

OCCUPANT EMERGENCY GUIDE



Sherrill Building

13510 Ballantyne Corporate Place
Charlotte, North Carolina
28277-2706



Emergency Procedures for Building Occupants

The instructions offered in this publication are consistent with, and part of, an overall plan that is currently in effect in this building. Your continued support in this program is greatly appreciated.

Please take a moment to place the booklet in a convenient and visible location, as a quick reference or for use in case of emergencies.

REMEMBER: This booklet is a quick reference guide. For detailed information on Persons Needing Assistance, Locations of Emergency Exits, Fire Extinguishers, Fire Alarm Pull Devices and other emergency / safety procedures contact your floor Emergency Representative. Now is the time to plan not after an emergency happens!

Please refer any questions about the enclosed information and / or your facility's plan to the Building Management Office.

Contact Information

Emergency Contacts:	Follow 9-1-1 Protocol
Building Security:	704-919-4100
Building Management Office:	704-887-4715
Engineering:	704-887-4718

Note: Please contact Building Security for localized non-life threatening emergencies such as burst water pipes, clogged drains or isolated power outages.

9-1-1 Protocol

- Call 911 or 9-911 (based on your phone system) from a safe phone
- Whenever you have to call 911 or 9-911, you should always provide the following information:
 - Building address:
13510 Ballantyne Corporate Place, Charlotte, North Carolina, 28277-2706
 - Nearest known Cross Streets:
On the north side of Ballantyne Corporate Place, west of the Johnston Road overpass.
 - Location within the Building:
Floor #: _____
Suite #: _____
 - Nature of the emergency
 - Your call-back #
- Follow dispatcher's instructions. Be prepared to provide additional information on injured person / persons.
- Remain on the phone until dispatched hangs up.
- Simultaneously to the 911 call have someone call Building Security to inform them of the emergency & location.
- Security will expedite emergency personnel to your location

Using a Fire Extinguisher

IMPORTANT

The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process.

The fire extinguisher is not there to empower untrained individuals to become firefighters. It is highly recommended that you take a hands-on fire extinguisher training program prior to using a fire extinguisher.

Prior to using a fire extinguisher make sure the Fire Department is notified and ensure you have your back to an exit. Fire extinguishers only work on small fires. Contact your emergency representative to set-up fire extinguisher training.

Before Using a Fire Extinguisher

- Activate the fire alarm to evacuate the building and follow the **9-1-1 Protocol**.
- Ensure you have an available evacuation route.
- Advise someone that you are going to try using the fire extinguisher. (Buddy System)
- Check that you are using the right fire extinguisher for the type of fire. (**A** – Ordinary Solid Materials / **B** – Flammable Liquids / **C** – Electrical Fire / **D** – Combustible Metals)

If the fire is still small and not spreading,

ONLY THEN

Use the P.A.S.S. Technique outlined below.

PULL Pull the pin. This will break the tamper seal.

AIM Aim low. Point the hose a few inches in front of the base of the fire. If you're right-handed, hold the extinguisher in your left hand and the end of the hose in your right. This will give you better control of the discharge path.

CAUTION Do not touch the discharge horn of a CO₂ extinguisher as the CO₂ can damage your skin.

SQUEEZE Squeeze the handle to release the extinguishing agent.

SWEEP Sweep from side to side as you aim the discharge path from the bottom of the fire to the top and back again until the fire appears to be out, then evacuate the area immediately.

NOTE

You have approximately 10 seconds to knock the fire down once you begin to discharge the extinguishing agent. If you are unable to knock the fire down enough to allow you to evacuate, defend-in-place as described at the bottom of the next page.

Instructions to Occupants – Fire Procedures

If you discover a fire:

- 1) Get people out of immediate danger and close the door to the room or area.
- 2) Activate the red alarm pull station and follow the **9-1-1 Protocol**.
- 3) Notify the occupants in your floor area, and vacate the floor area via the nearest safe exit or stairwell. **DO NOT USE THE ELEVATORS.**
- 4) Report to Emergency Personnel and inform them of any details concerning the fire. If no Emergency Personnel are available, report to **the 2nd Floor entrance lobby** and pass those details along to Building Security and / or the Fire Department.

