



PARMENTER REALTY PARTNERS

TENANT EMERGENCY MANUAL

Island Center
2701 N Rocky Point Drive
Tampa, FL 33607



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PURPOSE

The purpose of the booklet is to give guidance and to help those having responsibility for the safety of their employees and visitors and response to emergency and safety situations. The primary goal is to protect individual health and wellbeing and the integrity of the work environment. It is a working document that, when used with foresight and good judgment, will guide company officials and employees through appropriate actions for emergency and safety issues.

It should be noted that **this document is simply a guide**. Every emergency situation differs – based on individuals involved, environmental circumstances and resources available – and cannot be neatly defined by categories for which hard and fast guidelines can be drawn. Accordingly, each given situation calls for a customized response utilizing individual judgment. Common sense and rational thinking should dictate the response of company officials and employees to emergency and safety incidents.

Being prepared, remaining calm and orderly, and using sound judgment will greatly increase the effectiveness in reacting and responding to emergencies and safety incidents.

It is the responsibility of each tenant to make sure his or her employees are familiar with the building's evacuation program and procedures, and to cooperate with building management in establishing procedures and carrying out occasional evacuation drills.

Important Phone Numbers

Fire/ Medical/ Police Emergencies	911
Building Management	813-281-1110
Building Security	813-927-0072
Emergency Management	813-272-5900 (Hillsborough County) www.hillsboroughcounty.org/emergency/ 727-464-3800 (Pinellas County) www.pinellascounty.org/emergency/ 727-847-8137 (Pasco County) http://www.pascocountyfl.net/index.aspx?NID=365
Red Cross Shelter Information	813-348-4820 (Greater Tampa Bay Chapter Headquarters) http://www.redcross.org/fl/tampa-bay

How to call 911

Dial 911; state the nature of the emergency- **Fire (example)**

The fire alarm dispatcher will need to know the following information:

1. Your Name & Number: _____
2. Building Name & address: Island Center 2701 N Rocky Point Drive
3. Nearest cross street: Courtney Campbell Causeway (Left at Rocky Point Light)
4. Type of Occupancy: Multi-tenant office building
5. What part of the building is on fire: Roof, suite, floor, etc.

BASIC EVACUATION PROCEDURES

NOTIFICATION TO EVACUATE

- A. Should there be a need to evacuate your floor in an emergency situation, you will hear an alarm followed by a recorded voice message instructing you to use the nearest exit stairs. There will also be flashing alarm indicators in the corridors. You also may be instructed to evacuate by direct contact from building management.
- B. Please make note, that **the fire system is designed to activate the audible alarms on the floor in which the emergency exists, the stairwells, the next two floors above and one floor below the effected floor.** This is to allow individuals in the immediate danger to evacuate first. For this reason, individuals on floors not in an alarm condition may or may not hear an alarm sounding.

EVACUATION PROCEDURES

- A. During an emergency you must evacuate through the stairs; the elevators will not be in use. Any physically disabled persons that cannot go down the stairs should wait in the pressurized stairwells for the fire rescue to rescue them.
- B. If there is smoke present in your office suite or corridor, crawl across the floor to the nearest exit. The smoke and gases will rise toward the ceiling; the air near the floor will be easier to breath. If you approach a closed door, touch it first to determine if it is hot before you open it. If it is hot, there may be a fire on the other side of the door; you should use an alternate escape route.
- C. When descending a stairwell, employees should walk single file, staying close to the outer walls. When approaching landings, watch for doors opening and additional people entering the stairwell.
- D. The stairwells are pressurized to prevent the infiltration of smoke, but if while using the stairs you should encounter extreme heat or smoke, return to the nearest floor, check to see if it is safe, and proceed to the opposite stairwell.
- E. The designated Floor Warden for the floor should check to see that all suites are empty and that no one is remaining in the restrooms or elevator lobbies.
- F. If there is a small fire on your floor, alert 911 and building management. **Only those people who are certified in fire safety procedure can operate a fire extinguisher.** Never attempt to fight a fire by yourself.
- G. In any situation, stay calm, walk through the corridors and down the stairs in an orderly manner, and be alert to instructions given by emergency personnel and the building management. Be sure to congregate in designated area assigned by your company's Emergency Coordinator.
- H. Do not re-enter the building until instructed to do so by building management personnel.
- I. It is imperative that whenever there is an alarm you must follow the instructions to exit the building. An emergency situation may not always be obvious from your location in the building. Do not assume that it is "just a drill".
- J. In compliance with the City of Tampa Fire Marshall, the preceding outline is provided for your safety.

