



**FIRE & EMERGENCY PLAN**

**MANDALAY TOWER 2 & 3**

**225 / 201 EAST JOHN CARPENTER FREEWAY.**

**IRVING, TEXAS 75062**

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**I. LIST OF EMERGENCY PHONE NUMBERS**

**1. FIRE: 911**

**Non Emergency 972.721.2116**

**2. POLICE 911**

**Non Emergency 972.273.1010**

**3. AMBULANCE: 911**

**4. MANAGEMENT STAFF:**

**972.869.9399**

<b>Sr. Property Manager:</b>	<b>Beth Parkhurst</b>
<b>Property Manager:</b>	<b>Tammy McQuirk</b>
<b>Property Assistant</b>	<b>Sierra Johnson</b>
<b>Tenant Services Coordinator:</b>	<b>Acacia Dial</b>
<b>Chief Engineer:</b>	<b>Wade Reeves</b>

**5. COURTESY OFFICER:**

**214.502.5800**

**Security Director: Derrick Grant**

<b>Officer – 1<sup>st</sup> shift (7am-3pm):</b>	<b>Glenisha Miles</b>
<b>Officer – 2<sup>nd</sup> shift (9am-5pm)</b>	<b>Raymond Colbert</b>
<b>Officer – 3<sup>rd</sup> shift (3pm-11pm):</b>	<b>Hurbert Ndifusah</b>
<b>Officer – 4<sup>th</sup> shift (11pm-6am):</b>	<b>Salvador Cantu</b>
<b>Officer – 1<sup>st</sup> shift/weekends:</b>	<b>Luis Ceballas</b>
<b>Officer – 2<sup>nd</sup> shift/weekends:</b>	<b>Darren Jackson</b>

\*\* An officer is always on-site 24 hours a day, 7 days a week and can provide a security escort to your vehicle.

## **INTRODUCTION**

Emergencies regardless of their form, shape or size, generally call for quick, safe and concise responses that could prevent or even eliminate a more serious situation from occurring.

This pamphlet contains quick reference information and checklist procedures on how to report an emergency as well as what to do, who will assist you, and what help will come from building and professional emergency personnel during such emergencies.

Each tenant is responsible for designating Emergency Wardens and ensuring that their employees are familiar with the Emergency Plan and Fire Exits.

In no way is this pamphlet, or could any manual be, all-inclusive of the myriad of situations that may occur. This pamphlet does offer the tenant as well as the management staff the ability to respond in an effective manner.

If you have any questions or concerns, please feel free to call the Management Office at 972.869.9399 or the Security Command Center at 214.502.5800.

## **SPECIAL EMERGENCY PROVISIONS**

- Each employee should become familiar with all emergency provisions. Each tenant should be responsible in ensuring that each employee is aware of all emergency procedures and that each office has at least one Emergency Warden and an alternate Emergency Warden. Everyone should become familiar with the Floor Wardens on their floor.
  
- Notify the Management Office of any changes to your Floor Warden roster.
  
- Notify the Management Office of the locations of any disabled employees that may require assistance during an emergency.
  
- Portable fire extinguishers are located throughout the building. These are for extinguishing electrical, gasoline, paint, and other combustible materials. Learn the locations of these extinguishers.
  
- In the event of a fire or other such emergency, do not use the elevators.
  
- Windows should not be broken since they help control fire spread and glass falling onto the streets could injure those evacuating the building.
  
- Any time a fire extinguisher is used, the Security Command Center **must** be notified at 214.502.5800. These extinguishers are not reusable.
  
- Floor Wardens should inform all employees of their Evacuation Assembly Point outside of the building.
  
- This is a fire resistive building with early detection systems and total sprinkler coverage. Do not panic. Where applicable, tenant corridor areas are one hour fire rated. This will allow ample time to walk calmly to the stairways. These stairways are two hour fire rated and are fire safe areas as long as all stairway doors remain closed.

## II. FIRE EVACUATION PLAN

### WHAT TO DO IF YOU DISCOVER A FIRE OR SMOKE IN THE BUILDING

#### 1. RESCUE

Remove anyone from the immediate danger area. This means the room of origin or immediate vicinity of the fire. This is not an evacuation of the premises. Stay calm, DO NOT use elevators.