If a person is on fire
STOP – DROP – COVER FACE – ROLL
Smother fire by wrapping person in heavy fabric, e.g., coat, rug, curtain.
Do not run while on fire – running fans the fire.

At the sound of a fire alarm:

- 1) All employees and visitors should follow instructions of Emergency Personnel and immediately proceed to the nearest fire exit stairwell. Move away from the building to avoid falling debris and to allow Fire Department access. Proceed to Assembly Area (north of the building along the north side of the parking lot) as per the **Fire Evacuation Plan** map and / or as directed by Building Staff or Fire Department.
- 2) Walk. Do not run. Shut all doors behind you and proceed along corridors and in stairwells in a quiet, orderly manner. Do not push or jostle. If you encounter heavy smoke, keep low (crawl). Use the wall to guide you to the nearest exit. If smoke is heavily concentrated in the exit, do not attempt to exit by that means of egress. Proceed to an alternate exit.
- 3) **DO NOT GO BACK INTO THE BUILDING FOR ANY REASON UNTIL THE FIRE DEPARTMENT HAS GIVEN PERMISSION TO DO SO.**

If unable to safely reach an exit (defend-in-place):

- 1) Stay low to avoid breathing in smoke and toxic gases.
- 2) Retreat into a closed office space.
- 3) Close all doors and other openings.
- 4) Place clothing, paper or other soft material in gaps around closed doors.
- 5) Wet clothing, paper or other soft material with any non-flammable liquid available.
- 6) If a telephone is available, follow the **9-1-1 Protocol**.
- 7) If in an office with a window and materials are available, make a large 'HELP' sign. Include your suite and floor number. Hold the sign up to a window that faces the street.
- 8) Do not break the windows as this will draw smoke and gas into the room.
- 9) Remain calm; each partition and standard door provides a barrier against fire.

EMERGENCY EVACUATION REQUIREMENTS FOR PERSONS REQUIRING ASSISTANCE TO EVACUATE ARE ADDRESSED BY EMERGENCY STAFF IN THIS BUILDING.

Instructions to Occupants – Medical Emergency Procedures

In the event of a medical emergency at Sherrill Building, office building occupants shall react in the following manner:

- 1) Follow the **9-1-1 Protocol**.
- 2) Assist the victim and give first aid if properly trained.
- 3) Keep the victim warm and comfortable.
- 4) Building Security will expedite emergency personnel to your location.

Instructions to Occupants – Earthquake Procedures

In the event of an earthquake at Sherrill Building, office building occupants shall react in the following manner:

- 1) During the shaking **DROP – COVER – HOLD**. Protect yourself by *dropping* to the floor and taking *cover* under a desk, sturdy table or other piece of furniture. **Hold** on to whatever you are under. If taking cover under a sturdy piece of furniture is not possible, get into a corner and facing out, bring your knees and hands up to protect yourself. Stay away (and face away) from windows (**do not stand in a doorway because you are more exposed to flying debris**). Stay away from anything that can shatter or fall on you (light fixtures, bookshelves, etc.). If possible, predetermine a safe location in which to take cover, prior to an earthquake.
- 2) Do not leave cover until shaking has completely stopped.
- 3) After a major shock, Emergency Personnel will direct you when and where to evacuate (a relocation to another internal portion of the building) (normally to the lowest safe floor in the office building). **REMEMBER, additional shocks or tremors may occur.**
- 4) If required to evacuate, proceed to the designated recommended assembly area outside as directed by Emergency Personnel.

If you are a person requiring assistance to evacuate, remain in your permanent work location and wait for your assigned Assistance Monitor.

- 5) If fire occurs, activate the nearest fire alarm pull station (as the system may still be functional) and follow procedures outlined in the previous 'If you discover a fire' section except that you should congregate outside in an area as directed by Emergency Personnel.
- 6) If you are forced out of the building by a fire or other hazardous event, remain calm. Do not run outdoors. Watch for falling debris and electrical wires when leaving the office building.
- 7) If qualified, render first aid. If not qualified, assist those rendering or requiring first aid.
- 8) Report any missing persons to Emergency Personnel, as they will relay information to building staff and the authorities.
- 9) Telephones are to be reserved for emergency use only.