DUTIES OF AN ESTABLISHED EMERGENCY COORDINATOR

Every tenant is to assign a Emergency Coordinator. The Emergency Coordinator must be someone who is organized and can keep themselves calm in emergency situations.

TENANT PREPARATION

1. The Emergency Coordinator should be familiar with the evacuation plan as it applies to his or her suite.
2. The Emergency Coordinator needs to make sure that all employees are familiar with the evacuation procedures.
3. The Emergency Coordinator must notify building management of any employee who might need special assistance in evacuation the building, and assign an employee to assist him or her in the event of an emergency. The Emergency Coordinator must keep this list and building management updated.
4. The Emergency Coordinator may be asked to meet on occasion with building management to review the emergency procedures.
5. Complete and post a diagram of the nearest exit visible to all employees.
6. Know where fire alarms and exits are located.
7. Designate meeting area for the employees to meet for a head count. Per City of Tampa 100' away from the premises, including the garage.

FIRE PREVENTION

Each Emergency Coordinator must periodically review the following points and report shortcomings to the building management, where needed.

1. Make periodic checks to prevent accumulation of combustible materials in your suite.
2. Check monthly on the availability and conditions of all firefighting appliances and hose, (if applicable) in the cabinets in your suite. **Please note:** Each tenant is responsible to assure that his or her fire extinguisher up to date and in working order.
3. Make periodic inspections of the work areas within your suite. This will eliminate any possible fires from occurring.
4. Prevent accumulation of items in the stairwells that could impede evacuation and make periodic checks to insure that stairwells doors are never blocked, so they are fully able to close. During an alarm the door must stay closed.
5. Eliminate tripping hazards from the suite i.e. long cords, loose carpeting, etc.
6. All fire sprinkler heads should have 18" clearance; this is especially around areas where boxes are stacked on top of cabinets. Nothing should be hanging from the fire sprinklers.
7. Suite entry doors should be propped open ONLY with an electronic magnet that is tied to the building fire alarm system and not with a door stop, (or like item).
8. Space heaters and fragrant plug-ins are a fire hazard and not allowed on the property.

Did You Know

The City of Tampa considers extension cords a fire hazard and is not allowed in commercial properties. Use power strips instead.

EMERGENCY COORDINATOR DUTIES DURING AN FIRE EVACUATION

In case of fire, Emergency Coordinator's leadership will receive one of its most severe tests. The Emergency Coordinator will be looked to for direction and be expected to set an example for calmness and orderliness in the evacuation of personnel.

In case of fire, the floor on which the fire occurs, two floors above and one floor below the fire is to evacuate **IMMEDIATELY**. It will also be necessary in the event of a large fire to evacuate more floors so the firefighters will have a place from which to work from. The effected floors would be notified by the sounding of the alarm on those floors. (Please Note: When the fire alarm sounds, please do not call the management office. The building management will make an announcement over the building speakers if it is a false alarm.)

The evacuation in case of fire should always be **DOWNWARD**. In case of fire, it must be strongly stresses, that evacuation **MUST BE VIA THE STARWELLS AND NOT BY THE ELEVATORS**. The stairwells are your safest haven, fire proof and safe from smoke, providing the doors are not blocked open.

