

Emergency Preparedness Guide



Brickell City Tower
80 SW 8th Street, Miami, FL 33130

BANYAN STREET
CAPITAL

Table of Contents

Introduction	5
Primary Goals of the Emergency Preparedness Guide.....	5
Scope of the Emergency Preparedness Guide.....	5
Property Management Team	6
Property Management.....	6
Security.....	6
Parking.....	6
Emergency Contacts & Phone Numbers	7
Workplace Violence	8
Recognizing Potential Workplace Violence.....	8
I. <i>The Four Types of Workplace Violence</i>	8
Establish a Plan for Your Space.....	8
Contacting Authorities & Property Management.....	9
I. <i>Reporting a Threatening or Potentially Violent Person</i>	9
II. <i>Emergency Phone Numbers</i>	9
III. <i>Information to Report</i>	10
How to Respond to Active Shooter Situations.....	10
I. <i>Run</i>	10
II. <i>Hide</i>	11
III. <i>Fight</i>	11
IV. <i>Contacting Authorities</i>	11
Associated Content.....	12
Bomb Threat or Suspicious Package	13
Bomb Threats.....	13
I. <i>Types of Bomb Threats</i>	13
II. <i>Bomb Threat Procedures</i>	13
Suspicious Packages.....	16
I. <i>Suspicious Package Procedures</i>	16
Civil Disturbances	17
Public Disturbances and Riots Outside of the Building.....	17
Public Disturbances and Riots Inside of the Building.....	18
Elevator Emergencies	19
Fire and Life Safety	20
Building Emergency & Safety Equipment.....	20
Evacuation Routes & Safe Refuge Assembly Areas.....	23

I. Evacuation Routes.....	23
II. Sample Evacuation Plan.....	24
Tenant Emergency Response Team	25
I. Tenant Roles & Responsibilities.....	25
Fire Emergencies	30
I. Fire Discovery.....	30
II. Use of a Fire Extinguisher.....	30
III. Evacuation Procedures.....	31
IV. Property Emergency Team Members Evacuation Responsibilities	34
Fire Prevention Tips	35
Flooding	36
Internal Flooding.....	36
External Flooding	36
Garage Emergencies	37
Safety Procedures.....	37
Duress Code	37
Medical Emergency.....	37
Tornado or Hurricane Warning	37
Power Failure	37
Civil Disturbance/Riot	38
Earthquake.....	38
Bomb Threat/Suspicious Package Threat via phone	38
Medical Emergencies	39
How to Handle a Medical Emergency	39
How to Report a Medical Emergency	39
Pandemic Response and Preparedness	41
Tenant Pandemic Preparation & Response.....	41
I. Get Your Workplace Ready for a Pandemic.....	41
II. Planning for a Pandemic.....	42
Property Pandemic Preparation & Response.....	44
I. Communication.....	44
II. Property Efforts & Preparedness.....	45
III. Business Continuity & Property Operations	47
IV. Planning for the Future	47
V. Resources	48
Power Failure & Utility Outages	49
Power Failure & Utility Outage Procedures.....	49
When Power is Restored.....	49

Severe Weather	50
Emergency Phone Numbers & Resources	50
Severe Weather Preparedness	51
Weather Alerts – Watch vs. Warning	51
Shelter-In-Place.....	52
Types of Severe Weather	53
I. <i>Earthquakes</i>	53
II. <i>Hurricanes</i>	53
III. <i>Tornadoes</i>	55
IV. <i>Winter Storms</i>	55
Emergency Supply Kit	57
Suspicious Persons & Unauthorized Visitors	59
Reporting a Suspicious Persons.....	59
Reporting Unauthorized Visitors	59
Theft Prevention	600
Terrorism	62
Building Explosion	62
Chemical and Biological Agents	63
Nuclear Attack.....	64
Resources and Media Outlets	66
Toxic Hazards	67

Introduction

The security, safety, and well-being of our staff, tenants, and visitors are of primary concern for the Property Management Team at Brickell City Tower; however, the safety and security of building occupants also rests with each tenant and their understanding and knowledge of emergency safety procedures and security measures.

The Emergency Preparedness Guide has been developed and implemented to help educate and inform building occupants of standard emergency procedures in an effort to reduce the risk of emergency events.

Emergencies happen – although unplanned and unwanted, it is essential that building occupants are fully prepared to ensure maximum protection in the event of emergencies. We strongly recommend that these guidelines be distributed to all employees and that each Tenant have an Emergency Action Plan in their space to prepare employees for emergency situations that could occur within your Premises.

Primary Goals of the Emergency Preparedness Guide

- Familiarize building occupants with emergency procedures and guidelines.
- Comply with fire codes of City of Miami.
- Provide building occupants with an environment that is as safe as possible.

Scope of the Emergency Preparedness Guide

- Provide building occupants with a sequential “plan of response” for initially recognizing, identifying, reporting and reacting to various types of emergency situations that pose a threat to the building and/or its inhabitants.
- Encourage tenants to incorporate emergency procedures specific to their individual operations, where applicable.

Property Management Team

The BSC Realty Services team is located at 80 SW 8th Street Suite 2801A, Miami, FL 33130 and is responsible for the management of Brickell City Tower.

Property Management

<u>Contact</u>	<u>Phone Number</u>	<u>Email Address</u>
Becky Fischer <i>Senior Property Manager</i>	305.582.6878	bfischer@banyanstreet.com
Alexandra Gonzalez <i>Assistant Property Manager</i>	786.593.1846	amgonzalez@banyanstreet.com
Tim Roberts <i>Chief Engineer</i>	786.566.2736	troberts@banyanstreet.com

Security

<u>Contact</u>	<u>Phone Number</u>	<u>Email Address</u>
Ernie Martell <i>Director of Security</i>	305.536.8971	
24 Hour Security Desk	786.703.5221	

Parking

<u>Contact</u>	<u>Phone Number</u>	<u>Email Address</u>
Edgar Pineda <i>Parking Manager</i>	305.374.9802	epineda@spplus.com
Alondra Louis Mussri <i>Assistant Parking Manager</i>	305.372.1019	alouismussri@spplus.com

For information or assistance on matters relating to building operations or procedures, please call the Management Office.

The Management Office hours of operations are Monday – Friday 8:30am – 5:30pm.

For assistance after-hours and on weekends, please dial 786.703.5221.

Emergency Contacts & Phone Numbers

Emergencies	911
Fire Department (Non-Emergency)	786.331.5000
Police Department (Non-Emergency)	305.579.6111
Poison Control	1.800.222.1222
Jackson Memorial Hospital Mercy Hospital	305.585.1111 305.854.4400
Management Office	305.536.3780
Security Console	786.703.5221
Security Cell Phone	305.343.1725
After-Hours Emergencies	786.703.5221

In the event of an emergency, please contact local emergency authorities first, then notify Property Management and Security with your name, call-back number and location so that our team may swiftly guide the emergency authorities to your exact location.

Workplace Violence

Workplace violence is a real threat that can potentially affect any organization. Understanding the types of workplace violence and recognizing the warning signs are paramount to reducing the possibility of violence in the workplace.

Recognizing Potential Workplace Violence

The Occupational Safety & Health Administration (OSHA) defines workplace violence as any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. Threats, verbal abuse, physical assaults and even homicide are considered types of violence that can occur within the workplace. It can affect and involve employees, clients, customers and visitors. Acts of violence are currently the third-leading cause of fatal occupational injuries in the United States.

1. The Four Types of Workplace Violence

The Federal Bureau of Investigations (FBI) defined four broad categories of workplace violence.

TYPE 1: **Criminal Intent** - Violent acts by criminals who have no other connection with the workplace but enter to commit a robbery or crime.

TYPE 2: **Customer/Client Violence** - Violence directed at employees by customers, clients, patients, students, inmates, or any others to whom an organization provides services.

TYPE 3: **Worker-on-Worker** - Violence against coworkers, supervisors, or managers by a present or former employee.

TYPE 4: **Personal Relationship** - Violence committed in the workplace by someone who doesn't work there but has a personal relationship with an employee – possibly an abusive spouse or domestic partner.

Establish a Plan for Your Space

One of the best protections employers can offer their workers is to establish a zero-tolerance policy towards workplace violence. This policy should cover all workers, patients, clients, visitors, contractors and anyone else who may come in contact with company personnel.

Building tenants can take numerous steps to help reduce or prevent workplace violence.

1. Analyze your workplace.
2. Create a supportive environment.
3. Offer communication and training.
4. Establish a clear workplace violence policy.
5. Commit to a non-violent workplace.
6. Train employees to recognize warning signs.
7. Create an action plan.

Contacting Authorities & Property Management

I. Reporting a Threatening or Potentially Violent Person

Should there be anyone (client, employee, former employee, employee spouse/partner) that may pose a threat to your company or staff, please be sure to notify Property Management and/or Security immediately.

It is important that Property Management and/or Security has specific information about this person as they could potentially pose a risk to all building staff, tenants, clients, and visitors.

II. Emergency Phone Numbers

Emergencies	911 (if immediate danger is present)
Police Department (Non-Emergency)	305.579.6111
Management Office	305.536.3780
Security Console	786.703.5221
After-Hours Emergencies	786.703.5221

III. Information to Report

When reporting a potentially threatening or violent person to the building management team, be prepared to share the following information. While not always possible to obtain all of these details, the more information the better.

- Photo of the person
- Name
- Age
- Height
- Weight
- Hair color
- Eye color
- Reason why the person should not be allowed on the property.
 - Some examples include – disgruntled former employee, threats from spouse/domestic partner to employee, or threats from clients/customer/others.

Providing this information to Property Management will allow our team to remain vigilant and respond to the potentially threatening or violent person should they be seen on the property.

How to Respond to Active Shooter Situations

In the event of an active shooter situation, it is critical that all individuals be prepared and understand how to respond when an active shooter is in your vicinity. Quickly determine the most reasonable way to protect your own life by following the Run-Hide-Fight method.

I. Run

Run - if there is an accessible escape path and attempt to evacuate the premises.

Be sure to:

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.

- Follow the instructions of police officers.
- Do not attempt to move wounded people unless moving to safety.
- Call 9-1-1 when you are safe.

II. Hide

Hide - if evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.

If the active shooter is nearby:

- Lock the door.
- Silence cell phones and/or pagers.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 9-1-1, if possible, to alert police to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

III. Fight

Fight - As a last resort and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

IV. Contacting Authorities

Call Security or 9-1-1 and be prepared to give the following information concerning the incident:

- Your exact location (building, floor, room number).
- Specific location and direction of the assailant(s).
- Number of assailant(s).
- Sex, race and age of assailant(s).
- Clothing color and style.
- Number injured, types of injuries.

Associated Content

- Run. Hide. Fight. Active Shooter Video - https://www.youtube.com/watch?v=5VcSwejU2D0&feature=player_embedded
- Active Shooter Booklet – How to Respond (DHS) https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf?0.7552442226207703
- Active Shooter Information Sheet (FEMA) - https://www.ready.gov/sites/default/files/2020-03/active-shooter_information-sheet.pdf

Bomb Threat or Suspicious Package

Bomb Threats

While many bomb threats have been proven to be false alarms, meant only to disturb or disrupt normal work of a person or company, it is important that any type of bomb threat is taken seriously.

