



March 2011

Emergency Procedures Manual

For MGEX Building Tenants

Emergency Contacts

Emergency/Security.....	(612) 250-3269
Police.....	911
Fire.....	911
Paramedics.....	911
Poison Control.....	1-800-222-1222
MGEX Property Management Office.....	(612) 321-7170
Xcel Electric Emergency/Power Outage.....	1-800-895-1999
Xcel Gas Emergency/Gas Odor.....	1-800-895-2999

If you call **911** as a result of a medical emergency, please notify the MGEX Property Management Office so they can quickly guide the paramedics to your location.

Table of Contents



Building Evacuation.....4-6

Building Lockdown.....6

Bomb Threats.....12

Bomb Threat Checklist.....13

Bomb Threat Log Sheet.....14

Elevator Malfunction.....10

Fire.....3

Homeland Security.....11

Medical Emergency.....7

Power Failure.....9

Weather Alert.....8

Fire

What to do in case of a fire emergency:

1. Pull alarm



2. Call **911**

- Give:
- Building name: **Grain Exchange Building**
 - Your address: Main Building.....400 South 4th Street
East Building.....412 South 4th Street
North Building.....301 4th Avenue South
 - Your suite number
 - Your name and phone number
 - Exact details of the fire emergency

3. If time permits, call the MGEX Property Management Office at (612) 321-7170 and report the above information. Inform them you have called 911.

4. If evacuation is necessary, use stairwells – see *Building Evacuation* on page 4..

DO:

- Remain calm.
- Use stairwells.
- If caught in heavy smoke, crawl toward exit and take short breaths.

DON'T:

- Try to extinguish the fire unless you have a safe escape route.
- Use elevators (elevators are immediately removed from service).
- Re-enter the building until you hear the “all clear” signal from Emergency Response Agency.

A fire extinguisher is located near the elevators on each floor. **Only attempt to put out a fire if it is small and does not jeopardize your safety. It is very important to have an exit path before attempting to put out a fire.**

An easy method to remember how to use a fire extinguisher is the “**PASS**” system:



- P**ull the pin
- A**im the extinguisher at the base of the fire
- S**queeze the handle
- S**weep from side to side at the base of the fire

Building Evacuation

What to do if you need to evacuate the building:

It is the responsibility of each occupant to be familiar with evacuation plans. Each occupant should be familiar with the locations of the exit stairs and the procedures for evacuating any disabled or special needs occupant. Each office is required to develop a procedure to account for all individuals in the office. If any individual is not accounted for, immediately notify emergency personnel or a person from the MGEX property management team.

DO:

- If you have no way to evacuate, call 911.
- Assist disabled and special needs occupants into exit stairwell. Immediately notify Fire Department, other Emergency Response Agency or a member of the MGEX property management team if more assistance is needed.
- Close the door to your suite or area as you leave.
- Use enclosed stairwell for evacuation.
- Keep talking to a minimum.
- Use handrails in enclosed stairwells.
- Allow Fire Department or other emergency personnel access to exit stairwell.
- Be ready to merge with people evacuating from other floors.
- Stay calm.

DON'T:

- Go to the elevators. They will not respond.
- Return to your suite for coats, purses, personal belongings, etc.
- Run or create panic.
- Smoke.
- Return to your suite or area until the “all clear” signal is given by the Emergency Response Agency or a person from the MGEX property management team.

Evacuate to a place away from the building. It is recommended that you seek shelter at the Federal Courthouse Plaza located across 4th Avenue. Have a meeting location. Each office is required to develop a procedure to account for all individuals. If any individual is not accounted for, immediately notify emergency personnel or a person from the MGEX property management team.

(Building Evacuation continued on next page.)

Building Evacuation Continued

Building evacuation using the catwalk (bridge) between North and Main building roofs:

The catwalk (bridge) between the North and Main Building roofs should be used in the event that the enclosed stairwells are filled with smoke and you are trapped above the fire.

Location of enclosed stairwells:

Main Building: To right of main elevator bank

East Building: To left of main elevator bank

North Building: (Two enclosed stairwells) one to left of main elevator bank and one to right of main elevator bank



catwalk

You may be able to access an adjoining building's stairwell as follows:

The Main Building and East Building are connected on Floors 1-10. If you are on one of these floors and your Building's enclosed stairwell is filled with smoke, you may (if you can reach it safely) check the other Building's stairwell and follow that Building's evacuation instructions.

The Main Building is connected to the North Building on Floor 7. If you are on this floor and your Building's enclosed stairwell is filled with smoke, you may (if you can reach it safely) check the other Building's enclosed stairwell and follow that Building's evacuation instructions.

(Building Evacuation continued on next page.)