- Step 1 In case of fire in your area, remove anyone from immediate danger, and then go to the nearest fire alarm pull station on your floor. They are located on each floor at the end of the hallway by the stairs.
- Step 2 Pull handle. This will cause alarm to sound. **NOTIFY THE TAMPA FIRE DEPARTMENT BY DIALING 911**. Should you have a cell phone, please contact the building management at 813-281-1110.
- Step 3 Only use fire extinguishers in case of a small fire. Remember only a trained and certified person can use the fire extinguisher. Do not waste time. **Sound the alarm first.**
- Step 4 The designated Emergency Coordinator should check to see that all personnel in their suite has evacuated. The Emergency Coordinators need to check the bathroom, closets, utility rooms, etc.
- Step 5 The Emergency Coordinator must have the list of people they are in charge of and make sure your people are accounted for, if any are missing let the Fire Department know. The Emergency Coordinator will want to assign a meeting place for all of their employees to assure a faster and a more organized way of finding everyone.
- Step 6 You are the last person to leave the floor, make sure all doors are closed. This slows the fire down.

If caught in smoke, take short breaths, breath through your nose, and crawl to escape; air is better near the floor

Remember the fire emergency plan:

RACE

R- RESCUE

REMOVE EVERYONE FROM THE FIRE AREA

A- ALERT

SOUND THE **ALARM**, PULL THE CLOSEST FIRE ALARM PULL STATION
& ALERT THE FIRE DEPARTMENT

C- CONTAIN

CLOSE DOORS TO CONFINE FIRE TO AS SMALL AN AREA AS POSSIBLE
& TO REDUCE DRAFTS

E-EXTINGUISH

USE FIRE EXTINGUISHER IF POSSIBLE AND ONLY IF YOU HAVE PROPER
TRAINING,
BUT ONLY AFTER THE OTHER STEPS HAVE BEEN TAKEN
DO NOT ENDANGER ANYONE'S LIFE.

BOMB THREATS/EXPLOSIONS

RECEIVING A BOMB THREAT

Bomb threats are usually received via telephone by a switchboard operator or receptionist; however, they may be received by other means and by anyone either inside or outside of the Tenant's company.

THE PERSON RECEIVING A BOMB THREAT SHOULD:

- A. Alert another employee discreetly, by passing a note or signaling, to notify Emergency Coordinators and Property Management that a threatening phone call has been received. Be sure to advise them of the number of the line where the call came in.
- B. Complete the "Bomb Threat Checklist" while talking to the caller. Switchboard Operators and others most likely to receive threats should keep the checklist conveniently at hand.
- C. Keep the caller on the line as long as possible. Ask that the message be repeated. Write down every spoken word of the caller.
- D. If the caller does not identify the location of the bomb, time of detonation, type, what it looks like or why the bomb was planted, ask the caller to provide this information.
- E. Pay particular attention for background noises, such as motors running or other noises which might give even a remote clue as to the place from which the call is being made.
- F. Listen closely to the voice to determine sex, approximate age, voice quality, accent and speech impediments.
- G. Immediately report the information to Tenants' designated officials and Property Management.
- H. Do not discuss the bomb threat with anyone else unless instructed to do so. This is to prevent panic and unauthorized disclosure to the news media.

THE EMERGENCY COORDINATOR WILL:

- A. Alert the Assistant Emergency Coordinator and stand by for instructions from Property Management
- B. Assist local authorities in search of the floor if necessary
- C. Implement relocation/evacuation in accordance with the evacuation plan, if necessary

SEARCH FOR POSSIBLE BOMB

Upon receiving a report that a bomb has been placed within the Building, a search may be ordered by governing authorities. Any search for an explosive device is dangerous and must be conducted by persons who are trained and willing. The police will be asked to assist in the search; however, Emergency Coordinators and their Assistants are familiar with their areas and will notice extraneous objects quickly. Search teams should include Emergency Coordinators, Assistants and Police.

- A. The purpose of the search is to locate and report suspicious objects without moving, jarring or touching the object or anything attached to it. The removal or disarming of a potential bomb must be left to the professionals in explosive ordinance disposal.
- B. The search party must be given all available information such as:
 - 1. Reported location and type of explosive device.
 - 2. Floor plans of search areas.
 - 3. When to halt the search.

- C. The search team should be separated into pairs, with each group assigned specific areas to search.
- D. As the search of each area is completed, report findings to the Emergency Coordinator and Property Management.
- E. A search is best conducted by dividing the areas or rooms into three (3) levels, starting with the floor. Thoroughly search the bottom third of the room, then the second level which is the mid-section of the room, and finally the third level which is from the second level up to the ceiling.