I. Types of Bomb Threats

Telephone Bomb Threats: almost all bomb threats are made by telephone. The message is usually tense and may not be repeated.

Package Bomb Threats: Package bomb threats can be in the form of a letter, package, bag, or other material items. Letter or package bombs usually target specific individuals or organizations.

Vehicle Bomb Threats: Large bombs, such as vehicle bombs, can explode with such massive force that they do not have to be within a facility to cause casualties and structural damage. These devices are generally targeted at highly populated facilities and are designed to create a sense of fear and panic as well as a large number of casualties. The attack motivation is more often political or ideological than personal. Vehicle bombs normally detonate after the bomber has left the scene but they have also been used in suicide attacks.

II. Bomb Threat Procedures

In the event of any bomb threat situation, it is important to remain calm and collect critical information to report the situation.

Bomb Threat Telephone Procedures

1. Remain calm, be courteous, and pretend to have difficulty hearing.
2. If possible, have another person monitor the call or record the call.
3. Keep the caller on the line and talking as long as possible.
4. Try to determine from the caller the location of the bomb, the time of detonation, and why the bomb was placed.
5. Listen for background noises that may help in identifying the area from which the call is coming. Listen to voice characteristics of the caller.
6. Write down all information.
7. Notify 911 first, then Security at 786.703.5221, with a follow up call to Property Management 305.536.3780.

8. A Telephone Procedures Bomb Threat Checklist is available by clicking the link. Complete this checklist to help recall the details of the call.
9. Keep a lookout for strange or suspicious items. DO NOT TOUCH any suspicious items. DO NOT USE A CELL PHONE IN THE IMMEDIATE AREA of any suspicious item. Some bombs are set to detonate upon movement or cell phone activity.

Package Bomb Threat Procedures

If you suspect a parcel contains a package or letter bomb:

1. Do not touch the package, not even to move it out of the way.
2. Evacuate from the area.
3. Immediately call 911 and Property Management.

Vehicle Bomb Threat Procedures

What to look for:

The explosives are concealed inside a common vehicle in order to transport them to the target location.

- Vehicles that appear to be heavily loaded and hastily abandoned at a high-threat site.
- Vehicle may be newly painted or feature new fiberglass, epoxies or caulking.
- Strange smells may emanate from the suspect vehicle.
- On a cargo-type truck or van, the back doors may be welded shut or have new, additional padlocks.

Response Procedures:

1. NEVER touch or move a suspicious vehicle.
2. Do not use and turn off radios, cellular phones, transmitting pagers or other electronic devices in the vicinity of the suspect device as they can detonate certain devices.
3. Call 911 emergency services and give them information on:
 - a. What the suspect vehicle looks like.
 - b. Who has seen the vehicle?
 - c. Why it is suspicious?
 - d. Where the vehicle is located and how can it be distinguished from other vehicles.
 - e. What does the location of the vehicle look like (a sketch diagram of the parking area or other location could be helpful)?
 - f. When the vehicle arrived.

- g. Who was driving the vehicle, if known?
 - h. When it was first discovered or identified as suspicious.
 - i. Any known reason why the vehicle was parked there.
 - j. What evacuation or shelter-in-place measures have been implemented
4. Evacuate the building using standard procedures. Evacuate as far as possible until emergency response personnel determine a safe distance. The Bureau of Alcohol Tobacco and Firearms (BATF) recommends evacuation distances of 2,750 ft (840 meters) for a passenger or cargo van and 6,500 ft (1,980 meters) for a large moving van or water truck.
 5. If evacuation is not possible, shelter-in-place. These devices can cause extensive damage to, or complete collapse of, structures so shelter-in-place decisions should be weighed carefully.
 6. Put at least two solid walls between the device and those on scene. Avoid exterior walls.
 7. Keep everyone away from doorways. Blast pressure can be maintained for longer when channeled down a corridor or hallway than if in an open space.
 8. Keep people away from windows and other flying glass hazards.
 9. Do not seek shelter in the corners of a room. Reflected blast pressure is greater there.
 10. Prevent entry to building until emergency response personnel give all clear.

As previously mentioned, most reports are false alarms and are intended to create a disturbance at a specific location. For this reason, the decision of how to react must be carefully considered by the appropriate officials. In the event of a bomb threat, you will be notified and advised of the recommended course of action.

Emergency officials will generally evacuate a building only if the bomb threat is considered credible. A credible threat is one that meets one or more of the following criteria:

- Suspicious package has been located.
- Caller names specific persons within the company.
- Detailed information is given regarding the bomb.
- Detailed information regarding objective is provided by caller.

Search

If a decision is made to search an area, inspect your office space for unusual or suspicious items. No one knows your area as well as you. What appears to be commonplace for an outsider may be out of place to you.

- **DO NOT TOUCH** any unusual or suspicious items.
- **Report suspicious items to Property Management 305.536.3780.**

- Property Management, Engineering and Security will conduct searches of the building common areas.

Evacuation Due to Bomb Threat

When an inspection of the area has been conducted and nothing has been identified, the initial decision to evacuate a suite would be up to a Senior Officer of the Tenant firm.

Emergency officials and/or Property Management may request that tenants on the floor of the threat perform a local evacuation. These tenants would then be directed to another location within the building. Should it be necessary to move to another level, **use the stairwell.**

If a suspicious item has been found, the decision to evacuate the area will be made by the responding emergency units from City of Miami. In the event of a building evacuation due to a bomb threat, tenants will be directed to an alternate safe refuge area. It is critical that all persons listen for and follow the directions.t, Engineering, Security and any Emergency Responder.

Suspicious Packages

Suspicious packages are not only letters or packages one may receive, but they can be suspicious objects that are placed in unusual locations. The package or object may look out of place or abandoned. Suspicious package procedures are similar to those of package bomb threat procedures.

1. Suspicious Package Procedures

1. Do not handle, shake, smell or disturb the item.
2. Make note of the description of the item and back away from the item.
3. Clear everyone out of the immediate area and shut the door to the area, if possible.
4. Inform others to stay away.
5. Notify 911, security 786.703.5221 and property management immediately **305.536.3780**. Remain calm.
6. Do not use a cell phone or any type of radio anywhere near the item; if the package is a bomb device the use of these items could possibly set the device off.
7. Immediately observe your surroundings to see if anything is out of place or has been disturbed. Have others look at their surroundings and report any irregularities.
8. Report findings to Security and Property Management as quickly as possible with updated information as it is made available.
9. **DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.**

Civil Disturbances

The possibility of civil disturbances varies from city to city. Because of the nature of the times in which we live, it is necessary to cover this topic as part of our Security measures.

Should a civil disturbance threaten the building or individual office space, several steps will need to be taken to prepare the building and occupants for safety.

Public Disturbances and Riots Outside of the Building

Should a public disturbance or riot start outside of the Building or surrounding area, follow the protocol below:

1. Contact Property Management and/or Building Security immediately.
2. Do not become a spectator. Leave or avoid the area of the disturbance to prevent injury or possible arrest.
3. Tenants on lower floors are to draw curtains or blinds and move away from the windows.
4. It is recommended that all tenants lock all entrances to their suites, and not allow any unknown persons to enter.
5. Security personnel and necessary building maintenance staff will lock exterior building doors and entrances if required. Due to the nature of some disturbances, locking the building entrances may not deter the demonstrators or protestors from entering the building.
6. If a riot erupts, Security will work with Property Management to furnish necessary information detailing the knowledge of the areas at risk, street closings, public transportation reports, etc.
7. In the event an evacuation becomes necessary, Security, Property Management, Police and Fire personnel will coordinate the evacuation process in a safe and orderly manner.
8. If you are away from your office when a riot or other public disturbance takes place, i.e., in the building lobby, parking garage, or on a surface street around Brickell City Tower, try to return to your office or one of the buildings or property immediately near you. Security will assist in directing you to a safe area.
9. During a riot or public disturbance Brickell City Tower's Property Management team may find it necessary to limit certain services that restrict access to the buildings to protect the tenant and the property.
10. Await further instructions from Property Management and remain in your office until it has been deemed safe to leave.

Public Disturbances and Riots Inside of the Building

Should a public disturbance or riot start inside of the building lobby or inside of your suite, follow the protocol below:

1. Contact Property Management and/or Building Security immediately, after first calling 911.
2. If one or more of the participants enters your suite, keep calm, be courteous and do not provoke an incident. If you elect, call Miami Police (911) to have the individual removed. Follow up with a call to Security at 786.703.5221 and Property Management at 305.536.3780 with the information given to the police.
3. Do not become a spectator. Leave or avoid the area of the disturbance to prevent injury or possible arrest.
4. Take the necessary steps to secure any sensitive classified files, important papers, securities, etc. if possible.
5. Should a disturbance occur in the main lobby, all elevators will be turned off at the first floor and the police will be contacted.
6. During a riot or public disturbance, Brickell City Tower's Property Management team may find it necessary to limit certain services that restrict access to the buildings to protect the tenant and the property.
7. Await further instructions from Property Management and remain in your office until it has been deemed safe to leave.

Elevator Emergencies

Elevators are equipped with a variety of features designed to ensure the safety of passengers in many circumstances.

If at any time an elevator fails to respond, stops between floors, or if the doors will not open, remain calm and follow the procedures below:

- Press emergency CALL button



- Report your location and status including building name/address (*Brickell City Tower – 80 SW 8th Street, Miami, FL 33130*), Elevator # (*located under LED display*), entrapment/# of people, and info on LED display.



- A reminder to not attempt to force the elevator doors open.

Fire and Life Safety

Building Emergency & Safety Equipment

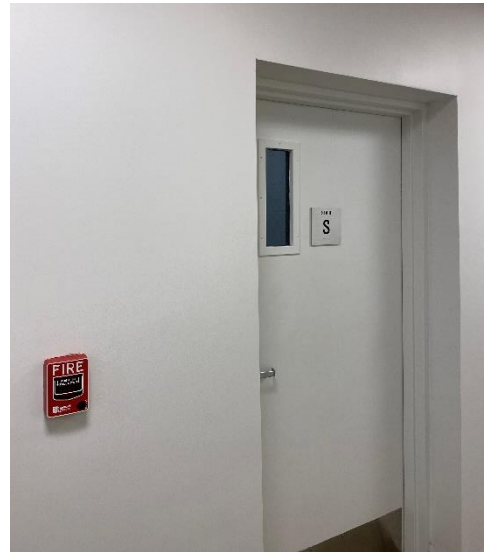
Brickell City Tower is equipped with a multitude of life safety features that are designed to provide a safe and secure environment. Those systems include:

1. **Air Handler Shut Down Relay:** Turns off the air handling unit to prevent the spread of smoke in the event an alarm is activated.
2. **Audible/Visual Alarms:** Alarm notification appliances that incorporate sirens and or strobe lights to alert occupants of a fire or other emergency condition requiring action.