Instructions to Occupants – Tornado Procedures

In the event of a tornado at Sherrill Building, office building occupants shall react in the following manner:

- 1) If prior warning of a tornado is made, the safest place to evacuate to (a relocation to another internal portion of the building) is inside an exit stairwell or toward the center of the building, away from exterior walls and windows. If you cannot get to a stairwell, protect yourself by taking cover under a desk, sturdy table or other piece of furniture. Hold on to whatever you are under. If taking cover under a sturdy piece of furniture is not possible, crouch inside a closet or against a sturdy interior wall and facing out, bring your knees and hands up to protect yourself. Stay away (and face away) from windows. Stay away from anything that can shatter or fall on you (light fixtures, bookshelves, etc.). If possible, predetermine a safe location in which to take cover, prior to a tornado.
- 2) Do not leave cover until the tornado has passed and an announcement has been heard stating that it is safe to do so.
- 3) After a major tornado, evacuate the office building if so directed by Emergency Personnel.
- 4) Keep calm. Do not run outdoors. Watch for falling debris or electrical wires when leaving the office building.
- 5) If required to evacuate, proceed to the designated recommended assembly area outside as directed by Emergency Personnel.

If you are a person requiring assistance to evacuate, remain in your permanent work location and wait for your assigned Assistance Monitor.

- 6) If fire occurs, activate the nearest fire alarm pull station (as the system may still be functional) and follow procedures outlined in the previous 'If you discover a fire' section.
- 7) If qualified, render first aid. If not qualified, assist those rendering or requiring first aid.
- 8) Report any missing persons to Emergency Personnel, as they will relay information to building staff and the authorities.
- 9) Telephones are to be reserved for emergency use only.

Instructions to Occupants – Hurricane Procedures

In the event of a hurricane at Sherrill Building, office building occupants shall react in the following manner:

- 1) In the event of a Hurricane Watch, back up all critical data on media that you can take with you.
- 2) Make sure you have the necessary supplies to prepare your office equipment for possible wind and water damage, such as large, thick plastic bags and fasteners; self-adhesive multi-colored dots or tape to label equipment and cables that you may need to disconnect; and sufficient media to perform backups.
- 3) If the Hurricane Watch is upgraded to a warning, make sure your backup media is secured and ready to be taken to an off-site location.
- 4) Power down all electrical equipment such as computers, monitors, printers, speakers, etc.
- 5) Move equipment away from windows or areas prone to water or wind damage. If you need to disconnect components in order to move your computer, you may want to use colored dots or tape to color code the cables and their respective ports.
- 6) Place equipment, manuals and other media in plastic bags and fasten.
- 7) Store equipment in the highest possible locations in interior rooms. If your office is on the ground floor of the building, raise your equipment off the floor by placing it on pallets or by some other means.
- 8) Get a portable AM/FM radio if available and turn to local news station to monitor conditions.
- 9) Gather up flashlights and turn them over to Emergency Personnel.
- 10) Follow the instructions of Emergency Personnel.
- 11) If required to leave your floor space, use the stairwells and not the elevators, in case of a power failure.
- 12) If road conditions are such that it would be dangerous to travel, make arrangements to stay at a local hotel. If necessary, be prepared to ride out the storm in the building, at the discretion of building management.
- 13) Keep telephone conversations to a minimum when advising family of your location and intentions for dealing with the storm.
- 14) Maintain a safe distance from windows and any unsecured objects.
- 15) If windows break or it becomes evident that they will break due to high wind velocities, proceed to a safe location within the building.
- 16) Notify Emergency Personnel of any damage and / or personal injuries.

