

**EMERGENCY
&
SECURITY PROCEDURES
for
THE ATLANTA GALLERIA
OFFICE BUILDINGS**

July 2017

Emergencies and disasters are unpredictable and usually strike without warning. For this reason, the Galleria Property Management team believes it is essential to prepare as much as possible for emergency situations.

Preparation and communication are essential elements in dealing with emergency situations. The following pages represent explicit and easy to follow information that will serve as an operational guideline for Galleria tenants. However, in order for the information to be of value and serve as a basis for our emergency planning, everyone's cooperation is needed. *By reviewing the following information, familiarizing all office personnel with these procedures, and participating in scheduled practice building evacuations, you and your office staff will be able to respond effectively during emergency situations.*

There are two main goals of this plan:

- To emphasize the importance of each Tenant Emergency Warden understanding the plan and communicating the plan to the other employees in their office
- To communicate the need for each company to develop and implement its own specific emergency plans, especially those that pertain to extended building evacuations

We need your help to ensure smooth operations during any emergency, so I would like to thank you for being on the team and doing your part.

William F. Dowd, BA, BS, CPP
Director of Security

TABLE OF CONTENTS

SECTION 1 - QUICK RESPONSE GUIDE

- ACTIVE SHOOTER
- BIOLOGICAL HAZARD
- BOMB THREAT
- CIVIL DISTURBANCE
- FIRE ALARM
- MEDICAL EMERGENCY
- TORNADO WARNING

SECTION 2 – DETAIL OF EMERGENCY RESPONSES

- ACTIVE SHOOTER
- BIOLOGICAL HAZARD
- BOMB THREAT
- CIVIL DISTURBANCE
- ELECTRICAL POWER OUTAGE
- FIRE ALARM
- MEDICAL EMERGENCY
- TORNADO WARNING

SECTION 3 - BUILDING EVACUATION

- EMERGENCY EVACUATION TEAM
- SPECIFIC INSTRUCTIONS FOR TEAM MEMBERS

SECTION 4 - BUILDING SAFETY SYSTEMS

- BUILDING SAFETY FEATURES
 - FIRE STROBES AND SPEAKERS
 - STAIRWELL PRESSURIZATION SYSTEM
 - STAIRWELL DOORS
 - FIREFIGHTERS' TELEPHONE JACKS
 - EMERGENCY GENERATOR
- FIRE DETECTION SYSTEMS
 - FIRE ALARM SYSTEM
 - FIRE CONTROL ROOM
 - SMOKE DETECTORS AND HEAT DETECTORS
 - MANUAL FIRE PULL STATIONS
- FIRE SUPPRESSION SYSTEMS
 - SPRINKLER SYSTEM
 - FIRE EXTINGUISHERS
 - FIRE EXTINGUISHER OPERATING INSTRUCTIONS

SECTION 5 - TENANT RESPONSIBILITIES

- DEVELOP COMPANY-SPECIFIC RESPONSE PLANS
- TRAIN ALL EMPLOYEES ON EMERGENCY PROCEDURES
- DEVELOP SECURITY PROCEDURES
 - PACKAGE CONTROL
 - ACCESS CONTROL TO TENANT SUITE
 - ACCESS CARDS
 - UPDATING TENANT CONTACT INFORMATION

SECTION 6 – OTHER SECURITY PROCEDURES

- ACCESS AUTHORIZATIONS
- DELIVERIES DURING SECURITY HOURS
- LOADING DOCK INFORMATION
- LOBBY SECURITY DESK ASSISTANCE
- PARKING VIOLATIONS
- SOLICITORS
- TENANT SERVICES:
 - ESCORTS
 - FLAT TIRE ASSISTANCE
 - JUMP STARTS
 - LOCK-OUTS
 - LOST AND FOUND
 - PROPERTY PASS SYSTEM
 - OVERNIGHT PARKING
 - SPEED LIMITS & SPECIAL CONSIDERATIONS
 - VEHICLE REGISTRATION

SECTION 7 – APPENDIX

- BOMB THREAT REPORT FORM
- BOMB THREAT SEARCH PROCEDURES
- SAMPLE PACKAGE CONTROL LOG
- SUSPICIOUS PACKAGE IDENTIFICATION GUIDELINES
- ACCESS CARD ASSIGNMENT FORM
- PROPERTY PASS FORM
- OVERNIGHT PARKING AUTHORIZATION

ACTIVE SHOOTER

- React immediately if you hear gunshots or are made aware of a potential shooter in the building. Make decisions based on your own safety.
- Leave the area if you can do so safely.
- If you cannot safely leave the area, lock all corridor doors to your suite.
- Seek a secure place of shelter where you will be out of sight.
- If possible, establish an emergency escape route from your place of shelter.
- Turn your mobile device to silent.
- Do not talk on your mobile phone or make any noise that would give away your location.
- Turn out the lights and close any blinds.
- Barricade the door and move away from it.
- Do not trust anyone within your suite who says it is safe to come out, as they may be under duress by the shooter.
- Be prepared to defend yourself if needed with whatever “weapons” may be available.
- Remain in your place of shelter until advised by the building public address system that it is safe to exit.
- View the YouTube video titled “Run. Hide. Fight.” now to obtain a better understanding of how to react in an Active Shooter situation.

BIOLOGICAL HAZARD

- If a person handles a letter or container with a suspicious substance, odor or threat of a suspicious substance, they should immediately STOP. The letter or substance should be left where it is and access to the area should be restricted.
- Close the nearest set of doors to isolate the area. Make sure someone is present to keep others out of the area.
- The person who came in contact with the suspicious substance should immediately wash their hands with warm, soapy water.
- The incident should be reported to your company's office manager and Security Operations.
- Keep anyone who was potentially exposed to the substance in an area of isolation away from the possible contaminated area and away from coworkers.
- Remain calm. There are no immediate reactions to substances such as anthrax.
- Local authorities will respond to a 911 call and assess the situation upon arrival.
- The contaminated item will be collected by law enforcement and processed for toxins.
- Personal information will be taken by fire, health, and rescue personnel to be used for follow-up on lab tests as well as providing information on signs and symptoms.

BOMB THREAT

- If you receive a bomb threat, call Security Operations at (770) 955-6198.
- Any time a threat is received, Property Management and Security staff will conduct a cursory search of the common areas including stairwells, corridors, restrooms, assembly areas and egress routes.
- The tenant who received the threat will initiate their company-specific bomb threat response policy. If acceptable to the tenant's policy, it would be helpful for the Tenant Emergency Wardens to conduct a cursory search of their suite for anything suspicious.
- **If nothing suspicious is found** in a search of the above areas, and after evaluating the threat with local law enforcement, an announcement will be made via the public address system and/or the Emergency Notification System advising all building occupants that a bomb threat has been received. At this point, each tenant should implement their company-specific response plan.
- **If a suspicious device is found**, law enforcement personnel will process the item and Property Management and law enforcement will create an announcement to be made advising the building population.
- The assembly area for a bomb threat should be at least 300 yards from the building and parking deck structure. As part of their company-specific response plan, each tenant should preselect an assembly area and share that information with their employees.
- The decision to evacuate is left up to each tenant and how their company-specific plan addresses the situation, unless a suspicious device is located.
- PROPERTY MANAGEMENT WILL NOT MAKE AN ALL-CLEAR ANNOUNCEMENT TO RE-ENTER THE BUILDING.
- Make sure your organization has a company-specific response plan. If you need assistance in establishing a plan, call the Director of Security at (770) 955-6198.

CIVIL DISTURBANCE

- Watch for crowds gathering for no apparent reason.
- Notify Security Operations immediately if a gathering seems suspicious or exhibits protest signs.
- Remain inside the building and away from the exterior glass.
- Suggest all employees and visitors remain inside the building.
- Security may lock the building depending on the specific situation.
- Police will be called by Security Operations if needed to disperse a crowd.
- Property Management will advise updated conditions via the building public address system and/or the Emergency Notification system.

FIRE ALARM

- **If the alarm is sounding on your floor, leave the floor immediately!**
- Always use one of the two building stairways to exit the building.
- Report to your assigned assembly area as quickly and as directly as you can.
- The assembly area for fire alarms is the building parking deck at the specific level and location your company has determined.
- A Property Management representative will be near the assembly area to allow you to report the status of your evacuation.
- Listen for announcements over the building public address system or by Security officers using bullhorns in the assembly area.
- If you have information about a fire in the building, call Security Operations at (770) 955-6198 from a safe area.

