



# TENANT HANDBOOK



Updated April, 2026



**CORPORATE REALTY**

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**SECTION I**  
**GENERAL INFORMATION**

# ONE CANAL PLACE OFFICE TOWER

**WELCOME,** our goal at One Canal Place Office Tower is to provide a positive and exceptional office experience as well as a safe environment for you, your employees and visitors. We hope you find the information offered in this booklet helpful and ask that you share the enclosed information with your employees and others you deem appropriate. While we have attempted to cover all functional operations of One Canal Place, there will be issues that will arise from time to time that will require updates and changes to our policies and procedures. These updates and/or changes will promptly be provided to you.

**ONE CANAL PLACE** is managed and leased by **Corporate Realty, Inc.**, a New Orleans based company providing full service commercial real estate services throughout Louisiana, Texas, Mississippi and Alabama. Corporate Realty is a leader in the office and retail industry. Our management, engineering and leasing team, located on-site in Suite 1130, is eager to serve you. We can be contacted as follows:

**ONE CANAL PLACE**  
c/o Corporate Realty, Inc.  
365 Canal Street - Suite 1130  
New Orleans, Louisiana 70130  
Telephone: (504) 587-1450  
Website: [www.onecanalplace.com](http://www.onecanalplace.com)

Neila Gorrell - Property Manager  
[neila@corp-realty.com](mailto:neila@corp-realty.com)

Andrea Arons Huseman, CCIM, CREW – Director of  
Leasing [ahuseman@corp-realty.com](mailto:ahuseman@corp-realty.com)

Ben Poche – Chief Engineer  
[bpoche@corp-realty.com](mailto:bpoche@corp-realty.com)

## **BUILDING HOURS:**

Normal hours of building operation are from 7:00 a.m. until 6:00 p.m., Monday through Friday and from 8:00 a.m. until 1:00 p.m. on Saturday. Management Office hours: 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays.

## **BUILDING ACCESS:**

Access to the building is 24/7. After normal hours of operation, “after-hours”, authorized personnel may gain entrance to the building via access card entry systems located at both the front entrance of the building and retail mall entrance. All entrants will be required to show proper identification to the Security officer on duty and sign-into the building.

Access cards will be provided to each Tenant upon commencement of lease agreement. It shall be the responsibility of Tenant to provide to our management office a list of those employees who will be provided access cards to the building well as prompt notification when an employee has been terminated so that the employee’s access card can be deleted from the building security system.

Additionally, it will be the responsibility of each Tenant to update access card name changes, etc. with the management office as needed and specific to their office.

## **JANITORIAL SERVICES:**

Offices as well as common areas and restrooms are cleaned nightly, Monday through Friday, except on building designated holidays. Any cleaning problems or special requests should be reported or made to/through the management office. Special services must be scheduled in advance prior to 2:00 p.m. during normal business hours and may be subject to charges. Services requiring charges must be requested in writing by an authorized tenant representative. Some important items to note to ensure cleaning services are adequately performed:

- Large boxes or questionable trash too large to fit in trash cans should be clearly marked as “trash”. Clearly marked items should be removed when displayed.
- Excessive or extraordinary items to be discarded such as but not limited to, books, shredding materials, furniture, files and items too large to fit in trash cans must be communicated to the management office so that the janitorial vendor and/or management staff may evaluate and recommend the appropriate discard measures. These services are subject to additional trash removal fees and will be an expense to the Tenant.
- Sensitive tenant areas which should not be cleaned nightly or require a special cleaning schedule should be communicated with the management office as well as identified via signage which can be provided by the management office.
- In an effort to ensure proper dusting measures, it is the responsibility of each Tenant to remove items from desks, shelves, files cabinets, etc. Computer equipment will not be dusted.