If stairwells are filled with smoke and you are trapped above the fire, proceed as follows:

Main Building Occupants:

- Take the stairway to the roof.
- Break the glass box (see photo) at the top of the stairway and retrieve key.
- Use key to open the door to the roof.
- Cross the catwalk (see photo on page 5) to the North Building roof and take the stairway down to the first floor and exit.



roof key

East Building Occupants:

- Take the stairway to 12th floor.
- Break the glass box (see photo) at the top of the stairway and retrieve key.
- Use key to open the door, then take stairs down to the Main Building roof.
- Cross the catwalk (see photo on page 5) to the North Building roof and take the stairway down to the first floor and exit.

North Building Occupants:

(Note: North Building occupants have an additional exit on the second floor skyway that connects to the Haaf and Gateway parking ramps.)

- Take the stairway located to the right of the elevators to the roof.
- Break the glass box (see photo) and retrieve key.
- Use key to open the door to the roof.
- Cross the catwalk (see photo on page 5) to the Main Building roof and take the stairway down to the first floor and exit.

Building Lockdown

What to do in the event of a building lockdown:

There may be an occasion when MGEX staff need to secure the Grain Exchange Buildings' entrances during business hours. Once the buildings are secure, signs directing individuals to the 400 South 4th Street entrance will be posted at all entrance doors. Admittance will be allowed only at the 400 South 4th Street entrance. Everyone entering the building will need a valid picture ID and will be asked to sign in. It is the responsibility of the tenants to notify all visitors in the event of a building lockdown. Tenants should meet all visitors at the 400 South 4th Street entrance to gain access to the building.

Medical Emergency

What to do in a medical emergency:

If an accident or illness occurs within your office suite:

1. Call 911
Give
 - Building name: **Grain Exchange Building**
 - Your address:
 - Main Building: 400 South 4th Street
 - East Building: 412 South 4th Street
 - North Building: 301 4th Avenue South
 - Your suite number
 - Your name and phone number
 - Exact details of the accident or illness
2. Do not move ill or injured persons. Try to make them comfortable until Emergency Response Agency arrives.
3. Have someone from your suite meet the Emergency Response Agency in the lobby of your building.
4. Call the MGEX Property Management Office at (612) 321-7170 and report the above information. Inform them you have called 911.

Weather Alert

A *tornado watch* means tornadoes, severe thunderstorms, or both, are *possible*. Continue your normal activities during a tornado watch, but keep track of the latest weather reports by checking a reliable online weather source such as weather.com, accuweather.com, or weatherbug.com, and be ready to seek shelter. Tenants may also purchase a weather radio. Tornadoes develop quickly.

A *tornado warning* means *tornadoes have been sighted* in the area. If a tornado warning has been issued by the National Weather Service, a tornado siren will be sounded and tenants should take cover immediately.

Please do not instruct employees to go home during a severe weather warning.

The National Weather Service considers a thunderstorm *severe* if it produces hail at least 3/4 inch in diameter and/or winds that equal or exceed 58 mph.

What to do in the event of severe weather:

1. Remain calm.
2. Move away from the perimeter of the building and exterior glass.
3. Leave perimeter offices and close doors.
4. Do not use the elevators.
5. Take an enclosed stairwell to the basement for shelter.
6. Use handrails in the enclosed stairwells.
7. Keep talking to a minimum.
8. Do not leave the building unless specifically requested to do so by emergency personnel.
9. Be ready to merge with people evacuating from other floors.
10. Remain in a safe area until the “all clear” signal is given by the National Weather Service or a person from the MGEX property management team.

Power Failure

The MGEX property management team is in close communication with local utility companies; however, service can be interrupted due to circumstances beyond MGEX's control. If this happens, MGEX works directly with the utility companies on your behalf to have service restored as quickly as possible. Typically these outages are momentary and the utility company will switch to a secondary source of power and full power will be restored to the buildings without any effect whatsoever. However, in the event of a power outage for any length of time, the buildings are equipped with emergency lighting throughout the hallways, elevators and stairwells.

What to do during a building-wide power failure:

1. Remain calm.
2. In the event a building evacuation is required, use stairwell. Do not attempt to use elevators.
3. Keep a flashlight and batteries in a convenient location within your office.
4. After service has been reestablished, all office equipment should be turned off and restarted.

What to do during an office-wide power failure:

1. If you lose power just within your suite or in an area of your suite, please contact the MGEX Property Management Office at (612) 321-7170. A maintenance technician will be dispatched immediately to investigate.
2. Keep a flashlight and batteries in a convenient location within your office.
3. After service has been reestablished, all office equipment should be turned off and restarted.

To avoid any loss of information, back up files regularly.

What to do if an elevator malfunctions:

1. Remain calm. Help will be with you shortly.
2. Open the panel to the emergency intercom located in the elevator.
3. Push the red button on the intercom. A representative from the elevator service company will establish communication within 30 seconds. An elevator maintenance technician is dispatched to the property immediately and the MGEX Property Management Office is notified. The elevator company will maintain two-way communication with elevator occupants until help has arrived.
4. You may also push the "Alarm Bell" button on the panel inside the elevator. This will sound a bell on the top of the elevator.

