

Emergency Procedures Guide

Truist Plaza
401 Commerce Street
Nashville, TN 37219



Management Office:
1201 Demonbreun St. Ste 1400
Nashville, TN 37203
(615) 250-1800

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I. INTRODUCTION

In accordance with its policy of service and performance to all of its tenants, Eakin Partners maintains high standards in regards to safety and security.

We are pleased to present you this Emergency Procedures Guide for your use in Truist Plaza. We trust you will find this Guide helpful in providing direction and guidance for self-management when an emergency exists. However, it is recognized that guidelines only go so far during emergencies and/or disasters; please use your best judgment in any emergency and/or disaster situation.

Sincerely,

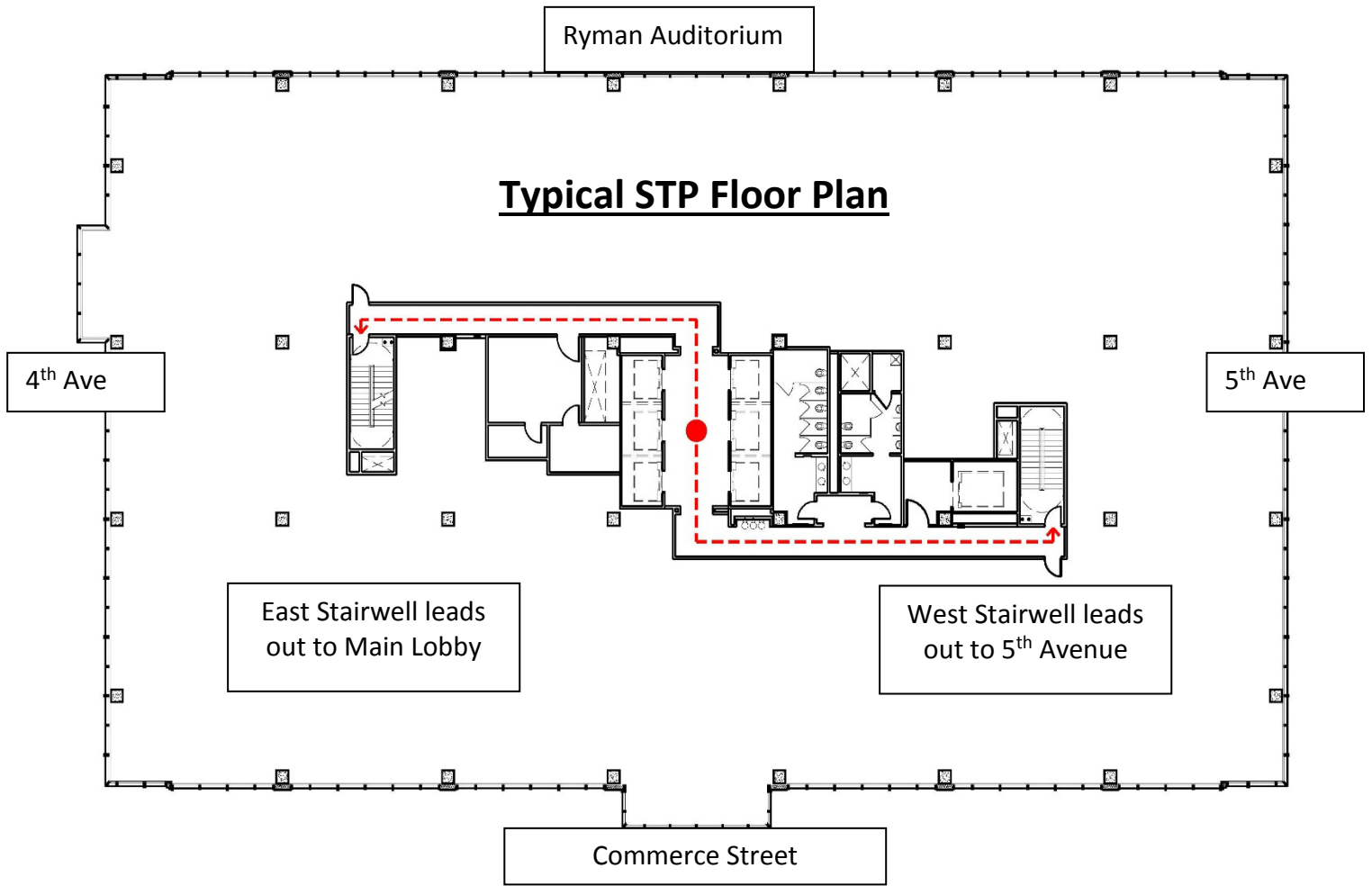
The Eakin Partners Team

II. MAP

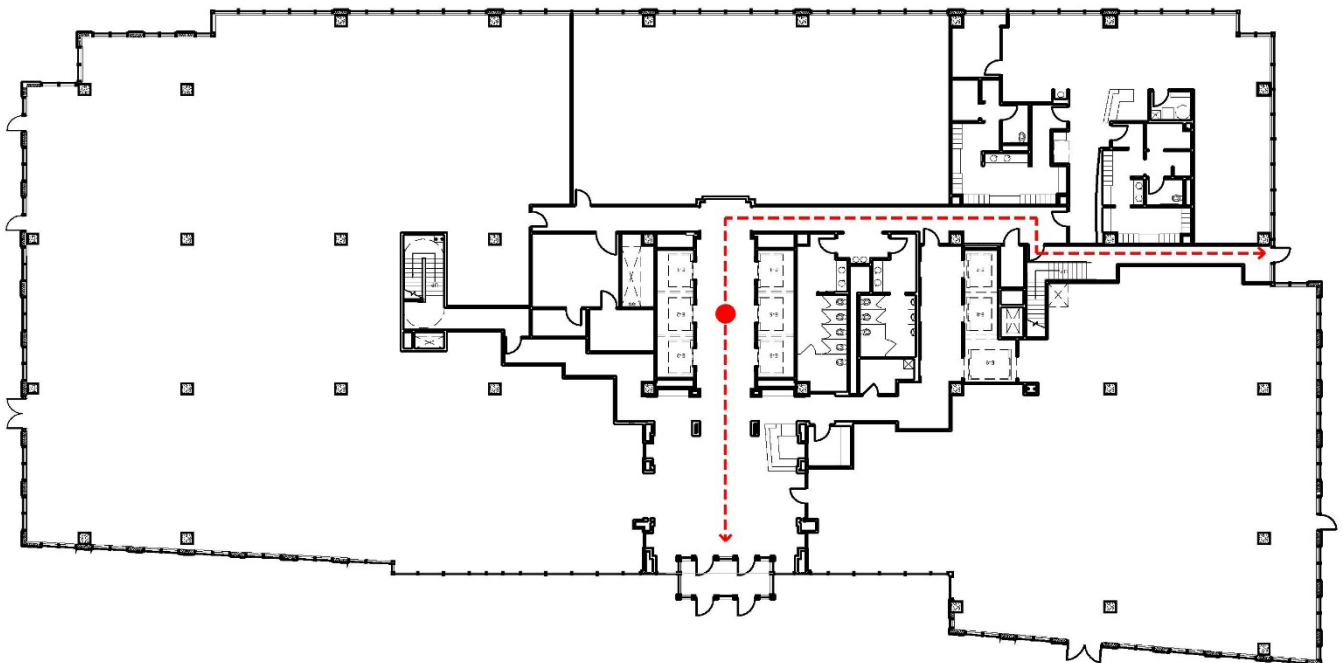


**401 Commerce Street
Nashville, TN 37219**

III. EMERGENCY EXITS



First Floor



IV. EMERGENCY TELEPHONE NUMBERS

Ambulance/Police/Fire – Emergency	911
Fire Department – Emergency	911
Non-Emergency	615.862.5421
Police Department – Emergency	911
Non-Emergency	615.862.8600
Eakin Partners Property Management Office (Business Hours).....	615.250.1800
Truist Plaza Security.....	615.587.0769
After-Hours Service	615.939.0692/615.256.6879

*Leave a message with after-hours Security. The Officer will contact a technician to call you back.

Hospitals:

Nashville General Hospital at Meharry.....	615.341.4000
Saint Thomas Midtown (Previously Baptist Hospital).....	615.284.5555
Saint Thomas West Hospital.....	615.222.2111
TriStar Centennial Medical Center	615.342.1000
TriStar Skyline Medical Center.....	615.769.2000
TriStar Southern Hills Hospital.....	615.781.4000
TriStar Summit Medical Center.....	615.316.3000
Vanderbilt University Medical Center.....	615.322.5000

V. POLICE

CALL 911:

If you see a crime in progress, if you have strong reason to believe a criminal act is imminent, or you believe the perpetrator of a crime is still on the premises.

CALL: 615.862.8600

If no crime is currently in progress, review the following policy:

In cases of theft, vandalism, etc., where no particular suspect is to be apprehended and there is no evidence, which can lead to immediate apprehension of a criminal, report the crime to a precinct office. Truist Plaza is located in the Central Precinct, 601 Korean Veterans Blvd, Nashville, TN 37203 / 615.862.7611.

If a suspect is involved or there is evidence that can lead to conviction and a police officer is needed on the scene, report the incident to 615.862.8600, regardless of the precinct.

Call and report the incident to Truist Plaza Security 615.587.0769

VI. ELEVATOR EMERGENCY

Although elevators generally function without incident, there may be times when the elevator cab may stop between floors. In the event this occurs, remain calm and utilize the emergency equipment provided.

If the elevator stops, you are in no danger. You will have plenty of air, and the elevator will not fall.

PROCEDURE:

1. Push the emergency alarm button which will activate the intercom at the security site.
2. When someone answers, calmly state the problem and the floor indicated by the elevator.
3. Press "Alarm" button. The alarm is a ringing noise; those that hear the sound should notify security/management.
4. Do not force open the elevator cab door and exit the elevator. You could be severely injured if the cab moves suddenly while you are exiting. Wait for instructions from building management/security/elevator technician.
5. If you are not in the elevator but suspect a malfunction, contact Building Management immediately at 615.250.1800.

VII. TORNADO

A **Tornado Watch**, issued by the National Weather Service, indicates high probability of severe storm activity that is capable of producing tornadoes.

A **Tornado Warning** is an alert issued by the National Weather Service confirming a tornado sighting and location. The Weather Service Alert will announce the approximate time of detection and direction of movement.

A Steady Siren is a warning for all persons within earshot to take shelter immediately.

For your safety, please keep an eye/ear out for these warnings and take the following action, if you feel it is necessary. We advise that all Tenants keep a weather radio on hand, if they do not have access to a Television.

1. Remain inside the building. Do not use the elevators or go to the main lobby.
2. Avoid all window areas. Close window blinds if time permits. Leave exterior offices and close doors.
3. Take cover in interior rooms on your floor, i.e. copier rooms, interior corridors, stairwells, restrooms, and lower level floors.
4. The emergency exit stairwells are probably the safest area. Move down to the bottom of the stairwells as far as you can go away from any glass or open area.
5. Sit down and take cover. Protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.

VIII. FIRE

What to do in the occurrence of a fire:

1. Pull the Fire Alarm. If possible call 911.
2. Notify building Security, 615.587.0769
3. Notify fellow workers.
4. If ready, willing and able, and it is not self-endangering, use a fire extinguisher, but **NOT ALONE**, and attempt to put the fire out. Fire extinguishers are located in the stairwells of each floor.
5. Isolate the fire by closing all interior doors.
6. Evacuate everyone from the immediate danger area by nearest stairwell. Refer to EMERGENCY EXIT signs located in the elevator lobbies on every floor.
7. Floor Monitors and Stair Monitors should assume their duties as outlined in the Evacuation Information Sheet. (See Appendix A.)
8. **DO NOT USE ELEVATORS.**
9. In the stairwells, yield to emergency personnel and keep talking to a minimum. The Fire Department will evacuate any Disabled Occupants.
 - a. Disabled occupants are encouraged to select a “Buddy” (and alternate) to assist them during an emergency. A Disabled Occupant is encouraged to keep Building Management notified of any condition which would prevent stairwell usage. In general, Disabled Occupants are instructed to proceed a point of Rescue. If life threatening, the Disabled Occupant should enter the emergency exit stairwell and remain on the landing. The Fire Department is responsible for evacuating disabled employees during an emergency.
10. If caught in any smoke, stay low to the floor where the freshest air will be located.
11. Get clear of the building.
12. Go to pre-designated meeting point and try to determine if anyone is missing (Meeting point is outside of the **AT&T Building**)
13. Move away from smoke.
14. Keep clear of fire lanes. Facilitate the movement of emergency vehicles.
15. Report a company head count to management and **REPORT ANY MISSING PERSONS** (and location in building where last seen) to the on-scene fire department.
16. Do not re-enter the building unless advised to do so by the Fire Department or Building Management.

IX. SEVERE WEATHER

High winds and heavy rains are often accompanied by power failures. Tenants should be aware of the following:

1. All electric locks will release until power is restored.
2. During power failure the generator will carry the load for two elevators (one in each bank); the egress lighting in the stairwells; a few lights in corridors 7, 9, 10, the fitness center, mechanical rooms, electrical rooms, first floor elevator lobby, restrooms, and all the lights in the parking garage.
3. Lightening can cause severe damage to computers and other electronic equipment. Turn off computers, copiers, and fax machines. Unplug if possible.
4. Some minor water leakage and condensation during very severe weather is normal. Tenants should not be alarmed. Nevertheless, please report apparent leaks to the management office.
5. Snow accumulation and icing can occur during the winter. Many employees, unaccustomed to such conditions, need to be advised to wear appropriate clothing, especially safe footwear. High heels are especially hazardous. We recommend keeping an extra pair of shoes in the car during snow and ice conditions. Eakin Partners makes every effort to keep parking lots and sidewalks clear, but employees can help by using good judgment and common sense.