MEDICAL EMERGENCY

- Call 911.
- Give as many details of the emergency as possible.
- Be sure to let the emergency operator hang up before you do.
- Call Security Operations at (770) 955-6198 as soon as possible to allow a quick response and to allow Security personnel to be put on alert.
- Provide any first aid assistance in which you are trained.
- Security personnel will respond to the scene as well as prepare for arriving emergency responders.
- Keep the victim calm and assured that help is on the way.
- Control the scene of the emergency and keep on-lookers at a distance.
- Provide emergency responders with all pertinent information when they arrive.

TORNADO WARNING

- A **TORNADO WATCH** means conditions are favorable for the development of a tornado. A **TORNADO WARNING** means tornado activity has been sighted or detected and is approaching a given area that is identified in the warning.
- You may be notified of a tornado warning via weather sirens or by Security personnel making announcements via the building public address system.
- When you hear the sirens or the announcement, immediately seek a place of shelter away from any glass or potential flying debris.
- Put as many walls as you can between yourself and the outside glass windows of the building by seeking shelter in the interior portions of the building, such as building stairwells, interior restrooms, interior rooms within your suite or the interior corridors.
- Security personnel will make periodic announcements providing updated information.
- When an “all clear” is given by the weather service, Security personnel will make an announcement to that effect.

ACTIVE SHOOTER

The goal in an active shooter incident is to summon local law enforcement and neutralize the threat(s) by preventing access to potential victims, notifying all building occupants, caring for the injured and monitoring the shooter's movement as much as possible via closed circuit television cameras. When law enforcement personnel arrive on property, Security personnel and Property Management personnel will coordinate efforts to keep tenant personnel informed and to minimize the danger.

An active shooter is an armed person who may present a threat to any person's safety or who has used deadly physical force against other persons and continues to do so while having unrestricted access to additional victims. In the event of a shooting incident, immediate strategic deployment of available personnel is essential. Security officers will be used to establish a perimeter, post themselves in critical areas and keep Security Operations updated with current information.

In the event an active shooter is determined to be on Galleria property, the following actions will be taken by Galleria Security:

- Notify Police via 911.
- Dispatch Security personnel to make building announcements and establish a perimeter if safe to do so.
- Secure all buildings except the one in which the active shooter was reported.
- Make announcements to alert all occupants of the reported shooter on site.
- Work with local Police to identify, contain and neutralize the suspect(s).
- Keep building occupants informed of events as permitted by the Police.
- When the incident is over, notify building occupants via public address system.
- Work with Emergency Responders to care for the injured.

An announcement similar to the following will be broadcast over the building public address system:

ATTENTION! YOUR ATTENTION PLEASE! WE HAVE INFORMATION THAT THERE IS AN ARMED PERSON ON GALLERIA PROPERTY WHO MAY POSE A POTENTIAL THREAT TO YOUR SAFETY. PLEASE TAKE ALL NECESSARY PRECAUTIONS TO PROTECT YOURSELF IMMEDIATELY. FURTHER ANNOUNCEMENTS WILL FOLLOW. PLEASE DO NOT CALL SECURITY OPERATIONS UNLESS YOU HAVE SPECIFIC INFORMATION ABOUT THIS INCIDENT. COBB COUNTY POLICE HAVE BEEN NOTIFIED AND ARE IN ROUTE. (description and location of the suspect will be given if known)

When the above announcement is made, it is imperative that everyone takes immediate action to protect themselves. Items to be considered may include the following:

- React immediately if you hear gunshots or are made aware of a potential shooter in the building. Make decisions based on your own safety.
- Leave the area if you can do so safely.
- If you cannot safely leave the area, lock all corridor doors to your suite.
- Seek a secure place of shelter where you are out of sight.
- If possible, establish an emergency escape route from your place of shelter.
- Turn your mobile device to silent.
- Do not talk on your mobile phone or make any noise that would give away your location.
- Turn out the lights and close any blinds.
- Barricade the door and move away from it.
- Do not trust anyone within your suite who says it is safe to come out, as they may be under duress by the shooter.
- Be prepared to defend yourself if needed with whatever “weapons” may be available.
- Remain in your place of shelter until advised by the building public address system that it is safe to exit.

As can be seen from the seriousness of an incident like this, prior planning is imperative and as such, we recommend that each Tenant develop their own company-specific response plan and practice it accordingly. It is valuable to emphasize the importance of each person remaining calm, listening to the building announcements and taking responsibility for their own safety immediately upon hearing of the active shooter incident.

View the YouTube video titled “Run. Hide. Fight.” now to obtain a better understanding of how to react in an Active Shooter situation.

BIOLOGICAL HAZARD

Biological hazard threats within the business community may cause a business interruption or possibly create widespread panic. Accordingly, development of a company-specific plan is a critical step in preparing for possible disruption. The FBI has jurisdiction for bioterrorism response but recognizes the need for immediate local response programs. Once your office management makes the decision to involve law enforcement they should call 911 to initiate the response.

According to the U.S. Department of Justice, FBI protocol, the following guidelines should be the standard if an item is located which is suspected of containing a biological threat.

- If a person handles a container with a suspicious substance, odor or threat of a biological hazard, they should immediately STOP. The container or substance should be left where it is and access to the area should be immediately restricted.
- If possible, put the container or substance in a plastic bag that can be sealed (such as a large sandwich or storage bag). This should be done only if the person is comfortable doing it.
- Close the nearest set of doors to isolate the area. Make sure someone is present to keep others out of the area.
- The person who came in contact with the suspicious substance should immediately wash their hands with warm, soapy water.
- The incident should be reported to your company's **office manager** and to Security Operations at (770) 955-6198.
- Victim(s) must be isolated until professional assistance is on site. All persons in the area after the substance is discovered should be considered "victims" and should remain in an isolated area away from the suspected contamination point. Important personal information will be taken by fire, health, and rescue personnel to be used for follow-up on lab tests as well as providing information on signs and symptoms.
- Remain calm. Many toxins have no immediate reactions. Exposure can be treated and in cases such as anthrax, there is plenty of time to seek medical advice or assistance. Decontamination can be as easy as washing hands, washing clothes and taking a shower.
- Anthrax spores are harmful if inhaled or ingested, or when introduced into an open wound or the eyes. Persons exposed to anthrax are not contagious.

Local and Federal authorities will work with Property Management regarding the disposition of the contaminated area and when it can be safely re-inhabited. Educating employees, remaining calm and maintaining control are key in minimizing widespread panic.

BOMB THREAT

The majority of bomb threats are false alarms. However, at no time will any threat be considered anything less than serious. Bombs, also commonly referred to as Improvised Explosive Devices (IED's), can be constructed to look like almost anything and can be placed or delivered in any number of ways. Most bombs are homemade and are limited in their design only by the imagination of their creator and the available resources. When searching for a bomb, remember to suspect anything that looks unusual. The only common denominator among bombs is that they are designed to explode. Let the trained bomb technician determine what is or is not a bomb.

If the threat is received by a telephone call, a calm response to the caller could result in obtaining additional information. Follow the guidelines on the Bomb Threat Report Form (see Section 7 - Appendix) to obtain specific information on the bomb's location, components or method of detonation. The caller is the best source of information about the bomb. Each member of your office, especially the individual responsible for answering incoming calls, should keep these guidelines, as well as the Bomb Threat Report Form, near their telephone.

- Keep the caller on the telephone as long as possible. Ask the caller to repeat the message. Record every word spoken by the caller.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
- Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
- Pay particular attention to background noises, such as motors running, music playing or other noises that may give a clue as to the location of the caller.
- Listen closely to the voice (male/female), voice quality (calm/excited), accents and speech patterns.
- Immediately after the caller hangs up, report the information to Security Operations at (770) 955-6198 and then contact your company's office manager.
- Property Management and Law Enforcement personnel will want to interview the individual who spoke with the caller. It is preferable that the person who took the call not speak with co-workers until they can be interviewed by Property Management and Law Enforcement.

When a written threat is received, save all materials, including any envelope or container. Once the delivered material is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postal marks. These will prove essential in tracing the threat and identifying the author.

Once the appropriate parties have all been notified, the Tenant Emergency Wardens should initiate their company-specific bomb threat response policy. If acceptable to the tenant's policy, it would be helpful for the Tenant Emergency Wardens to quickly and thoroughly search the work area for suspicious, unusual or foreign items. A detailed search should be conducted following the steps outlined in the Bomb Threat Search Procedures (See Section 7 - Appendix). **Do not touch, jar, or disturb any suspicious items.** Report all findings to Security Operations. Security Officers and building engineers will be simultaneously conducting a search of the common areas and egress routes. All information from the searches is compiled and used to brief Property Management and Law Enforcement personnel. Open phone lines are critical and only emergency phone calls should be made.

