

# Satellite Place

## I. EMERGENCY PROCEDURES



## **EMERGENCY PHONE NUMBERS**

1. The operator will dispatch Gwinnett County Police, Fire department or ambulance service. Should you have a need for emergency service, please contact Management at 770-476-7646 as soon as possible.

Fire and bomb threats	911
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Police	911
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Ambulance and medical aid	911
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2. BSC Realty Service, LLC  
3237 Satellite Blvd.  
Suite 100  
Duluth, GA 30096  
770-476-7646

Hours: Our service line is answered from 8:00am – 5:00pm, Monday – Friday; closed weekends and holidays. During non-business hours contact the answering service at 770-476-7646 so that we may respond to emergency calls.

## **SAFETY PRECAUTIONS AND BUILDING CONSTRUCTION**

To ensure the well-being of tenants and visitors, the building has been designed and constructed to incorporate recent innovations in fire safety technology. Consider, for example, that most building materials are incombustible and that major structural components have been fire-proofed to provide multi-hour protection. In addition, a full concrete barrier exists between floors, which effectively compartmentalize every floor into fire zones. Because of this feature, it is highly unlikely that, if there should be a fire on one floor, it would spread to another floor before it was extinguished. This feature provides enough time for complete evacuation of the buildings, were that ever necessary.

The design of offices meets, and in many cases, exceeds, the requirements listed in the Georgia Fire Code:

All columns, beams, and structural framing have a three-hour rating. These materials will withstand fire for three hours.

All corridor walls are constructed of materials which give the equivalent of a one-hour rating when doors are kept closed.

The total building is sprinklered. The sprinklers are individually heat-activated and tied to a network of piping with water under pressure. When the heat of a fire raises the sprinkler temperature to its operating point (usually 155 degrees Fahrenheit) a liquid filled glass bulb will shatter to open that sprinkler, releasing water directly over the source of heat. Simultaneously, the fire alarm will sound. SimplexGrinnell provides 24-hour monitoring of the fire alarm system.

An inspection of the fire sprinkler system is conducted on an annual basis by a certified fire sprinkler company. We will contact your office prior to the inspection.

Additionally, once each year we schedule a contractor to test the fire extinguishers within your suite. The tenant is responsible for the cost of the inspection.

## **HOW TO PREVENT FIRE**

Case studies of office fires show that most could have been prevented if simple safety precautions had been exercised. You can help prevent fire by following these precautions:

1. Assign someone to make certain that all appliances are turned off at the end of the day.
2. Be alert for strange odors or lights from electrical appliances. Have malfunctions checked immediately.
3. Do not overload wall circuits.
4. Store and use flammable liquids according to safety regulation. Clean up spills at once.
5. Dispose of trash. Do not allow it to accumulate.
6. Smoke only where permitted. Check after smokers for "live" ashes in waste cans or on upholstery.

## **FIRE EVACUATION PROCEDURES**

The fire department recommends the following procedures:

### **1. Be Familiar With the Building:**

- a. Stairway locations
- b. Fire alarm pull stations and fire hoses in the corridors
- c. Fire extinguishers within your suite.

### **2. Person Finding the Fire:**

#### **a. STAY CALM**

- b. Sound alarm (Red pull stations in corridor located by the stairwell doors)
- c. Notify fire department at 911
- d. Notify BSC Realty Services at 770-476-7646.
- e. Utilize nearest fire extinguisher or hose, if the fire is small (the entire building is sprinkled).
- f. To use a fire extinguisher, break the yellow seal at the top of the extinguisher, and pull the pin out. Aim the nozzle at the base of the fire, squeeze the handle and sweep around the fire. If you can lift the extinguisher, it will not operate longer than one minute.
- g. Remain in the area to guide firemen to the scene, if the fire is small.
- h. **DO NOT** enter a smoke filled area.
- i. **DO NOT** let a fire get between you and the exit.

- j. **DO NOT** use elevators.
- k. **DO NOT** panic.

### **3. Upon Hearing Fire Alarm:**

- a. **STAY CALM.**
- b. Evacuate building (do not use elevators) via closest available stairway.
- c. Do not prop open stairway doors since these are fire rated doors and do not prevent a fire from spreading to the stairway.
- d. Assist handicapped co-workers.
- e. Congregate away from the building. Do not block access to building for emergency personnel and/or vehicles.
- f. Follow instructions of fire department personnel.

### **4. Assign an Employee as Fire Warden**

- a. Function is to educate and assist other employees with evacuation procedures.

## **SEVERE WEATHER CONDITIONS**

Upon notification, via radio or other public announcement, that a tornado is eminent, shelter should be found immediately. Shelter areas in an office building are interior offices without glass windows or partitions.

### **The following measures should be taken during severe weather:**

1. Keep people away from windows.
2. Direct people to take cover in the central core areas of your floor. Restrooms and stairwells will provide the best protection. Do not go down to the lobby level.
3. Move important papers to cabinets or other protected containers.
4. Building Management will relay area conditions to the Tenants as they become available (severity, nature and duration of storm and traffic conditions). The decision to evacuate may be made on the recommendation of or at the direction of state or local authorities.
5. Contact Property Management at 770-476-7646 regarding the extent of the damage in your suite, if any, and to ascertain the recommended procedure to follow.

### **Hurricanes / Tornados**

Know what WATCH and WARNING mean:

WATCH –Conditions are *possible* in the specified area of the watch.

WARNING – Conditions are *expected/confirmed* in the specified area of the warning. Please note the following precautionary suggestions:

- Notify building management of any changes in your emergency contact list.
- Keep a radio on for up to date information on the weather conditions. Check batteries at a routine interval.
- Computers, telecommunications equipment, office equipment, and appliances should be turned off and unplugged to protect from possible power surges. If possible, move equipment away from windows or be prepared to cover with a tarp.
- Doors between outer offices and inner spaces should be closed.
- Critical data or equipment should be prepared for removal to a safe location.

- Documents should be filed and/or stored away from windows.
- All exits and corridors should be clear and unobstructed.
- Keep a road map of your area handy. You may need to take alternative or unfamiliar routes if roads are closed or congested.

Management will inform tenants (time permitting) via email or telephone if necessary, to keep tenants informed of severe weather conditions in the area which may pose a threat to Satellite Place.



## **BOMB THREAT PROCEDURES**

Bomb threats are usually received by telephone, and office personnel must pay careful attention to the caller in order to accurately complete the attached report. In all cases, Capital Partners' policy is to evacuate the building until a thorough search can be completed by the local police and/or fire department.

### **1. STAY CALM**

### **2. GATHER INFORMATION**

- a. If you receive the call, try to keep the person talking.
- b. Try to determine from the call the description, location, and the time of detonation of the bomb.
- c. Listen carefully to voice characteristics of the caller.
- d. Listen for background noises that may be of help in identifying the area from which the call is coming.
- e. Write down all information and impressions.

### **3. CALL THE FIRE AND POLICE DEPARTMENTS AND MANAGEMENT OFFICE AT ONE**

- a. Call the Gwinnett Police Department at 911, and then report the call to the Management office at 770-476-7646.
- b. Follow instructions given by the Police Department and building personnel.
- c. **DO NOT** pull the fire alarm.
- d. Be prepared to help the police search your offices.
- e. If the building is being evacuated by the police, go to designated area.
- f. **MOVE AWAY FROM THE BUILDING.**

### **4. SEARCH**

- a. The Fire Department will direct the search using its own personnel.
- b. Be on the lookout for strange or suspicious items. **DO NOT TOUCH** any such items. Some bombs are set to detonate upon movement. **REMEMBER**, nobody knows your area as well as you do. What appears commonplace to the outsider may well be a suspicious item to you.

## **EVACUATE**

- c. The Fire Department or Police Department will advise the Building Personnel regarding whether or not evacuation is recommended.
- d. If a bomb is located, Building Personnel may require the building to be evacuated.
- e. The procedures and routes for evacuation are the same as for fire.

## **NOTES:**

- 1. Always evacuate by nearest door or stairway.
- 2. In addition, know an **ALTERNATE** evacuation route.
- 3. Never attempt to use the elevator for evacuation.
- 4. **KEEP CALM** and help calm others.

On the following page is a Bomb Threat Report that should be kept at your receptionist's desk and should be filled out in the event you receive this type of call. Please make an extra copy of the report for your use.

## BOMB THREAT REPORT

Instructions: Be calm and courteous. Listen; do not interrupt the caller.