3. **Building Intercom System:** Used for communication in the event of an emergency, or if trapped in a stairwell. Intercoms are located at the stairwell entry of every fifth floor, starting with the 5th floor. Pressing the intercom button activates the Security Console station.
4. **Elevator Recall:** Automatically recalls all elevators to the lobby level during a fire alarm to prevent elevator usage, and for use by fire department personnel.
5. **Elevator Pressurization:** Alarm signal from the FCC automatically turns on fans creating a positive pressure throughout elevator hoist ways.
6. **Emergency Power/Generators:** Provides electricity to the building's life safety systems in the event of a power outage.
7. **Fire Alarm Pull Stations:** Located at every stairwell, pull stations notify the FCC that an emergency situation exists in a particular zone. There are

2 alarm pull stations on each floor of the building and 2 alarm pulls stations on each level of the parking garage.



8. **Fire Extinguishers:** Located on each floor outside/inside the stairwells and within tenant suites for use in the event of a minor fire.
9. **Fire Fighter Communication Phone Jack:** Permits fire department officials to communicate with personnel stationed at the FCC and Security Console.
10. **Fire-Resistant Building Materials:** Materials used in the building that are heat resistant, fire retardant, and have a fire rating to provide a safe environment and create a safe evacuation route for occupants.
11. **Illuminated Exit Signs:** Continuously illuminated signs that direct occupants to the nearest emergency exit and are located on the ceilings of tenant suites and common areas throughout the building.

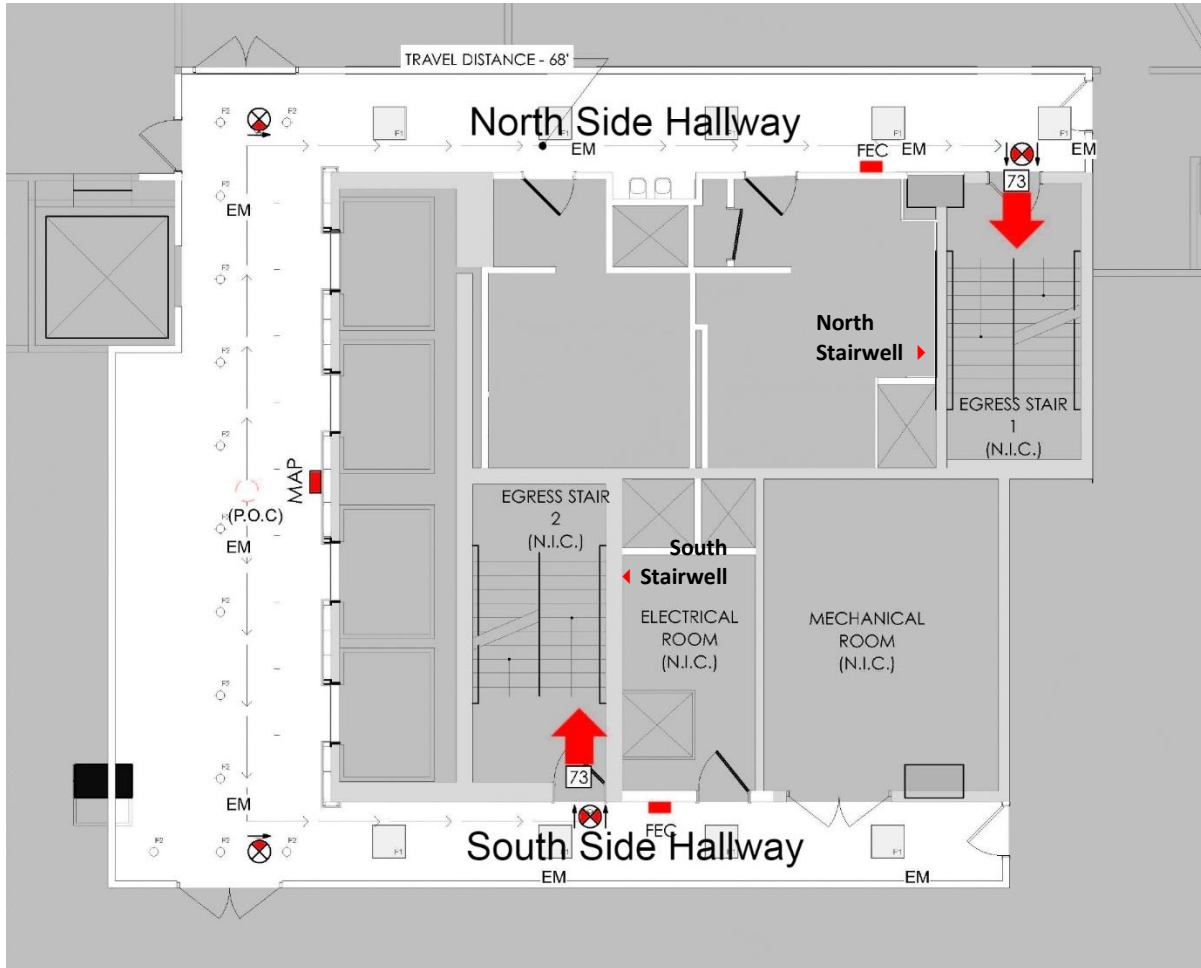


12. **Smoke & Heat Detectors:** Smoke will cause the detectors to initiate a fire alarm. Smoke detectors are strategically located throughout the building common areas, mechanical rooms, elevator shafts, etc.
13. **Sprinkler Systems:** All areas of the building are protected with a sprinkler pipeline. The temperature at which sprinklers activate is approximately 165-degree Fahrenheit.
14. **Stairwell Pressurization:** Alarm signal from the FCC automatically turns on fans creating positive pressure through the stairwells to allow for smoke-free exit.
15. **Standpipes Fire Hose Valve:** Located on each floor inside the stairwell, it allows fire department personnel to hook up hoses near the emergency area.
16. **Tamper Switch:** Informs the FCC and off-site monitoring company that a sprinkler system valve is being closed.
17. **Water Flow Alarm:** Notifies the FCC and off-site monitoring company that a sprinkler has been activated in a particular zone.

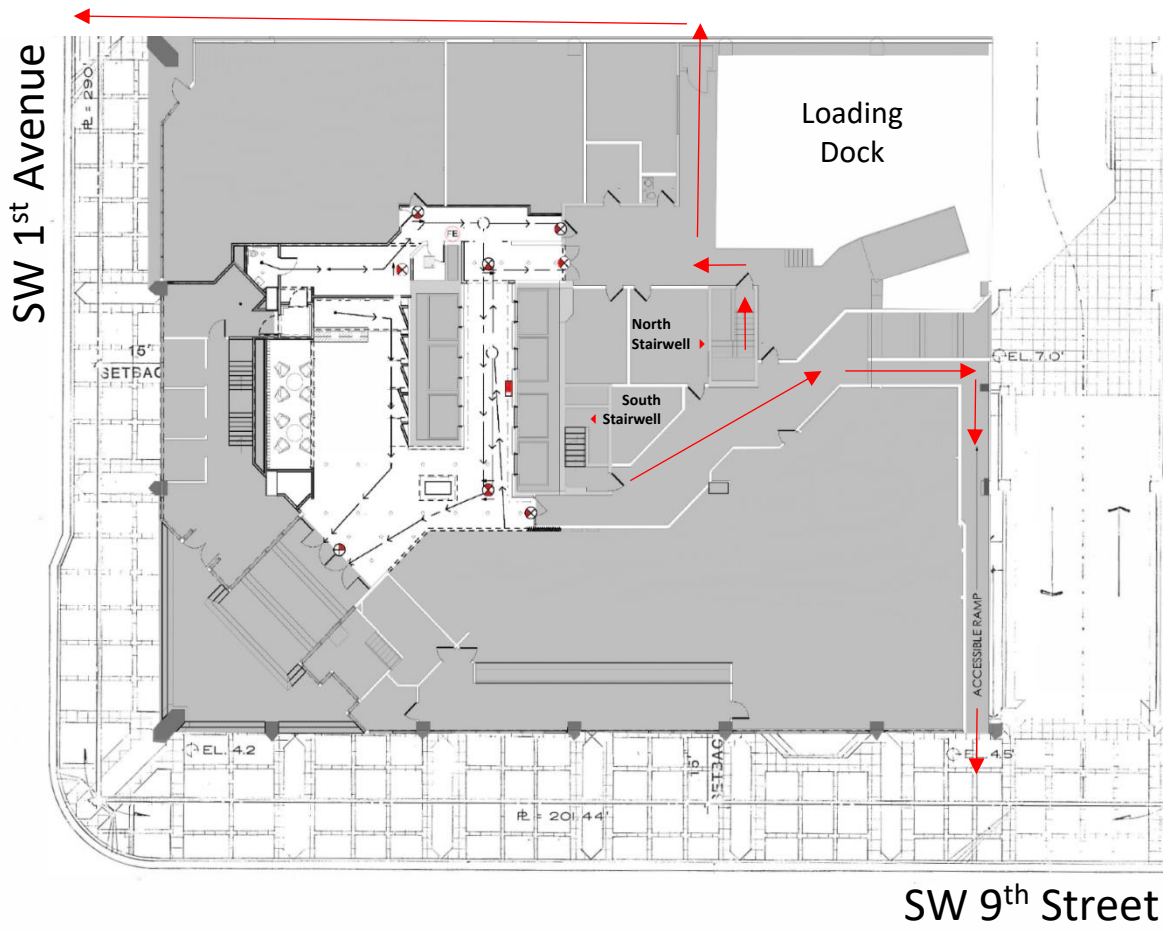
Evacuation Routes & Safe Refuge Assembly Areas

I. Evacuation Routes

Stairwell Locations/Exits



II. Sample Evacuation Plan



Tenant Emergency Response Team

For the safety of all building occupants, it is important that all tenants and their employees cooperate and understand the building's emergency response plans. Tenant employees will play a vital role in assisting their staff, coworkers, and others in the event of an emergency situation.

I. Tenant Roles & Responsibilities

Floor Wardens

One of the greatest dangers in any emergency situation is that people will panic. When people panic it not only causes people to do foolish things but can be physically dangerous as well. Having someone designated to "take charge" in an emergency can help reduce the risk of panic. That is why each tenant is required to appoint Floor Wardens to act as directors in an emergency.

The Tenant Floor Warden shall direct, enforce and have full charge of all personnel in their suite during an emergency. Due to the importance of this position and the impact their knowledge of emergency situations has on fellow employees, it is imperative that the selected Tenant Floor Wardens be present each day during normal business hours. Tenant Floor Wardens should be alert and resourceful individuals who would be capable of performing in a leadership role during an emergency situation.

Tenant Floor Wardens must fully understand the evacuation/safety plan for their office and actively participate in pre-fire drill meetings, practice evacuations, and other emergency trainings. Tenant Floor Wardens should also understand the layout of their floors, including all exits, and the location of pull stations and fire extinguishers.

Tenant Floor Wardens are to be aware of basic building safety procedures and be proactive in assisting Property Management whenever possible.

How Many Floor Wardens Does My Office Need?