Once a bomb threat has been received, there are three general methods of responding to bomb threats, according to the ATF (**Bureau of Alcohol, Tobacco and Firearms**). The methods are as follows:

1. Evacuate immediately
2. Search and evacuate if warranted
3. Ignore the threat

Property Management's general bomb threat response philosophy is in accordance with the suggested bomb threat response philosophy of the ATF, which is to take every bomb threat seriously, but to **"search and evacuate if warranted."** By implementing this strategy, Property Management and the tenants can conduct an orderly inspection of the building common areas, egress routes, assembly areas, and tenant suite (if known) and, if necessary, evacuate in an organized manner into safe common area egress routes and assembly areas. **According to the ATF, individuals or groups with serious intentions of harming people or causing physical damage may purposely place bombs in common areas, egress routes and assembly areas to maximize the damage that can be caused by a bomb. Therefore, those areas are checked for bombs prior to allowing tenants into these areas. However, under some circumstances, such as a specific detonation time given by the caller or other extenuating factors, an immediate evacuation of the building may be warranted.**

The local police will be notified of all bomb threats received by Property Management. Police management will assist Property Management in evaluating the threat and determining the appropriate course of action. Local police resources including bomb squads, SWAT teams and K9 units will be available and utilized as needed. To ensure safe evacuation routes, tenant emergency wardens, Property Management, Security and engineering personnel will conduct a quick search of their assigned areas. Once these critical areas have been searched and the results evaluated, a determination will be made concerning how to proceed. At this point, a message will be sent to the tenant emergency

notification contacts via the Emergency Notification System. It should be noted that when the police respond the event automatically becomes a police matter and Property Management will recognize their authority and defer to their direction.

If no suspicious object or package is located during the search and the information evaluated by Property Management and the tenant representatives does not contain verifiable facts, an announcement will be made via the building public address system and/or the Emergency Notification System.

If a suspicious object *is* located, Property Management will follow all law enforcement directives concerning mandatory evacuation.

Evacuees will be kept informed of the situation via the Emergency Notification System.

FOR THE FOLLOWING REASONS, PROPERTY MANAGEMENT WILL NOT GIVE AN "ALL CLEAR" ANNOUNCEMENT TO RE-ENTER THE BUILDING:

- It could take several weeks of intensive searching to look in every possible location for a device
- Your company-specific response plan and not Property Management should dictate whether you leave the building and how long you remain out of the building

ESTABLISHING COMPANY-SPECIFIC BOMB THREAT RESPONSE PROCEDURES

During the evacuation procedure for a bomb threat, each tenant is required to activate their company-specific bomb threat procedures. Property Management strongly encourages each tenant to establish a Bomb Threat Response Plan and to educate their employees regarding the details of the plan. Consider using the following questions as a guideline when formulating your plan.

1. If the announcement of a bomb threat is only advising tenants of the threat, will we evacuate?
2. If we decide to evacuate, what is the process to terminate operations and leave the building?
3. If we evacuate, when will we tell our employees to return to work?
4. Are there other offices in the immediate area to which employees could be relocated and continue working?
5. Should we leave the decision to evacuate up to each individual?
6. Who within our company will decide whether evacuation is necessary?
7. How will we conduct an employee count at the assembly area?
8. Will we conduct a search of our own area and then make a decision?
9. What liabilities do we face if we choose not to evacuate?
10. What problems will be encountered if we do evacuate? Do not evacuate?

As you can see, there are some challenging issues to be addressed. For this reason, it is important that each of you give this issue serious thought at your earliest convenience. Please feel free to contact the Director of Security at (770) 955-6198 or your Property Manager for assistance.

CIVIL DISTURBANCE

The Atlanta Galleria is private property and Property Management asks that tenants immediately notify Security Operations at (770) 955-6198 if they notice crowds or large groups gathering for no apparent reason.

During any civil disturbance at your building, it is important that you stay away from the crowd. Do not give audience, as that may be interpreted as a sign of encouragement to the demonstrators. Property Management asks that tenants remain inside the building and not at the lobby level. It is recommended that all building occupants stay away from the glass windows, which could be broken in a disturbance.

If the situation escalates, an announcement will be made and further precautions may be exercised that may include locking the building to prevent access and control egress. Under these circumstances the Police would be actively involved in managing the incident. Your cooperation in following the instructions being provided at the time and helping control building employees is paramount.

ELECTRICAL POWER OUTAGE

Each Galleria building is equipped with an emergency generator that will automatically start during any power outage that lasts for more than ten seconds. While the generator is running, only selected lights and systems will operate within the building. The life safety system will remain active as it has a battery back up and is tied to the building generator. Emergency lighting throughout each suite and the common area corridors will be adequate for a building evacuation if needed. To facilitate an evacuation, the stairwell lighting is fully powered by the generator with battery backup.

In any situation where Property Management has been informed that the power outage will last for an extended period of time, an announcement will be made using the public address system. At this point, an evacuation may be required.

FIRE ALARM

Any time the alarm is sounding on your floor, you should go to the nearest stairwell and evacuate the floor without delay.

Accurate, specific, and prompt notification of any emergency to Security Operations is essential. Should you discover a fire on your floor, or should you see or smell smoke, activate the manual pull station at the nearest stairwell and then contact Security Operations as soon as it is safe to do so. **DO NOT ATTEMPT TO EXTINGUISH A FIRE UNTIL YOU HAVE ACTIVATED A MANUAL PULL STATION THAT INITIATES THE FIRE ALARM SYSTEM.**

Upon activation of an alarm, the sirens will be heard and the fire strobe lights will flash on three floors only. These three floors will be the alarm floor, the floor above the alarm floor, and the floor below the alarm floor. The alarm is distinctive in its sound so it should not be confused with other sirens. If the alarm sounds for more than nine minutes the building will go into general alarm. During general alarm, the sirens and fire strobe lights throughout the entire building will sound and flash.

Security and/or Engineering will respond immediately to the building Fire Control Room. Other personnel will proceed to the location of the alarm to see if an emergency exists. Once the responders arrive on the alarm floor, they will advise the Fire Control Room personnel of the status of the alarm.

During an evacuation, follow the instructions of the Tenant Emergency Wardens on your floor and listen for announcements on the public address system. Proceed down the closest stairwell and follow the marked exit route out of the building. Women should remove and carry any high-heeled shoes, and both men and women should loosen tight neck collars or any other restrictive garments. Remember to close, but not lock, all doors behind you to slow the spread of fire and/or smoke. **DO NOT TAKE FOOD OR DRINK ITEMS INTO THE STAIRWELL AS THE CONTENTS MAY SPILL AND CREATE A SLIP HAZARD.** Elevators may not be available for your use; therefore, you should not wait in the elevator lobby for an elevator. Time is of the essence and you should always exit the building via the stairwell. The stairwell is generally the safest area of the building.

If caught in heavy smoke, take short breaths through your nose and stay low to the floor - crawl if necessary. There will be less smoke near the floor.

Follow the exit signs in the stairwell until you reach the exit level. You should then proceed to a predetermined assembly area in the parking deck of your building. Your "assembly area" is a location in the parking deck that your Tenant Emergency Wardens have selected beforehand. You should wait in your assembly area for all further instructions. At this point, each tenant should be prepared to implement their own company-specific emergency plan that should coincide with the overall emergency operations. Upon arrival at the assembly area, the Tenant Emergency Warden should perform a roll call to ensure that all occupants of their suite have safely vacated the building.

Members of Property Management will be in the assembly area to answer any questions they can. Please remember it is very important to abide by the parameters set by the agency managing the emergency, which in the case of fire would be the Cobb County Fire Department. Since no two emergencies are alike, they must be dealt with on an individual basis.

Once it is announced that the building is safe to re-enter, you may return to your work area in an orderly fashion. Please note that there could be a large back up of people waiting for the elevators. If you work on a lower floor, the stairs may be a quicker route of return.

MEDICAL EMERGENCY

If there is a medical emergency in your office, **first call 911, then call Security Operations at (770) 955-6198** and relay the following information:

- * Your name
- * Your location (building number and suite number)
- * Your phone number
- * Nature of the medical emergency
- * Has an ambulance or doctor already been notified?

Assign someone to wait at the service elevator on your floor to direct the ambulance attendants or rescue squad to the sick or injured person(s). The emergency responders will usually arrive via the service elevator, as this is the only elevator that can accommodate a gurney.

Assign someone to stay with the victim and reassure them emergency assistance is on the way. Do not move the individual unless absolutely necessary, such as in the event of a fire or other emergency. Give only the aid which you are trained to give.

Security Operations will dispatch officers to the scene to provide a first aid response as needed or requested. An officer will be dispatched to watch for the ambulance to arrive on property and escort it to the correct building, and another officer will be advised to capture the freight elevator and hold it for use by the emergency responders. All radio traffic will be silenced except for traffic related to the emergency.

