuation instructions precisely.
4. **DO NOT** use the elevators unless otherwise instructed. Use stairwells only.

## BUILDING FIRE SAFETY FEATURES

1. The Building is constructed of structural steel and concrete and is fully sprinkled to inhibit the spread and minimize the effects of fire on the Building's structure.
2. ABC fire extinguishers are located throughout the Building in all tenant suites on each floor. **Tenants should become familiar with the exact location and the proper use of these devices.**
3. Each floor at 1515 & 1555 Poydras has two stairwells, 1555 Stairwells are labeled South "A" and North "B" and 1515 Stairwells are labeled East "A" and West "B". Each stairwell is equipped with a public address speaker system. The enclosed exit stairwells are constructed of fire resistant materials. Stairwell doors must not be blocked open because this may allow the spread of fire or smoke into the exit stairwells. **Tenants should become familiar with the location of all exit stairwells on their floor.**

## TYPES OF FIRES

- CLASS A** - Fires in such ordinary combustibles as paper, wood, cloth, rubber, textiles, and many plastics.
- CLASS B** - Fires in flammable liquids such as grease, oil, paint and gasoline.
- CLASS C** - Fires involving energized electrical equipment where there is a risk of shock. (When electrical equipment is de-energized, Class A fire extinguishers may be used safely).
- CLASS D** - Fires in combustible metals, such as magnesium, titanium, zirconium, etc.

Multi-purpose "ABC" extinguishers can be purchased to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electronic equipment rooms will almost always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved, and "C" because it is electrical equipment.

Arrangements with Building Management should be made to protect areas such computer rooms, mailrooms, and duplicating and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, smoke detectors or automatic extinguishing systems are recommended.



## FIRE EXTINGUISHER OPERATION

**TO OPERATE:** If you use a fire extinguisher remember the word **PASS**.

**PULL** ... Pull the pin. Some extinguishers require releasing a latch or pressing a puncture lever.

**AIM** .... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.

**SQUEEZE**... Squeeze the handle. This releases the extinguishing agent.

**SWEEP** ... Sweep from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat the use of the extinguisher if necessary.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers before a fire emergency happens.



## TENANT FIRE EMERGENCY RESPONSIBILITIES

### FIRE WARDEN RESPONSIBILITIES

1. Each tenant should appoint a Fire Warden and Deputy Fire Warden for every 7,500 square feet of space. Searchers should also be assigned for each floor. Full-floor and multi-floor tenants will require multiple Fire Wardens and Deputy Fire Wardens. The people chosen should be individuals who rarely travel and who are familiar with names and faces of all employees in your office. One Fire Warden should be responsible for the development and implementation of the Building's Safety Program with the Fire Safety Director. This program should include:
  - a. Development of evacuation plans.
    - Familiarize employees with the location of all exit stairwells.
    - Familiarize employees with the location and proper use of fire extinguishing equipment within the Building.
    - Inform employees who is responsible for the order to evacuate.
    - Inform the Office of the Building of all handicapped people who might require assistance during evacuation.
  - b. Assignment of fire-fighting responsibilities.
    - Designate and train individuals in fire-fighting techniques for small fires only (*areas of less than 10 square feet*).
    - When fire-fighting personnel arrive, give them the information they need regarding the cause of the fire and the status of fire-fighting efforts.
  - c. Train employees in emergency response procedures.
  - d. Practice emergency procedures to assure familiarity with individual responsibilities.
  - e. In the event of an actual fire on your floor, make sure the voice EVAC has been transmitted.
  - f. The tenant on each floor should complete the reference chart on page 3 in consultation with the Fire Safety Director. This chart and any changes should be recorded promptly and sent to the Fire Safety Director. A current copy of this chart should be conspicuously posted in areas where employees gather.
  - g. On multiple tenant floors, the tenants should know the Fire Warden and be familiar with the Reference Chart on page 3.
  - h. Provide for Fire Warden and Deputy Fire Warden identification such as armband, hat, and whistle, which are to be used during the fire drills and actual fires. Jones Lang LaSalle Americas, Inc. employees will have a yellow hat on to identify them.
  - i. The tenants are required to keep the premises in a safe and clean condition. Aisles, corridors and exit doors are to be kept clear of obstructions.
  - j. Auxiliary fire fighting equipment such as fire extinguishers, which can be found in each tenant

suite, should be kept accessible for immediate use. The tenants should provide additional specialized equipment for specific fire hazards and high-risk areas, such as computer rooms, storage areas, etc.