#### 2. CONFINE

Close the door to the room of origin. This will act to contain the fire and smoke to that one room for a period of time.

#### 3. ALERT

1. Pull Fire Alarm at Stairwell exit. There are three pull stations located on each floor: one at each stairwell and one in the elevator lobby.
2. From a safe location, call the Building Management Office at 972.869.9399 and give the following information:
  1. Nature of the problem: Fire, Medical, etc
  2. Your full name
  3. Floor Number
  4. Room or Suite Number
  5. Call back number. Do not stay on the phone if you are in danger.
  6. AFTER 5:00 PM AND ON WEEKENDS, CALL:  
Courtesy Officer:                      214.502.5800
3. If you are unable to contact the management office, immediately call the Fire Department: 911 and give the following information:
  1. Nature of the emergency: Fire, Medical, etc.
  2. Your full name
  3. Complete street address: 225 /201 East John Carpenter Freeway, Irving, TX 75039  
(Be prepared to spell the street name)
  4. Building Name:                      MANDALAY TOWER 2 & 3
  5. Floor number and Suite number
  6. Closest street intersection: North of Hwy 114 and East of O'Connor Blvd.

#### **4. FIGHT**

If the fire is small and confined to one object (such as a trash can), locate the appropriate fire extinguisher for fighting that type of fire and use it. However, never attempt to fight a fire unless:

1. You know how to operate the fire extinguishing equipment.
2. You have the appropriate type of extinguisher.
3. The fire is small.
4. You have access to an exit if you fail to put the fire out.

A. Fire Extinguishers locations:

1. There is a minimum of two (2) ABC Type Fire Extinguisher Cabinets, one (1) located at each stairwell on each floor.
2. There is a minimum of one (1) ABC Type Ten Pound Fire Extinguisher located in the Penthouse on the roof.

B. How these Fire Extinguishers operate:

1. **PULL** the pin.
2. **AIM** the nozzle or hose at the base of the fire.
3. **SQUEEZE** the handle.
4. **SWEEP** from side to side.

C. Which type of Fire Extinguishers are to be used:

Type A: (ORDINARY COMBUSTIBLES)

Fires in paper, cloth, wood, rubber, and many plastics require a water type extinguisher.

Type B: (FLAMMABLE LIQUIDS)

Fires in oil, gasoline, some paints, lacquers, grease in a frying pan or in the oven solvents and other flammable liquids.

Type C: (ELECTRICAL EQUIPMENT)

Fires in wiring, fuse boxes, energized electrical equipment, and other electrical sources.

Type D: (METALS)

Combustible metals such as magnesium and sodium.

### **III. FIRE ALARM SYSTEM**

Mandalay Towers 2 & 3 is equipped with a complex, fire alarm system. The system is monitored 24 hours a day, seven days a week. Protective devices within the system, inclusive of smoke detectors, manual pull stations, and sprinklers, are located throughout the entire building. These devices are continually monitored for the detection of fire, alarm, or trouble conditions.

Activated fire alarms within the building are received by computer and related to the monitoring center. Dispatchers in the center immediately notify the Fire Department and the Building Officials of the condition.

The building's fire alarm system also receives the computer-relayed message and immediately implements the following:

#### **Alarms:**

- a. Audible alarms are sounded on the fire floor, the floor above and the floor below, as well as both stairwells.
- b. The audible alarm broadcasts a pulsating whoop-type sound.
- c. The alarms are transmitted through the building's intercom system, which can be used for verbal announcements if needed.

#### **Exits:**

- a. Exit signs at each stairwell flash, becoming a visual aid during evacuation.
- b. All automatically controlled doors unlock for rapid exit.
- c. Fresh air intake fans located on the roof begin to supply each stairwell with 100% outside air.

#### **Elevators:**

- a. Elevators respond immediately by going down to the canal level and ceasing normal operation.
- b. If the canal level happens to be the fire floor, the elevators will respond to the first floor.
- c. During alarm conditions, all elevators cease general operation. Fire Department personnel have keys to access the lifts only if needed.