TORNADO WARNING

A **TORNADO WATCH** means conditions are favorable for the development of a tornado. A **TORNADO WARNING** means tornado conditions have been reported or sighted in our immediate vicinity. Should the National Weather Service issue a Tornado Warning for this area, all building occupants will be notified via the building public address system. The following announcement will be made:

“ATTENTION, YOUR ATTENTION, PLEASE. THE NATIONAL WEATHER SERVICE HAS ISSUED A TORNADO WARNING FOR THIS AREA. ALL BUILDING OCCUPANTS SHOULD IMMEDIATELY SEEK SHELTER IN THE INNER PORTIONS OF THE BUILDING. MOVE AWAY FROM ALL EXTERIOR WINDOWS TO AN INTERIOR CORRIDOR, RESTROOM, OR STAIRWELL. PLEASE PROCEED CALMLY AND IMMEDIATELY.”

The above message will be repeated three times. It is extremely important that when you hear this message you **DO NOT RUN TO THE WINDOW TO LOOK OUT**. This could put you in danger!

The following announcement will be made periodically until the Tornado Warning has expired:

“THE TORNADO WARNING IS STILL IN EFFECT. PLEASE REMAIN IN THE INNER PORTIONS OF THE BUILDING, EITHER IN AN INTERIOR CORRIDOR, RESTROOM, OR STAIRWELL.”

When the Tornado Warning has expired the following message will be read twice:

“MAY I HAVE YOUR ATTENTION, PLEASE. THE NATIONAL WEATHER SERVICE HAS ISSUED AN ALL CLEAR FROM THE TORNADO WARNING.”

Now is the time to develop your company-specific plan regarding how and where you might go during severe weather. Determine at least two safe places in the interior of the building and plan your route to those areas. We suggest utilizing the building restrooms, interior corridors away from all windows, or the building stairwells. **Once inside the stairwells, it is not necessary to proceed to the basement.** Upon arriving at your safe location, get as low as possible by sitting rather than standing. Do not attempt to evacuate the building unless you are instructed via the public address system to do so. If you are just arriving at the building, go directly to the nearest building restroom or stairwell. If you are caught unexpectedly in an office near the exterior windows, seek protection under a desk and attempt to keep your head covered.

Please remember that Tornado Warnings are not to be taken lightly. Tornado Warnings are usually of short duration (about 30 minutes), but immediate action is required for maximum safety.

EMERGENCY EVACUATION TEAM

The safe and efficient evacuation of the Galleria office buildings is achieved only with the cooperation of the members of the Emergency Evacuation Team. Familiarity with procedures, planning and the education of all your employees will greatly affect the evacuation process. The Tenant Emergency Wardens, Deputy Wardens, Search Wardens, and Aids for the Disabled are encouraged to attend the annual training sessions provided by Property Management. Any evacuation will involve all members of the Emergency Evacuation Team working efficiently by fully knowing and understanding their roles. The following section explains how the different team members work together. A successful evacuation depends as much on the participation of tenant team members as it does on building staff and emergency personnel. This plan will be effective if everyone does his or her part.

Safety Coordinator

The Director of Security or other available Property Management staff will serve as the Safety Coordinator until the fire department arrives on the property.

The responsibilities of the Safety Coordinator include a thorough understanding of the Emergency Evacuation Plan. The plan will be updated as required to include administrative, technical or operational changes. The Safety Coordinator will conduct annual training sessions to review the Emergency Evacuation Plan with tenant wardens and will conduct regularly scheduled evacuation drills.

Tenant Emergency Wardens

Tenant Emergency Wardens are appointed by each business occupying a suite in the building. Due to the importance of their position and the impact their knowledge of emergency situations has on their fellow employees, it is imperative that the Tenant Emergency Wardens or their Deputy Wardens be present most days during normal business hours. They must be alert and resourceful individuals who would be capable of performing in a leadership role during an emergency situation.

Tenant Emergency Wardens provide an important link between their employees and Property Management. As such, they have direct control and responsibility for all decisions relating to the safety of their employees and visitors during an emergency. **Tenant Emergency Wardens are responsible for communicating pre-planned emergency procedures to all employees through training sessions and bulletin boards.** They also manage the selection and training of Deputy Wardens, Search Wardens and Aids for the Disabled.

Tenant Emergency Wardens must fully understand the evacuation plan for their office and actively participate during practice evacuations. They should also understand the layout of their floor, including the location of all exits, pull stations and fire extinguishers. Tenant Emergency Wardens will be shown how to properly operate a fire extinguisher. It is critical they have full knowledge of all occupants (including visitors) who would require assistance in the event of an evacuation.

Such individuals may be physically handicapped, visually or audibly impaired, children or infants, pregnant women, or those with heart conditions or broken bones. A list of all disabled occupants should be forwarded to Property Management so that it can be posted in the building Fire Control Room.

Tenant Emergency Wardens should be aware of basic building safety procedures and should be proactive in assisting Property Management whenever possible. For example, should a Tenant Emergency Warden discover a lack of compliance with any of the following regulations, he or she should immediately notify the Property Management office:

- Stairwell doors should always remain in the closed position and should never be obstructed, inoperable, or illegally locked.
- Building and suite entrances, exits, lobbies, corridors and aisles should be free from any obstruction.
- Exit lights should always be on and operable.
- Fire Extinguishers should be fully charged and in the correct location.
- Storage rooms should not have items stacked within 18 inches of a sprinkler head.

Deputy Wardens

Deputy Wardens are appointed by the Tenant Emergency Wardens. Deputy Wardens take direction from the Tenant Emergency Wardens and will perform the Tenant Emergency Warden's duties should the Tenant Emergency Warden be absent. Tenant Emergency Wardens may appoint as many Deputy Wardens as they feel are necessary for the size of the office.

Search Wardens

Tenant Emergency Wardens also appoint Search Wardens. There should be a minimum of four Search Wardens per floor, or at least one per company. Search Wardens should be very familiar with their work area and, under normal circumstances, be present most working days. Search Wardens should be alert to any fire hazards and should report them immediately to the Tenant Emergency Warden. Most importantly, Search Wardens should know the correct route to the exit stairwell from their area of the floor.

Aids for the Disabled

The Tenant Emergency Wardens should also recruit two Aids for the Disabled to assist each disabled person. An Aid for the Disabled should be someone whose working space is near that of the assigned disabled person, and who is normally present during the working day.

Emergency Assistance Team

The Emergency Assistance Team is comprised of all building Engineering and Security personnel. Their primary responsibility is to execute the emergency procedures under the direction of the Safety Coordinator.

SPECIFIC INSTRUCTIONS FOR EMERGENCY EVACUATION TEAM MEMBERS

When an alarm sounds, Security and Engineering personnel will report to the Fire Control Room to coordinate the alarm response.

Tenant Emergency Wardens will put on their identification stickers and carry their flashlights. They will ensure that each Deputy Warden is available and knows what to do to process the emergency. If it is safe to do so, Tenant Emergency Wardens will walk through their assigned areas of coverage and ensure that all occupants are aware of the alarm and are evacuating the floor. A Deputy Warden should be assigned to lead evacuating personnel to the Assembly Area.

Once the Deputy Wardens and Search Wardens have completed their assignments and reported to the assembly area, team members should perform roll call to ensure all employees have evacuated.

After verifying all occupants are accounted for, the Tenant Emergency Wardens will report this information to the Property Manager or their representative at the pre-determined location for their building. The **Galleria 100 Property Manager** will be located at the end of the breezeway at the parking deck entrance. The **Galleria 200 Property Manager** will be on "B" level of the parking deck near the parking deck elevators. The **Galleria 300 Property Manager** will be on "B" level of the parking deck near the parking deck elevators. The **Galleria 400 Property Manager** will be located near the parking deck elevators on "A" level. The **Galleria 600 Property Manager** will be located near the end of the breezeway at the parking deck entrance. The **Galleria 700 Property Manager** will be located in the open field west of the loading dock and near the jogging track.

PLEASE NOTE: The assembly area for a bomb threat should be at least 300 yards from the building and parking deck structure. As part of their company-specific response plan, each tenant should preselect an assembly area and share that information with their employees.

Deputy Wardens will put on their identification stickers and take their positions as previously assigned by the Tenant Emergency Warden. Deputy Wardens should instruct everyone to stay to the right inside the stairwell and to remain in single file. Everyone should be reminded as they enter the stairwell to remain quiet so that all announcements can be heard. **NO FOOD OR DRINK SHOULD BE ALLOWED IN THE STAIRWELL.**

Search Wardens are specifically responsible for checking the common areas and restrooms on their floor, both public and private, to ensure that no one remains inside. Once they are certain that everyone in their area has been notified of the alarm, they will report to the stairwell to follow the remaining evacuation procedures. No Warden should ever put him or herself in a dangerous situation trying to perform these duties.