- k. It is recommended that Tenants participate in the semi-annual drills scheduled by the General Manager to familiarize employees with fire exits, fire alarm procedures, etc. Employees should assemble in the designated areas and follow the instructions of the Fire Wardens.

*The Office of the Building is available to assist you in organizing training sessions for your designated employees.*

2. In the event of a fire in the tenant's space, the Fire Warden is in charge until the Building General Manager or Assistant Manager, or an appointed Deputy Fire Warden arrives. The Fire Warden and the other designated employees should initiate the following emergency procedures:

- a. Close all doors leading to the fire.
- b. Immediately call 911 then the Office of the Building at 585-2670, and report the fire's exact location and what is burning.
- c. Initiate fire-fighting operations. Tenants should attempt to extinguish small (*areas of less than 10 square feet*) fires unless doing so would expose them to personal danger and/or cause delay in calling the Office of the Building, or in evacuating the area. If the fire is in a wastebasket, move it to a less dangerous location if possible. If machinery is on fire, shut off power to it.
- d. Use available fire extinguishers. Use Building "ABC" fire extinguishers for paper, wood, cloth, plastic, rubber, grease, oil, or electrical fires.
- e. A designated employee should wait by the service elevator to direct the Building's General Manager or Assistant Manager to the fire scene.
- f. The Fire Warden should coordinate his/her activities with those of the Deputy Fire Wardens and Searchers on the fire floor.
- g. If evacuation becomes necessary prior to the arrival of the Building's Operations Manager, the Fire Wardens will give the order to evacuate in accordance with the procedures outlined in the next section. The Fire Wardens should notify the Office of the Building of this action. Building Management will immediately proceed to the scene with further instructions.
- h. When the Building's General Manager or Assistant Manager arrives on the fire floor, he/she is in charge, and all tenants will take any orders issued. Tenants should assist those efforts in the direction of the General Manager or Assistant Manager. Should evacuation of the fire floor become necessary, the General Manager or Assistant Manager will give the order to evacuate.

## TENANT EVACUATION PROCEDURES

Due to the fire resistant qualities of the 1515 & 1555 Poydras Buildings, immediate evacuation is only necessary:

- ◆ From the floor where the fire is burning.
- ◆ From floor areas one floor above the fire floor.
- ◆ From the floor area directly below the fire floor.
- ◆ When ordered to leave by the General Manager or Assistant Manager, Police or Fire Department personnel.

In most instances when evacuation of an area is required, only the fire floor and one floor immediately above and one floor immediately below will need to be evacuated. (*The Fire Department will designate a floor for their Command Post*). In order to ensure clear uninhibited entry for the Fire Department into the Building and to the fire area, it is extremely important that all tenants evacuate in the precise manner and to the exact area designated by their written evacuation plan or the Fire Department.

The following evacuation procedures should be observed:

1. If possible, grab purses wallets, valuables, etc. as soon as the order to evacuate is given. You will not be allowed back into the space until the Fire Department or Building Management say it is safe to re-enter.
2. Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and caulk around the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR!** Find another exit to the corridor.
3. If both your door and doorknob are cold, and you leave your office:
  - a. Check for smoke in the corridor.
  - b. When smoke is present, stay low by crawling since clean air is closest to the floor.
  - c. Everyone should proceed quickly, but calmly to the nearest stairwell. **DO NOT RUN!** All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
  - d. **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
    - 1) Knowledge of procedures that must be followed.
    - 2) Confidence in the responsible personnel's ability and guidance.
    - 3) Calmness and self-confidence of responsible personnel.
  - e. **DO NOT USE THE ELEVATORS!** Recent reports have indicated that elevators frequently travel to the fire floor.
  - f. Check stairwells for smoke.
  - g. If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**
  - h. Once you are in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
  - i. Evacuate to the exact area that each tenant has designated per their written evacuation plan or the Fire Department.
  - j. If your designated evacuation area is outside of the Building, move to areas across the street to insure you do not inhibit fire-fighting activities.

