

## Introduction

The Emergency Evacuation Plan (EEP) is the building's *official* response to fire and other life safety emergencies, and serves as an operational guide for the security and protection of building tenants, their employees' patients, clients, and /or visitors.

In order to formulate an effective Emergency Evacuation Plan, the buildings' size, shape, square footage, and tenant mix must be taken into account. The procedures outlined in this plan have been specifically designed for the Norwood Tower by the Norwood Tower Management Company, and are to supplement the fire and life safety systems of the building. The plan has been reviewed and approved by the Austin Fire Department.

The following information represents the procedures that are to be followed by all building occupants in order to insure their safety in case of an emergency evacuation.

Please do not hesitate to contact the Management Office at 512/476-8415 should you have questions or concerns regarding the Emergency Evacuation Plan.

## **Non-Emergency Direct Line Telephone Numbers**

### **Travis County**

Austin Fire Department .....	477-5784
Austin Police Department .....	480-5000
Austin Police Department .....	311
Sheriff's Department .....	473-9285

## **Emergency Direct Line Telephone Numbers**

Austin Fire Department .....	911
Police Department .....	911
Emergency Medical Service .....	911
Building Security .....	381-0811 (post) 604-5024 (digital pager)
Building Management .....	476-8414 476-8515 after 5 p.m.
Building Engineers .....	479-0207

## In Case of Fire

### During Normal Business (8 a.m. to 5 p.m.) Hours:

- I. If you see smoke, flames, or smell something burning and have received no official notification, **IMMEDIATELY:**
  - A. **ACTIVATE** the fire alarm pull station on your floor. **ISOLATE** the fire by closing all doors (if it safe to do so.)
  - B. **NOTIFY** the Suite/Floor Warden or Assistant of the fire.
  - C. **CALL** the Management Office (dial 476-8415 or 476-8514) and relay the following information:
    1. *Location* (address). Include the name of the building (Norwood Tower), the street address (114 West 7<sup>th</sup> Street, corner of 7<sup>th</sup> and Colorado streets), the floor (Basement – 1-15, roof), the suite number (if known) or the area in which the fire has occurred (north, south, east, or west?).
    2. *What* is burning (if known) - electrical equipment or wiring, liquids, paper, wood, furnishings?
    3. *Size* of Fire. Large or small and severity.
    4. *Name*.
  - D. **Management Will:**
    1. *Notify* the Fire Department and the Building Emergency Response Team (BERT).
    2. *Proceed* to the scene with the Suite/Floor Warden(s) to evaluate the fire.
    3. *Begin* emergency evacuation procedures, if necessary.
    4. *Meet* with the Fire Department upon arrival and advise them of the emergency status and actions being taken.
    5. *Follow* Fire Department instructions until the emergency is over.
- II. If you detect something that might be a smoke odor, but you are not sure, **IMMEDIATELY:**
  - A. **CALL** Management Office (dial 476-8415) if you suspect a fire and relay the following information:
    1. You think you smell a smoke odor.
    2. Your name, the name of your company, the floor, the suite number or the area where you smell smoke.
    3. Notify your Suite/Floor Warden of the location and the characteristics of the odor.
  - B. The Management Team will coordinate with the Suite/Floor Warden to:
    1. *Notify* the Fire Department (dial 911) and the BERT.
    2. *Proceed* to the scene with the Suite/Floor Warden(s) to evaluate the fire.
    3. *Begin* emergency evacuation procedures, if necessary.
    4. *Meet* with the Fire Department upon arrival and advise them of the emergency status and actions being taken.
    5. *Follow* Fire Department instructions until the emergency is over.

- III. If you hear or see a fire alarm on your floor, IMMEDIATELY:
  - A. CALL the Management Office (dial 476-8415).
  - B. Notify your Suite/Floor Warden and follow their instructions to leave the building via the stairwell. In case of smoke or fire blocking access to the west stairwell use the fire escape located on the east side of the building. Tenants occupying the floors 5 and 5A should evacuate the building via the exit to the 5<sup>th</sup> floor roof area. Once there they should proceed to use the garage stairs to exit to the rear of the building. Proceed from the stairs down the alley to 7<sup>th</sup> Street. Go from there to the Safe Area of Refuge as described below in section C. **Do Not Use the Elevators.** The firemen's return on the elevators will have been activated by the alarm and the elevators will go to the lobby floor and remain stationary until the Fire Department returns them to regular service. The stairwell is fire proof and smoke proof and is equipped with a system to pump fresh air from outside the building.
  - C. Once outside the Norwood Tower Building:
    - 1. All Persons should gather in the parking lot across 7<sup>th</sup> Street, which is adjacent to the One America Center Parking Garage entrance. (REFER TO THE ASSIGNED EVACUATION AREA PLAN IN SECTION 8 OF THIS BOOKLET)
- IV. If you hear a fire alarm that is NOT on your floor, IMMEDIATELY:
  - A. CALL the Management Office (dial 476-8514)
  - B. Notify your Suite/Floor Warden and report to the assigned evacuation area for role call.
  - C. Building Management will coordinate with the Suite/Floor Warden(s) to:
    - 1. *Notify* the Fire Department (dial 911) and the BERT.
    - 2. *Proceed* to the scene with the Suite/Floor Warden(s) to evaluate the fire.
    - 3. *Begin* emergency evacuation procedures, if necessary.
    - 4. *Meet* with the Fire Department upon arrival and advise them of the emergency status and actions being taken.
    - 5. *Follow* Fire Department instructions until the emergency is over.

### **During Non-Business Hours**

- I. If you see smoke, flames, or smell something burning, IMMEDIATELY:
  - A. ACTIVATE the fire alarm pull station on your floor.
  - B. ISOLATE the fire by closing all doors (if it is safe to do so).
  - C. CALL the fire department (911) and relay the following information:
    - 1. *Location* (address). Include the name of the building (Norwood Tower), the street address (114 West Street, corner of 7<sup>th</sup> and Colorado Streets), the floor (Basement - 15, roof), the suite number (if known) or the area in which the fire has occurred (north, south, east, or west?).
    - 2. *What* is burning (if known) - electrical equipment or wiring, liquids, paper, wood, furnishings?
    - 3. *Size* of fire. Large or small, and severity.

4. *Name.*
- D. EVACUATE to the designated evacuation area outside of the lobby by using the west stairwell. In case of smoke or fire blocking access to the west stairwell use the fire escape located on the east side of the building. Tenants occupying the floors 5 and 5A should evacuate the building via the exit to the 5<sup>th</sup> floor roof area. Once there they should proceed to use the garage stairs to exit to the rear of the building. Proceed from the stairs down the alley to 7<sup>th</sup> Street. Go from there to the Safe Area of Refuge as described above in Section III, C. **Do not use the elevators** (unless under the direct supervision of Fire Department personnel).
  - E. CALL BUILDING SECURITY (for desk dial 381-0812) or (for digital pager dial 604-5024) between 6-10 p.m., Monday through Friday, 7 a.m.-1 p.m. on Saturday.
  - F. When Fire Department arrives, advise them of what action has been taken. Follow their instructions until the emergency is over.

## Evacuation Plan

### Suite Warden/Floor Warden System

A Suite/Floor Warden system has been developed by the Management Office, in cooperation with tenants and the fire department, in order to insure that the tenants in the Norwood Tower are fully prepared in the event of any emergency.

Each tenant will be assigned, at a minimum, one Primary Suite/Floor Warden and one Assistant Suite/Floor Warden. Once the automatic fire control system is activated, and the prerecorded evacuation tape is triggered, it is the responsibility of the Suite/Floor Warden to systematically inform every individual in their suite of the alarm and begin evacuation procedures.

Upon notification by a Suite/Floor Warden or Assistant Suite/Floor Warden, each person should take only essential personal belongings (purses, wallets, keys), proceed to their designated stairwell, and continue down the stairs towards their predetermined assembly area in the east parking lot or to the basement, depending on the nature of the emergency situation. The Suite/Floor Warden should be the last person to leave their suite/floor.

Regularly scheduled fire drills and/or tornado (severe weather) drills will be conducted to perfect these procedures, and to increase the efficiency of the Suite/Floor Wardens. It is important that everyone becomes comfortable with these evacuation procedures, so in the event of an actual emergency, full evacuation of the building can be accomplished quickly and professionally.

### Procedures

The decision to evacuate the building is to made only by the Building Management, and/or Fire Department Personnel.