Aids for the Disabled will immediately locate their assigned individual who requires assistance and help that person to the stairwell. Once at the stairwell, the Aids will then help the disabled person down the stairwell to the next landing and stay with the disabled person while they await evacuation by Fire Department personnel. The Tenant Emergency Wardens will advise the Fire Department personnel of the location of the disabled person so an effective rescue can be made.

It is important to make sure any disabled persons in your office are fully aware of how they will be evacuated in an emergency situation. This will help them understand their specific limitations in an emergency evacuation and better prepare them for future evacuations.

Members of the **Emergency Assistance Team** will report at once to their predetermined posts and begin implementing their assigned responsibilities.

BUILDING SAFETY FEATURES

Fire Strobes and Speakers

All buildings at the Galleria have both fire strobes and speakers throughout all areas. These audio-visual devices are the emergency system's means of communication. The fire strobes and speakers are activated only on the floor that initiates the alarm, one floor above, and one floor below. Speakers are located inside stairwells and throughout each floor, including corridors and tenant suites. Fire strobes are found protruding from the ceiling or walls and are always within close proximity to fire speakers. These strobes flash when the building is in an alarm situation and will assist the hearing impaired in recognizing an emergency situation.

Stairwell Pressurization System

Stairwell pressurization is the system by which fresh air is pumped into the stairwells. Fans located at the top of the building pump outside air into the stairwells, producing a positive pressure, which minimizes smoke from entering the stairwells, thus providing safe egress from the building. Any fire alarm device (i.e., pull station, smoke detector, flow switch) automatically activates this system.

All stairwell exits are clearly marked with a lighted sign protruding from the ceiling that reads "EXIT". There are two stairwells located on opposite ends of each of the Galleria buildings. The stairwells are one-and-one-half-hour fire rated enclosures and are generally the safest location within the building.

Stairwell Doors

All Galleria stairwell doors are solid core and are one and one-half hour fire rated. The purpose of the stairwell doors is to seal off the stairwell from the remainder of the floor, thereby preventing the spread of fire and smoke. Some stairwell doors are locked from the stairwell side, particularly for full floor tenants. However, there will never be more than three consecutive locked stairwell doors that are not tied into the fire control system. It is important that stairwell doors never be held open or blocked, as this will allow smoke into the stairwell and will reduce the efficiency of the stairwell pressurization system. Please help us monitor these doors so they are always closed.

Firefighters' Telephone Jacks

Either a phone jack or a telephone is located in each stairwell and in certain service elevator lobbies. These are used by firefighters to communicate with Cobb County Fire Department and Property Management personnel stationed in the Fire Control Room. A special handset, located in the Fire Control Room, is required to plug into these jacks.

Emergency Generator

Each building is equipped with a diesel-powered emergency generator that provides electricity to all critical components of the life safety system. This emergency service provides power to one elevator per elevator bank, exit lights, fire alarm system, fire pump, stairwell pressurization fans, smoke control equipment, and emergency lighting throughout the building. Any time the building loses electricity for more than nine seconds, the emergency generator will come on.

FIRE DETECTION SYSTEMS

Fire Alarm System

The fire annunciator panel in each Galleria high-rise building is located in the Fire Control Room. The system is designed to immediately notify building occupants when a fire situation has been detected. Smoke detectors, heat detectors, manual pull stations, tamper devices and flow switches are capable of activating the fire alarm system immediately.

Once the system is activated, numerous building safety features are put into action. Building elevators may be recalled to one of the lower floors of the building. In the Galleria 100, 400, 600 and 700 buildings, elevators return to the first floor. The elevators in Galleria 200 and Galleria 300 report to the second floor lobby. The heating, ventilation, and air conditioning (HVAC) systems are turned off immediately on any floor in alarm to avoid any possible spreading of smoke. In all buildings, pressurization within the stairwells begins at once. Fire doors throughout the floor are released from their magnetically held open position and will close to isolate elevator lobbies depending on the floor design. Fire strobes and speakers are put into use and become the primary means for communication to the building occupants.

Fire Control Room

The Fire Control Room contains all monitoring equipment for the emergency systems. The walls surrounding the Fire Control Room are two-hour rated, meaning that it would take two hours for a fire to penetrate the walls. This room is equipped with emergency paging and communication to all areas of the building, as well as to the Cobb County Fire Department, Cobb County Police, emergency vehicles, and Security Operations. Current floor plans for each floor of the building are maintained in the Fire Control Room. These plans are essential as a reference for the Cobb County Fire Department, as they indicate locations of all fire extinguishers, smoke detectors, flow switches, exit lights, fire speakers and pull stations.

Smoke Detectors and Heat Detectors

Smoke detectors and heat detectors are located in all critical areas of the building that are potential fire spawning areas. These areas include the elevator lobbies, mechanical rooms, electrical rooms and HVAC supply and return ducts. These smoke and heat detecting devices provide the initial warning signal of a fire in the common areas of the building. The National Fire Protection Association requires smoke and heat detectors to be inspected annually; however, Property Management performs this inspection twice annually.

Manual Fire Pull Stations

Fire Pull Stations are located near the stairwell doors and are activated by pulling in a downward motion. Two types of pull stations exist at the Galleria, one of which requires breaking the glass encasement to access the handle. Please check the pull stations in your building to understand how they operate and to become familiar with their exact locations. As the name implies (“pull” station), a person must manually activate the pull station to notify the fire control panel and building personnel that a fire exists.

FIRE SUPPRESSION SYSTEMS

Sprinkler System

In 1974, the installation of sprinkler systems in all office buildings six stories or more in height became a requirement of federal law. At the Galleria, sprinkler heads are found in the ceiling throughout each floor of each building. They are activated when temperatures reach 165 degrees Fahrenheit, at which point a fusible link is melted, causing the sprinkler to discharge water.

Water for the sprinkler system is supplied by Cobb County's main water supply. Water enters the fire pump, which maintains the sprinkler system pressure at the correct level. Power to the fire pump is supplied by the building emergency power system.

Fire Extinguishers

You will find fire extinguishers near all stairwell landings, either in the stairwell or in the corridor nearby, and within tenant suites. These portable fire extinguishers are also called "first aid" extinguishers because they are intended for small fires or fires in their beginning stages. First aid extinguishers are self-contained fire fighting equipment which operate independently of the building systems.

Galleria fire extinguishers contain dry chemicals and are rated "ABC", indicating they will extinguish the three major classes of fires. A person should always activate a manual pull station before attempting to fight a fire with an extinguisher. Never put yourself in danger by trying to extinguish a fire and always remember to stay between the fire and the nearest means of egress. A decision to use the extinguisher is completely your choice, as our request is that you activate the nearest pull station and leave the floor immediately.

FIRE EXTINGUISHER OPERATING INSTRUCTIONS

If you encounter a fire that you feel can be safely extinguished, follow the steps listed below:

Activate a Manual Pull Station.

Follow the four-step "PASS" procedure to extinguish the fire. When extinguishing a fire, remember to keep your back to an exit and stand six to eight feet away from the fire. If the fire does not begin to go out immediately, leave the area at once.

P.A.S.S. PROCEDURE

Pull the pin: This unlocks the operating lever and allows you to discharge the extinguisher.

Aim low: Point the extinguisher hose at the base of the fire.

Squeeze: Squeeze the handles together. This discharges the extinguishing agent.

Sweep: Sweep from side to side, moving carefully toward the fire, continuing to aim the extinguisher at the base of the fire until the fire appears to be out.

Call Security Operations at (770) 955-6198 as soon as it is safe to do so.

TENANT RESPONSIBILITIES

DEVELOP COMPANY-SPECIFIC RESPONSE PLANS

Property Management has developed emergency response plans that are based on models established by such organizations as the Bureau of Alcohol, Tobacco and Firearms and the Federal Bureau of Investigation. We strongly recommend that each tenant develop their own company-specific response plans for such emergencies as a bomb threat, an active shooter or a biological hazard. In these situations, tenants will be informed of the incident either by a public address announcement or via the Emergency Notification System. The purpose of having a company-specific plan is for tenant employees to know what to do when an announcement is made. If the employees are fully informed and know how the plan works, then panic will be minimized and the situation will be much better controlled. Both the Property Management plan and your company-specific plan should be thoroughly understood by all tenant employees.