SUSPICIOUS OBJECT LOCATED

Upon locating a suspicious object during a search, the police will summon the bomb squad. When such an object is located either during a search or observed without prior warning, the areas should be cleared and the Emergency Coordinator advised immediately. The object should not be touched, handled or moved in any way except by professionals in explosive ordinance disposal.

THE EMERGENCY COORDINATOR WILL:

- A. Notify Property Management.
- B. If the object is obviously or probably a bomb, immediately evacuate the floor in accordance with the relocation/evacuation plan.
- C. If the identity of the suspicious object is uncertain, the Emergency Coordinator should clear the immediate area of the suspicious object.
- D. Evacuation of the floor is at Tenant's discretion. Unless it is certain that the item is a bomb, neither governing authorities nor Property Management will issue a mandatory evacuation order.

IF A BOMB IS FOUND

If a bomb (or what you think to be a bomb) is found, DO NOT TOUCH THE OBJECT, but immediately follow these instructions.

- A. Dial 911 – Advise the 911 operator that you have discovered what you believe to be a bomb, then provide the following information.
 - 1. Your Name.
 - 2. Name and Address of the Building. (listed below)
Island Center – 2701 N Rocky Point Drive Tampa, FL 33607
 - 3. Location of the suspicious object.
 - 4. Description of the suspicious object.
- B. Call Building Management at 813-281-1110 and report the emergency information. Advise Property Management of instruction received from authorities. Property Management will advise other Tenants who might be affected.
- C. If the authorities recommend that the Building be evacuated, use exit doors AWAY for the DANGER ZONE. Building Management will give instruction to the other Tenants. DO NOT USE ELEVATORS.
- D. DO NOT re-enter the Building until Property Management or the authorities have notified you that it is safe to do so.

In the event a bomb threat is received via the telephone, follow the procedures outlined on the BOMB THREAT CHECKLIST. All personnel, who answer phones, should keep copies of the BOMB THREAT CHECKLIST available for immediate use should such a call be received.

LETTER BOMBS

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means. One common type of postal bomb consists of 2 to 5 ounces of plastic explosive with a pencil-shaped metal fuse pressed in its center. Envelopes usually measure approximately 5 ¾" by 4" by 3/16" thick and weigh between 2 and 3 ounces.

Some signs to look for:

1. Size; is the letter unusually thick?
2. Weight; is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.
3. Balance; is it heavier at one end?
4. Feel; is there any springiness in the sides of the letter; Does it flex indicating it is filled with folded paper, or is it stiff?
5. Appearance; are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?
6. Odor; is there a smell of almonds or marzipan?

If you consider a parcel or letter suspect, DO NOT OPEN IT. Immediately inform the Police Bomb Squad and notify Property Management.

MICROBIOLOGICAL AGENTS

Microbiological agents, such as Anthrax, can also be delivered by mail. Effective dispersal of anthrax is difficult due to the fact that the bacteria cannot survive exposure to ultraviolet light or direct moisture. The preferred method of delivery is through letters or packages opened by unsuspecting individuals. Anthrax delivered in this manner most often resembles a white, dry, fine powdery substance. Please exercise caution in mail handling procedures.

Identifying suspect parcels:

1. Pay attention to the appearance, wrapping, unfamiliar addresses, postage or any other irregularities of the parcel.
2. Was the parcel expected?
3. Do you know the sender?
4. If there are issues with any of the above, or you feel that any item is suspect, contact your supervisor and / or management personnel for further action.

Process when you encounter an unidentified substance:

1. Do not panic.
2. Do not touch, smell, taste, disturb or try to analyze the substance.
3. Carefully place the item on your desk and step away.
4. Notify your supervisor and building management personnel immediately.
5. Quietly restrict the area until security arrives.
6. Remain in the immediate area to minimize the potential spread of the substance.
7. Turn off any fans nearby.
8. Do not attempt to wash off or disperse the agent. Do wash any exposed skin thoroughly with soap and water – bleach or Lysol is not necessary.
9. Wait for trained personnel to arrive.