#### **Smoke Removal:**

- a. The heating, ventilation and air conditioning (HVAC) system automatically converts to a smoke removal system during alarm conditions.
- b. The system pressurizes the floor above and the floor below the fire floor. The supplied air to the fire floor is closed off and the smoke is removed via the return air dampers.

## **IV. EVACUATION PROCEDURES**

**\*\*\*\*\*AUDIBLE ALARMS WILL SOUND AND STROBE LIGHTS WILL BLINK IF FIRE OR SMOKE IS LOCATED ON YOUR FLOOR\*\*\*\*\***

### **A. WHEN THE FIRE ALARM ACTIVATES ON YOUR FLOOR**

1. Go down the stairwell to the 1<sup>st</sup> Floor (Stair B) or Canal Level (Stair A) and exit the building.
2. If the stairwell nearest your office or room is blocked by fire or smoke, go to the next closest stairwell and follow the above procedures.
3. If all of the stairwells are blocked by fire or smoke, return to your office and:
  - A. Close the doors.
  - B. Call 911 and Building Management and notify them of your location if you are trapped.
  - C. Place towels, clothing, etc. around door.
  - D. Place a wet towel or cloth over your mouth and nose. Stay low, below the smoke. Do not hide under desk.
  - E. Do not break out the windows unless it is a last resort. (Falling glass is dangerous to persons below, and it may allow smoke to enter your room).
4. \*Remember – if the fire alarm can be seen (or heard) within your suite, the trouble has been detected on your floor or the floor above or below you. If the alarm is not visible within your suite the trouble has been detected in a different location within the building.

**\*During an actual fire, please remember that the Fire Department is in charge and will decide if the entire building is to be evacuated and will give instructions on how to leave the building.**

### **B. HANDICAPPED EVACUATION**

1. Visually impaired: Each person should have a “buddy” assigned to them to assist them in the event of an evacuation. Ask each person the best way to assist them to the stairwell and lead them to safety. It is important that the “buddy” remain with the person until the emergency is over.
2. Physically disabled/non ambulatory persons: Each person should have a “buddy” or “buddies” assigned to assist him or her in the event of an evacuation. In most incidences, it will only be necessary to move the person into the stairwell for

safety. If it becomes necessary to move them down the stairs, various lifting and carrying techniques can be utilized. Ask the person the best way to help them. Stay with the person until the emergency is over. ELEVATORS MAY NOT BE USED

### **C. BASIC PLAN**

\*The purpose of this plan is to promote an orderly evacuation of all or part of the building by the nearest safe means or exit in the least possible time in case of an emergency. When an emergency situation arises, evacuation of the emergency area must begin immediately.

\*If possible, evacuate by the stairwell farthest from a fire. Evacuate downward to the 1<sup>ST</sup> FLOOR or CANAL LEVEL, unless ordered otherwise by the Fire Director, his/her designee or the Fire Department. As evacuation is completed, all doors are to be closed.

NO ELEVATORS ARE TO BE USED FOR EMERGENCY EVACUATION OF PERSONNEL UNLESS ORDERED BY FIRE DEPARTMENT. IN RESPONSE TO A FIRE THE ELEVATORS WILL IMMEDIATELY SHUT DOWN AND GO TO THE CANAL LEVEL.

\*As personnel reach the 1<sup>st</sup> Floor or Canal Level, they are to immediately assemble in a predetermined meeting area called the Evacuation Assembly Point. Here they will be safe from the possible hazard of falling debris and not impede the activities of the Fire Department.