When building power is interrupted, the elevators will stop and the emergency lighting will turn on inside the elevator. Help will be there to assist you shortly.

In the event of a fire, all elevators go to the first floor, doors open and they are immediately taken out of service. (If the fire is on the first floor, the elevators will go to the second floor, etc.)

Homeland Security

MGEX recommends each tenant have an emergency action plan in place to help employees prepare for and react quickly to a regional emergency, including terrorist attacks. Go to the websites listed below to access a variety of resources designed to aid in preparing for a regional emergency.

Department of Homeland Security

www.dhs.gov/dhspublic

Federal Emergency Management Association

www.fema.gov

American Red Cross

www.redcross.org

Centers for Disease Control and Prevention Emergency Preparedness and Response

www.bt.cdc.gov

Consult local television, radio or Internet sources for additional information.

Bomb Threats

What to do if you receive a telephone or written bomb threat:

1. If threat is received by telephone, complete *Bomb Threat Checklist* on page 13 for duration of call, and then call 9-1-1 immediately.

Give:

- Building name: **Grain Exchange Building**
- Your address: Main Building: 400 South 4th Street
East Building: 412 South 4th Street
North Building: 301 4th Avenue South
- Your suite number
- Your name and phone number
- Any details regarding the bomb threat.
- Information from the *Bomb Threat Checklist* and the *Bomb Threat Logsheet* on pages 13 and 14.

2. Notify: MGEX Property Management Office.....(612) 321-7170
Emergency/Security.....(612) 250-3269
3. Look for, but do not touch, suspicious objects, packages, boxes or anything that does not belong. If threat is received by letter or note, limit your handling to prevent damaging any evidence. **Do not use walkie talkies, pagers, cell phones or any other equipment that may emit radio frequency energy.** Radio frequency energy can set off electric detonators.
4. Evacuate to a place away from the building. It is recommended that you seek shelter at the Federal Courthouse Plaza (see photo) located across 4th Avenue. Have a meeting location. Each office is required to develop a procedure to account for all individuals. If any individual is not accounted for, immediately notify emergency personnel or a person from the MGEX property management team.



Federal Courthouse 300 South 4th Street

Grain Exchange Buildings

Bomb Threat Checklist

Keep the caller on as long as possible.

Questions to Ask:

1. When is the bomb going to explode?

2. Where is it right now?

3. What does it look like?

4. What kind of bomb is it?

5. What will cause it to explode?

6. Why?

7. What is your name?

8. What is your address?

9. Does any group or organization claim responsibility for this bomb?

EXACT WORDING OF THE THREAT:
Ask the caller to repeat the message.
Record every word.

Sex of Caller: () Male () Female
Race: _____ **Age:** _____
Length of Call: _____

Notes: _____

Caller's Voice (Check all that apply):

- | | |
|----------------|-----------------------|
| _____ Calm | _____ Nasal |
| _____ Angry | _____ Stutter |
| _____ Excited | _____ Lisp |
| _____ Slow | _____ Raspy |
| _____ Rapid | _____ Deep |
| _____ Soft | _____ Ragged |
| _____ Loud | _____ Clearing Throat |
| _____ Laughter | _____ Deep Breathing |
| _____ Crying | _____ Cracking Voice |
| _____ Normal | _____ Disguised |
| _____ Distinct | _____ Accent |
| _____ Slurred | _____ Familiar |

If the voice is familiar, who did it sound like?

Background Sounds

- | | |
|----------------|------------------------|
| _____ Voices | _____ Animal |
| _____ Static | _____ Typing |
| _____ Music | _____ PA System |
| _____ Motor | _____ Office Machines |
| _____ Children | _____ Factory Machines |
| _____ House | _____ No Sounds |
| _____ Street | _____ Other |

Threat Language

- | | |
|-------------------|------------------------------|
| _____ Foul | _____ Incoherent |
| _____ Irrational | _____ Taped |
| _____ Well spoken | _____ Message read by caller |

Call Originated

- | | |
|------------------|---------------------|
| _____ Local | _____ Long Distance |
| _____ Cell Phone | _____ Phone Booth |

Bomb Threat Log Sheet



Date: _____

Company that received call: _____

Company's address: _____

Phone number: _____

Individual who received bomb threat: _____
(Please print name)

Individual who called 911: _____
(Please print name)

Time 911 call was made: _____ a.m./p.m.

Individual who called MGEX: _____
(Please print name)

Time MGEX was called: _____ a.m/p.m.

Individual contacted at MGEX: _____

Return this form to the MGEX Property Management Office along with a copy of the bomb threat checklist



**400 South 4th Street
612-321-7170**