

EMERGENCY PROCEDURE MANUAL

International Market Square

International Market Square (IMS) is committed to your safety and has developed this Emergency Procedure Manual to guide you through emergency or crisis situations.

Please take a few minutes to review this information with your staff and always keep it in a central location for access by all employees. Additional copies can be obtained by calling (612) 338-6250.

INTRODUCTION

Emergencies and disasters are unpredictable and strike without warning. Preparation is paramount to prevent serious injury, death of personnel, as well as loss or damage to the facility, your personal property, equipment, and the productivity of your company.

Building address:

International Market Square

275 Market Street

Minneapolis, MN 55405

(612) 338-6250

Security Guard (mobile) (612) 290-5535

Building Security & Escort Service

Security service and escort service is provided during the following hours:

8:00 am – 6:00 am Monday thru Sunday. During the hours of 6:00 am to 8:00 am please contact the Engineering Department at (651) 271-9595.

Medical Emergency

What to do in medical emergency:

Call **911** and provide the following information:

1. International Market Square 275 Market Street, Minneapolis, MN 55405.
2. Location of the injured person (floor and suite number).
3. Type of illness or injury.
4. Direct emergency vehicles to the IMS loading dock on the north side of the building for better access and faster response time.

Call Building Management (612) 338-6250

Provided them with the same information as above.

Building management will send a staff member to meet emergency units at the loading dock entrance and lead them to your location.

Please do not move injured person(s)

In the Event of a Tornado Emergency

If you hear a tornado warning:

1. Move away from the perimeter of the building, exterior glass, and the Atrium area.
2. Close doors to the areas if possible.
3. Go to enclosed areas of the building core:
 - Internal building corridors
 - Internal stairwells
 - Concourse level

DO NOT go to the first-floor lobby, Atrium or outside of the building.

Position yourself by protecting your head as much as possible.

Wait for warning to be lifted and for the all clear signal.

-A tornado warning is an alert by the National Weather Service confirming a tornado sighting or winds more than 75 mph. The National Weather Service will announce the approximate time of detection and direction of movement. Public warning will be broadcast over the radio, television or by a 5-minute steady blast of sirens over the Hennepin County Civil Defense Warning System.

In the Event of An Elevator Emergency

Open the telephone panel and follow the posted instructions:

1. Push the button located inside the phone cabinet, the automated phone system will send a prerecorded message containing the building name and address, as well as the elevator from which the call is originating, to the elevator service company's 24-hour answering service. This message will be repeated a second time.
2. Within 3-5 seconds after this, direct verbal communication will be established. At that time, you may provide the service company with details of the elevator emergency.
3. You may be asked to provide the following information:
 - Your elevator number (located inside the phone panel).
 - The floor you are on or nearest to (if known).
4. The elevator service company will contact Building Management during normal business hours or the onsite security guard if it is after normal business hours. These persons will be in contact with you until the service company arrives.
5. Please remain calm as you await the arrival of security and elevator maintenance personnel.

In the Event of a Fire Emergency

If you see smoke or flames, call **911** and notify the IMS building management office at (612) 338-6250 and inform management staff whether you have called **911**. Please provide the following information:

1. Building address: International Market Square, 275 Market Street, Minneapolis, MN 55405.
2. Floor and suite number.
3. Details of the fire emergency.

If you suspect a fire or smell smoke, call IMS building management office at (612) 338-6250.

Evacuate if necessary.

1. **DO NOT USE ELEVATORS.**
2. Leave immediate fire area. If heavy smoke is present, crawl to the exit. Be prepared to merge with other evacuees.
3. Help others who may need assistance.
4. Close the doors behind you.
5. Activate manual pull station
6. Meet employees at a designated meeting place outside of the building to ensure that everyone has safely evacuated.

In the Event of a Building Evacuation

1. Make sure your showroom is cleared of all employees and that disabled and elderly person have assistance.
2. Proceed to the showroom exit.
3. Proceed to the stairwell in your designated area. Stairwells are outlined on the floor maps located near the exits or in a central location of your showroom.
4. IMS Staff will be located on each floor to assist.
5. Stay to the right of the stairwell. Be prepared to merge with people evacuating from other floors.
6. Meet at a designated gathering place.

In the Event of a Power Failure

1. If there appears to be no emergency other than a power failure, remain in your suite and await instructions or information from the building management staff.
2. If the power failure is a result of another emergency (i.e. tornado or fire) follow the instructions for that emergency in this manual.
3. The building is equipped with an auxiliary power system which will power emergency lights allowing for a safe evacuation, if necessary.
4. If you need to evacuate your showroom or suite, lock all areas, and turn off all equipment and lights as if you are leaving for the day.

In the Event of a Bomb Threat

Remain calm and obtain as much information as possible from the caller:

1. Where is the bomb?
2. What time will the explosion occur?
3. What does the bomb look like?
4. What is the method of activation/deactivation?
5. What are the reasons for setting the bomb?

Pay special attention to the background noises:

- Music
- Children talking
- Machinery
- Traffic
- Airplanes

Voice of the Caller:

- Male
- Female
- Adult
- Adolescent/Child
- Accent
- Slurring
- Outstanding characteristics

Call **911** and provide the following information:

1. Building address: International Market Square, 275 Market Street, Minneapolis, MN 55405
2. Floor and suite number
3. Your name and business name

Call building management at (612) 338-6250. Remain calm and await emergency personnel.

In the Event of a Water Leak

Notify IMS building management at (612) 338-6250 of the location of the water leak.

In the Event of Theft or Burglary

Notify IMS building management at (612) 338-6250 of theft or break-in. If, in addition you wish to report the incident to the Minneapolis Police Department, the report must be filed by the victim.

In the Event of Intruders

If you see someone of suspicious or of threatening nature in the building or on International Market Square property, notify IMS building management at (612) 338-6250.

Evenings and weekends contact the Security Guard on his/her mobile phone (612) 290-5535.