TRAIN ALL EMPLOYEES ON EMERGENCY PROCEDURES

Perhaps the most important function of the Tenant Emergency Warden is that of making sure all tenant employees know and understand what to do in a building evacuation. Once the Safety Coordinator completes the annual training session for the Tenant Emergency Wardens, it is imperative that the Tenant Emergency Wardens conduct similar training sessions with the employees of their company. Printed and online materials covering emergency procedures for the Galleria are available through Security Operations if needed. Planning and training can make the difference between disaster and survival in a major emergency. Please make sure your employees are ready when the alarm sounds or the public address announcement is made detailing an emergency condition.

DEVELOP SECURITY PROCEDURES TO ADDRESS THE FOLLOWING:

Package Control

To ensure effective package control, Property Management recommends identifying one or two individuals who will be responsible for processing any packages. These people should be familiar with your normal vendors, couriers and employees and should know how to reach company decision-makers if needed. They should be charged with logging each delivery on a Package Control Log and should understand the indicators of a suspicious package. Consider the following suggestions:

- **Obtain identification of anyone delivering packages to your suite.** If they are with a legitimate delivery service, they should not hesitate to provide identification. The delivery person's name should be recorded along with other information on the Package Control Log. For a sample Package Control Log and Suspicious Package Identification Guidelines, see Section 7 - Appendix.

- **Security officers at the lobby desks are not authorized to accept packages for delivery or pick-up.** If a courier attempts to make a delivery during security hours (after normal business hours), the lobby officer will call your suite and ask if someone is available to come to the lobby desk to receive the package. If no one is available to come to the lobby to accept the package, the courier will be advised to return the next day during business hours to make the delivery. Likewise, for insurance and security reasons, the officers will not hold your packages for a courier to pick up at a later time.

Access Control to Tenant Suite

Each tenant is responsible for locking all doors to their suite. Property Management recommends establishing a specific time that coincides with the hours of the receptionist or front desk personnel. Unlocked doors constitute a soft target for theft, vandalism and unwelcome guests. To make your suite a harder target, consideration should be given to the following:

- **Assign someone to greet every person who enters your suite during business hours.** If you do not have a receptionist at the front door, consider having an entry chime installed to alert employees that someone has entered the front door.
- **Make sure someone is assigned to secure the suite doors at a specific time each day.** Do not depend on the cleaners or Security personnel to lock your offices.
- **Consider keeping your suite locked at all times and issue keys to your employees.** You may want to install a doorbell or an intercom to speak with people who are requesting entry.
- **Key control is one of the most critical elements of controlling access into your suite.** The keying of all doors must be coordinated through Property Management. The assignment of keys to employees should be the responsibility of a supervisory level employee, preferably someone in the HR Department who is aware of all hiring/terminations and can recover issued keys and access cards. Key and access card assignments can then be made a part of each employee's personnel record. Our high security keys are each stamped with an individual control number to enable the use of a database for easy tracking and auditing of keys and access cards.

Access Cards

The access control system is the first line of security for Galleria office buildings. The access cards issued to tenants are actually keys to the building and should be given the same consideration and safeguards. **The access card will be required any time you enter or exit the building during security hours.** It is important for the employee to scan their card at the lobby desk if they are leaving during security hours, as it provides a record of building occupants that would prove critical during a building emergency.

Tenant Contacts will be provided an Access Card Assignment Form (see Section 7 – Appendix) for ordering new cards, deactivating cards for terminated employees or reactivating cards that were previously deactivated. This form should be completed for each employee who is authorized to have access to the tenant's suite during security hours. The information provided on this form becomes the authorization for Security to allow access during security hours. It is, therefore, important to make sure the information is legible and accurate. The vehicle registration section is very important as well, since it allows Property Management to contact you should there be a problem with your vehicle (i.e., damage caused by another vehicle, leaking gas or oil).

Galleria Security will periodically provide tenants with a listing of all their active cardholders as reflected in the database. These should be edited to note necessary changes and returned to Security Operations so the database can be updated.

Access card requests and changes should be sent to Security Operations for processing. Access cards will be issued for a charge of \$10.00.

Make it a priority to keep Security Operations informed of employee terminations and changes. It is important for Security Operations to maintain an accurate database of all access cards. If notification is not received from the tenant of an employee termination and the ex-employee does not surrender their access card, the tenant has effectively allowed them to retain a key to the building. It is important to recover all access cards from terminated employees. The tenant may keep the card for re-issue, but it should be deleted from the system for security reasons. **Tenants will not incur a charge to have an existing card deactivated or reactivated.**

Updating Tenant Contact Information

In an emergency it may be necessary for Security Operations to be able to reach the Tenant Contact, especially during security hours. Certain circumstances warrant communication with the Tenant Contact, such as a contractor wanting access to a suite when there is no Access Authorization on file, or a major water leak in a tenant space. The Tenant Contact is Property Management's source of authorization and it is imperative that the information in the database be kept current. Please keep Property Management informed of all changes in tenant contact information.

ACCESS AUTHORIZATIONS

An Access Authorization is a document that is completed by Property Management or others to grant access to approved contractors, vendors, visitors or provide permission for special events. Whenever a tenant has a need for special circumstances that will impact the normal routines of everyday operations, the tenant should call the Property Management Office at (770) 859-1250 and advise the Tenant Services Coordinator. You may be referred to the Property Manager for your building for assistance with your request. If permission is granted, the Property Manager will generate an Access Authorization, which will be logged into a database that can be searched by Security Operations. Completing this process will save you or your service personnel valuable time since it will be readily available via the computer network. Conversely, failing to follow this process will cost time and may cause frustration while Galleria Security personnel attempt to obtain permission for your special request. Remember that Access Authorizations are for your protection as well as your convenience.

DELIVERIES DURING SECURITY HOURS

Security hours are defined as any time the building is scheduled to be secured. If a delivery arrives during security hours, the courier will be advised to check in with the lobby Security officer. The officer will determine the recipient of the package and will check the computer records for an Access Authorization with information on the delivery. If no authorization is found, the officer will call the tenant suite to see if anyone is available to come to the lobby desk and sign for the package. If no one is available to authorize the delivery, the courier will be advised to make the delivery during business hours the following day.

LOADING DOCK INFORMATION

The building entrances at the loading docks are kept secured at all times and access is limited to those who are authorized. Therefore, it is important to notify Security Operations or Property Management in advance if you are expecting a delivery (other than Federal Express, UPS, Airborne, etc.) or are having outside vendors working in your suite. An Access Authorization can be created to facilitate access with a minimum amount of delay. Without prior notification, access may be delayed or even denied if authorization cannot be obtained.

LOBBY SECURITY DESK ASSISTANCE

The building lobby security desks are staffed during the day and evening hours and officers are available to assist with any security concerns. Officers monitor the building closed circuit television cameras, the building intercom system and the access control system. Should you need an officer to assist you in any way, please remember this officer is always near the desk and can be contacted easily. To contact the lobby officer in your building, please call (770) 955-6198.

PARKING VIOLATIONS

Galleria Security officers will issue parking violations as needed for such infractions as parking in a reserved space, parking in two spaces, parking in a no-parking zone or parking in a loading zone. The citations are courtesy notices to make the driver aware that parking is not allowed in those areas. There is no monetary fine for the violations and officers are instructed to speak with the driver rather than issue a citation if possible. In the event of repeat violations, Property Management will discuss the matter with the appropriate Tenant Contact to seek compliance.

On serious parking infractions, such as parking in a roadway or a handicapped parking space, Security may have the car towed or call local law enforcement to write a violation. Any time a parking violation is considered a security or safety threat the car is subject to immediate towing. Please help keep the parking under control by informing all employees of this policy.

SOLICITORS

The Galleria maintains a very strict "No Soliciting" policy. Salespersons are not authorized to make sales calls on Galleria property without a prior appointment with a specific tenant. Distribution of literature or sales pamphlets on automobiles, tenant spaces or person to person is prohibited on Galleria property.

If a solicitor enters your suite and you want them escorted from the building, you may call Security Operations and state, "*Your package is ready in suite ? of building ? ."* Security Operations will then know to send an officer to your suite to ask the solicitor to leave the premises. It is always helpful to relay a general description of the person in case they leave before an officer arrives. If the solicitors leave any printed materials, please provide them to the responding Security officer.

TENANT SERVICES

The following services are provided to Galleria tenants for their safety and convenience:

Escorts

Galleria Security officers are available to provide escorts to your car 24 hours a day, 7 days a week. Property Management strongly encourages you to take advantage of this service, especially during hours of darkness or when you are walking alone.

Flat Tire Assistance

Should you find a flat tire on your car, Galleria Security officers can use a portable compressor to pump up your tire enough to get you to a nearby repair station.

Jump Starts

Galleria Security officers are available to jump-start your car should you find that your battery is dead. Call Security Operations to have an officer dispatched to your car's location to attempt to start your vehicle with a portable battery pack. You will be required to sign a release form before this service can be performed.