BOMB THREAT CHECKLIST

ATF BOMB THREAT CHECKLIST

Exact time of call _____

Exact words of caller _____

QUESTIONS TO ASK

1. When is bomb going to explode? _____

2. Where is the bomb? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. Where are you calling from? _____

9. What is your address? _____

10. What is your name? _____

Caller's Voice (circle)

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, whom did it sound like? _____

Where there any background noises? _____

Remarks: _____

Person receiving call: _____

Telephone number call received at: _____

Date: _____

Report call immediately to: _____

HURRICANE EVACUATION PROGRAM

Parmenter Realty Partners cooperates with appropriate local and regional governmental authorities to inform all our tenants of correct preparation and procedures to follow in the event of a hurricane landfall in the Tampa Bay region.

We urge all our tenants to always be alert to changing weather conditions when any threatening storm is in the area.

It is the responsibility of each tenant and his employees to be familiar with this Hurricane Evacuation Program. It is extremely important for the safety of our Tenants and their property that these procedures be strictly followed.

Island Center is located in **Evacuation Level A** which means that the area is evacuated when wind velocity reaches 74-95mph and tide heights reach up to 8 feet. Evacuation level areas are vulnerable to storm surge. Storm surge is water that is pushed toward the shore by the force of the winds swirling around a storm. This advancing surge combines with normal tides which can increase the water height as the storm approaches shore. This surge can cause severe flooding in coastal areas.

1. PRE-STORM PREPAREDNESS

- A. Update and maintain copies of insurance policies including business interruption insurance.
- B. Prepare/update your company's business continuity plan. This should include scenarios for short and long term building closures, internal employee contact network system and client contact procedures. Resources for creating such a plan is:
<http://www.floridadisaster.org/DEMBusiness.asp>;
<http://www.hillsboroughcounty.org/index.aspx?nid=669>
- C. You should be alert to any major storm in the Atlantic Ocean, Caribbean, or Gulf of Mexico. We recommend that each tenant have in his suite some type of radio (preferably battery operated NOAA weather radio) so that he can keep informed of the status of approaching storms. The size, direction, and speed of a hurricane can change rapidly. You can also follow storms at:
National Hurricane Center (NOAA) - <http://www.nhc.noaa.gov/>.
National Weather Service - <http://www.weather.gov/>
- D. Be aware of National Hurricane Center advisories and bulletins, and local official advisories. As weather conditions develop, you should be aware of terms being used:
 1. **Tropical Disturbance:** Slight or absent circulation and no strong winds, a common phenomenon in the tropics.
 2. **Tropical Depression:** Closed circulation at surface, highest sustained winds less than 39 mph.
 3. **Tropical Storm:** Stronger circulation, highest sustained wind speed 39-73 mph.
 4. **Tropical Storm Watch:** Tropical storm conditions with sustained winds from 39 to 73 mph are possible in the watch area within the next 36 hours.
 5. **Tropical Storm Warning:** Tropical storm conditions are expected in the warning area within the next 24 hours.
 6. **Hurricane:** Very strong and pronounced circulation, wind speed of 74 mph or more.

7. **Hurricane Watch:** If the hurricane continues to threaten land, a hurricane watch is added to the advisory, covering a specified area and duration. A hurricane watch means that hurricane conditions are a real possibility. When a hurricane watch is issued, listen for further advisories, take steps to notify your employees, secure your office and be prepared to evacuate if necessary.
8. **Hurricane Warning:** When hurricane conditions are expected within twenty-four hours, a hurricane warning will be announced by the National Hurricane Center. All precautionary measures should be completed and you must evacuate the building and Rocky Point area if notified by civil authorities.

SAFFIR / SIMPSON HURRICANE CATEGORY SCALE

From the National Hurricane Center Website <http://www.nhc.noaa.gov/aboutsshws.php>

The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 rating based on a hurricane's sustained wind speed. This scale estimates potential property damage. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage. Category 1 and 2 storms are still dangerous, however, and require preventative measures. In the western North Pacific, the term "super typhoon" is used for tropical cyclones with sustained winds exceeding 150 mph.