## **TENANTS' PROCEDURES WHEN INSTRUCTED BY FIRE SAFETY DIRECTOR OR EMERGENCY WARDENS**

1. In an emergency situation, wait until Management, Security or designated Emergency Warden indicates that it is safe and appropriate to evacuate the building.
2. If you are directed to evacuate, closely follow the instructions of all Floor Response Team personnel including Emergency Wardens, Elevator Monitors, Searchers and Stairwell Monitors.
3. Do not exit via the elevators.
4. Exit via stairwells only after a Stairwell Monitor has deemed it safe to do so.
5. Familiarize yourself with the location of all stairwell exits; in the event a stairwell is blocked, proceed to an alternate stairwell.
6. Remain calm and quiet.
7. Remove high heeled shoes.
8. Exit in a single file and keep to the right using hand rails.
9. Move quickly, but do not run.
10. Assist those who may have trouble on the stairs or who have been injured.
11. Treat injuries on stairwell landings only and only when safe to do so.

## **V. EMERGENCY WARDENS:**

### **A. The Emergency Wardens should familiarize themselves with:**

1. The Fire Safety Plan.
2. Location of exits.
3. Location and operation of any available fire alarm systems.
4. Location and operation of available fire extinguishing equipment.

### **B. In the event of a fire, the Emergency Warden shall:**

1. Execute the Fire Safety Plan.
2. See to it that all doors on the floor are closed. (Not locked)
3. Notify all floor occupants to stand by for your instructions.
4. Direct the evacuation of the floor after the Fire Department has given instructions to do so: OUTSIDE THE BUILDING AWAY FROM THE STRUCTURE.
5. Assign people to assist the handicapped.
6. Prevent the use of elevators unless otherwise authorized by the Fire Department.
7. Notify the Fire Safety Director and/or the Fire Department of handicapped people that need special assistance, any injuries, or anyone who cannot be accounted for.

### **C. Duties of the Emergency Warden:**

1. Rescue anyone from the immediate danger area.
2. Help to execute orderly evacuation of the suite/floor, direct everyone to emergency stair exit, check all areas, and close all doors.
3. Ensure elevators are not used, unless ordered by the Fire Department.
4. Direct personnel to the Evacuation Assembly Point.
5. If the fire is small and confined to one object, locate the fire extinguisher appropriate for fighting that type of fire and use it. Never attempt to fight a fire unless you:
  - a. Know how to operate the fire extinguishing equipment.
  - b. Have the appropriate type of extinguisher.
  - c. The fire is small.
  - d. You have access to an exit if you fail to put the fire out.

**SPECIFICALLY:**

1. Keep aisles, corridors and exits free from obstruction.
2. Plan for security of visitors and handicapped.
3. Advise new employees of the program.
4. Make employees aware of fire exits and fire extinguishing equipment.
5. Notify Management of any changes in Emergency Wardens.

## **VI. FIRE SAFETY DIRECTOR**

### **A. The Fire Safety Director should:**

1. Familiarize him/herself with the written Fire Safety Plan provided for fire drills and evacuation procedures in accordance with these rules.
2. Conduct fire and evacuation drills.
3. Designate an Emergency Warden for each tenancy.
4. Daily check the availability of the Emergency Warden.
5. In the event of a fire, report to the fire command station to supervise:
  - a. The manning of the fire command station.
  - b. The direction of evacuation procedures as provided in the Fire Safety Plan.
  - c. The reports of fire floor conditions for the Fire Department upon their arrival.
  - d. Aid to the Fire Department chief-in-charge in the operation of the fire command station.
  - e. Supplementary notification of the Fire Department of the fire or fire alarm.

### **B. The tenants of each floor shall, upon request by the building operator, make responsible employees available for designation by the Fire Safety Director as Emergency Wardens.**

### **C. The Fire Safety Director will ensure that Engineering maintains all life safety systems in the Building:**

1. Fire Alarm System
2. Automatic Fire Extinguishing System
  - a. Sprinklers
  - b. Dry Suppression Systems (computer rooms)
  - c. Vent Hood Systems
3. Elevator Recall System
4. HVAC System
5. Fire Pumps
6. Emergency Lighting Systems.

## **VII. CATASTROPHIC WEATHER CONDITIONS**

### **A. DESCRIBED BY ANY OF THE FOLLOWING:**

1. Violent wind
2. Tornado
3. Hurricane Type Storm
4. Violent Hail Storm
5. Any weather related danger to the structure of the building.