Lock-outs

If you have the unfortunate experience of locking your keys in your car, please feel free to call Security Operations for assistance. You will be required to sign a release form before an officer attempts to open your car using a slim-jim tool. If at any point you change your mind, let the officer know and he will stop the attempt. If your car cannot be opened within fifteen minutes, the officer will suggest that you call a locksmith or a wrecker driver who is accustomed to opening many types of cars.

Lost and Found

Security Operations maintains a lost and found program for most items of value. We do not hold soiled clothing or car parts such as hubcaps. If an item is turned in to Security Operations that contains identifying information, an officer will attempt to reach you to let you know how the item can be claimed. To check to see if an item has been turned in, call Security Operations at (770) 955-6198 and ask them to check the log for you. You will need to be able to describe any item that does not contain your identification.

Property Pass System

Should your employees need to remove equipment/items of value from the building during security hours, we ask that you use the Property Pass Form (see Section 7 - Appendix), which allows Security Operations to keep track of your valuable equipment. The Property Pass Form is a three-part form that can be obtained at any lobby desk. Complete all sections of the form and ask the employee removing the equipment to stop by the lobby desk upon exiting the building. The officer will separate the form and provide a copy to the employee removing the property, a copy to the Tenant Contact, and a copy to Security Operations. Security officers have been instructed to stop persons attempting to remove items of value and request that they complete a Property Pass Form if they do not already have one.

Overnight Parking

For many reasons, Property Management prefers that neither cars nor personal property be left overnight on the premises. However, in the event that it is necessary Property Management will be as accommodating as possible.

Property Management does not assume responsibility for any damage or theft that may occur to your property. It is, however, helpful to be informed when a vehicle will be left in the parking deck overnight or for a period of days.

If you will be leaving your car in the Galleria parking decks overnight or during the weekend, please submit an Overnight Parking Form. This information will be used to notify Security Operations of the location of your vehicle and allow them to contact you in case there is a problem.

Speed Limits and Special Considerations

All common area roadways in the Galleria post a 20 or 25 mile per hour speed limit. This limit is set for the protection of the complex population in consideration of the heavy pedestrian traffic that is common to the site. Additionally, large delivery trucks, visitors unfamiliar with the complex, and service personnel such as landscapers and utility workers can create unexpected hazards that are best approached cautiously and at a safe speed. While speed bumps are not popular they must be used to slow traffic in critical areas. Please drive responsibly and obey the speed limits posted on the property.

Caution is advised in parking decks as well. Pedestrians are constantly walking through the area and should be given priority over a moving vehicle. Property Management encourages every driver to turn on their headlights for safety while driving through the decks. Courtesy and caution will help prevent accidents and injuries. Your cooperation is appreciated.

Vehicle Registration

When an access card is requested, there is a section of the Access Card Assignment Form that allows each cardholder to register their vehicle. On numerous occasions this has served the vehicle owner well, as it has allowed Security Operations to contact them with issues relating to their vehicles. Cars may be bumped or scraped by others when parking, roll out of parking spaces, leak gasoline or oil, develop flat tires, or have headlights left on. It simply makes sense to register your car with the accurate information to allow us to help you. If you do not have an access card, you can call Security Operations or stop by the lobby desk in your building and let them know you want to register any vehicles that you may bring to the complex.

BOMB THREAT REPORT FORM

Date: _____ Time: _____

EXACT WORDS OF PERSON MAKING THE CALL:

ASK THE CALLER THE FOLLOWING QUESTIONS:

1. When is the bomb going to explode? _____

2. Where is the bomb? _____

3. What kind of bomb is it? _____

4. What does it look like? _____

5. Why did you place the bomb? _____

ATTEMPT TO DETERMINE THE FOLLOWING (Check as appropriate) :

Sex of Caller: Male _____ Female _____ Approximate Age _____

Ethnic Background (if apparent): _____

Voice: Loud _____ Soft _____ High-Pitched _____ Deep _____
Intoxicated _____ Other _____

Accent: Local _____ Non-Local _____ Foreign _____ Region _____

Speech: Fast _____ Slow _____ Distinct _____ Distorted _____

Nasal _____ Slur _____ Lisp _____ Other _____

Language: Excellent _____ Good _____ Poor _____ Foul _____
Other _____

Manner: Calm _____ Angry _____ Rational _____

Irrational _____ Coherent _____ Incoherent _____

Deliberate _____ Emotional _____ Intoxicated _____

Other _____

BACKGROUND NOISES (Check as appropriate) :

Office Machines _____ Factory Machines _____ Airplanes _____ Trains _____

Street Traffic _____ Party Atmosphere _____ Voices _____ Animals _____

Mixed _____ Other _____

ADDITIONAL INFORMATION:

Receiving Telephone Number _____ Person Receiving Call _____

BOMB THREAT SEARCH PROCEDURES

The overwhelming majority of bomb threats are conveyed by means of a telephone call, although occasionally a threat may be received by a note, letter or package. Although the vast majority of bomb threats are hoaxes, each threat must be considered genuine when initially received. If a specific location has been identified, the Tenant Emergency Wardens may be asked to assist by searching their areas. A search of this nature can be accomplished easily and quickly since the Wardens will be familiar with their own environments.

The search must be conducted carefully and completely. Consideration must be given to how the device could have been brought into the building. Consequently, the open and public areas such as corridors, restrooms, elevator lobbies, utility closets, etc., should be searched first. Stairwells should be searched thoroughly since they serve as the primary exit route in emergency situations.

Since an explosive device can take many forms, the search must be made by someone familiar with the area that would be able to note something unusual or out of place. Therefore it is most important that the Tenant Emergency Wardens pay special attention to the normal signs and sounds of their work environment and that they are alert to unfamiliar faces in the area. In the event that Wardens are asked to assist in the search, this special knowledge will prove invaluable.

Property Management will search all common areas including stairwells, corridors, elevators, elevator lobbies, restrooms, janitors' closets, mechanical and electrical rooms, and construction areas. The Tenant Emergency Wardens may be asked to assist in a search of their suite only. It is important to be thorough and properly mark all areas searched and to keep Property Management advised of the status of the search.

SPECIFIC SEARCH GUIDELINES:

- Searchers should not smoke during the search.
- Two-way radio communication is prohibited during a search. Radios have been known to trigger electronic blasting caps.
- If a light is off in a room, DO NOT turn the light on. Use a flashlight or prop a door open to illuminate the area being searched.
- Upon entering a room, the searcher should first listen closely and quietly to identify any unusual background noises.
- A visual search should be conducted prior to beginning a physical search. Both visual and physical searches should be done in an organized fashion. The visual search should start at floor level and work first to waist level, then to eye level, ceiling level, and then above any false or suspended ceiling. The physical search should begin at the sides of the room and progress toward the center of the room.
- If evacuation is part of your plan, instruct personnel to remove all personal items brought into the building on that day as they evacuate.
- **IF A SUSPICIOUS OBJECT IS LOCATED DO NOT MOVE OR DISTURB IT IN ANY WAY. CONTACT SECURITY OPERATIONS IMMEDIATELY.**

- If a potential explosive device is located, do not assume that there are no others. The search should continue until all areas have been thoroughly examined.
- Once an area has been searched it should be marked with tape or chalk.

WHAT TO LOOK FOR:

An explosive device may appear as any innocent looking object, as the following examples indicate:

- Pieces of pipe with both ends capped
- Rubber hose
- Boxes (usually sealed)
- Lunch pails and/or Thermos jugs
- Bundles of clothing or rags
- Suitcases or attaché cases
- Strangely placed bottles or jars
- Metal cans
- Bulky envelopes

The following items should warrant further inspection if noted during a search:

- Disturbed dirt in potted plants
- Ceiling tiles that have been disturbed
- Torn furniture coverings
- Recently moved objects or furniture
- Suspicious persons loitering in area
- New construction areas
- Objects new to area (equipment, boxes, etc.)