Date:\_\_\_\_\_ Time:\_\_\_\_\_

Exact Words of person placing call:\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Questions to ask:

1. When is the bomb going to explode?\_\_\_\_\_
2. Where is the bomb right now?\_\_\_\_\_
3. What kind of bomb is it?\_\_\_\_\_
4. What does it look like?\_\_\_\_\_
5. Why did you place the bomb?\_\_\_\_\_

### Try to determine:

**Callers Identity:** Male \_\_\_ Female\_\_\_Adult\_\_\_Juvenile\_\_\_ Age \_\_\_\_\_

**Voice:** Loud\_\_\_Soft\_\_\_High-pitched\_\_\_Deep\_\_\_ Raspy\_\_\_Pleasant\_\_\_\_Intoxicated \_\_\_\_\_

**Accent:** Local\_\_\_Not Local\_\_\_Foreign\_\_\_ Region \_\_\_\_\_

**Speech:** Fast\_\_\_Slow\_\_\_ Distinct\_\_\_ Distorted\_\_\_ Stutter\_\_\_ Nasal\_\_\_Slurred\_\_\_Lisp \_\_\_\_\_

**Language:** Excellent\_\_\_Good\_\_\_Fair\_\_\_Poor\_\_\_Foul\_\_\_

Other (please explain) \_\_\_\_\_

**Manner:** Calm\_\_\_Angry\_\_\_Coherent \_ Incoherent\_\_\_ Deliberate \_\_\_ Emotional\_\_\_Righteous \_\_\_\_\_  
Laughing\_\_\_Intoxicated \_\_\_\_\_

**Background Noises:** Office Machines\_\_\_Factory Machines\_\_\_Bedlam\_\_\_

Trains\_\_\_Animals\_\_\_Music\_\_\_Quiet\_\_\_Voices\_\_\_Mixed \_\_\_\_\_ Airplanes\_\_\_Street Traffic\_\_\_Party  
Atmosphere \_\_\_\_\_

**Additional Information:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Name: \_\_\_\_\_ Your Telephone #: \_\_\_\_\_

## **VII. SECURITY**

## **SECURITY**

Building Security is provided 24 hours a day, 7 days a week.

### **SECURITY RECOMMENDATIONS**

1. If you feel there is a suspicious person in your office or if a crime has occurred, please call 911. Then notify the Management office immediately at 770-476-7646.
2. Question any unknown person in your suite by asking "May I help you?"
3. Do not abuse the access card system by giving your card to visitors or by propping the doors open. If you have questions about the operation of the system or need assistance, please call our tenant services line.
4. If you maintain a petty cash fund, keep the dollar amount minimal and lock it up.
5. Purses should be out of sight from anyone entering your office area. Particular care should be taken in any entry or reception area.
6. Serial numbers of typewriters, calculators, and radios should be recorded and kept in a safe place.
7. Dial 911 for ambulance service, the police, or fire department. If you have an occasion to call the police or fire department, please report the incident to the Management Office.
8. Restrict distribution of office keys.
9. Collect keys from terminated employees and call the management office to delete their code access numbers and cards.
10. Keep filing cabinet keys accounted for and filing cabinets locked at night.

11. Deposit incoming checks and cash so large amounts of money are not kept in the office overnight. Company checkbooks and check cutting equipment should be secured at all times.
12. Clear desktops of **important** working material that should be safeguarded when you leave work.
13. Lock the entrance and back door if the reception area is left unattended.
14. Small radios and personal items should be secured at night.
15. Office personnel working late at night or on weekends should keep their suite doors locked at all times.
16. Radar detectors, cell phones, briefcases, or anything of value should be kept out of sight while automobiles are parked in the lot.
17. If you plan to work late, move your car to a parking space in front of the building or walk to your car with another employee.

## **PARKING LOT SAFETY**

Listed below are some parking lot safety suggestions. Ninety percent of personal crimes can be prevented by being in control and following the suggestions listed below.

1. **MOVE YOUR CAR CLOSER TO THE BUILDING:** Move your car to a parking space at the front of the building when working late.
2. **WALK WITH ANOTHER PERSON**
3. **LOOK ALERT:** Walk confidently. Use body language to project a strong image.
4. **BE ALERT!** Be aware of your surroundings. Pay attention as you walk to your car for suspicious persons or activity.
5. **BE PREPARED!** Have your car keys ready; look in the rear seat before you unlock your car; lock your door as soon as you enter.