### **B. COMMUNICATIONS**

In the event of catastrophic weather conditions, an alert will be communicated by Management to the Emergency Warden. After 5:00 pm, the Courtesy Officer has the responsibility of notifying the authorities and management.

### **C. EMERGENCY WEATHER PROCEDURES**

Offices with windows should be evacuated; however, it may be dangerous to leave the building.

Emergency Wardens should see that people go to safe areas, away from outside windows.

#### **SAFE AREAS INCLUDE:**

Halls without windows  
Restrooms  
Enclosed storage areas  
Emergency exit stairwells

When the storm has passed, if the building is seriously damaged an evacuation may be ordered by the authorities.

### **D. TORNADO RESPONSE PROCEDURE**

#### **1. THE DANGER**

In the event of a tornado, high winds may blow out the windows and scatter glass. There is also the danger of any flying debris that could be airborne due to the wind.

#### **2. NOTIFICATION**

- a. Tornado WATCH means a tornado might occur somewhere in an area of 100 x 200 miles.

- b. Tornado WARNING means that a tornado has occurred or will occur in your adjacent counties.
- c. Tornado WATCH and WARNINGS are issued by the National Weather Service and are broadcast over their radio network and repeated on radio and television.
- d. Building Management will assist in notification via the public address system. However, since the threat is an external threat, a degree of awareness is the responsibility of the Tenant.

### **3. WHEN TO TAKE ACTION**

- a. When alerted by the City of Irving sirens.
- b. When addressed over the building announcement system.
- c. When a tornado is spotted from the building.

### **4. ACTION TO TAKE:**

1. Seek shelter immediately
2. Go to the interior core of the building; use restrooms, stairwells, offices, or meeting rooms that do not have windows or exterior glass
3. If you do not have time to get to your shelter area, get under your desk
4. Assume a tuck position with hands covering head, if necessary.
5. Be careful and aware coming out of the shelter area

**REMEMBER – THE BUILDING WILL NOT COLLAPSE**

## **E. EARTHQUAKE SAFETY PROCEDURES**

### **Introduction**

It is not possible to prevent earthquakes or change the likelihood of an earthquake occurring. However, we can greatly increase our chances of safety and survival, by being aware and prepared. Since knowledge and preparation are keys to your survival during and after an earthquake, you should take steps to become informed.

### **Dangers Associated with Earthquakes**

The actual movement of the ground in an earthquake is seldom the direct cause of injury or death. Most casualties result from falling objects and debris or collapsing structures. Injuries are commonly caused by:

- Partial building collapse, such as falling masonry, collapsing walls, falling ceiling plaster, etc.
- Flying glass from broken windows.

- Overturned bookcases, filing cabinets, fixtures, furniture, office machines and appliances.
- Fires, broken gas lines, etc.
- Fallen power lines.

### **If You Are Indoors**



- You cannot tell from the initial shaking if an earthquake will suddenly become intense so always **Drop, Cover and Hold On** immediately.
- Duck or drop down on the floor
- Locate a sturdy table or desk and take cover. If it is near a window or exterior wall, move it against an interior wall.
- Crouch under the table or desk, tucking your head to your knees and protecting your head with your arms.
- Hold onto the furniture.
- If the furniture moves, move with it.
- Hold your position until the ground stops shaking.
- Watch for falling plaster, light fixtures, and suspended ceilings, mirrors, wall hangings, glass from windows, and swinging doors.
- Do not use elevators.
- **Do Not Rush Outside**

### **If You Are In A Hallway**

- Kneel against the nearest interior wall.
- Tuck your head to your knees.
- Cover your head with your arms.

### **If You Are In An Elevator**

- Remain calm.
- In the event of an elevator entrapment press the “call” button located in the cab.
- Wait for an emergency team when the quake is over.