4. A Fire Warden (*and Deputy Fire Warden*) should be designated to walk the suite to assist employees and make sure everyone is aware of the evacuation order.
5. The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.
6. Form a single-file line at the stairwell exit door and proceed calmly and carefully down the staircase to your designated area in the evacuation instructions. No one, however, should open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.
7. Conversation should be kept to a minimum. Everyone should stay in a single-file line on the left side of the staircase. Women should remove high heel shoes.
8. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department officials or Building Management.
9. If there are handicapped personnel located on your floor, ensure that a minimum of two persons is assigned to each handicap individual. This assistance will aid the handicap personnel to the nearest stairwell. The Fire Warden or one of the assistance should then advise the Fire Department and Management Team of the individual's location. During evacuation, handicapped persons should be helped into the fire-protected stairwell B. The Fire Department personnel will meet them in this area and assist their evacuation to the designated rendezvous area.
10. Upon arrival at the rendezvous area designated by each tenant written evacuation plan, everyone should remain in the area. No one should wander about the area or leave the area unless directed to do so by the Fire Department or Building Management.
11. The Searchers or Deputy Fire Warden should proceed to take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed to a member of the JLL Management team wearing a yellow hat, if during business hours or to security personnel if after business hours.

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed.

1. Move as far away from the fire as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.
2. If a phone is accessible, call the Fire Department (**911**). If you are unable to reach the Fire Department, then contact the Office of the Building (**585-2670**) with your precise location.
3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
4. **DO NOT BREAK THE GLASS.** Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.

## **RECOMMENDED FIRE SAFETY FEATURE FOR TENANT SPACES**

1. Tenants should make arrangements with Building Management to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire-rated enclosures and fire extinguishers. If the size or value density of these areas is large, smoke detectors or automatic extinguishing systems should be considered. Call the Chief Engineer (**585-2670**) if you need any assistance in arranging the purchase of any of the above equipment.
2. Tenants should take steps to safeguard their business from the effects of a fire in the Building by protecting vital documents and company records. Off-site storage duplicate records or fire-resistance storage areas can do this. The specific method of protection will depend on the size and nature of the material involved.

ROLE	DUTIES
<b>I. FIRE WARDENS</b>	<ol style="list-style-type: none"> <li>1. Ascertain the location of the fire and sound the alarm if this has not already been done.</li> <li>2. Notifies the Building office of a fire emergency.</li> <li>4. Gives the order to evacuate if necessary prior to the arrival of the Building General Manager or Assistant Manager.</li> <li>5. Gives instructions to the Searchers.</li> <li>6. Coordinates evacuation for tenants with physical disabilities.</li> <li>7. Continues fire evacuation procedures during actual fire.</li> <li>8. Participates in semi-annual fire drills.</li> <li>9. Maintains fire protection supplies (<i>flashlights, batteries, arm bands, whistles</i>).</li> <li>10. Maintains Tenant Reference Chart.</li> </ol>
<b>II. DEPUTY FIRE WARDENS AND SEARCHERS</b>	<ol style="list-style-type: none"> <li>1. Follows instructions from Tenant Fire Wardens.</li> <li>2. Searches lavatories to verify all individuals have left.</li> <li>3. Takes a head count after an evacuation to verify that all regular occupants on the floor have been evacuated.</li> <li>4. Participates in semi-annual fire drills.</li> </ol>
<b>III. ASSISTANT MANAGER</b>	<ol style="list-style-type: none"> <li>1. Manages all activities on the fire floor.</li> <li>2. Communicates with the General Manager to report status/request assistance.</li> <li>3. Organizes and participates in semi-annual fire drills.</li> <li>4. Plans and conducts Tenant Safety training for building staff.</li> </ol>
<b>IV. GENERAL MANAGER</b>	<ol style="list-style-type: none"> <li>1. Manages all building activities excluding the fire floor.</li> <li>2. Communicates with the Assistant Manager and Security regarding status and implementation.</li> <li>3. Orders elevator recall, if fireman's recall isn't operational.</li> <li>4. Orders evacuation of non-fire floors.</li> <li>5. Calls the Fire Department if fire alarm panel is not operational.</li> </ol>
<b>V. FIRE SAFETY DIRECTOR</b>	<ol style="list-style-type: none"> <li>1. Directs activities in Building lobby.</li> <li>2. Assists evacuation to lobby or refuge floor.</li> <li>3. Reports status of evacuation to the General Manager.</li> <li>4. Meets the Fire Department and direct them to the fire floor.</li> <li>5. Maintains communication with the General Manager to implement instructions.</li> </ol>
<b>VI. FIRE DEPARTMENT</b>	<ol style="list-style-type: none"> <li>1. Manages all Building activities upon arrival at the Building.</li> <li>2. Moves tenants with physical disabilities.</li> </ol>

## FIRE PREVENTION TIPS

1. Make sure appliances such as coffee makers are turned off at night.
2. Those who smoke should use large ashtrays that do not tip over easily. Empty them only when you are sure that the ashes, matches, and butts are cold. Do not smoke in supply rooms or restrooms.
3. If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Building Management Office at **585-2670**.
4. Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.
5. Leave plenty of space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that normally gives off heat. **Material should not be stacked closer than 20 inches from the ceiling.**
6. Report all burned out "Exit" sign bulbs to the Building Management at (504) 585-2670.
7. Flammable debris, fluids or chemicals should be properly stored per code requirements, i.e., cleaning fluids, etc.
8. Make sure the power is shut off on all office equipment such as copiers, typewriters, calculators, computers, etc. at the close of the business day.
9. Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in freight lobby areas.
10. Know the location on your floor of the fire exits and fire extinguishers in your suite.
11. Become acquainted with the location of the nearest fire stairs by referring to the floor plan located in your tenant manual.
12. Check procedures with the Fire Safety Director for evacuating handicapped personnel.
13. Keep several flashlights with fresh batteries in an easily accessible location for emergency use.
14. Do not open doors that feel hot.
15. Do not prop fire stair doors open or permit doors to remain open. This permits the fire and smoke to spread more easily.
16. Close all doors behind you.
17. Do not fight a fire by yourself.
18. Do not panic - remain calm - wait for help, if necessary.
19. Evacuate according to evacuation procedures, which include following instructions from Fire Wardens, Building Management and the New Orleans Fire Department.
20. Refrain from smoking.



21. Walk quickly when directed, but do not run.
22. **Do not use the elevators** for emergency evacuation. **USE STAIRS** unless directed otherwise.
23. If you are exposed to heat or smoke, stay low near the floor.
24. Do not go back for your personal property or for other reasons.
25. Do not return to the building until you are instructed to do so a member of the Building Management Team.

**TENANT FLOOR PLAN**

***KNOW YOUR ESCAPE ROUTE TO THE STAIRWAYS!***

**GROUND FLOOR - FLOOR PLAN**

***KNOW YOUR RENDEZVOUS AREA!***

# **BOMB THREAT INFORMATION AND GUIDELINES**

## **GENERAL INFORMATION**

The most common threats are made by direct telephone calls to the Police Department. However, some threatening calls are made to third parties such as television studios and newspaper offices.

There are two reasons for a caller to report that a bomb is to go off at a particular location:

1. The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device, or just someone who is aware of such information.
2. The caller wants to create an atmosphere that spreads panic and disrupts normal business activity. This could be the ultimate goal of the caller.

## **SUSPICIOUS ITEMS**

1. Letters that are unusually bulky or weighty.
2. Parcels or envelopes with chemical or oily stains.
3. Parcels or envelopes without a return address.
4. Parcels or envelopes with foreign postmarks.
5. Parcels or envelopes that simply do not look or feel ordinary.

## **DON'TS**

1. **DO NOT** handle the item.
2. **DO NOT** attempt to open the parcel.
3. **DO NOT** place parcel in water.
4. **DO NOT** remove any binding material.
5. **DO NOT** pull or cut any material that protrudes.

## **BASIC TENANT RESPONSIBILITIES**

1. Each Tenant should brief the telephone receptionist on bomb threat procedures.
2. Each Tenant should have a copy of the bomb threat checklist near the receptionist's telephone.

## **BOMB THREAT RECEIVED BY A TENANT**

Should a tenant receive a bomb threat, the following guidelines should be used:

1. **FILLING OUT BOMB THREAT FORMS:** Refer to the call record on page 21. When a call is received, a BOMB THREAT FORM should be readily available to the person receiving the call. It is recommended that the form be copied onto red paper so that the persons adjacent to the individual taking the call will recognize the form and alert the proper party immediately. It also allows the form to be found quickly. If a form is not available, that person should jot down all of the conversation that is remembered. Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive.
2. **NOTIFICATION:** Immediately call the PROPERTY MANAGEMENT OFFICE (585-2670), advising as follows:
  1. Your name
  2. The telephone you are calling from
  3. The floor you are calling from
  4. Your suite number

5. The firm you are employed with

The Building Management Office will call the police. If possible, have a second employee call the Building Management Office while the bomb threat caller is on the phone.

3. The Building Management Office will give a recommendation to evacuate if necessary. Again, the actual order to evacuate your space must be given by your Fire Warden.

4. Be alert for any unfamiliar people and/or objects to point out to the police or Building staff upon their arrival. **DO NOT** touch or handle any suspected object.

5. Written bomb threats are less frequent than telephone threats, but must be considered just as carefully.

6. Avoid physical handling of the written threat. The police department for fingerprints, postmarks, handwriting, and typewriting will analyze this evidence.

The Fire Wardens, Deputy Fire Wardens and Searchers are responsible for making a complete search of tenant space. It will be the responsibility of the Fire Wardens to identify any suspicious items or packages, which do not belong in the area. Building Staff will search all common areas, i.e.: restrooms, common corridors, elevator lobbies, hallways, and stairwells. If a suspicious item is identified, the police will then be called to investigate the object.

**BOMB THREAT RECEIVED BY THE OFFICE OF THE BUILDING**

In the event that the Building Management Office receives a bomb threat, the following guidelines will be observed:

1. The Police Department will be notified immediately.

2. The Fire Warden in the affected area will be informed of the situation. The Fire Warden will give the order to evacuate if necessary.

3. Tenants should be alert for any unfamiliar people or objects to point out to the police or building staff upon their arrival. **DO NOT** touch or handle any suspected objects.

4. The Fire Warden will make a complete search of the suspected areas. It will be the responsibility of the Fire Warden to identify any suspicious items or packages, which do not belong in the space.

5. If the bomb threat is received against the Building, and not a specific floor, all public areas will be searched.

## **TENANT EVACUATION**

The Building Management Office will make a recommendation whether a tenant space should be evacuated. If a floor is indicated in the threat, the tenants on the 2 floors above and 2 floors below will be notified to evacuate. If no floor is indicated a general building alarm will be sounded. If your Fire Warden gives the order to evacuate, all of the following steps should be followed:

1. The Fire Warden will make sure all employees are notified.
2. Everyone should proceed quickly, but calmly, to the nearest stairway exit. **DO NOT RUN!**
3. The Fire Warden or Deputy Fire Warden should walk the suite as a double check to assist employees and make sure everyone is aware of the evacuation order.
4. Evacuation, depending upon the size and type of explosive device, is normally one floor below and two floors above the bomb. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Building Management Office or the Police Department.
5. Upon arrival at rendezvous area, everyone should remain in the area. No one should wander about or leave unless directed to do so by the Police or Building Management Office.
6. The Searcher or Deputy Fire Warden should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the Building Management Office personnel.

## BOMB THREAT/NUISANCE CALL RECORD

**INSTRUCTIONS:** Listen, do not interrupt the caller. If possible, pass a written note to the person closest to you, advising, "Bomb Threat", and the telephone number of the Fire Warden and the floor's Deputy Fire Warden.

DATE \_\_\_\_\_ TIME \_\_\_\_\_

Exact words of the person placing the call: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1. **TRY TO GET THE CALLER TO REPEAT THE MESSAGE!** ("I'm sorry, would you say that again, please?")
2. **DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.**
3. **TRY TO KEEP THE CALLER TALKING!** (Use your imagination - try to act natural.)

### QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What kind of a bomb is it?
4. What will cause it to explode? \_\_\_\_\_
5. Did you place the bomb? \_\_\_\_\_
6. What does it look like?
7. Why did you place the bomb?
8. What is your name? \_\_\_\_\_

### TRY TO DETERMINE THE FOLLOWING: (Circle appropriate word/s)

**Caller's Identity:** Male Female Adult Juvenile Age \_\_\_\_ Race

**Voice:** Loud Soft High pitch Deep Raspy Pleasant Intoxicated Other

**Accent:** Local Not local Foreign Region Other

**Speech:** Fast Slow Distinct Distorted Stutter Nasal Slurred Lisp Other

**Language:** Excellent Good Fair Poor Foul Other

**Manner:** Calm Angry Rational Irrational Coherent Incoherent Deliberate Emotional

**Background Noises:** Office Machines Factory Machines Bedlam Trains Airplanes Animals Music Quiet Voices Mixes  
Street Traffic Party Atmosphere

**Length of Call** \_\_\_\_\_

### THREAT LANGUAGE

\_\_ Well Spoken (educated) \_\_ Incoherent \_\_ Foul \_\_ Taped \_\_ Irrational  
\_\_ Message Read by Threat Maker

**ACTION TO TAKE IMMEDIATELY AFTER CALL:** Notify your Fire Warden as instructed. Talk to no other than instructed by your Fire Warden.

\_\_\_\_\_  
RECEIVING TELEPHONE NUMBER

\_\_\_\_\_  
PERSON RECEIVING CALL

## BUILDING SECURITY

### GENERAL INFORMATION

Security plays an extremely important role in the overall smooth operation of the Building. Good security protects the Building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage, and fire.