## **SECURITY:**

It is the goal of ONE CANAL PLACE and Corporate Realty, Inc. to ensure that the security and safety of our Tenants be made a priority at all times. The building is staffed by unarmed courtesy guards 24/7. These guards are stationed in the first floor Lobby of the Office Tower and will make routine checks of the building after normal business hours. Their presence is intended to serve as protection for the building and as a deterrent to crime; however, actual enforcement of local laws is the role of the New Orleans Police Department. The courtesy guards may be reached by calling (504) 587-1450 or after hours, option 1 or cell number at (504) 884-1856. **All emergencies should be directed to 911.**

Any individual finding lost items should turn them into the Management office located in Suite 1130 or to the One Canal Place security officer located in the lobby of the building. You may also email the management office to report any lost item. When claiming an item, the person must first describe the item in detail and state when the item was lost. The claimant must acknowledge receipt of the item and provide identification. All lost items unclaimed after thirty (30) days will be donated or disposed of accordingly. Although the building is not responsible for missing items we will do everything possible to help recover your property. Should you require a police report, it will be your responsibility to contact the NOPD to file a formal report

While the management staff and security staff will use every effort to assist you with any security concerns, some security issues will require assistance from the local policing authorities. If in doubt regarding a security concern, whether an internal or external concern, **first contact 911 to report the problem** then promptly notify the management and security team. To confirm some important numbers, see below:

- Management Office – (504) 587-1450
- Security Officer – (504) 587-1450 pressing 1 after normal hours, cell (504) 884-1856
- Police Department (non-emergency) – (504) 821-2222
- Fire Department (non-emergency) – (504) 658-4700
- Mall Security – (504) 522-9666

If you notice any suspicious or offensive persons in the building or theft, or unidentified packages, please contact the management office immediately. If possible, make a note of appearance, clothing, etc. so that we can provide this information to our staff and outside authorities.

The building has a no solicitation policy. Should someone enter your offices for this purpose, please immediately contact the management office so that we can ensure they are escorted from the building.

**PLEASE NOTE THAT ONE CANAL PLACE MANAGEMENT AND SECURITY STAFF WILL NOT UNLOCK A TENANT SPACE WITHOUT THE PROPER TENANT AUTHORIZATION.**

## **POSTAL SERVICE:**

Limited postal service is available from the USPS on the 3<sup>rd</sup> floor of the office tower. Tenants requiring a mailbox should contact the postman during the hours listed by the USPS area. There is no charge for tenant mailboxes and keys will be issued by the USPS. Mailboxes are only available

for the tenant businesses described in tenant leases of the office tower. Federal Express and UPS Overnight drop boxes are also located in the post office area on the 3<sup>rd</sup> floor. Please note that FedEx provides express delivery pick up only not ground or other services.

**TELECOMMUNICATIONS (as of this update):**

- AT&T 866-620-6000
- Cox Business Services 504-358-6407
- Ring Street 504-934-1400
- Lumen (formerly Level 3) 504-620-9150
- Satellite Center 504-466-3474
- Converged Network 504-701-3888

**OTHER BUILDING AMENITIES:**

- ATM – 3<sup>rd</sup> Floor
- Canal Place Theater – 3<sup>rd</sup> Floor
- Food Court/Sundry Services – 3<sup>rd</sup> Floor
- Fitness Center – 3<sup>rd</sup> Floor
- Barber Services – 3<sup>rd</sup> Floor
- Retail Services – 1<sup>st</sup> & 2<sup>nd</sup> Floors of The Shops at Canal Place
- Westin Hotel – 11<sup>th</sup> floor (access from the mall glass elevators)
- Universal Parking – 4<sup>th</sup> floor garage

**RENTAL PAYMENTS:**

Rental payments may be remitted as follows:

**United States Postal Services**

One Canal Place Leasing LLC  
Fidelity Bank  
ATTN: Veterans Branch  
3829 Veterans Memorial Blvd.  
Metairie, LA 70072  
Please note account number on face of check: 8010243338

**Electronic Transfer/ACH**

Routing number: 265070532  
Account number: 8010243338  
Account name: One Canal Place Leasing LLC  
Fidelity Bank / 353 Carondelet Street / New Orleans, LA 70130

## **LIGHTING/HVAC:**

Lighting and building HVAC will be provided during normal business hours at no additional cost. Heating and air-conditioning equipment is controlled to a comfortable setting with thermostats reporting temperature to an energy management system. In the event you are too warm or cold, please contact the management office so that our staff can regulate the controls.

We will be happy to provide HVAC services after normal business hours or building holidays, however there will be a charge for these services as referenced in your lease agreement. To request after hour HVAC services, please submit a written request to the management office not later than 2:00 p.m. on the day required or by 2:00 p.m. on Friday for weekend service.