As a rule of thumb, offices should have one (1) Floor Warden for every 5,000 square feet of space. Full floor tenants should have at a minimum of four (4) Floor Wardens. Each Floor Warden should have an alternate person from their suite as a backup in the event the Floor Warden is absent when an emergency occurs. All alternate Floor Wardens should be fully trained on the Floor Warden duties and responsibilities.

Responsibilities

In preparation for the fire emergency:

- Maintain a current employee roster and provide the same to the Building Management Office on a **quarterly** basis.
- Document those handicapped and physically impaired persons requiring special efforts and assistance in an emergency; establish plans for their evacuation including assignment of assistants; and identify these individuals on the employee roster provided to the Building Management Office.
- Know where the primary and secondary emergency exits are located and where they lead.
- Know the emergency route and count the doors to get to the emergency exit. In the event of a fire, it may be hard to see exit signs through smoke and you will have to feel your way to the emergency exit.
- Advise the Building Management Office immediately upon detection of an unsafe condition.
- Disseminate emergency procedures to all co-workers.
- Confirm that all co-workers understand the emergency procedures, including the evacuation steps and routes to the nearest and alternate stairwell.
- Advise co-workers of the safe refuge area located outside of the building where they will assemble after an evacuation.
- Represent the Tenant suite at Building Safety and Security meetings.
- Ensure stairwell doors remain in the closed position and never become obstructed, inoperable, or illegally locked from the corridor side.
- Ensure that building and suite entrances, exits, lobbies, corridors, and aisles are free of any obstructions.
- Ensure exit lights are always on and operable.
- Ensure space heaters are not used in any premises. Heaters can overload electrical circuits and pose a fire hazard.

During a fire emergency:

- When the alarm sounds, ACT IMMEDIATELY. Do not hesitate or wait, as this will cause a bottleneck effect when exiting through the stairwells.
- Provide calm, intelligent leadership to co-workers.
- Inspect restrooms for co-workers.
- Confirm that all physically impaired persons, in particular, those requiring assistance have moved to the stairwell entrance. Physically impaired personnel should be assigned two (2) aids to assist them during a building emergency. Physically impaired individuals and their aids should wait by the stairwell. When the evacuation traffic has slowed, the aid and

physically impaired persons will then move on to the stairwell landing until the Fire Department Personnel arrive. If a fire emergency occurs on the floor, the aid will monitor the traffic flow inside the adjacent stairwell and enter as soon as possible.

- Check the closest exit door with the back of your hand to see if it is hot. If it is, do not open the door. Direct all occupants to the alternate stairwell for emergency exit. If the door is not hot, open it and calmly direct traffic.
- Organize all occupants into a single file line in the stairwells and always descend on the wall side of the stairwell.
- Request all occupants wearing high heels to remove them and to hold handrails to prevent falling.
- Close all doors, if possible, to contain the fire.
- **Leave the floor last.**
- Have a current employee roster when evacuating.
- Provide names and locations of physically impaired individuals needing evacuation assistance to Fire Department or building personnel.
- Confirm, after sweeping your office or floor, that all co-workers are present at the safe refuge area located OUTSIDE of the building or are otherwise accounted for (i.e., not at the office due to illness, travel, vacation, meetings). Tenant Floor Wardens should check in with Security or Property Management (personnel in neon orange vests) and notify them that your space/floor is “All Clear” or inform them of physically impaired personnel on the stairwell landing (included Stairwell Name and Floor).
- Advise Fire Department personnel of any missing or unaccounted for co-workers.
- Communicate information and instructions from Building Management staff and Public Safety officials to co-workers.
- Cooperate in documentation of fire circumstances and review conduct of evacuation with Building Management staff and Public Safety officials if appropriate after the emergency is over.

Assistant Floor Wardens

Floor Wardens should assign an Assistant Floor Warden for emergency management of the office. The Assistant Floor Warden has the following responsibilities:

- In an emergency, report immediately to the Tenant Floor Warden for instructions.
- In the absence of the Tenant Floor Warden, discharge the responsibilities and provide the leadership of the registered Floor Warden.
- Assist to fulfill the requirement of the Floor Warden position before, during, and after an emergency.

- Each tenant must have at least one Assistant Floor Warden but may appoint as many Assistant Floor Wardens as necessary for the particular office needs.

Physically Impaired Aids

Two (2) employees should be appointed by the Tenant Floor Warden as aids for each physically impaired person.

A “physically impaired aid” will be responsible for assisting physically impaired persons to safety in case of an emergency and are required to escort the physically impaired persons to any available stairwell in case of an evacuation. The assistant will remain with the physically impaired person until rescue can be made by Fire Department. The physical impaired aid is someone whose work area is near that of the assigned physically impaired person and who is normally present every working day.

Should the warden not have prior knowledge of a temporarily impaired person, a physically impaired person visiting the suite, or someone becomes in need of assistance while evacuating, any warden advised of the situation will assign someone to assist with evacuation.

Physically impaired aids should also have an alternate employee on standby for assistance in the event of their absence during an emergency.

Trainings & Fire Drills

To ensure that all Floor Wardens and Assistant Floor Wardens understand the building’s emergency and evacuation procedures, Property Management hosts an annual building emergency training event with the assistance of fire safety education professionals. It is important that all Floor Wardens attend each training to stay up to date on the latest emergency and evacuation procedures for the property. Should there be any changes (permanent or temporary) to building’s fire safety plan, Property Management will notify tenant contacts immediately.

Periodically, the Property Management staff will conduct fire drills. Fire drills are a simulated exercise that is organized so that all staff, employees, and Floor Wardens can practice evacuation procedures. All occupants are required to participate in the fire drills. The purpose of fire evacuation drills is to ensure the efficient and safe use of the exit facilities available. Properly conducted drills ensure orderly exit during emergencies and help to prevent panic. Order and control are the primary purposes during the drill. Speed in evacuating buildings, while desirable, is not in itself the primary objective.



2022 Emergency Tenant Contacts Information Sheet

Please Remit Form via Email to: amgonzalez@banyanstreet.com

MANAGEMENT IS CURRENTLY UPDATING OUR AFTER-HOURS EMERGENCY PHONE LIST. THIS INFORMATION WILL BE USED FOR THREE REASONS: NOTIFICATION OF AFTER-HOUR EMERGENCIES, STATUS OF BUILDING RE-OPENINGS AFTER A HURRICANE, AND VERIFICATION OF INDIVIDUALS TRYING TO GAIN ACCESS INTO THE BUILDING.

PLEASE PRINT

Company Name: _____ Suite(s) #: _____

Name of Principal: _____ Title: _____
(i.e., Owner/ CEO/ President)

Business No.: _____ Alternate/Backline: _____

Fax number: _____ Business Type: _____

Number of Employees: _____ Hours of Operation: _____

EMERGENCY CONTACTS (AFTER BUSINESS HOURS)

Primary Contact Name:

Name: _____ Email: _____

Home Phone: _____ Cell Phone: _____
(For Emergency Purposes)

Second Contact Name:

Name: _____ Email: _____

Home Phone: _____ Cell Phone: _____
(For Emergency Purposes)

IT Contact (if applicable)

Name: _____ Email: _____

Home Phone: _____ Cell Phone: _____
(For Emergency Purposes)

Fire Emergencies

I. Fire Discovery

Upon discovery of a fire, remain calm and follow the procedures listed below:

1. **Clear anyone from immediate danger.**
2. **Confine the fire** – close all doors to limit the fire from spreading.
3. **Pull the nearest fire alarm** - alarms are located next to the stairwell exits.
4. **Call the Fire Department (911)** – from a safe location.
 - a. Provide building name
 - b. Provide street address and street intersection
 - c. Provide the location of the fire – floor, suite number, directional location (ex. Northeast section of the floor)
 - d. Describe the type of fire – wastebasket, microwave, electrical, etc.
5. **Call Property Management 305.536.3780** – provide the same information that was shared with 911.
6. **Evacuate** – quietly and calmly evacuate to the nearest exit or stairwell exit. Review the evacuation procedures in the next section.
7. **Be cautious when opening doors** – Touch any door with the back of your hand to check if it is hot before opening. This will help prevent the spread of the fire and keep you and others out of possible danger.
8. **If smoke is present** - stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

II. Use of a Fire Extinguisher

Two multi-purpose "ABC" fire extinguishers (ABC defined below) are wall-mounted in the corridors on each floor. Fire extinguisher(s) are also located inside tenant spaces. Tenants should become familiar with their exact location and proper use. These dry chemical extinguishers can be used on any type of fire. Remember, water extinguishers must **not** be used if an electrical current is present.

- Class "A" fires are those involving ordinary combustibles such as paper, wood and cloth.
- Class "B" fires are those involving flammable liquids.
- Class "C" fires are those involving energized electrical equipment.
- Class "D" fires are those involving combustible metals.

Note: If a fire is small enough to be controlled with a fire extinguisher, use one. Tell someone before you respond to the fire. However, DO NOT attempt to the control the fire if it is a threat to your safety. The general rule of thumb for containable fires is one that is the size of an ordinary trash receptable or smaller.

Small Fire Procedures

1. **Clear anyone from immediate danger.**
2. **Locate the nearest fire extinguisher** – within the suite or at the nearest stairwell.
3. **Follow the PASS method when using the fire extinguisher:**
 - a. **PULL** – pull the pin.
 - b. **AIM** – aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire. DO NOT block entry/exit pathway when aiming at the fire. Keep your back towards the door in order to escape the room if the fire continues to grow.
 - c. **SQUEEZE** – squeeze the handle to release the extinguishing agent.
 - d. **SWEEP** – sweep from side to side at the base of the fire until it appears to be extinguished completely.
4. **Call the Fire Department (911)** – from a safe location.
 - a. Provide building name
 - b. Provide street address and street intersection
 - c. Provide the location of the fire – floor, suite number, directional location (ex. Northeast section of the floor)
 - d. Describe the type of fire – wastebasket, microwave, electrical, etc.
5. **Call Property Management 305.536.3780** – provide the same information that was shared with 911.
6. **Evacuate** – if the fire cannot be contained, quietly and calmly evacuate to the nearest building exit or stairwell exit. Review the evacuation procedures in the next section.

III. Evacuation Procedures

It is important that all alarms are taken seriously. Any time an alarm is sounding, the evacuation process covered in this section should begin without hesitation. The alarm indicates the need for immediate evacuation of the floor or building. Any fire alarm will initially report to the building's fire panel located in the building Fire Control Center (FCC). The panel immediately notifies Security and/or the Monitoring Company. Upon initial activation of any alarm, sirens will be heard and strobe lights will be visible on the ground level as well as three additional floors - floor of hazard, floor above, and floor below.

FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL AT ALL TIMES.

General Evacuation Procedures

If you smell smoke or hear the alarm:

- Before opening any door, feel the door with the back of your hand. If the door is hot – DO NOT OPEN THE DOOR.
- Proceed to the next alternate exit door or stairwell – walk, do not run. **If caught in heavy smoke, take short breaths, breathe through your nose, stay low to floor, and crawl if necessary. If possible, cover your nose and mouth with a wet cloth or an article of clothing.**
- Elevators will not be available for use; therefore, proceed immediately to the stairwell. Under no circumstances are elevators to be used during an evacuation. The stairwell is always the safest area of the building due to the fire-rated materials used to construction the stairwells.
- When using the stairwells, follow the safety procedures below:
 - Do not bring open food, food containers, or drinks into the stairwell when evacuating.
 - Do not smoke in the stairwells.
 - Remove high heeled shoes.
 - Move quickly and quietly. Walk in a single file line using the handrails. Remain to one side of the stairwell to allow for emergency responders to go up and down freely.
 - Allow others to enter the stairwell without holding up traffic.
 - Proceed down the stairwell to the exit and immediately make your way to the safe refuge area. Do not congregate or wait outside of the stairwells; allow space for all occupants to exit safely.
- Each company should establish a meeting area within the safe refuge area to allow for the Tenant Floor Warden(s) to take roll call and account for all occupants.
- Should Tenant Floor Wardens need to report missing persons, physically impaired persons needing assistance, or any other type of emergency assistance, please locate a member of the building's Emergency Response Team or the Fire Department.
- Occupants are to remain at the safe refuge area until the announcement has been made that the building is safe to re-enter.
- When returning to your work area, proceed in an orderly fashion and do not overload the elevators.

Floor Warden Evacuation Procedures

- Tenant Floor Wardens will put on the neon orange vests and immediately report to the designated suite exit or stairwell entrance.
- Return to the assigned area of coverage and ensure that all occupants follow the correct route to the designated exit/stairwell.
- It is the specific responsibility of each Tenant Floor Warden to check restrooms on the floors, both public and private, to ensure that no one remains inside. Once everyone in the area has exited, report back to the stairwell.
- Once the Assistant Tenant Floor Wardens and Physically Impaired Assistants have reported to the Tenant Floor Warden that all occupants in the area have entered the stairwell, the Tenant Floor Warden will then exit via the stairwell. **Floor Wardens should be the last person out of the building for your suite.**
- Report to the predetermined assembly point outside the building and conduct a roll call to account for all personnel.
- If the Tenant Floor Wardens are not able to account for all occupants, an immediate report must be made to a member of the Emergency Response Team or the Fire Department.

Physically Impaired Evacuation Procedures

- Physically Impaired Assistants will immediately locate the assigned individual who requires assistance and help the impaired person to the nearest stairwell.
- Once at the stairwell entrance, wait with the physically impaired until the stairwell has cleared and then move into the stairwell landing.
- Report to the Tenant Floor Warden that both individuals have safely arrived at the designated area.
- Remain with the impaired person until help arrives.
- If a smoke condition or other emergency exists, the impaired person and assistant will enter the other stairwell. The stairwells have two (2) hour fire-rated walls and are positively pressurized in order to keep the stairwells safe and smoke free.
- Notify a member of the Emergency Response Team in order to dispatch assistance.
- It is recommended to involve office occupants who need assistance in fire safety planning. This will help the impaired to better understand the specific limitations in an emergency evacuation and therefore, be better prepared for future evacuations.

Property Emergency Team Members Evacuation Responsibilities

When the fire alarm is activated, the Property Management team, security, and engineering all have duties and responsibilities in place to help facilitate an evacuation.

Insert property responsibility/tasks/duties/roles/etc. for responding to fire emergencies and evacuation roles.

In case of an emergency where evacuation is necessary, alarms and strobes will be activated, followed by directions on the PA system from the management team. Please follow instructions as indicated. The security and engineering teams will guide you on the first floor to a safe zone.

Management & Security will collect names and locations of those still in the building needing assistance exiting the property. They will also work with the fire department to ensure the building has been cleared.

The Fire Department or local law enforcement agency will provide updates to Management who can then relay to all fire wardens when it becomes safe to return to the building.

Fire Prevention Tips

Case studies show that most office fires could have been prevented if simple safety precautions had been exercised. Help prevent fires by following these precautions:

- Additional appliances, particularly space heaters, should never be used in the office without authorization from Property Management. The building is designed to carry a normal electrical load. Overloading can result in an electrical fire.
- Assign someone to make certain that all appliances are turned off when unattended and at the end of the day (i.e., coffee pots, halogen lamps, etc.).
- Avoid using “octopus” plugs (more than one plug per electrical outlet). Do not plug high-voltage items into electrical outlets without first checking with Property Management.
- Do not use lightweight or under-sized extension cords. Use power strips with power interrupter circuits.
- Immediately replace any broken or exposed computer or equipment cords.
- Report failure of any electrical office equipment or outlets to department heads or office manager.
- Be alert for strange odors or lights from electrical appliances. Overheated equipment may have a pungent odor. Have malfunctions checked immediately.
- Flammable liquids used in office machines, especially in copy machines and duplicating equipment, should be stored in secure OSHA-approved metal cabinets. Clean up spills at once.
- Other flammable or combustible supplies are not allowed unless approved in writing from the Landlord and/or Property Management. Keep flammable cleaning materials in an OSHA-approved metal cabinet and away from paper storage. Cleaning cloths, oily rags and cleaning liquids should be kept in a fireproof OSHA-approved metal container.
- Dispose of trash, don't allow it to accumulate. Store paper and wastepaper at least six to eight feet away from operating machinery.
- Don't overload wall circuits or power strips.
- Know locations and the usable time limit of available fire extinguishers in your area.
- Keep exits free of obstruction.
- Smoking is not permitted anywhere inside of the building, the parking garage or amenity suite terrace.

Flooding

Flooding can occur several ways and we identify two main types of flooding – internal and external. Procedures for internal and external flooding are outlined in the section below.

Internal Flooding

Internal flooding is defined as flooding that occurs inside of the building as a result of an occurrence within the building. Internal flooding can be caused by broken pipes, activated sprinklers, overflowing sink or toilet, leaking water cooler line, etc.

External Flooding

External flooding is defined as flooding that occurs as a result of outside factors and enters the building at various entry points including entry/exit doors, windows, or the building's roof.

If you notice standing water or any leak is found, follow the procedures below:

1. Notify Property Management or Security immediately, providing location and extent of the leak.
2. If the leak is inside your space, inspect the area and document any damaged items and, if possible, take photographs.
3. Keep all employees out of the affected area until the area is properly cleaned.
4. Do not use any electrical equipment while standing in water.

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

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

Once the flooding has been contained, cleanup operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Garage Emergencies

Safety Procedures

Emergency numbers are posted in the maintenance rooms and parking office for the property team.

All building tenants should identify a safe area away from the building as a designated evacuation area. Floor Wardens are responsible for making sure that everyone in the suite exits the building safely and has made it to the safe zone. Once all clear signal is received, the property team will direct all tenants to then enter back into the building. As reminder, do not over crowd the elevators upon entering the building as it can cause the elevators to not operate properly.

Duress Code

In the event you encounter a potentially dangerous situation in the garage, notify Security at 786.703.5221 with duress code "Sally from USPS is here to see you." Security will know that that is an emergency and will quickly respond to the situation.

Medical Emergency

- Call 911.
- Advise the 911 Operator of the nature of the medical emergency.
- Provide the street address of the property.
- After completing the call to 911, contact the Parking Manager, Security and the Property Manager.

Tornado or Hurricane Warning

If instructed to evacuate, proceed to the pre-arranged central meeting point. Sit down and protect your head with your arms. Stay in that position until the parking manager gives all clear.

Power Failure

Should there be power failure in the garage, notify the Parking Manager for further instructions.

Civil Disturbance/Riot

If a riot or civil disturbance starts inside or in the immediate vicinity of the parking garage, immediately move to a safe location. As soon as you reach a safe location, notify Police, Security, the Parking Manager, and Property Manager.

Fire

- Immediately leave the garage and go to a place of safety.
- As soon as you are safe, call 911 to report the fire. Give the 911 Operator the street address of the parking garage.
- Notify the Parking Manager, Security, and the Property Manager.
- Proceed quickly but safely to the central meeting point. Stay at the central meeting point until the parking manager gives all clear.

Earthquake

In most of our properties, an earthquake is going to be a rare event. Since the biggest danger in the event of an earthquake in a parking facility is falling debris, immediately leave the garage and go to a place of safety.

- As soon as you are safe, call 911 to report the earthquake.
- Give the 911 operator the street address of the parking garage.
- Notify the Parking Manager, Security, and the Property Manager.

Bomb Threat/Suspicious Package Threat via phone

Without alerting the caller, try to enlist the aid of a co-worker to call 911. The co-worker should provide the 911 operator with the address and nature of the threat. The co-worker should also notify Security and the Parking Manager.

- Try to remember any distinguishing characteristics of the call or caller to aid the police.
- Remain calm and evacuate the garage. Proceed to the central meeting point.

Suspicious Package:

- DO NOT move or touch the package.
- Clear the area. Notify the police department, call 911.
- Provide all details of the package that you can: location, description, etc.
- Notify the Parking Manager, Security, and the Property Manager.
- Proceed to the central meeting point.

Medical Emergencies

Medical emergencies are unexpected and can be startling. It is important to remain calm and be familiar with the best procedures to follow when a medical emergency occurs in or around your space, or if you are witness to a medical accident or illness.

How to Handle a Medical Emergency

Fast response to medical emergencies can save lives. Never hesitate to call 911 for medical assistance if needed. Provide 911 with the following information:

- Name
- Location or location of the incident, including:
 - Building name and address
 - Building street intersection
 - Floor, company name, and suite number
- Phone number
- Nature of the medical emergency
- Any known medical issues of the person needing assistance

During a medical emergency, someone should always stay with the person needing medical assistance until emergency responders arrive. Keep in mind the following:

- DO NOT move the injured or ill person unless imminent danger is present. Attempt to make them as comfortable as possible.
- Stay engaged with the person and reassure them help is on the way.
- Designate someone in the office to meet emergency personnel in the lobby, if possible.

How to Report a Medical Emergency

When a medical emergency occurs, it's important to contact the Property Management Office or Security after 911 has been called, so the building staff can assist emergency personnel when they arrive. Building staff will be able to clear a path for emergency personnel and quickly direct them to the location of the incident.

- Provide the following information to Property Management or Security:
 - Your name
 - Location or location of the incident - including floor, company name, and suite number

- Phone number
- Nature of the medical emergency
- Has an ambulance or doctor already been called?
- As soon as possible after the emergency, a full report of the incident should be prepared. The witness of the incident should assist Property Management or Security with completing a full report and share details of the incident.
- The report will allow the Property Management team to review emergency procedures and determine if any corrective actions need to be taken. Corrective action could include additional employee training, modifications or repairs to facilities/equipment.

Pandemic Response and Preparedness

BSC Realty Services is committed to preparing and responding to a threat of any pandemic that causes serious widespread illness. We are here for you both as a resource and a partner when navigating the challenges of a pandemic.

As we have seen with COVID-19, a pandemic can occur at any time, and potentially cause serious illness, death, and colossal social and economic disruption throughout the United States and the world. For this reason, it is important that all Tenants, along with Property Management, have a plan in place that addresses policies and procedures for a pandemic.

Tenant Pandemic Preparation & Response

Ultimately, Tenants will be responsible for determining how their office and workplace will operate during a pandemic. There are many factors to consider and plan for due to the nature of the evolving information that is learned when an infectious disease outbreak is present.

1. Get Your Workplace Ready for a Pandemic

Consider the following practices and preparations for creating a safe environment for employees during an infectious disease pandemic or during other types of worldwide public health emergencies.

Keep Employees Healthy

In effort to keep employees healthy during a pandemic, Tenants should provide a comprehensive plan for employee health and safety in the workplace.

- Implement healthy prevention practices.
- Post signage emphasizing basic infections prevention tips.
- Encourage open and continual communication with staff on evolving procedures or information on health and infection practices.
- Establish protocol for using Personal Protective Equipment (PPE) within the workplace; check the [OSHA](#) and [CDC](#) websites regularly for updates about recommended PPE.
- Review cleaning measures and consider enhanced services to include additional disinfecting measures.
- Develop a plan or policy that outlines procedures for addressing sick or infected employees.

Everyday Prevention Practices

- Stay home when you are sick.
- Cover your mouth and nose when coughing or sneezing.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, or mouth.
- Provide employees, customers, and clients with tissues, hand sanitizer, or other supplies related to safe health practices.
- Clean and disinfect frequently touched surfaces within your space.
- Encourage employees to practice other good health habits (i.e., discourage use of shared equipment or workspaces).
- Reduce face-to-face contact.
- Follow guidelines from the CDC and other government official resources.

II. Planning for a Pandemic

Take Action During a Pandemic

Tenants, their employees and guests to the property are strongly encouraged to follow and adhere to the protocols set forth by OSHA & the CDC. Understanding national, state, and local governmental mandates is paramount to creating an internal policy that is tailored to the nuances of your business.

Take into consideration the following information when putting your emergency operations and communication plans into action:

- Stay informed and up to date on national, state, and local government information as the situation evolves.
- Implement procedures to protect your employees from the spread of a virus or infectious disease.
- Track worker absenteeism related to virus symptoms.
- Notify Property Management immediately of any confirmed virus cases (like COVID-19) in your premises.
- Establish a communication plan for your employees, vendors, clients and customers.
- Establish a business continuity plan. Consider how the pandemic will affect on-site operations and the possibility of continuing operations remotely.
- Consider establishing a phased plan identifying critical employees and staggering shift strategies by department, enabling your employees to return to work confidently and with a sense of well-being.

- Perform a comprehensive assessment of work areas and traffic patterns that support the 6-foot social distancing guidelines (related to COVID-19) and consider how to determine access protocols for internal gathering areas (breakroom, conference, training rooms, copy room, and mail room). Continued use of videoconferencing technologies and work-from-home arrangements will supplement these efforts.
- Space reconfiguration can be accomplished in many ways: closing off or repurposing shared offices, repurposing conference rooms, removing chairs and desks, decluttering furniture configurations, and leasing additional space on a temporary basis.
- Encourage and reinforce the CDC recommended guidelines through graphic displays and signage throughout your suite. These guidelines include washing your hands often, avoiding close contact, wearing a face mask in public, covering coughs and sneezes, cleaning and disinfecting often, and staying home when sick.
- Establish key locations throughout your suite for hand sanitizers, wipes, tissues, masks, and gloves, as well as the proper disposal of these items. Provide employee training on the proper use of PPE.
- Address procurement needs and enhanced services to include added disinfecting of high-touch surfaces, temperature screening, health tracking, and touchless technology.
- Establish visitor and vendor protocols for your suite (thermal screening, methods of transportation, COVID-19 exposure questionnaire).
- Establish delivery management procedures for food and beverage, mail, and couriers.
- Establish a process for retrieving your mail and package deliveries as management will not be able to intercept.
- Understand your lease provisions and adhere to any new building rules and regulations that may be published. Contact your Property Manager for clarification or any concerns you may have.
- HVAC – Service your dedicated HVAC systems, emergency generators and servers.
- Plumbing – Service your ice machines, dump unused ice, and flush the system. Run your breakroom sink faucet for a minute or two and change filters in water dispensing stations.
- Vending – Service your coffee and any vending equipment to ensure they are clean, functional and fully-stocked.
- Card Access – Run software updates, if necessary, renew employee access and provide new cards if necessary.
- Prepare a contingency plan in anticipation of relapses or changing governmental regulations.

Planning for the Future

When health officials have determined that a pandemic has ended, Tenants should review pandemic procedures and operational changes that can be phased out or altered for your workplace.

Review your business's emergency pandemic response plan and consider preparing a checklist to resume or restart business operations in the best way possible.

Take time to evaluate the effectiveness of your emergency pandemic response and communication plans:

- Discuss and note lessons learned.
- Maintain and expand on your emergency pandemic response plan.
- Revisit risk assessment and risk management plans – determine ways to improve implementation of pandemic response procedures and processes.
- Communicate with Property Management to discuss permanent changes that you may be considering to your space; the Property Management team is here as a resource to assist you with your office needs.

Property Pandemic Preparation & Response

BSC Realty Services will be dedicated to providing all occupants and employees a safe and healthy work environment in the event of an infectious disease outbreak. The Property Management team will take proactive steps to protect the building occupants in the event of a pandemic. There are several measures that our team will review and implement in order to navigate through a pandemic in a safe, effective, and efficient manner.

I. Communication

One of the most important aspects during any emergency is communication between Property Management and Tenants. In the event of a pandemic, the Management team will implement the following communication procedures:

- Disseminate continuous communication to Tenant contacts regarding the property's operations, pandemic updates and protocols, etc.
- Notify property vendors of any changes to property operations and protocol when coming on site.
- Post signage on the property, where appropriate, outlining guidelines and procedures recommended or enforced by local mandates and/or health officials.
- Update property websites with the property's pandemic emergency response plans and latest communications.
- Promptly respond to any tenant inquiries related to specific pandemic issues or questions as appropriate.

II. Property Efforts & Preparedness

In addition to the established communication efforts, there are several other aspects related to the property that the Management team must consider and implement during a pandemic. Those additional property efforts may include:

Building Systems

HVAC

- Increasing outside air ventilation rates.
- Check airflows and filtration efficiencies.
- Monitor balance of relative humidity.
- Upgrade or replace air filters.

Plumbing

- Ensuring a continuous supply of warm water for hand washing.
- Ensuring seamless operation of any touchless fixtures where applicable.

Elevators

- Placing signage with guidance on proper queuing and passenger limits.
- Frequently disinfect surfaces and call buttons.

Staff Protocols

Following Guidelines

- Adhering to CDC guidelines with our employees.
- Adhering to other health and government official guidelines as required for our employees.
- Remind our staff that if they have a fever, symptoms of a respiratory infection, or have been exposed to any communicable disease, to stay home and seek medical care.
- Postpone or alter building events that would usually result in mass gatherings.
- Hosting ultra-frequent leadership calls across our real estate portfolio to remain focused on addressing issues that surface and to discuss next steps.

PPE

- Ensuring management, engineering, and any vendors working on site are wearing appropriate Personal Protective Equipment (PPE) provided by their respective employers.

Engineering

- Limit non-emergency work orders in tenant spaces during non-occupied hours.

In-Person Contact

- Prohibit guests in the management office, but readily taking calls and emails.
- Initiate Work-From-Home programs where needed in compliance with the CDC's policies while maintaining ample staff to address tenant's needs.

General Operations

Janitorial

- Frequently clean and disinfect high-touch surfaces and high traffic common areas with CDC-approved cleaning agents.
- Ensuring abundant, strategically placed hand sanitizing stations high traffic areas as available.

Supply

- Maintain critical supply inventory (paper products, disinfectant, HVAC filters, lighting, etc.)
- Enact contingency plans to ensure management, engineering and vendor services are adequately provided.

Security

- Augment security where needed upon reentry to assist with distancing in common areas.

Amenities and Common Areas

Amenities

- Shuttering building amenities to include fitness and conference centers, where applicable.
- Phase the reopening of amenities when deemed appropriate.
- Implement enhanced cleaning and distancing measure once reopened.

Signage

- Display signage in common areas to remind occupants and visitors of best practices recommended by the CDC.

Pedestrian Flow

- Install floor decals in common areas to guide pedestrian flow and facilitate appropriate distancing.

III. Business Continuity & Property Operations

Additional measures will be taken by the Property Management team to ensure the building is properly staffed and prepared for Tenants to continue their operations in the workplace. The following operational considerations will be reviewed by our team when a pandemic occurs:

- Identify essential building and management employees that will be needed to continue building operations.
- Identify the property's business functions and critical elements required to maintain operations.
- Plan on how buildings will operate if there is an increase or absenteeism or supply chains are interrupted.
- Review the process of completing and addressing tenant work orders. Limit non-emergency work orders in tenant spaces during non-occupied hours.
- Alter building employee schedules to maintain safe practices, as required.
- Unless mandated by government action, Management will **not** prevent access to tenants of the building. The decision to close your place of business will be the responsibility of each tenant and not the owner/manager.
- Prepare for tenant re-entry and returning operations to normal.

IV. Planning for the Future

While pandemics are unplanned and unexpected, planning for the next pandemic will only strength our business and community operations in the future.

Similar to the Tenants, Property Management will take the time to assess and review the building's pandemic response plan for effectiveness. When planning for future pandemics Building Management will review the following:

- Assess what building operations can potentially be affected and revisit the property's pandemic response plan to alter or expand on addressing all affected building operation components.
- Communicate new protocols and publish informative resources that resulted from a pandemic.
- Host vaccine events on site for employees and building occupants (to include flu, COVID-19, etc. if available).
- Continue to enhance supply chains for critical supply inventory (toilet paper, tissues, hand sanitizer, soap, disinfecting agents, etc.).

V. Resources

Centers for Disease Control	www.cdc.gov
Department of Health and Human Services	www.hhs.gov
United States Occupation Safety and Health Administration	www.osha.gov

State Specific Resources

Florida Emergency Management	www.floridadisaster.org
Florida Department of Public Health	www.floridahealth.gov

Banyan Street Capital Resources



Banyan Re-Entry
Communication

Power Failure & Utility Outages

Power Failure & Utility Outage Procedures

Interruption of electrical service may occur within the building for various reasons. The extent and duration of the outage will determine the action required to ensure the safety of employees, tenants, and building equipment. The Building's Generator will kick on and power the elevators, emergency lighting, and domestic water pump in the event of a power outage.

When Power is Restored

Building Engineers will inspect and assess all tenant suites and common areas to ensure proper power restoration.

Severe Weather

Severe weather conditions can be anticipated and also unpredictable depending on the type of weather threat that is present. Each tenant should be prepared for the different types of severe weather that may impact their office and determine the best action to take. Property Management will also assess severe weather conditions, and at times, may take direction from local authorities to establish a plan for the property when a severe weather threat is present.

Emergency Phone Numbers & Resources

Emergency Numbers

Emergencies	911
Fire Department (Non-Emergency)	786.331.5000
Police Department (Non-Emergency)	305.579.6111
Jackson Memorial Hospital	305.585.1111
Mercy Hospital	305.854.4400
Management Office	305.536.3780
Security	786.703.5221

It is recommended that each Tenant space have an emergency weather radio to monitor to latest weather alerts.

Severe Weather Resources

NOAA's National Weather Service	https://www.spc.noaa.gov/products/wwa/
NOAA Weather Radar Live & Alerts	App for mobile phone
FEMA	App for mobile phone
The Weather Channel	App for mobile phone
NBC 6 Miami	http://www.nbcmiami.com/weather/
WSVN 7	http://www.wsvn.com/weather/
WPLG Local 10	http://www.local10.com/weather/

Severe Weather Preparedness

All tenants should be prepared and have a formal plan in effect for the various types of severe weather that will be covered in this section. When planning for severe weather, consider these key points:

1. Establish a list of all personnel with the current addresses and phone numbers. All personnel responsible for facilitating emergency response decisions should have a copy of the list and keep a hard copy as well.
2. Create a system or chain of command to notify employees of the office's severe weather plan.
3. Stock up on emergency supplies.
4. Assign teams to prepare the office and employees for severe weather, depending on the size of the office:
 - a. Back up data.
 - b. Store all important files in storm proof safes or cabinets.
 - c. Make copies of important documents such as insurance policies.
 - d. Move and protect any valuables from perimeter offices to inside areas.
 - e. Keep an inventory list, photos and/or video of all current property.
5. Assess conditions post severe weather and notify employees of the office's plan for continued operations.

The Property Management team will provide tenants with communication of the building's condition as needed when severe weather occurs. Please be aware that even though the building may be in working order, other safety issues should be considered before having all personnel return to work. This is a decision that each tenant will make individually. Traffic lights, flooding, downed power lines and other local conditions should be considered. Local city officials will advise the public when it safe to travel.

Weather Alerts – Watch vs. Warning

When severe weather conditions become apparent, the U.S. Weather Bureau describes weather conditions as two classifications, *watch* and *warning*.

- A **Watch** becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon.
- A **Warning** means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Shelter-In-Place

Some weather events are more unpredictable than others, including severe thunderstorms and tornados. When unpredictable weather events arise, it may be necessary to shelter-in-place while at work for safety.

In the event of severe weather follow these procedures for sheltering in place:

- Move toward core area rooms, including restrooms, interior corridors, freight elevator lobbies and building stairwells.
- Close window blinds and office doors as when exiting.
- If time permits, move important papers to cabinets or other protected containers.
- The greatest danger will be that of flying glass and objects; therefore, attempt to locate where the maximum numbers of walls are between you and the exterior of the building.
- Stay away from glass atriums and lobbies.
- Do not move to the lobby or lower floors of the building to shelter-in-place. Moving to other floors will cause overcrowding and can put the safety of you and others at risk.
- Property Management will relay area conditions to the Tenants as they become available (severity, nature and duration of storm and traffic conditions). The decision to evacuate may be made on the recommendation of or at the direction of state or local authorities.
- Contact Property Management at 305.536.3780 regarding the extent of the damage in the suite, if any, and to ascertain the recommended procedure to follow.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each tenant company. **However, in the event these conditions do exist, the following guidelines should be adhered to:**

- Move away from outside windows. If the windows in offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and cabinets and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.

Types of Severe Weather

I. Earthquakes

During an earthquake:

1. Employees should take cover under desks and tables or against a wall or in a corner. Practice the Drop, Cover, and Hold method.
 - a. **Drop** – where you are on your hands and knees. If a sturdy table or desk is nearby, crawl underneath for shelter. If no shelter is nearby, crawl to a nearby interior wall (away from windows). Stay on your knees; bend over to protect vital organs.
 - b. **Cover** – your head and neck with one arm and one hand.
 - c. **Hold** – until shaking stops. If under shelter, hold on with one hand and be prepared to move if shelter shifts. If not under shelter, hold on to your head and neck with both arms and hands.
2. Stay away from windows and glass doors.
3. If located in a hallway, kneel against the nearest interior wall, tuck your head between your knees, cover your head with your arms.
4. If located in an elevator, remain calm. Be prepared for elevator's power to shut down. Be patient as it may take some time for help to arrive.
5. If outdoors, quickly get as far away from buildings/structures as possible. If unable to move, position yourself in a building doorway.

The earthquake itself probably will last only a few seconds, although their duration may seem longer.

After an earthquake:

1. Do not rush to the exits when shaking stops as aftershocks may follow immediately.
2. Account for all employees and take care of any injuries. Call 911 for serious injuries.
3. Monitor local media radio stations such as the WIOD (610 AM) or WLRN (91.3 FM)
4. Avoid fallen and falling glass.
5. Move away from any danger or signs of structural damage in our area.
6. Await updates from Property Management on building conditions and whether it's safe to move to other areas of the property.

II. Hurricanes

The official hurricane season starts June 1 and runs through November 30 each year. During this time, Tenants should pay particular attention to weather broadcasts for indication of a tropical storm or hurricanes that may be developing

in the Atlantic. The National Hurricane Center prepares advisories when storms reach tropical storm strength. Be prepared to quickly take the actions necessary to protect lives and property in the event of a hurricane.

Storm Types:

Tropical Storm:

Strong circulation and highest wind speeds of 39 to 73 miles per hour.

Tropical Storm/ Hurricane Watch:

A “Watch” is issued when conditions indicate a good possibility that a storm or hurricane will threaten coastal or inland communities within 24 to 36 hours.

Tropical Storm/Hurricane Warning:

A “Warning” is issued when conditions indicate that a tropical storm or hurricane will threaten coastal or inland communities within 24 hours.

Hurricane:

Very strong and pronounced circulation, with wind speeds in excess of 74 miles per hour. Hurricanes are rated using the Saffir-Simpson scale as follows:

Category 1 – Winds of 74 to 95 miles per hour. Storm surge of 4 to 5 feet above normal.

Category 2 – Winds of 96 to 110 miles per hour. Storm surge of 6 to 8 feet above normal.

Category 3 - Winds of 111 to 130 miles per hour. Storm surge of 9 to 12 feet above normal.

Category 4 – Winds of 131 to 155 miles per hour. Storm surge of 13 to 18 feet above normal.

Category 5 – Winds of 155 miles per hour and up. Storm surge of 18 feet and up above normal.

The management team closely monitors hurricanes to determine if they are expected to impact our area. The determination to close the building is made at the directive of the City of Miami. Their assessment of the need to evacuate dictates when the management team begins the process of closing the building.

Please refer to Hurricane Manual for additional procedures and protocols.

Tornadoes

Unlike hurricanes, tornadoes are not as predictable and little, or no warning is given. Tornado weather is typically identifiable as hot "sticky" days with southerly winds and a threatening sky that includes dark thunderstorm clouds, often greenish black in color. Danger signs include severe thunderstorms, hail, roaring noise, winds, and funnel shaped clouds.

- In case of a tornado warning, the building should not be evacuated. Move away from windows and gather in the "core" of the building. Remain on the current floor away from the outer walls and glass windows. Interior stairwells and restrooms without windows are also an option.
- A Tornado "**Watch**" means that conditions are right and tornadoes are expected to develop. Keep tuned in to local radio stations for further information when a bad storm threatens.
- A Tornado "**Warning**" means that a tornado has actually been sighted or detected by radar. Take cover at once. If a tornado has been sighted or can be heard, do not wait for Tornado Warning Signal. Take cover immediately.
- Whenever a tornado watch or warning is given, do not call the weather service except to report a tornado. Individual requests for information could tie up the telephone lines that are urgently needed to receive special reports or to relay special information to the public safety agencies and local broadcasting agencies.

Management will inform tenants (time permitting) via email, telephone, or PA system, if necessary, to keep tenants informed of severe weather conditions in the area which may pose a threat to the building.

III. Winter Storms

Winter storm conditions can change quickly and deteriorate at a rapid pace. It is important that each tenant have a plan in place to assess winter storm conditions as they evolve to determine the best course of action for your office.

The Property Management team will closely monitor winter weather conditions and local advisories. When necessary, the Property Management team will provide communication to tenants on local conditions including building conditions and protocol as weather in the area progresses.

In preparation for a winter storm, consider taking the following measures:

- Fuel up vehicles and consider keeping a small, spare tank of extra fuel.
- Keep the following supplies in the vehicle:
 - Water
 - Ready-to-eat foods

- Blankets
- Winter shoes/boots
- Flashlights
- Battery operated power bank for mobile phone charging
- Battery operated radio
- Consider keeping a shovel and bag of sand in the trunk.
- If stranded during a storm, stay in the vehicle. Run engine occasionally, but crack window. ***Check exhaust for snow blockage.***

Emergency Supply Kit

In the event that staff must shelter-in-place (due to severe weather or emergency situations) or are unable to evacuate, a kit of emergency supplies should be stored in your space.

The following supplies will be necessary to protect and sustain your employees in the event that anyone becomes temporarily isolated in the space. Supplies should be kept in airtight plastic bags. Backpacks can be used to store supplies, are easily sealed, and are portable. Review the supply inventory annually and replace any items that may have expired.

- **Battery operated two-way radios** – these serve as an extra line of communication if cell phones are lost, damaged or lose power/signal.
- **Batteries** – keep a fresh supply – check the type of batteries you may need for different items.
- **Blankets** – lightweight fire and shock retardant emergency blankets.
- **Cell phone batteries** – keep extra cell phone batteries / power banks for recharging.
- **Eating utensils**
- **Emergency lighting** – flashlights, flares, light sticks.
- **Emergency whistle** – find one that is attached to a lanyard that can be stored on your person.
- **Fire extinguisher**
- **First Aid Kit** – Choose kits designed to treat injuries such as heavy bleeding, shock and broken bones.
- **Food** – stock your office with non-perishable and easy-to-store food products such as canned foods (be sure to have a manual can opener), prepackaged food, dehydrated foods and food bars.
- **Gloves** – work gloves and cold weather gloves.
- **Hand sanitizer** – and moist towelettes.
- **Instant Ice Pack** – for any injuries (if not included in the first aid kit).
- **Medications** – persons on medication should keep a 72-hour supply in their desk.
- **Radios** – portable transistor radios with extra batteries and two-way radios.
- **Respiratory supplies** – medical or dust masks. Consider keeping a respirator in your emergency supply kit.
- **Safety Goggles**
- **Utensils** – utensils for eating canned goods & non-perishable food.

- **Water** – keep at least a three-day supply of purified water. It is recommended to keep in stock two quarts of water per day, per employee. Also consider keeping water purification tablets in the supply kit.

Additional Supplies to Consider

Catalytic heater

Chemical toilets, waste bags, lime

Duct tape

Garage bags

Generator

Hard hats

Portable stove

Shovels, crowbars

Sleeping bags & cots

Work shoes

Wrench (to turn off utilities/water)

Suspicious Persons & Unauthorized Visitors

The building staff is dedicated to keeping the property as safe as possible, however they cannot be at all places at all times. We ask that tenants always be alert and aware of any activities that you may feel are not normal concerning the building. This may include doors left unlocked or propped open, fire hazards, as well as any person whose presence in a particular location could be considered suspicious.