## **If You Are Outdoors**

- Get as far away as possible from any buildings as quickly as possible.
- If you cannot move to an open area, position yourself in a building doorway.
- Watch for falling trees, power lines, chimneys, building and roof ornaments, walls, glass etc.
- If you are in a moving car, stop. Stop as quickly as safety permits in the best available space. Stay in your car. Don't stop where buildings can topple down on top of you. A car is an excellent shock absorber and will shake a lot on its springs during an earthquake, but it's a fairly safe shelter from which to assess your situation.
- Avoid Fallen Power Lines. The possibility of encountering fallen live wires is great during and after an earthquake. If you are on foot, make a wide path around the wires. If you are in the car and live wires have fallen across the car, remain where you are. Your car is usually well insulated and will protect you from electric shock. Never assume that downed power lines are dead.

## **F. GENERAL AREA POWER FAILURE**

If there is an area wide power failure, the following conditions would be produced:

1. No Tenant Lights, except for emergency lighting.
2. No Heat or Cooling.
3. No Telephone lights, but phones may work.
4. No Elevators.
5. The emergency lights in the exit stairwells would come on automatically.
6. Fire Detection and Fire Prevention systems will work.

If you are caught in an elevator, the phones in the elevators may be used to call the monitoring company. Make yourself as comfortable as you can under the circumstances. Either the power will come back on, or help will come.

Emergency Wardens should have a flashlight available in case of a total power loss to the building.

Be patient. Generally this is a temporary inconvenience, but during severe weather, it can be frightening.

## **VIII. BOMB THREAT**

### **WHAT TO DO:**

1. Keep calm...stall...talk...listen.
2. Keep caller on the telephone as long as possible.
3. Give information from Caller ID for possible tracing.
4. Get all information possible from caller:
  - Exact location of the device
  - Time set up for detonation
  - Description of the device
  - Reason for the threat.
  - Exact words used by the subject.
  - Exact time of the call.

Write "BOMB THREAT" on a piece of paper and give to someone else with instructions to call Building Management at 972.869.9399. After 5:00 pm, call courtesy officer at 214.502.5800.

5. **DO NOT USE CELL PHONES OR TWO WAY RADIOS. THESE ITEMS CAN TRIGGER THE DEVICE.**

Building Management may communicate with the Emergency Warden of the floor involved through regular phone service.

To prevent panic, the BOMB will be referred to as a "VISITOR"

A BOMB SEARCH will be referred to as an "INSPECTION"

A "LOW KEY" search or inspection will be started immediately by the personnel of the danger area.

### **WHAT TO LOOK FOR:**

1. Suspicious packages
2. Anything that fits condition or description as set forth in the actual bomb threat.
3. Something out of place. No one knows why or where it came from.
4. Package making funny noises.

### **IF FOUND...DO NOT TOUCH IT!**

Instead, call the Emergency Wardens for evacuation of the floor involved and, if decided, the floor above and below as well.

The Irving Police Department will call the Bomb Unit if a bomb is located.

A more serious threat may result in total evacuation. This decision will be made by Management or the Authorities.

**REFER TO THE EVACUATION AS A TEST DRILL.....**

**REMEMBER, NO PUBLICITY = NO PANIC!**

## **IX. ACTIVE SHOOTER RESPONSE**

(YOU CAN VISIT <http://www.dhs.gov/active-shooter-preparedness> FOR FURTHER INFORMATION)

An “active shooter” is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

### **You have three options:**

#### **1. RUN**

- a. Have an escape route and plan in mind
- b. Leave your belongings behind
- c. Evacuate regardless of whether others agree to follow
- d. Help others escape, if possible
- e. Do not attempt to move the wounded
- f. Prevent others from entering an area where the active shooter may be
- g. Keep your hands visible
- h. Call 911 when you are safe

#### **2. HIDE**

- a. Hide in an area out of the shooter’s view
- b. Lock door or block entry to your hiding place
- c. Silence your cell phone (including vibrate mode) and remain quiet

#### **3. FIGHT**

- a. Fight as a last resort and only when your life is in imminent danger
- b. Attempt to incapacitate the shooter
- c. Act with as much physical aggression as possible
- d. Improvise weapons or throw items at the active shooter
- e. Commit to your actions . . . your life depends on it

### **When law enforcement arrives:**

- Remain calm and follow instructions
- Drop items in your hands (e.g., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not ask questions when evacuating

### **Information to provide to 911 operations:**

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons