



Tenant Response Emergency Information

FIRES

1. If you detect the odor of something burning, but see no smoke or flame, call the Property Management Office at 770-541-6300. Building personnel will investigate immediately to determine if fire department assistance is necessary.
2. If a small blaze is discovered, use the fire extinguisher while someone calls the Property Management Office at 770- 541-6300. If using an extinguisher, stand between the fire and an exit.
3. If the size and/or location of a fire is not immediately detectable, or if there is a visible flame which is too much for a fire extinguisher to handle, pull the fire alarm. The alarm system will begin to sound.
4. The fire alarm system generates a varying whoop tone from speakers located throughout the building, along with a verbal announcement stating, "An emergency exists on your floor. Please exit immediately." The alarm will only sound on three (3) floors; the floor where the alarm is activated, one floor above and one floor below. Magnetically held open doors will automatically close.
5. **REMAIN IN YOUR WORK AREA AND KEEP CALM.** Await instructions from the RiverEdge Summit Staff over the public address system or from your Tenant Wardens. If the fire is small and easily controlled, or a false alarm, the alarm will be silenced and an announcement will be made.
6. **IF EVACUATION IS NECESSARY**, you will be notified via the public address system and/or by Tenant Wardens. If this occurs, proceed to the nearest stairwell exit. Walk all the way down to the Lobby and exit the building.
7. Do not use the elevators. They may have been recalled to the Lobby automatically.
8. Remove high heel shoes. Hold handrails and **WALK** to the Lobby. Please walk in the handrail side of the stairwell.



9. Persons unable to walk down the stairs should wait in the stairwell. Advise Fire Department personnel of their location.

10. Leave the building area immediately so as not to interfere with the Fire Department. Go to your company's pre-designated rendezvous location. Be sure to check in with your company's representative.

11. Do not attempt to remove your automobile from the parking areas.

NOTE: The Property Management Office conducts annual Fire Drills. This procedure keeps the building Tenants adequately rehearsed in the case of an actual emergency. All building occupants are expected to participate in the annual Fire Drill unless prior written authorization from the Property Manager has been received.



Tenant Response Emergency Information

BOMB THREATS – STANDARD OPERATING PROCEDURE

It has been clearly proven that the vast majority of these types of calls are false alarms, meant only to disturb or disrupt the normal work of a person or company. **However, at no time should any call be regarded as a false alarm.** In most situations, Property Management will not make the decision to evacuate the building as a result of a bomb threat; that decision will be left to the discretion of each Tenant. However, there may be situations where the Safety Director orders the evacuation of the building.

PHONED IN BOMB THREAT:

A calm response is of utmost importance should you receive a bomb threat. When a call is received, there are several things to do.

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message. If possible, record the entire message or have someone pick up another extension to listen in to the call.
2. Utilizing the *Bomb Threat Checklist*, obtain as much information from the caller as possible:
 - a) LOCATION of the bomb
 - b) TIME of detonation
 - c) OUTSIDE APPEARANCE or DESCRIPTION of the bomb
 - d) REASON for planting the bomb
3. Tell the caller the building is occupied and it might cause the death of innocent people.
4. Listen for background noises that might help in determining where the call was made.



5. Listen closely to the voice of the caller (i.e., male or female, young or old, quality, accents or speech impediments, etc.) that might help in determining who made the call.
6. At the conclusion of the call, DO NOT hang up the phone, as the local Phone Company may be able to trace the call.
7. IMMEDIATELY call the Property Management Office at 770-541-6300, giving as much of the following information as possible:
 - a) Your name
 - b) Your location and phone number
 - c) Name of the initial recipient of the threat
 - d) Name of anyone listening in to the threat
 - e) Name of person or company threatened by the caller
 - f) TIME the bomb is supposed to explode
 - g) Exact LOCATION where the bomb has been placed
 - h) OUTSIDE APPEARANCE or DESCRIPTION of the bomb
 - i) REASON given for placing the bomb at this location
 - j) Time call was received
8. Notify your Tenant Warden about the bomb threat call and follow their instructions.

WRITTEN BOMB THREAT:

When a written threat is received, there are several things to do.

1. **IMMEDIATELY** call the Property Management Office at 770- 541-6300.
2. Save all materials, including any envelope or container.
3. Avoid further unnecessary handling, as every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postal marks.



4. Notify your Tenant Warden about the written bomb threat and follow their instructions.

AREA CHECK:

1. If time permits, the department head, supervisor, or office manager should direct a search of the area within his/her responsibility. Particular note should be made of objects, packages, or other items not belonging in the area. Each company is responsible for checking their areas. Should authorities be called out, each Tenant will be responsible for escorting such authorities through their respective space.
2. The RiverEdge Summit Staff will be responsible for searching all public areas, restrooms, electrical and mechanical closets, etc.
3. If a suspect object is located, do not handle or move it. Notify the Property Management Office at 770- 541-6300 and give an accurate description and location of the object.

EVACUATION:

After all designated Tenant Wardens have been notified that a bomb threat has been received, the decision whether or not to evacuate will be left up to these individuals. For that reason, a current list of Tenant Wardens, Deputy Wardens, other representatives, and emergency phone numbers is of the utmost importance and will be kept on file in the Property Management Office.

If Property Management makes the decision to evacuate the building, the RiverEdge Summit Staff will notify occupants of the emergency and necessary evacuation via the building's public address system.



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BOMB THREAT CHECKLIST

Date Call Received: _____

Time Call Received: _____

Time Call Terminated: _____

Time Call Reported: _____

Phone Number/Line Call Was Received On: _____

Name of Person Receiving Call: _____

Company Name/Phone Number of Person Who Received Call: _____

EXACT Words of Caller _____

Which Building and/or Company Was Call Directed To? _____

Did Caller Indicate Knowledge of the Facility? _____



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QUESTIONS TO ASK CALLER

1. Where is the bomb (floor/area)? _____
2. When will the bomb explode? _____
3. What kind of bomb is it? _____
4. What does the bomb look like? _____
5. What is your name/name of organization representing? _____
6. Where are you calling from? _____
7. Why did you place the bomb? _____

VOICE OF CALLER

- | | | | |
|--------------|-------|------------------|-------|
| Male | _____ | Female | _____ |
| Child | _____ | Adult | _____ |
| Ethnic Group | _____ | Unknown/Familiar | _____ |

MOOD/SPEECH OF CALLER

- | | | | |
|--------------|-------|--------------|-------|
| Calm | _____ | Normal | _____ |
| Angry | _____ | Stutter/Lisp | _____ |
| Excited | _____ | Slurred | _____ |
| Nervous | _____ | Accent | _____ |
| Soft/Whisper | _____ | Disguised | _____ |

Describe any BACKGROUND NOISES: _____

Additional Comments: _____



Tenant Response Emergency Information

MEDICAL EMERGENCIES

Should a medical emergency arise, contact 911 regarding the emergency. Notify Property Management at **770-541-6300** immediately thereafter and provide the following information:

1. Nature of the medical emergency.
2. Exact location and name of the sick or injured person.
3. Has an ambulance or doctor been notified?
 - a) If not, the Property Management Office will contact an ambulance service and make ready their entrance into the building.
 - b) If the sick or injured person requests you call their doctor, please do so, and notify the Property Management Office so assistance can be given to the doctor when entering the building.
 - c) If the sick or injured person is to be sent to a hospital, try to send a friend or fellow employee along to comfort the person and help him/her at the hospital until a relative arrives.



Tenant Response Emergency Information

ELEVATORS

MINOR PROBLEMS:

In the event of a minor problem with one of the elevators, such as the elevator not meeting level with the floor, or lights burned out, please contact the Property Management Office at 770-541-6300.