Category	Sustained Winds	Types of Damage Due to Hurricane Winds
1	74-95 mph 64-82 kt 119-153 km/h	Very dangerous winds will produce some damage: Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few to several days.
2	96-110 mph 83-95 kt 154-177 km/h	Extremely dangerous winds will cause extensive damage: Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.
3 (major)	111-129 mph 96-112 kt 178-208 km/h	Devastating damage will occur: Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks after the storm passes.
4 (major)	130-156 mph 113-136 kt 209-251 km/h	Catastrophic damage will occur: Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last weeks to possibly months. Most of the area will be uninhabitable for weeks or months.
5 (major)	157 mph or higher 137 kt or higher 252 km/h or higher	Catastrophic damage will occur: A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Most of the area will be uninhabitable for weeks or months.

It is most important that you familiarize yourself with the Island Center Hurricane Evacuation Program prior to a tropical storm watch. Please contact building management now if you have any questions.

2. WHAT TO DO IN THE EVENT OF A TROPICAL STORM OR HURRICANE WATCH FOR THE AREA

- A. Be prepared to protect offices that have exterior glass that could be broken by flying debris. Please use the following as a guide to give you an idea of what needs to be done.
- ☐ Back up all your data on your computer(s) and take the disk with you.
 - ☐ Cover expensive/ computer equipment with heavy-duty trash bags and store away from any rooms with windows, or if able, take equipment with you.
 - ☐ Lock or tape shut all filing cabinets
 - ☐ Clear all debris, (files, paperwork, 'in' baskets, pictures, telephones, etc.); off of any open area, i.e. desks, tables, bookshelves, etc. This will help eliminate floating and flying debris.
 - ☐ Unplug everything and make sure all lights switches are off. We recommend that before you leave the building, all computers, telecommunication equipment, microwaves, etc. be unplugged so as to protect them from possible power surges.
 - ☐ Personal belongs should be gathered so they can be removed easily when an evacuation order is given.
 - ☐ Lower and close all blinds
 - ☐ Close all doors (do not lock), especially those with windows.
- B. Supplies you will want to have on hand for business and/or home
- ☐ Flashlight and extra batteries
 - ☐ Portable, battery operated radio and extra batteries
 - ☐ First aid kit and manual
 - ☐ Heavy duty trash bags, heavy duct tape,
 - ☐ Proper Identification- Including a photo ID
 - ☐ Emergency food and water
 - ☐ Non-electric can opener
 - ☐ Cash and credit cards
 - ☐ Sturdy shoes, long pants and long sleeved shirt
- C. Be sure that the building management has home, cell and pager numbers for the appropriate contact person(s) in your office should we need to contact you. Likewise, we will provide you with telephone numbers to call for emergency information.
- D. Official emergency bulletins can be heard on the radio or television.

3. EVACUATION PROCEDURES

- A. Under most all circumstances, you will have plenty of time to evacuate and will be able to exit the building and project as you would on any working day. In the unlikely event of an emergency evacuation, you will be instructed through the public address system to exit the building.
- B. If there is a power outage, you will be instructed to exit via the stairwells.
- C. Secure or remove any valuables, lock file cabinets and desks, and turn off the lights in your office. Please reference list above.

- D. Go to your home or designated emergency evacuation shelter. Do not attempt to return to your office until notified by the appropriate local governmental agency or by Parmenter Realty Partners.
- E. Building management recommends that all of our tenants talk to their insurance agents regarding their coverages to ensure you have adequate insurance including Business Interruption Insurance for your own security. You will also want to make sure your current Insurance includes hurricane and wind damage.
- F. When you return to your office, notify the building management and your insurance carrier of any damage sustained to your suite.
- G. Finally, do not leave any automobiles in the parking lot, as we do not assume liability if they are damaged.

The best preparation you can make is to familiarize yourself with these procedures now and notify us of any questions you may have.