In an effort to conserve energy, all non-emergency lighting will automatically shut off after 10:00 p.m., daily. Any HVAC requests after 10:00 p.m. will include lighting however, if you should come in unscheduled after this hour the security officer on duty will ensure that lighting is available on your floor. There is currently no charge associated with after-hour lighting.

## **MAINTENANCE:**

ONE CANAL PLACE and Corporate Realty, Inc. recognize that there will be maintenance requests that will be required throughout your lease term with us. We strive to meet the needs of our tenants in the most efficient and effective manner possible. All maintenance concerns should be reported and requested through the management office so that they can promptly be resolved. Some examples of your required services might be those listed below, but if in doubt about an issue, we recommend you contact the management office anytime to discuss any concern or recommendation you may have.

- Temperature adjustment
- Plumbing issues
- Electrical issues
- Janitorial services
- Elevator malfunctions (office tower elevators only)
- Suspicious odors such as chemicals or smoke
- Water or other liquid leakage
- Recycling services

Some services offered through maintenance will be charged to you in accordance with your lease. Prior to fulfilling these requests, we will inform you of the costs associated thereof and approval accordingly:

- Air conditioning or heating after normal business hours
- Duplicate door keys
- Lock replacements
- Additional signage or signage changes after move in
- Light bulb/ballast replacement
- Additional outlets or switches

- Mechanical costs for systems not associated with building supply
- Appliance repairs

## **BUILDING HOLIDAYS:**

The following holidays are classified as building holidays. Lighting and/or HVAC for these days will be invoiced in accordance with your lease, if required by your office.

New Years Day  
Mardi Gras Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

## **SMOKING:**

***ONE CANAL PLACE*** is a ***smoke-free property***. *Smoking is prohibited within 25 feet of any entrance to the building. This rule will be strictly enforced to the best of our ability. Smoking is strictly prohibited in the lobbies, common areas, corridors, elevators, restrooms and stairwells of public buildings.*

**SECTION II**  
**RULES AND REGULATIONS**

## **FREIGHT & DELIVERY RULES & REGULATIONS**

1. ALL DELIVERIES must be cleared through security. Use auto dial telephone to contact guard station for access.
2. NO SMOKING in elevators, corridors, offices or restrooms.
3. NO SOLICITING. You must possess a valid bill of lading for delivery.
4. Deliveries are permitted 8:00 a.m. until 5:00 p.m., Monday through Friday. Deliveries at any other time must be arranged in advance management office and logged in with courtesy guard on duty in the building lobby.
5. **DELIVERIES MUST USE FREIGHT ELEVATOR ONLY.** No hand trucks, dollies, tools, equipment, cartons or packages are allowed in the passenger elevators.
6. All hand trucks and dollies must have non-marking rubber tires. No metal-wheeled equipment will be allowed.
7. All boxes, packing materials and debris resulting from deliveries must be removed. Materials and debris requiring removal by the building staff/vendor or discarded through the building's dumpster creating additional dumpster service shall result in charges to tenant.
8. All graffiti, reckless behavior and property damage will be reported. Any intentional damage will be prosecuted. Costs to repair damages will be charged to tenant and/or its vendor/contractor.
9. Failure to comply with the above regulations may result in the restriction and/or denial for subsequent access to the building and adjacent properties.
10. For additional information or to make special arrangements contact Corporate Realty, Suite 1130, Telephone (504) 587-1450, during normal business hours.
11. The loading area is shared between three properties and deliveries are on a "first come, first served" basis.
12. All damages to the building resulting from movement of property by a tenant shall be repaired at the expense of the Tenant. Depending on the items delivered, all floors (both of hard and soft surfaces) in the common areas should be covered with masonite. All common area walls must be covered with protective covering to protect wall covering.



<p style="text-align: center;"><b>ONE CANAL PLACE</b> <b>Rules and Regulations</b></p>
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1. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors or hallways shall not be obstructed or encumbered by Tenant or used for any purpose other than ingress and egress to and from the Leased Premises and moving Tenant's furnishings into and out of the Leased Premises.
2. No awnings or other projections shall be attached to the outside walls of the building without prior written consent of the Landlord. No blinds, shades, or screens shall be attached to, hung in, or used in connection with any window or door of the leased Premises without the prior written consent of the Landlord. Such awnings, projections, blinds, shades, screens, or other fixtures must be of a quality, type, design and color, and attached in a manner approved by the Landlord. Landlord may require removal of said items at the end of Tenant's lease.
3. Landlord reserves the right to install and maintain a sign or signs on the exterior and on the roof of the Building.
4. The sashes, sash doors, skylights, windows, and doors that reflect or admit light and air into halls, passageways, or other public places in the building shall not be covered or obstructed by Tenant.
5. No signage, showcase or other article shall be put in front of or affixed on the exterior of the building, nor placed in the halls, corridors, tenant entrances or vestibules, without prior written consent of the Landlord. No temporary paper sign may be placed on tenant corridor doors any longer than a 24 hour period.
6. The water, wash closets, and other plumbing fixtures shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, coffee grounds, coffee stirrers, paper towels, or other inappropriate materials shall be disposed in them. Tenant is responsible for all repairs and maintenance of all kitchens, private bathrooms, water heaters, and other plumbing within the Leased Premises.
7. Tenant shall not in any way deface any part of the Leased Premises or the building. No boring, cutting, or stringing of wires shall be permitted except upon prior written consent of the Landlord.
8. No bicycles, hover boards, skateboards, vehicles, or animals (except those required for specific assistance) of any kind shall be brought into or kept in or about the Leased Premises. No cooking except in the Tenant's building code approved cafeteria or food

service facility shall be done or permitted by Tenant on the said premises. However, this does not prevent Tenant from having coffee, soft drinks, candy and other items for the use of Tenant's employees, servants, agents or visitors. Tenant shall not cause or permit any unusual or objectionable odors to be produced in or escape from the Leased Premises. Any cost to cure such odor problems shall be the Tenant's responsibility.

9. No space in the building shall be used for manufacturing, or for sale or donation of property of any kind at auction or other.
10. Tenant shall not make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with occupants of the building. Tenant shall not discard any items in the common areas of the building or freight foyers.
11. No additional locks or bolts of any kind shall be placed upon any of the doors or windows by Tenant, nor shall any changes be made with existing locks or the mechanisms thereof, without the prior written approval of Landlord. Tenant will be supplied, free of charge, with two keys for each door within the Leased Premises. Tenant must, upon the termination of its tenancy, return to the Landlord all keys for offices (including private offices) as well as all codes for code locks and restrooms, which Tenant has in its possession.
12. The Landlord reserves the right to prescribe the weight and position of all safes and other unusually heavy furniture or equipment. Tenant agrees not to place a load upon any floor of the Leased Premises exceeding the floor load per square foot for which such floor was (and is) designed.
13. Mechanical equipment shall be placed and maintained by Tenant at Tenant's expense in settings sufficient, in Landlord's judgment and further subject to Landlord's approval, to absorb and prevent vibration, noise and annoyance. Office equipment requiring above building standard electrical shall be the responsibility and expense of Tenant. Landlord may elect to install a sub-meter, at Tenant's expense, to determine, and bill accordingly to Tenant for excess consumption. If mechanical or electrical engineering studies are required by Landlord, the cost shall be borne by the Tenant. **Space heaters are strictly prohibited.**
14. Tenant shall not occupy or permit any portion of the Leased Premises or building for the manufacture or sale of liquor, narcotics, illegal substances or tobacco in any form, as a barber or manicure shop, or as an employment bureau (except in the case of Tenant hiring its own employees or Landlord approved).
15. Tenant shall not open or permit windows in the Leased Premised to be opened at any time.
16. The premises shall not be used for lodging, sleeping or for any immoral or illegal purpose.