ENTRAPMENT:

In the event you are in an elevator that stops between floors, or if the doors will not open, do not attempt to force the doors open. The elevators are equipped with numerous safety devices that prohibit them from failing under emergency conditions. **Under no circumstance should you attempt to exit the elevator car except through the doors that have opened level with a floor.** All elevators are equipped with an emergency intercom that provides direct communication to the elevator maintenance company. Be sure to advise the representative of the nature of the problem (i.e., which building you are in, which elevator you are on, which floor the cab is located, etc.) and he/she will immediately summon elevator personnel to assist you.

MALFUNCTIONING ELEVATOR:

If you observe an elevator malfunctioning, call the Property Management Office at 770-541-6300, giving your name, telephone number, employer and a description of the malfunction (i.e., which building the elevator is in, which elevator is malfunctioning, which floor the cab is located on, etc.). The Property Management Office will contact elevator repair personnel. A diagram of the elevator numbering system is attached to assist you in reporting any malfunctions you may detect.

ELEVATOR DOORS:

Light sensors automatically detect persons or objects in the elevator doorway. The "door open" button will also keep the doors open. **DO NOT** hold or prop the doors open as this can cause the elevator to malfunction.

EMERGENCIES:

Elevators should not be used for emergency or fire evacuation. Use stairwells only unless otherwise instructed. During alarm conditions, all elevators may automatically return to the Lobby and shut down. In the event of a power interruption to the building, the elevators will automatically convert to emergency power and one at a time be lowered to the Lobby where the doors will open.



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OTHER EMERGENCIES

ELECTRIC POWER OUTAGE:

RiverEdge Summit is equipped with an emergency generating system that will power certain building systems during a power outage. These systems include all fire alarm and life safety systems, limited emergency lighting on each floor and one elevator in each bank. Should a power outage occur, stay where you are and await instructions from the RiverEdge Summit Staff via the public address system. If in immediate danger, use emergency stairwell exits.

TORNADOES OR FUNNEL CLOUDS:

In most cases, advance warning in the event of a tornado is not likely. Therefore, if a tornado is sighted approaching the building, notify the Property Management Office at (770) 541-6300 and move toward core area rooms, including restrooms and building stairwells. Close office doors as you exit. The greatest danger will be that of flying glass and objects; therefore, attempt to locate where the maximum numbers of walls are between you and the exterior of the building.

SEVERE WEATHER:

When a severe weather warning is sounded in the area, instructions may be broadcast over the public address system, or by telephone to your company. Move away from all windows, close office doors and blinds and stand in an interior hallway. Follow any instructions broadcast over the public address system or from your Tenant Warden.

INCLEMENT WEATHER:

When inclement weather (ice and snow) affects RiverEdge Summit's property, contracted services representatives will arrive as quickly as possible to clear the surface parking lot and walkways. If you are not sure if your company will be open for business, you will need to contact your Tenant Representative. Should the weather become severe, follow any instructions broadcast over the public address system or from your Tenant Representative.



EARTHQUAKE:

When an earthquake occurs, the ground shakes noticeably for a relatively short time, perhaps only a few seconds or as long as a minute. Seek safety where you are when the earthquake occurs (e.g., get under a desk or table, or stand in an interior doorway or in the corner of a room), and then leave calmly if evacuation is necessary.

CIVIL DISTURBANCES:

Should a civil disturbance involve your company or work area, notify the Property Management Office at (770) 541-6300. Lock your doors and secure any cash and sensitive records. Report any suspicious objects or materials to the Property Management Office. Evacuate the floor, if necessary, and move to a safe location. Be alert for any suspect person in your area. Report them to the Property Management Office. If a civil disturbance occurs after business hours, contact the Security Officer on duty at (404) 397-6809. Do not leave the building if it is not safe to do so.