Instructions to Occupants – Flood or Water Leakage Procedures

In the event of a flood watch at Sherrill Building, office building occupants shall react in the following manner:

- 1) In the event of a flood watch, back up all critical data on media that you can take with you.
- 2) Make sure you have the necessary supplies to prepare your office equipment for possible water damage, such as large, thick plastic bags and fasteners; self-adhesive multi-colored dots or tape to label equipment and cables that you may need to disconnect; and sufficient media to perform backups.
- 3) If the flood watch is upgraded to a warning, make sure your backup media is secured and ready to be taken to an off-site location.
- 4) Turn off your computers, monitors, printers, speakers, etc.
- 5) Move equipment away from windows, doors or areas prone to water damage. If you need to disconnect components in order to move your computer, you may want to use colored dots or tape to color code the cables and their respective ports.
- 6) Place equipment, manuals and other media in plastic bags and fasten.
- 7) Store equipment in the highest possible locations in interior rooms. If your office is on the ground floor of the building, raise your equipment off the floor by placing it on pallets or by some other means. Consider moving the equipment to a higher floor if possible.

In the event of burst pipes or clogged drains that cause flooding or water leakage at Sherrill Building, office building occupants shall react in the following manner:

- 1) Call Building Security at 704-919-4100 and advise them of the exact location and severity of the leak. They will dispatch an engineer to your location.
- 2) If there are electrical appliances or outlets near the leak, there may be the potential hazard of electrical shock. If there is any possible danger, evacuate the area immediately.
- 3) If you know the source of the leak and are confident you can stop it by turning off a faucet or unclogging the drain, do so.
- 4) Notify your supervisor and be prepared to help in protecting property, records and equipment as requested by your management.

Instructions to Occupants – Bomb Threat Procedures

In the event that office building occupants receive a bomb threat at Sherrill Building, they shall react in the following manner:

- 1) Do not hang up the phone – the telephone company may be able to trace the call even if the other party hangs up.
- 2) Record all information on the threat on the chart below.
- 3) Report the incident to Building Security at 704-919-4100 **without delay**.
- 4) Do not discuss with others as unwarranted panic may result.
- 5) Do not touch any suspicious objects.

Identifying Characteristics to Remember:

- Gender
- Estimated age
- Accent (English, Spanish, etc.)
- Voice (loud, soft, etc.)
- Diction (good, nasal, lisp, etc.)
- Manner (calm, emotional, vulgar, etc.)
- Background noises
- Voice was familiar
- Caller was familiar with area

Ask these Questions – Record the Answers:

- What time will the bomb explode? _____
- Where is it? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- What does it look like? _____
- Where are you calling from? _____
- Why did you place the bomb? _____
- What is your name? _____

Instructions to Occupants – Suspicious Package Procedures

In the event that office building occupants discover a suspicious package in Sherrill Building, they shall react in the following manner:

- 1) Record all information about the suspicious package on the following suspicious package report.
- 2) DO NOT open or touch the suspicious package. If you have opened or touched the package already, avoid touching anything else, especially your face. WASH your hands with soap and water immediately.
- 3) Notify your supervisor or manager. Your supervisor or manager may call Building Security or 911 and inform them of the situation.
- 4) Ensure that all nonessential people are kept at a safe distance from the suspicious package. Await instructions from Emergency Personnel.

REASON FOR REPORT:

- Unexpected delivery.
- Packages misaddressed or sent to a generic title (e.g., "The CEO") instead of an individual's name.
- Unusual or unexpected point of origin.
- Unusually restrictive markings (e.g., "rush", "do not delay delivery")
- Excessive stamp postage as opposed to metered postage.
- Blurred or missing postal stamp cancellation marks.
- Unrecognizable or no return address or one that is obviously wrong.
- Cut & paste lettering, improvised labels, obviously disguised scripts, homemade labels, poor typing, poor handwriting or spelling.
- Excessive size, weight or thickness of package or envelope.
- Unbalanced or lopsided letters and parcels.
- Discoloration in the packaging caused by some sort of leak.
- Oily or greasy stains on packaging.
- Unusual odors such as almond, marzipan, machine oil or excessive perfume used to mask other smells.
- Noise of ticking, sloshing or buzzing.
- Feel of springiness or unusual stiffeners.
- Metallic components, wires, batteries or loose contents in letters.
- Holes, protruding wire, string or metal foil.
- Excessive wrapping, tape, staples or string.
- People unconscious or obviously ill.
- Packages found near a ventilation system.
- Packages wrapped using string or filament tape and having only one way to open them.