17. The requirements of Tenant under the terms of the building lease agreement will be attended to only upon application to the Landlord. Employees of Landlord are not required to perform any work or do anything outside of their regular duties unless special instructions are issued from the Landlord.
18. Canvassing, soliciting, and peddling in the building are prohibited, and Tenant shall cooperate to prevent the same. Absolutely no solicitation in the office tower is allowed. If you should notice any solicitation efforts, please promptly notify the management office.
19. The Landlord specifically reserves the right to refuse admittance to the Building after 6:00 p.m. and before 7:00 a.m. daily, after 1:00 p.m. on Saturdays, Sundays or legal holidays, to any person or persons who cannot furnish satisfactory identification, or to any person or persons who, for any other reason in Landlord's reasonable judgment, should be denied access to the premises. After hours personnel and visitors must comply with the sign-in/sign-out and identification requirements in effect at the time. Said requirements may be changed at any time by Landlord.
20. No carts, dollies or hand trucks are permitted in passenger elevators. All freight and deliveries must be handled through the basement freight dock and freight elevator.
21. Smoking is prohibited within 25' of the building entrance as well as in the lobbies, common areas, corridors, elevators, restrooms, freight foyers and stairwells of the building and adjacent mall complex.
22. Tenants will not tamper with or attempt to adjust the building standard temperature control thermostats within the Leased Premises. Adjustments for temperature control should be reported to the management office so that the appropriate building engineering staff can make such adjustments. Damage caused by tampering by Tenants will be repaired at Tenant's expense.
23. Tenants will comply with all reasonable requirements necessary for the security of the building and Leased Premises, including the signing in and out at the lobby security desk as referenced in paragraph 19 above.
24. Landlord reserves the right to rescind any of these rules and regulations and to make such other rules and regulations as in its judgment shall, from time to time, be needed for the safety, protection, care and cleanliness of the building, the operation thereof, the preservation of the good order therein and the protection and comfort of the tenants, their employees, authorized agents, and invitees, which rules and regulations, when made and written notice thereof is given to a Tenant, shall be binding upon it in like manner as if originally herein prescribed. Any changes to these rules and regulations shall be applied uniformly to all occupants in the building and shall not modify or vary the terms of a Tenant's lease.

<b>ONE CANAL PLACE</b> <b>Vendor's Insurance Requirement</b>
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**1. INSURANCE COMPANY REQUIREMENT**

All coverages outlined below shall be obtained through companies that are licensed to do business in the State of Louisiana and are currently rated by A.M. Best rating Service as **A-** or better.

**2. COMMERCIAL GENERAL LIABILITY**

Coverage required is **\$1,000,000.00 per occurrence** and **\$2,000,000.00 in the aggregate**.

**3. AUTOMOBILE INSURANCE**

Coverage required is **\$1,000,000**.

This policy must be a business auto policy that includes the name of the business.

Coverage shall include all Owned vehicles, Hired or Leased vehicles, and Non-Owned vehicles.

**4. WORKERS' COMPENSATION**

Coverage required is **Statutory Limits**.

**5. EVIDENCE OF INSURANCE**

Each Vendor must provide to One Canal Place Leasing LLC ("Owner"), through its agent Corporate Realty, Inc. ("CRI"), at the building offices at 365 Canal Street, Suite 1130, New Orleans, LA 70130, certificates of insurance showing that the vendor has in effect all of the insurance coverages described in Sections 2, 3 and 4 above, meeting all of the requirements set forth in this "Vendor's Insurance Requirements" document. **CERTIFICATES NOT MEETING ALL OF THESE REQUIREMENTS WILL NOT BE ACCEPTED.**

Each of these insurance coverages must name One Canal Place Leasing LLC and Corporate Realty, Inc. as additional insureds or co-insureds. These parties are herein called the "Owner Parties."

Each insurance coverage shall provide for a waiver of subrogation against all Owner Parties.

**Each insurance coverage shall be in effect during all dates during which Vendor is going to perform work at One Canal Place.**

Each Owner Party shall be named as a Certificate Holder.

Each insurance certificate shall provide that none of the coverages may be cancelled or reduced

without thirty (30) prior days' written notice to all Owner Parties.

If the Vendor provides a “**Delivery Only**” service to the property, please send the *existing* coverage with all Owner Parties named as Certificate Holders.

Vendor's full name and/or d/b/a, and full address, must be on the insurance certificate.

The required evidence of insurance must be provided to CRI as agent for Owner by fax at (504) 587-1453, Attention: Neila Gorrell, or by email at: [neila@corp-realty.com](mailto:neila@corp-realty.com) AND [sjinks@corp-realty.com](mailto:sjinks@corp-realty.com). Submission by fax or email must be followed by receipt of the original, to be sent by commercial overnight one-day courier to CRI as agent for Owner at 365 Canal Street, Suite 1130, New Orleans, LA 70130. The policy number must be shown, as well as the policy commencement and expiration dates.

Owner reserves the right, in lieu of an insurance certificate, to require certified copies of insurance policies providing all of the coverages and meeting all of the requirements set forth herein.