WHERE TO LOOK:

An explosive device can be concealed anywhere. The following are examples of concealment locations:

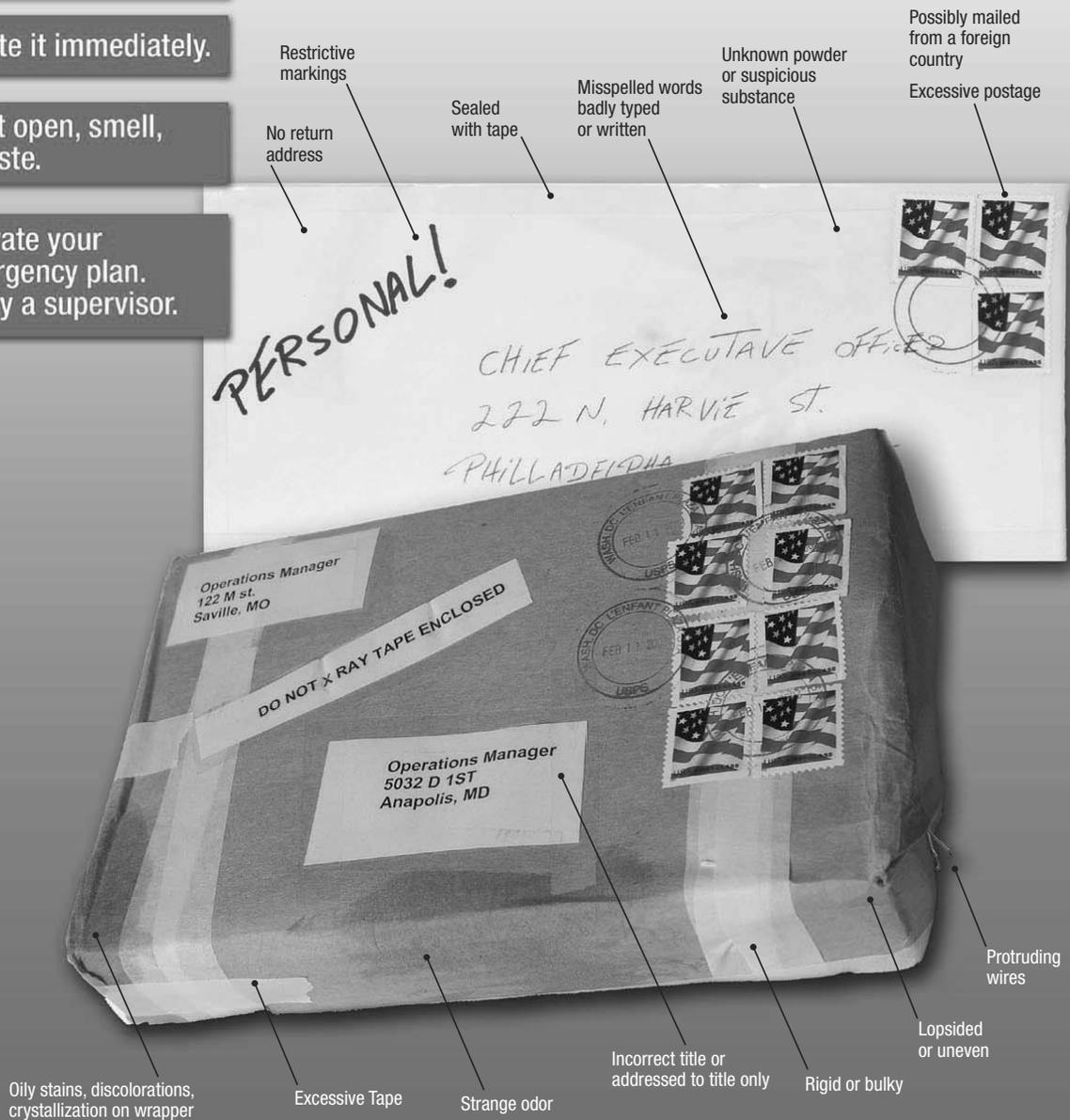
- Mailrooms
- Reception areas
- Stairwells
- Common area hallways
- Unsecured cabinets or closets
- Suspended ceilings
- Wastebaskets
- Potted plants
- Coat closets

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- **Call 911**
- Wash your hands with soap and water



ATLANTA GALLERIA

BUILDING ACCESS CARD REQUESTED

PARKING HANG TAG REQUESTED

- | | |
|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> GALLERIA 100 | <input type="checkbox"/> GALLERIA 400 |
| <input type="checkbox"/> GALLERIA 200 | <input type="checkbox"/> GALLERIA 600 |
| <input type="checkbox"/> GALLERIA 300 | |

Company Name: _____ **Suite Number:** _____

Employee Name: _____
last first middle initial

Work Phone: _____ **Mobile Phone:** _____

Vehicle Information:

tag # / state / make / model / color

tag # / state / make / model / color

SELECT ONE OF THE FOLLOWING (To be completed by Tenant Contact ONLY):

- 1. 7 days a week, 24 hours a day
- 2. Monday - Friday, 24 hours a day
- 3. Monday - Saturday, 24 hours a day
- 4. Monday - Friday, 7 p.m. to 12 midnight
- 5. Saturday and Sunday, 7 a.m. to 12 midnight

Is this employee also authorized for Holiday access? YES NO

Is this access card: (check one)

- | | |
|---|---|
| <input type="checkbox"/> NEW CARD | <input type="checkbox"/> LOST/STOLEN – CARD # _____ |
| <input type="checkbox"/> REISSUE - CARD # _____ | <input type="checkbox"/> TERMINATED – CARD # _____ |

Tenant Contact Signature: _____ **Date:** _____

FOR SECURITY USE ONLY:

Revised 7/17

<i>Card #:</i> _____
<i>Time Zone:</i> _____
<i>Access Level:</i> _____
<i>Date Issued:</i> _____

**PLEASE FAX COMPLETED FORM TO GALLERIA SECURITY AT (770) 859-1285
OR EMAIL TO BOBBIE.JOHNSON@CHILDRESSKLEIN.COM**

GALLERIA PROPERTY PASS

GOOD THIS
DATE ONLY _____

EMPLOYEE/VENDOR NAME				
PROPERTY REMOVED FROM	COMPANY	BUILDING	SUITE #	NO. OF PACKAGES OR ARTICLES
TYPE OF PROPERTY		<input type="checkbox"/> Computer/Supplies <input type="checkbox"/> Personal property <input type="checkbox"/> Property to be returned <input type="checkbox"/> Property NOT to be returned		
<input type="checkbox"/> Blueprints, tracings, manuals <input type="checkbox"/> Maintenance Supplies <input type="checkbox"/> Office Equipment				
GIVE FULL DESCRIPTION AND REASON FOR REMOVAL—USE REVERSE SIDE IF NECESSARY				
DESCRIPTION			SERIAL NO.	
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____
5.	_____	_____	_____	_____
EMPLOYEE/VENDOR SIGNATURE			AUTHORIZER/OFFICER	

WHITE—SECURITY

YELLOW—TENANT

PINK—RECEIPT

GALLERIA OVERNIGHT PARKING FORM

Although Galleria Property Management prefers that neither vehicles nor personal property be left on the premises overnight, we understand that it is occasionally necessary to do so. Childress Klein will be as accommodating as possible.

Though we provide security to the Galleria, we do not assume responsibility for any damage or theft which may occur to your property. It is, however, very helpful for us to be informed when a vehicle will be left in the parking deck overnight or for a period of days.

If you will be leaving your vehicle in one of the Galleria parking decks overnight or during the weekend, please fill out the following information and sign below. ****If you intend to leave your vehicle for an extended period of time, (three or more days) you will need prior approval from Security Management.** This information will alert Security of your vehicle; however, neither Childress Klein nor Security assumes liability for your vehicle. By signing below you are indemnifying Childress Klein and AlliedBarton Security Services from any claims or demands of whatever nature which may arise from leaving your vehicle or personal property on the premise, waive any rights you may have against these Entities, and covenant not to sue the Entities for any damages allegedly resulting there from:

BUILDING: **PARKING LEVEL:** (Circle the Building # and the Parking level where you'll be parked)

100			3	4	West Lot				(4 is the top level)
200	A	B	C	D	E	F	G		(A is top – G is bottom)
300	A	B	C	D	E	F	G		(A is top – G is bottom)
400	A1	A	B	C	D	E	F		(A1 is top– F is bottom)
600	1	2	3	4					(1 is bottom – 4 is top)
700/INPO	A	B	C	D					(A is bottom – D is top)

DATE TO BE LEFT: _____ DATE TO BE RETRIEVED: _____

****If vehicle is to be parked for three or more days, approval was granted by:** _____

VEHICLE MAKE: _____ MODEL: _____ COLOR: _____

TAG # _____ STATE: _____ OWNER'S NAME: _____
(PLEASE PRINT OWNER'S NAME)

PHONE NUMBER: _____ EMPLOYED BY: _____
(PLEASE PRINT COMPANY NAME)

VEHICLE OWNER'S SIGNATURE: _____

Is the vehicle owner a late night / overnight worker who regularly parks here overnight?
YES or NO (CIRCLE ONE)

CONTACT PERSON **WHO WILL HAVE CAR KEYS** IN CASE OF EMERGENCY:

NAME: _____ PHONE NUMBER: _____

Please fax the completed form to: GALLERIA SECURITY OPERATIONS AT 770-859-1285

Officer completing or receiving this form: (PRINT NAME) _____