

INTRODUCTION

This is your Emergency Procedures Manual. In the event of a fire, or other emergency, the directions provided within this manual will enable you to react appropriately and safely. All members of your staff should be familiar with these procedures. It is recommended that this information be posted in a lunchroom or other public area within your premises. Please note that in all emergency situations, the building office must be notified.

This material has been prepared by Town Center under the direction of the City of Southfield Fire Department. Please direct any question regarding this information to Town Center at (248) 350-2222.

Directory

TOWN CENTER Management and Leasing Office.....	248/350-2222
Security Operations Center	248/358-0908
TOWN CENTER Service Center.....	248/358-0780

ACCIDENT OR ILLNESS

In the event of an accident or illness of an employee or guest in your premises, we recommend that you:

1. Call Emergency Medical Service at **911**.

Give the operator this information:

- A. The Tower and Suite number.
 - B. If in the Garden Atrium specify the fastest entry to the location of the incident.
 - C. Any details available of the accident or illness.
2. Call Security Operation at **(248) 358-0908**.

This will allow them to expedite the EMS unit to the correct location once they reach the Town Center.

3. **DO NOT** try to move the injured or ill person. Simply try to make them comfortable.

ELEVATOR EMERGENCIES

If you are a passenger in the elevator and it stops between floors, doors fail to open, or elevator does not stop, etc., do the following:

1. **REMAIN CALM.**
2. Use the telephone in the elevator to contact security and explain what problems you are having.
3. **DO NOT** try to force the elevator doors open.
4. Wait quietly until the elevator repairman, building engineers, or the Fire Department arrives and follow their instructions.
5. Remember you are not in any Danger.

POWER FAILURE

Should a power failure occur, call the Town Center Service Center at (248) 358-0780. It is recommended that tenants turn off all computer equipment. This will lessen the electrical load on circuits in the building when power is restored. An emergency generator system will provide the necessary power for emergency lighting in the stairwells and corridors.

EVACUATION

When evacuation is ordered, all personnel within the building will be instructed to evacuate VIA the building intercom systems which are located in the ceilings throughout the complex.

1. **DO NOT USE THE ELEVATORS** - the elevators may be controlled by trained search teams or may be reserved for evacuation of handicapped persons.
2. Walk quickly - **DO NOT RUN** - to the nearest stairway exit.
3. Keep to the right - in single file - in halls and stairways, so that emergency personnel can gain access to the floor where the incident has been reported. Use handrails when proceeding downstairs.
4. Merge alternately when two lines meet at various floor landings.
5. If possible, provide assistance to any elderly or handicapped persons. Call Security at **(248) 358-0908** if assistance is needed.

Evacuate to a safe distance from the building - **AT LEAST 300 FEET**. Flying glass or other debris are also cause for damage or injury. **DO NOT LINGER IN THE VICINITY OF THE BUILDING.**

SEVERE WEATHER

In the event life threatening weather conditions should develop, (i.e. Tornado) a TORNADO WARNING will be issued via Radio/TV, and the city Defense Warning system (a 5 minute steady blast of sirens).

PLEASE TAKE THE FOLLOWING ACTION IMMEDIATELY:

1. Make sure a radio or TV is tuned to a local station for weather information. (Please refrain from using the telephones. Circuit lines must remain open for emergency purposes.)
2. As soon as it is available, information will be broadcast over the Building Public Address System located throughout the complex.
3. Leave all exterior rooms and close the door. Move away from any area exposed to exterior glass. (If you are trapped in an outside room, take cover under a desk or table.)
4. Proceed to the center corridor hallway or stairwell and protect yourself by putting your head as close to your lap as possible. If stairwell is crowded, move down to a lower level.

DO NOT USE THE ELEVATORS
DO NOT GO TO THE FIRST FLOOR LOBBY
DO NOT GO TO THE BASEMENT
DO NOT GO OUTSIDE OF THE BUILDING

ABOVE ALL ELSE, TRY TO REMAIN CALM

REMEMBER:

A TORNADO WATCH means weather conditions are right for severe weather to develop.

A TORNADO WARNING means a tornado has been sighted and you should take cover immediately.

BOMB THREAT

The person receiving the call should attempt to get as much information as possible from the caller, and should try to write out the message exactly as received from the informant.

You may be able to identify the exact location of the explosive device or the person calling by his/her comments, vocal characteristics and background noises you hear through the telephone. Refer to the "Bomb Threat Checklist" provided in this section.

RECEIVING A BOMB THREAT

1. Call the police..... **911**
A. Report the building address, floor and suite number.

2. Call the Town Center Management Office **(248) 350-2222**
DO NOT TOUCH ANY SUSPICIOUS OBJECTS

BOMB THREAT CHECK LIST

IF YOU RECEIVE A TELEPHONE BOMB THREAT - REMAIN CALM - write down the exact words of the caller's message. Asking the following questions will provide additional information for the POLICE:

- ASK -
1. When? will it go off
 2. Where? is it located
 3. What? type of bomb is it
 4. Why? are you doing this
 5. Who? are you

- NOTE-
1. Time of call
 2. Exact words of caller
 3. Male ___ Female ___
 4. Does the caller have an accent?
 5. Voice _____
 6. Speech _____
 7. Is the caller intoxicated?
 8. Background noise _____
 9. Is the voice familiar?
 10. Time call is terminated

Immediately after the call notify:

Police - **911**
Town Center Management Office - **(248) 350-2222**
Security Operations - **(248) 358-0908**

Do not discuss a bomb threat with anyone other than security, police or your supervisory personnel.

IN CASE OF FIRE

FOR FIRE INSIDE YOUR OFFICE

1. Call the Fire Department at **911**.
2. Call the Security Operation Center at **(248) 358-0908** and Town Center Management and Lease Office at **(248) 350-2222**.
 - A. Give them your exact location.
 - B. Describe what's burning and the situation.
3. If you cannot safely extinguish the fire:
 - A. Evacuate the area.
 - B. Close all doors - leave unlocked (take your keys with you.)
 - C. **DO NOT USE ELEVATORS** - use stairwells for exit.

FOR FIRE OUTSIDE YOUR OFFICE

1. Feel the door - if it is **HOT, DO NOT OPEN IT**.
 - A. Call the Fire Department - give them your exact location, and describe what's burning and the situation.
 - B. Seal the bottom of the door as best you can with cloth material to keep out smoke.
 - C. Close as many doors between you and the fire as possible.
2. If the door is not hot - open it cautiously and be prepared to close it fast.
3. Walk to the nearest safe stairwell.
 - A. **DO NOT** use elevators!
 - B. Alert others.
 - C. If there is smoke present, stay low.
 - D. Walk **DOWN** the stairwell - do not run - go up **ONLY** when downward movement is not safe.
 - E. **DO NOT** attempt to seek roof access, all roof doors are locked.

Your Floor Wardens or the Southfield Fire Department will give you evacuation orders. If evacuated, move at least 300 ft. from building. **PLAN AHEAD! KNOW ALL EXIT STAIRWELL LOCATIONS! DO NOT USE ELEVATORS!!**

FIRE EXTINGUISHERS

Each floor has two portable fire extinguishers located in the hallway by the stairway exit door. If you should ever need to depend on this equipment, take the time to learn its capabilities, limits and basic operation. (These Fire Extinguishers are examined and recharged annually.)