Reporting a Suspicious Persons

If at any time a person's motives for being in a particular location seem suspicious, please call Security at 786.703.5221 or the Management Office at 305.536.3780.

Be prepared to provide the following details:

- Where the suspicious person was last seen and what direction they were heading.
- Description of the person and what they are wearing.
- Description of suspicious activity.

Reporting Unauthorized Visitors

Brickell City Tower has a no solicitation policy, which prohibits the unauthorized solicitation and distribution of printed materials or general canvassing of Tenants. This also includes solicitation by Tenants of Brickell City Tower. To help the Management Office enforce this rule, please follow the protocol below should staff encounter a solicitor in the building:

- Ask any unwanted visitors to leave the suite. If the visitor fails to comply, call Security or the Management Office. If necessary, call the Police.
- Make note of identifying details – appearance, clothing, what they were carrying, the direction the solicitor took when they left your office suite, etc.

While it is always best to give as much information as possible to Security or the Assistant Property Manager/Property Manager, there may be a time when one cannot speak freely if the unwanted visitor is in the same room. In cases such as these, call Security and give your company name followed by the building name and suite number and use the following duress code " Sally from USPS is here to see you". If unable to place the call yourself, alert someone else in your office to place the call. Proper training with staff members is very important in regard to the way you choose to set up your in-house policy. With proper training staff will know what to look for, what to do and who to call when they see or hear the

applicable hand motion or certain word in which your company has put into place for this situation.

When security dispatch receives a call with the information requested along with hearing " Sally from USPS is here to see you ", they will automatically know that there is a problem in your suite and employees cannot speak freely. Upon receipt of such a call, security immediately dispatches an officer on property to go at once to the location from which the call was received.

Theft Prevention

Criminals are very familiar with office environments and they know exactly what areas are vulnerable for potential theft. The following information provides some suggested office safety guidelines that are helpful in preventing office theft.

- If a suspicious person is seen in the office, around the building or in the parking deck, call Property Management at 305.536.3780 and Security will investigate immediately.
 - Question any unknown person in the suite by providing “assertive customer service” by asking “May I help you?” or “May I help you find someone?”
 - Make note of appearance, clothing, etc. in order to assist security in locating them.
- Purses should be out of sight from anyone entering the office area. Particular care should be taken in any entry or reception areas. Use a lockable drawer or closet to keep it secure.
- Lock the entrance and back door if the reception area is left unattended.
- Restrict distribution of office keys and access cards.
 - Keep complete, up-to-date records of the distribution of all keys and access cards. Restrict office keys to only those who need them.
 - Collect keys and access cards from terminated employees. Call Property Management to deactivate card numbers of any cards that have been collected from terminated employees or any lost or stolen cards. If cards are reassigned to a new employee, please provide us with the new employee’s name and card number by placing a service request through Angus.
 - Keep filing cabinet keys accounted for and filing cabinets locked at night.
- Maintain strict office accounting procedures.
 - Deposit incoming checks and cash so that large amounts of money are not kept in the office overnight.
 - Company checkbooks and check cutting equipment should be secured at all times.
 - If a petty cash fund is kept in the office, keep the dollar amount minimal and lock it up.

- Clear desktops of important working material that should be safeguarded when you leave work.
- Office personnel working late:
 - Keep suite doors locked at all times.
 - Move vehicles to a parking space near the elevators, walk to your car with another employee or request an escort from security.
 - Whenever walking in any parking lot, be alert! Have your keys in your hand and pay attention to any suspicious persons or activity.
 - Program property's Security phone number into your cell phone for quick reference.
- Serial numbers of calculators, computers, and various office equipment should be recorded and kept in a safe place.

Terrorism

One of the best ways we can help fight terrorism is by being prepared. We must be alert and aware of our surroundings, vigilant in learning and adopting the emergency procedures set forth and be prepared to carry out those policies in an emergency.

Additionally, the BSC Realty Services team recommends that each tenant have an emergency action plan in place to help their employees prepare for and react quickly to, a regional emergency, including the different types of terrorist attacks.

- Be aware of surroundings.
- Report any suspicious people or suspicious activity to the Management Office at 305.536.3780.
- Learn where the emergency exits are located.
- Notice immediate surroundings. Be aware of heavy or breakable objects that could move, fall or break in an explosion.
- Take fire drills and emergency evacuations exercises seriously.

Building Explosion

Review and practice your emergency evacuation plan. Know where and how to use the fire extinguishers located on the floor.

- Know where all of the exits are.
- Learn first aid.
- Keep some emergency supplies on hand in the suite in case of an emergency:
 - Portable battery-operated radio with extra batteries
 - Several flashlights and batteries
 - First Aid kit and manual
 - Hard Hats
 - Fluorescent tape to rope off dangerous areas

If a building explosion occurs:

Immediately call 911 and then report the explosion to the Management Office. Remain calm and provide the following information:

- Name, location (building and suite number) and phone number.
- Company name.
- Exact location of explosion.
- Cause (if known) of explosion.
- Extent of casualties, and number and type of injuries.
- Whether explosion caused fire and if so, location of the fire.

- Get out of the building as quickly and calmly as possible. If items are falling from above, seek shelter under a table or desk.

If there is a fire:

- Stay below smoke at all times. Heavy smoke and poisonous gases collect first along the ceiling.
- Stay low to the floor and exit the building as quickly and calmly as possible.
- Cover nose and mouth with a wet cloth.
- When approaching a closed door, check the door for heat before you open it.
- If it is hot, do not open it. If it is not hot, proceed with caution.

If after a building explosion, employees become trapped:

- Use a flashlight (if available).
- Stay in the area so that dust doesn't kick up.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are.
- Use a whistle if one is available. Shout only as a last resort.

Chemical and Biological Agents

Chemical Agents are poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Most chemical agents cause serious injuries or death. If a chemical agent attack occurred, authorities would instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately. Exposure to chemical agents can be fatal. Leaving the shelter to rescue or assist victims can be a deadly decision. There is no assistance that an untrained person can offer that would likely be of any value to the victims of chemical agents.

Biological agents are organisms or toxins that have illness-producing effects on people, livestock, and crops. Because biological agents cannot necessarily be detected and may take time to grow and cause disease, it is almost impossible to know that a biological attack has occurred. If government officials become aware of a biological attack through an informant or warning by terrorists, they would most likely instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately.

A person affected by a biological agent requires the immediate attention of professional medical personnel. Some agents are contagious, and victims may need to be quarantined.

Actions that will be taken by Management and Security:

1. Isolation of floor or area (no entry or exit permitted) to contain possible chemical or biological agent.
2. HVAC off to prevent the spread of the chemical or biological agent to other areas.
3. Coordinate with **City of Miami** emergency personnel to decontaminate employees and affected areas within the building.
4. Implement evacuation procedures for unaffected areas in the building.

Nuclear Attack

Nuclear weapons are the least likely, yet potentially most devastating means of terrorist attack. They would most likely be used on high-value, symbolic targets in urban areas. The detonation of a nuclear weapon causes:

- Intense light lasting 1-10 seconds.
- Thermal pulse: flash fires, blindness if the light is viewed directly, skin burns of varying severity depending on distance from blast.
- Blast wave: a shock wave whose force and effects decrease with distance from point of origin (first leveled buildings, then felled trees, then only shattered windows).
- Electromagnetic pulse: disabled electronic equipment, including cars, radios, computers and telephones.
- Visual effects: Mushroom cloud or other large plume at the point of origin.
- Radiation: the highest doses will be present at the blast site, although contaminated fallout can travel great distances.

Each organization should establish appropriate procedures, including designation of persons responsible for determining the course of action. The following is a generic checklist to consider when establishing procedures for responding to an incident involving a nuclear device.

Certain survival steps can help you survive a nuclear blast. These are not foolproof and, depending on the distance from the blast, they may be of no help at all. However, there are reports of people surviving nuclear blasts by taking similar actions. At first notice of a nuclear weapon detonation (usually intense bright light or a warning signal):

- Immediately look away from the light and close your eyes.

- Drop to the ground or floor.
- Immediately get away from windows and behind cover (a wall, a ditch, a desk, a stairwell below street level, anything outside the line-of-sight to the explosion).
- Cover exposed skin.
- Cover nose and mouth with cloth to prevent particles from being inhaled.
- Wait until blast has passed, rapidly move away from the suspected blast origin if outside, or down to the basement or other shelter area if inside.

The decision to evacuate or shelter-in-place during a nuclear incident is a difficult one. Factors such as the distance from the blast site and the size of device will influence that decision. Even so, many experts disagree on the best course of action. Some believe that immediate evacuation is required due to the threat of fire, the need to reduce the distance between yourself and the highly radioactive blast site. However, others believe that a mass evacuation after an explosion will only increase radiation exposure and that the shielding afforded by concrete buildings is more effective than increasing distance from the incident site.

Always follow the directions of emergency response personnel but if you must make a decision keep the following factors in mind:

- Evacuate using standard procedures if:
 - Directed to do so by emergency response personnel.
 - Evacuation can be made into the wind and away from the suspected explosion site. This depends on the location of the building relative to the incident site and the wind direction.
 - Adequate transportation or evacuation routes are still functioning and accessible.
 - The threat of fire or structural collapse outweighs radiation factors. Immediate life concerns should come before radiation exposure concerns in a nuclear or radiological incident.
 - Cover nose and mouth with a cloth to prevent inhalation of radioactive particles.
- If evacuation is not possible or safe, or if emergency personnel request it, shelter-in-place:
 - Nuclear devices can cause extensive damage to buildings. Shelter-in-place decisions should be made only if the building is still sound and provides protection. If the building is on fire or on the verge of collapse, evacuate immediately.
 - Shut down the HVAC systems (if not already off).
 - Move to an underground area such as a basement or shelter and close all doors to areas of possible contamination. The ground and concrete structure of the building should provide some protection against radiation.
 - Use decontamination procedures (above) if dust from the explosion has entered the building or if people are coming in from the outside.

- If inhalation or ingestion is suspected immediate specialized medical care will be required.

Resources and Media Outlets

Use the links below to access a variety of resources that aid in preparing for a regional emergency:

- Florida Department of Law Enforcement - <https://www.fdle.state.fl.us/>
- Federal Emergency Management Association - <https://www.fema.gov/>
- American Red Cross - <https://www.redcross.org/>
- Center of Diseases Control and Prevention Emergency Preparedness and Response - <https://www.cdc.gov/>

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

- NBC 6 TV - <http://www.nbcmiami.com/>
- WSVN 7 News TV - <http://www.wsvn.com/>
- WPLG Local 10 TV - <http://www.local10.com/>

Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where there is no exposure.

Call 911 and provide the following information:

- Building's address
- Your floor
- Phone number
- What type of spill has occurred?

Take appropriate action to contain the hazard; close doors and always follow all safety procedures when working with toxic materials.