4. RECOVERY PROCESS

When the building management is permitted back on to the property, the management recovery team will survey the property to make sure the building is safe. Once all safety issues have been covered and repaired, the management recovery team will call tenants when it is safe to enter the building. Tenants are asked to come no more than four (4) people per company. There will be an assigned meeting area where the management recovery team will explain recovery procedures. All persons that are part of the recovery are required to wear long pants (Jeans), work boots, Long sleeve shirt. **Without this proper attire, you will not be permitted back to the property.** Please make sure that building management has all current contact information home, cell and pager numbers.

Below is a list of suggested supplies necessary for recovery.

Please note: Tenants are responsible for the cleanup and cost of the cleanup of their personal belongings in their suite after a disaster. The items listed here are for tenant's "personal" use and are at the tenants cost. The building will not be able to provide these items.

- ☐ Photo ID with business card showing the building's address
- ☐ Broom and dust pan
- ☐ Heavy duty trash bags
- ☐ Heavy gloves
- ☐ Water
- ☐ Cleaning supplies and materials, i.e. wash cloths, cleaning spray,
- ☐ Camera – to document damages
- ☐ Dolly cart

AIRCRAFT

EVACUATION PROCEDURES TO FOLLOW IN CASE OF AIRCRAFT COLLISION

The evacuation procedure for an aircraft collision (aircraft hits the building) will be basically the same as other evacuation procedures. Tenant personnel in the area of the crash and on floors below the crash should be evacuated as quickly as possible to avoid the possibility of injury due to any liquid jet fuel leaking from the crash.

This liquid fuel may run down stairwells and elevator shafts. In view of this, it may become necessary to route your personnel to exit down a stair on the opposite side of the building, personally leading them across the floor to the other side. Again, try to remain calm and have your Emergency Coordinator's help in evacuating your people.

While you have been instructed not to evacuate your personnel until you are so directed, an aircraft collision could well justify immediate evacuation of your people at your own discretion.

Also, if at your judgment the heat is intense enough to warrant an immediate evacuation, do so.

If you are located above the crash (collision) floor, you should be prepared to move your personnel across to the opposite side of the building and down the stairwell.

However, before moving your people into any stairwell, you must first determine if there is smoke in the stairwell. Once you have evacuated your people, you should remain alert for continuing instruction.

In the event you move your people out of the building, you should be alert to jet fuel running down the side of the building. Once out of the building, instruct your people to leave the vicinity of the building, to avoid creating traffic and crowd problems which could hinder firefighters and other emergency personnel.

CIVIL DISORDER/ WORKPLACE VIOLENCE

EVACUATION PROCEDURES FOR CIVIL DISORDER

A Civil Disorder serious enough to cause evacuation of the Building is very unlikely. However, should it become necessary to evacuate a floor, the procedure to be followed is basically the same as that for fire evacuation. If a disorder should take place in your area or floor, the Tampa Police (911), and the building management should be notified who in turn should notify SECURITY and assist in whichever way becomes necessary.

WORKPLACE VIOLENCE

Violence in the workplace is any incident in which an employee or employer is threatened, intimidated, verbally or physically attacked, harassed, injured or killed. Tenants should have their own workplace violence plan and procedures in place.

- Warning signs to be aware of:
 - ❑ Withdrawal from normal friends
 - ❑ Suicidal tendencies (e.g. disposal of possessions)
 - ❑ Belligerent behavior/ threats
 - ❑ Obsession with other workers
 - ❑ Obsession with weapons as a means of solving problems
 - ❑ Obsession with other incidents of violence
 - ❑ 80% of workplace homicides are preceded by warning signs
- What you should do:
 - ❑ Report a problem before it gets out of control
 - ❑ Report any change in behavior to management
 - ❑ Develop conflict communication skills
 - ❑ Don't try to solve grievances with verbal or physical abuse
 - ❑ Show respect for co-workers (not everyone thinks and acts like you)

If you get caught in a dangerous situation: Don't try to reason with the person. Follow your company's crisis plan.

WHEN A SITUATION DOES OCCUR PLEASE NOTIFY BUILDING MANAGEMENT AND BUILDING SECURITY, SO THEY CAN BE ON ALERT.