X. ACCIDENT OR MEDICAL EMERGENCY

1. Call 911 and say, "This is _____, in Suite _____ at: 401 Commerce Street. We have (DESCRIBE EMERGENCY). Provide them with the following information.
 - a. The medical problem.
 - b. The name of the victim.
 - c. The name of the person reporting the emergency.
2. Stay on the line with 911 in case they have guidelines and/or instructions.
3. After you hang up, look for a certified first aid person, or if needed, CPR – qualified assistant in your office.
4. Call Truist Plaza Security, 615.587.0769. Repeat Step #1.
5. At night, have a flashlight. If the victim is located above the ground floor, request that security and building management hold the elevator at the ground floor for the EMT.
6. If necessary, request EMT escort service from Eakin Partners at the management office or security desk.
7. Keep the victim warm and as comfortable as possible. Stay with the victim. DO NOT attempt to move the victim.
8. Determine if the victim has a personal physician. Pass this information to the responding EMT.
9. If in a congested office area where stretchers will be difficult to handle, plan an egress route.
10. Follow EMT's instructions.

XI. BOMB THREAT

Date: _____

Time: _____

Exact Words of Caller: _____

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? _____
6. What will cause the bomb to explode? _____
7. From where are you calling? _____
8. What is your name? _____

Try to determine the following (circle or record as appropriate):

1. **Callers Identity:** Male, female, adult, juvenile, age (in years)

2. **Voice:** Loud, soft, high pitch, deep, raspy, pleasant, intoxicated, other

3. **Accent:** Local, not local, foreign, regional accent

4. **Speech:** Fast, slow, distant, distorted, stutter, nasal, slurred, lisp

5. **Language:** Excellent, good, fair, poor, foul _____
6. **Manner:** Calm, angry, rational, irrational, coherent, incoherent, deliberate, emotional, righteous, comical, intoxicated

7. **Background Noises:** Office machines, factory machines, confusion, trains, animals, music, quiet, voices, airplanes, street traffic, party atmosphere

8. **Time Caller Hung Up:** _____

Receiving Telephone Number: _____

Person Receiving Call: _____

Building Address: _____

Suite: _____

Action to Take in the Event of a Bomb Threat

****Please note that Meeting Location differs from Fire Evacuation*

- Immediately notify occupants in the Immediate Vicinity and Contact Building Management who will notify All Occupants of the Building via the Intercom System
- Exit the Building and Assist those who can not make it out on their own. **Exit to the Hilton Park which is located between the Hilton Hotel and the Country Music Hall of Fame**
- **DO NOT use pull stations to sound the fire alarm.**
- DO NOT use the Elevators.
- Continue to notify people as you exit to further ensure everyone is aware of the situation.
- Once arrived at the destination please take a head count of your people and notify emergency responders of anyone missing or of anyone that may be stuck in the building.
- Do not re-enter the building until advised by the Emergency Responders.

Please use this same Evacuation Procedure in the Event of a Hazardous Materials Spill.

XII. APPENDIX A

Truist Plaza

Evacuation Information Sheet

Meeting Location: In front of AT&T building (courtyard)

4th Avenue and Commerce St.

- **Primary Floor Monitors** will stay behind to ensure everyone gets out and will close all inner office doors. (Secondary Floor Monitors will perform this duty if the Primary Floor Monitor is absent.)
- **Primary Floor Monitors** will ensure everyone goes down the stairs single-file, staying to the inside, without pushing or shoving. Please do not hold the door to the stairwell open. The doors should remain closed unless people are actively coming through the door.

THE WEST SIDE STAIRWELL LEADS OUT TO 5TH AVENUE. Make a right onto Commerce Street and walk North to 4th Ave. Cross over 4th Avenue on Commerce Street to the AT&T courtyard.

THE EAST SIDE STAIRWELL LEADS OUT TO THE LOBBY. Exit the building from the front doors, and make a right onto Commerce Street and walk north towards 4th Avenue. Cross the street to the AT&T courtyard.

- Once everyone is out of the building and to the meeting location, the Primary Floor Monitors will report to Kimberly Molteni and Dede Palmer with the Property Management team that everyone is safely out of the building. Once the alarm is silenced it will be safe to return inside.
- Those who have trouble making it down the stairs will need to wait on stairwell landings, or in-between emergency doors, and let everyone else down first. Those unable to use the stairs should have a Buddy that stays with them and helps them down or waits with them until a Fire-fighter comes to assist them.

Please remember:

***Each Tenant is responsible for designating their Floor Monitors and any Buddies needed. Please keep Building Management updated on the designated Monitors and anyone unable to use the stairs independently.**

***No one is allowed to exit out through the parking garage.**

***Do not use the Elevator.**

***Exit single-file down the stairs, using the inner part of stairwell so you can hold onto rail in case of smoke or darkness.**

Please contact Kimberly Molteni or Dede Palmer with any questions or concerns. kmolteni@eakinpartners.com
dpalmer@eakinpartners.com