1515 & 1555 Poydras is staffed by security on a 24-hour, seven-day-a-week basis. They are easily recognized as they are always dressed in navy jackets and have nametags. Our security personnel act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order, and are on the alert for any unusual activities within the Building.

As a theft preventive measure, each time you, one of your employees, or your vendors or contractors remove any material or equipment from the Building, a letter from the Tenant's office must be presented to the guard on duty for validation.

In special cases where you have vendors or contractors (*carpet cleaning, installation of computer equipment, etc.*) coming in after-hours or on the weekends, you must submit a letter to the Office of the Building stating who (*name of the company and individual, if possible*) will be coming, the date, and the approximate time. Also give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the guard on duty. ***Please note that the guard does not have the authority to let vendors or contractors into tenant spaces.***

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from the Building or to investigate a theft. The inconvenience caused by these situations can be minimized if the procedures above and on page 23 are observed.



## **TENANT SECURITY RESPONSIBILITIES**

Remember that the best way to improve security is for each tenant in the Building to take an active role -just as you would in the neighborhood where you live.

1. Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
2. Do not hesitate to report any suspicious or disorderly individuals to the Office of the Building (**585-2670**). Our Building security personnel will escort them from the Building.
3. Solicitation is not permitted in the Building, and any individual who enters your offices for this purpose should be reported to the Office of the Building. Building security personnel will escort them from the building.
4. Inform the Office of the Building of any building keys, which are lost. This includes keys to your suite, washroom keys, storeroom keys, building and parking access cards.
5. Keep Building Identification Cards out of the hands of those who do not need them. Try to maintain up-to-date records of all your employees who have cards. Inform the Office of the Building immediately when individuals have been removed from your employment for any reason.

### **Emergency Access List**

Each tenant must provide our office a listing of responsible people whom we can contact if we need to get into your office after hours. These people should be listed in the order in which they should be contacted. The only time we will use this list is if an emergency warrants The Office of the building to call.

Please keep us updated as the names change. The time we lost trying to find the right person could be critical.

### **THEFT**

Should you suspect that your offices have been broken into or if items are found to be missing, contact the New Orleans Police Department, and the Office of the Building. Our Security Staff submits a written report of these incidents to the General Manager immediately following investigation of the matter. In the meantime, try to avoid disturbing anything in areas, which you feel, might have been affected by an intruder.

### **LOST AND FOUND**

Any individual finding lost item(s) should turn them in to the Office of the Building, 1515 Poydras Suite 1970 or to the Security Desk in the Lobby. You can also call the Office of the Building (**585-2670**) if you have lost any items.

# MEDICAL EMERGENCY

## TENANTS REQUIRING MEDICAL ATTENTION

1. Call the New Orleans Fire Department at 911. Be prepared to provide the following information:
  - a. The address of the Building – 1515 Poydras or 1555 Poydras (**PLEASE NOTE THAT THE AMBULANCE DRIVER SHOULD BE INSTRUCTED TO USE THE NON-REVOLVING FRONT DOOR TO OUR BUILDING**).
  - b. The floor and suite number.
2. Call the Office of the Building at **585-2670**. Upon notification, the Office of the Building will alert Building Security who will:
  - a. Instruct an employee to meet the ambulance at the ADA door at the 1515 & 1555 Poydras entrance.
  - b. Bring the necessary elevator to the lobby level.
  - c. Meet the emergency crew and direct them to the appropriate area.
3. Unless you have the appropriate medical training, do not attempt any heroics. Reassure the victim that help is on the way, and wait for the arrival of qualified medical personnel. It is understandable to be compelled to help immediately, but you may end up further injuring the victim if you are not properly trained in emergency techniques.

## AMBULANCE SERVICES

The New Orleans Ambulance Service (dial **911**) will automatically take the patient to the nearest medical facility. If another hospital is desired in non-emergency situations, consult the yellow pages in advance for ambulance services. Have the name and number of the alternative service handy.