INCIDENT LOCATION:

Address: _____

City: _____

State: _____

TEMPERATURE OF THE PACKAGE:

Hot	Warm
Cool	Cold

ODOR:

None	Irritating
Garlic / Horseradish	Changing
Sweet	Pepper
Almond / Peach	Forest
Fruity	Flowery
New Mown Hay	Rotten Eggs
Other: _____	

VISIBLE EMISSION:

Smoke	Mist
Changing	

UNEXPLAINED SYMPTOMS:

None	Chest Tightness
Skin Stinging	Dizziness
Blurred Vision	Skin Reddening
Runny Nose	Welts / Blisters
Fever	Choking
Difficulty Breathing	Nausea
Vomiting	Cough
Diarrhea	Headache
Other: _____	

Time of Onset: _____

Instructions to Occupants – Explosion Procedures

In the event of an explosion at Sherrill Building, office building occupants shall react in the following manner:

- 1) Activate the red alarm pull station, and follow the **9-1-1 Protocol**.
- 2) Be prepared for possible recurring or additional explosions.
- 3) Protect yourself from possible hazards. Wait for further instructions from a supervisor or building Emergency Personnel.
- 4) Help any injured persons if possible. Do not move seriously injured persons unless they are in obvious and immediate danger from such threats as fire.
- 5) Open doors carefully, feeling the door for heat first. Watch for falling objects.
- 6) If relocation or evacuation is ordered, follow instructions and go to the area directed. Use exits or exit stairwells only. Do not use the elevators.
- 7) Do not use matches, lighters or any other sort of open flame.
- 8) Avoid using the telephones other than to notify the proper authorities.

Instructions to Occupants – Bio-Hazard Procedures

In the event of opening mail and having suspicious powder spill onto a surface at Sherrill Building, office building occupants shall react in the following manner:

- 1) DO NOT try to clean up the material.
- 2) DO NOT do anything to create a dust cloud involving the material.
- 3) If possible and safe to do so, gently cover the material, provided it is in dry powder form (not liquid) and small enough that covering it will not create a dust cloud (no larger than an envelope).
- 4) Ensure that persons directly exposed to the substance by touch or inhalation remain where they are until cleared by authorities. Encourage these people not to come into contact with others.
- 5) Prevent others from entering the area; if you have been exposed to the material wash your hands with soap and water.
- 6) Follow the **9-1-1 Protocol** immediately. In addition to that information passed along to the dispatcher, also advise of any victims who have collapsed or are collapsing to alert emergency personnel to judge the best way of entering the building.
- 7) Ensure that all nonessential people are kept at a safe distance from spilled or exposed substances.
- 8) Follow instructions given by the authorities and / or Emergency Personnel.

Instructions to Occupants – Hazardous Materials Procedures

In the event of a spill or exposure of hazardous materials or suspected hazardous materials at Sherrill Building, office building occupants shall react in the following manner:

- 1) Follow the **9-1-1 Protocol** immediately. In addition to that information passed along to the dispatcher, also advise of any victims who have collapsed or are collapsing to alert emergency personnel to judge the best way of entering the building.
- 2) Ensure that all nonessential people are kept at a safe distance from spilled or exposed substances.
- 3) Follow instructions given by the authorities and / or Emergency Personnel.

Instructions to Occupants – Shelter-In-Place Procedures

In the event that a Shelter-In-Place protocol is announced by Building Management at Sherrill Building, office building occupants shall react in the following manner:

- 1) Remain calm. The spread of unsubstantiated rumors will be counterproductive to a safe response.
- 2) Follow the instructions of Emergency Personnel.
- 3) Do not call Building Management / Security at this time as they are busy initiating important shelter-in-place protocols.
- 4) Do not leave the building until it is advised that is safe to do so. If you choose to leave before it is deemed safe, you will not be allowed back into the building. Those who leave must do so via the exit stairwells.
- 5) Utilize your corporate and / or personal resources, such as food, water, medical, sanitation, personal, radios, batteries, communications equipment, etc., as needed.
- 6) Elevators along with the heating, ventilating and air-conditioning systems will be shut down.
- 7) Relocation to another part of the office building may be necessary; if so, follow directions of Emergency Personnel and proceed to the shelter-in-place areas on the 4th and 5th Floors.