POWER FAILURE

Island Center has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it typically would affect an isolated area of the building or a large geographic area of which this building is a part of.

All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited time period.

In the event of an electrical failure, please observe the following guidelines:

1. If a power failure is caused by a fire emergency, all procedures for fire emergencies remain in effect (see Emergency Evacuation Procedures).
2. Contact the Building Manager.
3. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
4. If you are instructed to evacuate the building, lock all areas of your premises.
5. Do not congregate in the lobby areas or in the street.
6. If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation, but will not fail. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator emergency call button for assistance.
7. Building management will notify you as soon as possible when power will be restored.

CRIME/LOSS PREVENTION

Parmenter Realty Partners along with Westshore Alliance (businesses within the Westshore area) has an established Crime Watch Program similar to the Neighborhood Watch Program throughout communities. We encourage your participation.

The following points should be considered for your loss prevention program:

- Allow limited access to your space. Keep back doors secured at all times.
- Keep reception area monitored at all times.
- Request identification of persons performing repairs or service.
- Prohibit access by people who do not have the name of the specific employee on whom they are calling.
- Do not allow removal of equipment by anyone without authorization by a supervisor.
- Do not allow messenger services into office areas.
- Do not keep items to be sent by messenger out in the open.
- Train employees to keep wallets, purses, and valuables in locked drawers.
- Never hang valuable coats and other items in easily accessible closets, (e.g., waiting rooms).
- Lock up laptop and notebook computers - these are hot items to steal.
- Never invite solicitors into your office - they may be just 'window-shopping'.
- Notify building management of suspicious people (we will dispatch our on-site security officer to investigate).
- Never enter a door that has been pried open.
- Remember, a simple "may I help you?" has stopped more thefts than we will ever know.

We hope these few pointers will be of some assistance for your premises. If you are working after hours and need assistance, please remember to call building Security at 813-927-0072. Should you have any questions or wish additional information on this program, please contact us at 813-281-1110.

Remember, Crime Prevention is Everyone's Responsibility.

TORNADO

Tornadoes are one of nature's most violent, destructive storms and can devastate an area in seconds. A tornado appears as a rotating, funnel-shaped cloud, striking the ground with whirling winds at speeds of over 300 miles per hour. A tornado spins like a top and may sound like a train or like the engines on an airplane. Tornadoes can travel 10 miles or more before they subside. In Florida, they occur most frequently during the months of June, July and August.

Whenever severe thunderstorms threaten your area, listen to radio and television announcements for updates and instructions.

A "tornado watch" means that tornadoes, severe thunderstorms, or both, are possible. Weather reports should be monitored for additional details or developments. The sky should be watched for signs of the telltale funnel-shaped clouds associated with tornadoes. Any signs of tornadoes should immediately be reported to local authorities.

A "tornado warning" means that tornadoes have been sighted in the warning area. People should take shelter immediately.

In the event of a tornado warning, occupants should go directly to an enclosed, windowless area in the center of the building – away from glass and on the lowest floor possible. Then, crouch down and cover your head. Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly. Stay off the elevators; you could be trapped in them if the power is lost. No one should leave the building. Do not attempt to flee from a tornado in your car or any other type of vehicle.

Recovery Actions:

- Use extreme caution when entering homes and other facilities damaged by the storm.
- Look for broken gas lines, downed power lines, and damaged utilities and report them to the proper authorities.
- Check for injured personnel. Do not attempt to move people who are seriously injured unless they are in immediate danger. Call for medical help immediately.
- Stay away from disaster areas unless you are providing first aid or medical assistance.

Resources used for the creation of this manual:

BOMA International – *BOMA's Guide to Security and Emergency Planning*

Centers for Disease Control and Prevention - <http://www.cdc.gov/>

FEMA – Ready <http://www.ready.gov/>

Florida Division of Emergency Management <http://www.floridadisaster.org/index.asp>

Hillsborough County Emergency Management – <http://www.hillsboroughcounty.org/index.aspx?NID=115>

National Hurricane Center - <http://www.nhc.noaa.gov/>

National Weather Services - <http://www.weather.gov/>