A Suite/Floor Warden or Assistant Suite/Floor Warden may exercise independent judgment and evacuate personnel from a floor or tenant suite if they determine: *1) there is an imminent danger to life and/or property and; 2) the Management Office cannot be reached after a reasonable length of time.*

Evacuate to your predetermined assembly location in the parking lot, across 7<sup>th</sup> Street adjacent to the One America Center (“safe area of refuge”) by using the exit stairwell.

Do not attempt to use the elevators for evacuation purposes unless directed to do so by Fire Department personnel.

A “safe area of refuge” is defined as an area that offers a reasonable degree of protection from fire and smoke. The west stairwell in the Norwood Tower is a fire rated corridor, and has been designed to provide safe egress from the building during a fire emergency. The Fire Department has designated any area over 100 yards from the building as a safe area of refuge.

The release of a fire pull station triggers a visual and audio fire alarm on the floor where the pull station is located. In addition, a visual and audio fire alarm will be triggered on the floor above and the floor below the pull station that was activated.

Elevators are automatically recalled to the first (ground) floor once the fire alarm system is activated. Elevator doors automatically open on the first (ground) floor to release passengers, and remain in the open position until reset by the Fire Department or building personnel. Should a fire alarm originate from the first or second floors, the elevators are automatically recalled to the third floor. Again, elevator doors automatically open to release, and remain in the open position until reset by Fire Department.

In a fire emergency, all stairwell doors automatically unlock, allowing the Fire Department access to each floor from the interior of the stairwell. **Do not** attempt to enter another floor from the stairwell during evacuation. Exit the stairwell only on the ground floor where it egresses into the main lobby. Exit from the lobby to the sidewalk and cross to the area of Safe Area of Refuge.

During evacuation, priority should be given to those individuals who are mobility impaired or ill.

Delegate to responsible personnel the following duties:

1. A minimum of two (2 ) persons to assist mobility impaired or ill individuals.
2. A person to retrieve emergency flashlights in case of power failure.
3. A person to retrieve company First Aid Kit, if any.
4. A person to secure company records, and lock appropriate files, vaults, closets, desks.
5. A person to unplug all electrical equipment, including computers.

6. A person to turn off lights and *close* - **do not lock** - office doors.

**BE QUIET! STAY CALM!** Emergency instructions may be given over the Public Address System.

Take only essential personal items with you during any emergency evacuation. No one will be allowed to re-enter the building during an emergency!

Women should remove high-heeled shoes to facilitate walking down stairs.

Assemble and account for all personnel prior to leaving your floor. The Suite/Floor Warden **should remain** on the floor until all individuals from that floor have been evacuated.

Tenants are expected to write a brief report concerning their response to the emergency. Please include the date of the emergency, the nature of the emergency, problems or incidents encountered during the emergency, and a description of procedures that were not effective or that could be improved. Submit the report to the Management office (Suite 625) for review.

### **IN CASE YOU CANNOT EVACUATE**

- I. If you can not evacuate your area you should:
  - A. *Close* the door to the area.
  - B. *Place* cloth in any opening, which is allowing smoke entry.
  - C. *Call 911* and tell them you are trapped in the building. Provide them your location (be as specific about your location as possible). Also inform the dispatcher whether there are other people trapped in your area. The dispatcher will pass this information on to the Fire Department Incident Commander.
  - D. *Break* open a window and hang a large piece of cloth (an extra sweater, jacket or such) out so that it is visible from the exterior of the building.
  - E. *Stays put and wait* for the Fire Department. Sit or lay on the floor, since smoke rises, and the air will be clearest here.

## Explosions

In case of an explosion in either building, report the explosion to Building Management at 476-8415. Provide the following information:

1. Your name, location and phone number.
2. The exact location of the explosion.
3. Apparent cause of explosion, including any reasons you may have to believe it might have been caused by a bomb.
4. The number of casualties and number and type of injuries, if known.
5. Whether the explosion was caused by a fire, if so, the location of the fire.

The Building Management will immediately contact the fire and police departments. Evacuate people from your area if necessary.