## HOSPITALS

**Charity Hospital .....Currently not Open**

**Tulane University Hospital ..... 588-5263**  
**Emergency Room ..... 588-5711**

**University Hospital .....Currently not Open**  
**Emergency Room ..... Currently not Open**

## POWER FAILURE

The 1515 & 1555 Poydras Building is designed to minimize the risk of a general power failure resulting from causes within the building. We have a backup generator which operates one elevator in each bank, provides emergency lighting in the through out the building and in the stairways. Typically, should a power failure occur, it would affect either an isolated area of the building or some larger portion of the downtown area. In the event of an electrical failure, the following guidelines should be observed:

1. Contact the Office of the Building by calling **585-2670**.
2. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in lobby areas or in the street.
5. If you are trapped in an elevator during a power failure, wait for assistance. Your elevators will cease operation, but **WILL NOT FALL**. Do not force open the doors. **DO NOT PANIC**.
6. The Office of the Building will attempt to advise you regarding the length and cause of the power failure as soon as possible.

## ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation that there is. However, in the event it does malfunction, use the following procedures:

1. Press the Emergency button, this call will be answered by the security guard.
2. Identify yourself.
3. Give your company name.
4. Supply the elevator number listed on the inside of the telephone cabinet.
5. Give any available or pertinent information to the security guard, number of occupants, status of occupants, location of elevator, what the elevator did prior to stopping.
6. Remain calm and stay in contact with the security guard.

### Here is what happens:

1. Security will immediately respond to the location.
2. The elevator contractor will be contacted and placed in route to the building.
3. Once the elevator Contractor arrives on property, they will identify the problem and render assistance.

## SEVERE WEATHER

Generally, there are three types of unusual weather conditions which may occur and for which extraordinary precaution should be taken:

- ◆ Severe thunderstorm activity
- ◆ Tornado
- ◆ Hurricane

### SEVERE THUNDERSTORM ACTIVITY

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

### TORNADO WARNING

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater.

Public warning will come over the radio, TV or five-minute steady blasts of sirens by the Municipal Defense warning system. Should a severe storm or tornado occur, the following safety guidelines are recommended:

1. Move away from the exterior of the Building to a corridor or elevator lobby.
2. As you move, try to close the doors of rooms, which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Go to the center corridor and protect yourself by either putting your head closely to your lap or by kneeling to protect your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
5. **DO NOT** go to the first floor lobby or outside Building.
6. Keep your radio or television set tuned to a local station for information.
7. Do not use the telephone to get information or advice.
8. **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.

\*\*\*\*

Once the weather has subsided, report any damage or storm related leaks to the Office of the Building by calling **585-2670**.

## **HURRICANE PROCEDURES**

Below is information you may find helpful, should the New Orleans area be affected by a hurricane.

The actions necessary to prepare for hurricanes are much more complex. The National Hurricane Center issues tropical storm hurricane advisories. As these phenomena develop, the information bulletins are issued to inform the public that an unusual weather activity is being monitored.

1. Seven (7) days before the tropical storm or hurricane is expected to influence land areas, the Center will issue advisories on a scheduled basis at 11:00 p.m., 5:00 a.m., and 5:00 p.m.
2. Approximately forty-eight (48) hours prior to the estimated time the tropical storm or hurricane is expected to reach the coastline, the Center will establish watch conditions.
3. Subsequent advisories will be issued at three (3) hour intervals, 11:00 p.m., 2:00 a.m., 5:00 a.m., 8:00 a.m., 11:00 a.m., 2:00 p.m., 5:00 p.m., and 8:00 p.m.
4. When the hurricane comes within radar surveillance, approximately 175 miles from the United States coastline, advisories will be issued every two- (2) hours.

### **EFFECTS OF LOSS OF ELECTRICAL POWER OR WATER SUPPLY**

During emergencies or situations, which can cause loss of electrical power and interruption of water supply pressure from the City of New Orleans, the following conditions can be expected:

Loss of electrical power from ENTERGY and Sewage & Water Board:

1. All HVAC systems will be out of service including chillers, air-handling units, and exhaust fans.
2. All elevators except those operating off emergency power from the generator (one in the low rise and one in the high rise) will be out of service.
3. All tenant power and lighting except emergency will be out, with exception of service provided by emergency generators.
4. Domestic water pressure will be limited to low rise floor levels (depending on pressure supplied by the pumps of the Sewerage and Water Board which could normally be expected to supply up to floor five (5) of this building).

All services will remain in operation as long as possible. Electrical and water services are temporarily discontinued if the following occurs:

Utility companies cannot deliver services.

Conditions on the building site warrant shut down of equipment or systems to prevent damage.

Under most hurricane circumstances, you will have plenty of time to exit the building.