Instructions to Occupants – Power Failure Procedures

In the event of a power failure at Sherrill Building, office building occupants shall react in the following manner:

- 1) Upon loss of power turn off all electrical equipment in your work space such as computers, copy machines and other devices. This will lessen the electrical load on circuits once the power is restored.
- 2) Stand by for notification of the cause and duration of the power loss from Building Management. Building Management will then give occupants further instructions regarding the situation.
- 3) In the event of a total power failure, occupants will likely be required to evacuate the building via the exit stairwells. If you choose to evacuate before being instructed to do so, contact Building Security at 704-919-4100 to advise them of your intentions.
- 4) If evacuating the building, exit the floor via the exit stairwells and proceed to the primary assembly area located **north of the building along the north side of the parking lot**. Note that the building is equipped with security lighting to allow safe evacuation.

Instructions to Occupants – Personal Violence Procedures

Armed Violent Intruder or Active Shooter Procedures

If you are involved, in a situation where someone has entered the area, and started shooting the following is a list of recommended actions:

- 1) Exit the building as quickly as you safely can (a fast moving target is harder to hit than a slow moving or stationary target).
- 2) Notify anyone you may encounter to exit the building immediately.
- 3) Enter the nearest building with a phone.
- 4) Turn off the lights if possible.
- 5) Get low behind furniture, keep quiet and act as if no one is in the room.
- 6) DO NOT answer the door.
- 7) Follow the **9-1-1 Protocol**.
- 8) Give the operator all requested information.
- 9) Wait for the Police to assist you out of the building.

If you are directly involved and unable to exit the building, the following is a list of recommended actions:

- 1) Go to the nearest room or office.
- 2) Close and lock the door then turn off the lights if possible.
- 3) Get low behind furniture, keep quiet and act as if no one is in the room.
- 4) DO NOT answer the door.
- 5) Follow the **9-1-1 Protocol**.
- 6) Wait for the Police to assist you out of the building.

Note: “Active Shooter” is a phrase coined by law enforcement that describes an armed person who has used deadly physical force on persons and continues to do so while having unrestricted access to additional victims.

Unarmed Violent Intruder Procedures

In the event of a personal violence situation at Sherrill Building, office building occupants shall react in the following manner:

- 1) Get to a safe place (hide). Stay under cover. (Identify safe places in your work area before an emergency occurs.)
- 2) If time and safety permit, follow the **9-1-1 Protocol**.
- 3) Stay in place and if safety permits warn all others in the area of the situation.
- 4) Listen for announcements.
- 5) Remain hidden until police arrive. Follow their instructions.

Instructions to Occupants – Pandemic / Basic Hygiene Notice

Some things you can do to protect yourself and others against respiratory illness are as follows:

- 1) Washing your hands is the **MOST IMPORTANT** thing you can do to protect yourself.
- 2) Always cover your nose and mouth when coughing or sneezing. If possible, cough or sneeze into the crease of your elbow. Dispose of any used tissues immediately in a proper waste receptacle. Always wash your hands after coughing, sneezing and disposing of used tissues.
- 3) Request that people around you cough or sneeze into the crease of their elbow or, if not possible, that they use a tissue to cover their nose and mouth when coughing or sneezing and that they immediately wash their hands afterwards.
- 4) If you are unable to wash your hands after being in public spaces or on public transit keep your hands away from your mouth, nose and eyes. This will help prevent you from picking up anything that may be out in public. Wash your hands as soon as possible.
- 5) Avoid those individuals who are showing influenza symptoms or who are typically at risk (e.g., small children or those with chronic illness such as immune suppression) until influenza symptoms have dissipated.

SHERRILL BUILDING **FIRE EVACUATION PLAN**
13510 BALLANTYNE CORPORATE PLACE, CHARLOTTE, NORTH CAROLINA