## Bomb Threat Emergency Procedures Other Terrorist Threat Procedures

**Given the action of September 11, 2001 all building personnel and tenants and their staff should be especially observant and vigilant with regard to unusual people on a tenant floor or in building common area, packages or items that appear out of the ordinary, and any other activities that appear suspicious or which building management has not made tenants aware. Call the management office immediately if you see someone or something that is of concern.**

The majority of bomb threat calls are false alarms or hoaxes meant to be disruptive for the normal conduct of business. **However, at no time should any bomb or other terrorist threat be regarded as a hoax or a false alarm.** All threats should be taken seriously and the following things should be done:

- I. Obtain as much information as possible when taking a bomb or terrorist threat call. Try to get:
  - A. Location of the bomb or other terrorist action
  - B. Time of detonation or other terrorist action
  - C. Description of the bomb container or receptacle and description of the type of bomb; or other terrorist action
  - D. Reason for the bomb or other terrorist action
- II. Ask the caller to repeat the information.
- III. Tell the caller the building is occupied and that there may be many innocent people killed or injured.
- IV. Listen carefully for any background noises, which might help authorities in determining where the call was made.



- V. At the conclusion of the call, immediately report it to Building Management at 476-8415. Provide as much information as possible, including:
  - A. Your name, location and phone number
  - B. Name of the initial recipient, if someone else took the call
  - C. Name of anyone else listening in to the bomb or other terrorist threat call
  - D. Name of any person threatened by a caller
  - E. Time the bomb or other terrorist action is supposed to detonate or occur
  - F. Exact location where the bomb or other terrorist action is supposed to be
  - G. Description of the bomb or other terrorist action, including its appearance or container
  - H. Reason given for the bomb or other terrorist action
  - I. Time the bomb or other terrorist call was taken
- VI. Begin a thorough search of your area for suspicious, unusual or foreign items and report any findings to Building Management at 476-8415.
- VII. Please note that Building Management will make the decision whether to evacuate the building following the receipt of a bomb threat, after evaluating the threat and discussing the situation with fire and police department personnel.
- VIII. Fill out the “Bomb Threat Telephone Report” included in this Section of the booklet and give a copy of it to Building Management so fire and police department personnel can use it.

## Medical Emergencies

If there is a medical emergency within your office or if you observe a medical emergency, call **911** to request an ambulance. Be prepared to provide the following information:

1. Nature of the “Medical Emergency”, if you know it.
2. Exact location and name of the sick or injured person.

Notify Building Management of the situation.

## Severe Weather Emergencies

### I. Tornado Watch

- A. This indicates that atmospheric conditions are favorable for a tornado to form.
- B. Building Management will be monitoring the weather situation via its weather band radios, which are tuned to the National Weather Service.

### II. Tornado Warning

- A. This indicates that a tornado has been sighted in the area.
- B. If the National Weather Service has issued a Tornado Warning for the area in which the Norwood Tower is located, the Norwood Tower Management Company will issue an audio/alarm announcement over the building annunciation system. Suite/Floor Wardens will be advised to move all personnel immediately to the designated area in the parking garage of the Tower.
- C. The Suite/Floor Wardens should make certain that all personnel have evacuated from their assigned areas before leaving for the parking garage of the Tower.
- D. People should use the west stairwell to exit to the 2<sup>nd</sup> floor. From the second floor they should proceed to exit into the parking garage via the door located in the northeast corner of the floor. Once in the parking garage they should proceed to their assigned evacuation area.
- E. **DO NOT USE THE ELEVATORS TO EVACUATE!!**

## Provisions for Mobility Impaired Tenants

In all events of emergencies - disabled or mobility impaired tenants should have someone from their work area or suite assigned to assist them in evacuating the building.

Mobility impaired visitors should be assisted by personnel in the area they are visiting.

A wheelchair bound person should be taken to the hallway door nearest the safe enclosed stairway, preferably as one of the last people on the floor. They should remain in the hallway near the stairway door. The assisting person should remain in the hallway near the stairway - with the wheelchair bound person while someone else informs Building Management of his or her location.

## Emergency Organization

The Building Emergency Response Team (BERT) shall consist of the following:

- I. **Building Management** .....476-8415,  
476-8514 after normal business hours
  - A. General Manager Nancy Burns
  - B. Office Assistant Fran Swan
  - C. Chief Building Engineer Rick Polley
  - D. Operating Engineer James Light