### **IN CASE OF A HURRICANE:**

1. Do not tape the windows.
2. Close all office doors inside your suite.
3. Any window coverings (drapes or miniblinds) should be in the open position.
4. Be prepared to protect offices that have exterior glass that could be broken by flying debris. Loose papers should be filed or stored away from the windows. Any small items in an office facing the window should be stored.
5. Doors between outer offices and inner corridors should be left closed.
6. Unplug all computers, telecommunications equipment, microwaves, etc. so as to protect them from possible power surges.
7. It is advisable to cover computers with plastic bags to help prevent possible water damage.
8. Secure or remove any valuables, lock file cabinets and desks, turn off the lights in your office and lock the

- entrance doors to your suite.
9. Account for all employees.
  10. Go to your home or designated emergency evacuation shelter.
  11. Do not attempt to return to your office until notified by the appropriate local governmental agency or by the Office of the Building.

If directed by the City of New Orleans, the building will be closed. Upon closure all tenants must evacuate the property. The building cannot be used as evacuation center for employees or family members.

Be sure that Office of the Building has emergency home/beeper numbers for the appropriate contact person(s) in your office, should we need to contact you.

### **Hurricane Categorization**

Be aware of National Hurricane Center advisories and bulletins and local official advisories. As weather conditions develop, you should be aware of terms being used:

- a. **Tropical Wave or Disturbance**: A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as Tropical Waves.
- b. **Tropical depression**: An organized system of clouds and thunderstorms with a defined circulation and top winds of less than 39 mph.
- c. **Tropical storm**: An organized system of strong thunderstorms with defined circulation and top winds of 39 - 74 mph, which can quickly develop into hurricanes.
- d. **Tropical Storm Watch**: Tropical Storm conditions are possible in the specified area of the Watch, usually within 36 hours.
- e. **Hurricane**: An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.
- f. **Hurricane watch**: A hurricane watch covers a specified area and duration and means that hurricane conditions are a real possibility. When a hurricane watch is issued, listen for further advisories, take steps to notify your employees, secure your office, and be prepared to evacuate if necessary. Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours. During a Hurricane Watch, prepare to take immediate action to protect your property in case a Hurricane Warning is issued.
- g. **Hurricane warning**: When conditions are expected within 24 hours, a hurricane warning will be announced by the National Hurricane Center. All precautionary measures should be completed and you may be required to evacuate the building.

## **EARTHQUAKE**

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time. Earthquakes generally last for a few seconds but great earthquakes can last up to a minute.

### **PRECAUTIONS TO TAKE DURING THE EARTHQUAKE**

1. Try to remain calm and reassure others.
2. If you are indoors, move immediately to a safe place. Get under a desk, table, or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (*such as refrigerators and machinery*) that may topple or slide across the floor.
3. Do not dash for exits since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
4. Do not be surprised if the electricity goes out, or if elevator, fire and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects.
5. If you are outdoors, try to get into an open area away from buildings and power lines.
6. Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. (*This phenomenon is merely the arrival of different seismic waves from the same earthquake*). Also, aftershocks may occur -- these are separate quakes, which follow the main shock. Aftershocks may occur several minutes, several hours, or even several days afterwards. Sometimes aftershocks will cause damage or collapse of structures that were already weakened by the main earthquake.

### **PRECAUTIONS TO BE TAKEN AFTER THE EARTHQUAKE**

When the shaking stops, there may be considerable damage, and people may be injured. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun. Here is some safety guidelines to follow:

1. Remain calm and take time to assess your situation.
2. Seek medical help for those who need it. Cover injured persons with blankets to keep them warm.
3. Check for fires and fire hazards. Put out fires immediately if you can.
4. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
5. Shut off water mains if breakage has occurred. In due time, report utility damage to the utility companies and follow their instructions.
6. Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.

7. Do not touch power lines, electric wiring, or objects in contact with them.
8. Do not use the telephone except to call for help or to report serious emergencies (*medical, fire, or criminal*), or to perform some essential service. Jammed telephone lines interfere with emergency services and it is thoughtless to use the phone for personal reasons or to satisfy curiosity. (*When the emergency is clearly over, contact relatives and friends so they will know you are safe and where you are.*)
9. Be certain that sewer lines are not broken before resuming regular use of toilets.
10. Clean up and warn others of any spilled materials that are dangerous, such as chemicals, gasoline, etc.
11. Listen to the radio for information about the earthquake and disaster procedures.
12. Be prepared to experience aftershocks. They often do additional damage to buildings weakened by the main shock.
13. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

There are no rules, which can eliminate all earthquake danger. However, following the above precautions can reduce damage and injury.