CRIME:

Should a crime occur, notify the Property Management Office at (770) 541-6300 during regular business hours. Contact the Security Officer on duty at (404) 397-6809. RiverEdge Summit Security will respond to the report of a crime or suspicious person and begin an initial investigation. In cases of criminal activity, Property Management will contact the Sandy Springs City Police Department.

SOLICITATION:

Solicitation is not permitted on the property. Please notify Property Management at (770) 541-6300 if approached by a solicitor. If approached by a solicitor after regular business hours, please contact the Security Officer on duty at (404) 397-6809.



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PROPERTY MANAGEMENT

EMERGENCY CONTACT LIST

Senior Property Manager	Mike Laney	404-668-9197 (cell)
Assistant Property Manager	Tania Cardoza	404-423-1932 (cell)
Chief Engineer	Gary Verheyen	404-397-6079 (cell)
Engineer	Roman Belik	404-456-5776 (cell)



TENANT FLOOR WARDENS

Please designate individuals in your office as Tenant Floor Wardens. These individuals should be in the office during the day and available to assist the Floor Wardens and your employees in the event of a building emergency.

Tenant Floor Warden Phone Number Building Floor

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ASSISTANT FLOOR WARDENS

Please designate individuals in your office as Assistant Floor Wardens. These individuals should be in the office during the day and available to assist the Floor Wardens and your employees in the event of a building emergency.

Assistant Floor Warden Phone Number Building Floor

Assistant Floor Warden Phone Number Building Floor

Assistant Floor Warden Phone Number Building Floor

Assistant Floor Warden Phone Number Building Floor

Assistant Floor Warden Phone Number Building Floor

Assistant Floor Warden Phone Number Building Floor



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_____	_____	_____	_____
Assistant Floor Warden	Phone Number	Building	Floor
_____	_____	_____	_____
Assistant Floor Warden	Phone Number	Building	Floor
_____	_____	_____	_____
Assistant Floor Warden	Phone Number	Building	Floor
_____	_____	_____	_____
Assistant Floor Warden	Phone Number	Building	Floor



PERSONS WITH DISABILITIES

Please list any persons with physical disabilities that will require special attention in the event of a building emergency. This list will be kept in the strictest of confidence and only made available to rescue workers.

Company Name _____

_____	_____	_____	_____
Employee Name	Building	Floor	Location

_____	_____	_____	_____
Employee Name	Building	Floor	Location

_____	_____	_____	_____
Employee Name	Building	Floor	Location

_____	_____	_____	_____
Employee Name	Building	Floor	Location

_____	_____	_____	_____
Employee Name	Building	Floor	Location



_____	_____	_____	_____
Employee Name	Building	Floor	Location
_____	_____	_____	_____
Employee Name	Building	Floor	Location
_____	_____	_____	_____
Employee Name	Building	Floor	Location
_____	_____	_____	_____
Employee Name	Building	Floor	Location
_____	_____	_____	_____
Employee Name	Building	Floor	Location



HANDICAP AIDES

Please designate individuals in your office as Handicap Aides. These individuals should be in the office during the day and available to assist physically disabled persons in the event of a building emergency.

_____	_____	_____	_____
Handicap Aides	Phone Number	Building	Floor

_____	_____	_____	_____
Handicap Aides	Phone Number	Building	Floor

_____	_____	_____	_____
Handicap Aides	Phone Number	Building	Floor

_____	_____	_____	_____
Handicap Aides	Phone Number	Building	Floor

_____	_____	_____	_____
Handicap Aides	Phone Number	Building	Floor

_____	_____	_____	_____
Handicap Aides	Phone Number	Building	Floor



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Handicap Aides	Phone Number	Building	Floor
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Handicap Aides	Phone Number	Building	Floor
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Handicap Aides	Phone Number	Building	Floor
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Handicap Aides	Phone Number	Building	Floor
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Tenant Response Emergency Information

EVACUATION DIAGRAM **and** **FLOOR PLANS**

(See Attached)



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