Owner shall have the right to modify or supplement any requirements set forth in this Vendor's Insurance Requirements, including without limitation the list of the Owner Parties, and Vendor must meet the requirements as so modified or supplemented no later than ten (10) days after being provided with them.

Should you have any questions, please do not hesitate to contract Neila Gorrell or Shannon Jinks at CRI, 365 Canal Street, Suite 1130, New Orleans, LA 70130, (504) 587-1450.

**SECTION III**  
**RELATED FACILITIES**

# The Shops at Canal Place

The Shops at Canal Place are open from 10:00 a.m. till 7:00 p.m. Monday through Friday, 10:00 a.m. till 8:00 p.m. Saturday and from 12:00 p.m. till 7:00 p.m. on Sunday.

## MANAGEMENT OFFICE:

Any inquiries regarding the shopping center may be directed to the mall management address and/or telephone number listed below. This number is also used for maintenance of the mall area, the glass elevators and the garage elevators.

The Shops at Canal Place Management Office  
333 Canal Street – Suite 327  
New Orleans, Louisiana 70130  
Telephone: (504) 522-9200

General Manager: Matt Brown ([mbrown@oconnorcp.com](mailto:mbrown@oconnorcp.com))  
Operations Manager: Joe Mabey ([jmabey@shopsatcp.com](mailto:jmabey@shopsatcp.com))

A list of shops can be found at [www.theshopsatcanalplace.com](http://www.theshopsatcanalplace.com)

Some retail tenants at the Shops at Canal Place offer discounted services/merchandise to the office building tenants with proof of One Canal Place occupancy. Please check the office tower website for a list of retail tenant offerings, [www.onecanalplace.com](http://www.onecanalplace.com).

## **CANAL PLACE PARKING GARAGE**

Tenant and visitor parking is available in the adjacent ten (10) story parking garage which houses a total of 1,650 parking spaces. Monthly contracts are available through the parking management operator, Universal Parking. One Canal Place Leasing LLC (the office tower) does not have any ownership or management interest in the parking garage, all issues regarding to the garage should be directed to the garage management office (see below for contact information). In the event your issues cannot be promptly addressed by the garage management office, we encourage you to notify our office so that we can assist you in resolving any issues you might encounter.

### **PARKING MANAGEMENT OFFICE:**

Universal Parking Services, LLC operates the Canal Place Garage. There is an on-site garage office located on the fourth floor of the parking garage near the pay booths. Further inquiries concerning the garage or its operation should be directed to:

Alexander Molina  
AMolina@universalparking.com  
504-564-5705

And the site-specific Canal Place parking contact information is

Canal Place Parking  
CanalPlace@universalparking.com  
504-229-5290

## THE WESTIN HOTEL

The Westin Hotel is a sixteen (16) story hotel and contains 438 rooms, forty-one (41) of which are suites.

### AMENITIES:

Meeting Facilities

Catering Events

Preferred Rates

Preferred availability up to forty-eight (48) hours prior to arrival

Private reservation line

Room upgrades when available

Express check-in and checkout service

Morning choice of The Times Picayune, The Wall Street Journal or USA Today

For more information please contact:

The Westin Hotel

100 Rue Iberville

New Orleans, Louisiana 70130

Telephone: (504) 566-7006

[www.westinneworleanscanalplace.com](http://www.westinneworleanscanalplace.com)

**SECTION IV**  
**EMERGENCY PLANS**

## INTRODUCTION TO ONE CANAL PLACE EMERGENCY PROCEDURES

ONE CANAL PLACE is a thirty-two (32) story fully sprinkled office building constructed of steel, concrete and glass. The following emergency plan has been developed by building management in compliance with established Emergency Evacuation Procedures. The guidelines below are for building operating hours only. After hours, ALWAYS evacuate the building if you hear an alarm or see flashing strobes. Do not wait for an announcement over the building public address system.

General facts to know in the event of an emergency:

- 1) Report the fire. Call 911. If you see fire or smoke, activate the pull station. If possible, call the management office at (504) 587-1450. Report the emergency and your location. Begin evacuation procedures immediately.
- 2) Close doors. As you evacuate, close all doors in and around the fire area. This will help contain the fire and prevent it from spreading.
- 3) Listen for Emergency Announcements. Personnel especially trained to deal with emergencies will arrive to help and give instructions. Instructions will be given over the public address system.
- 4) Begin Evacuation Procedures: Evacuate the premises after the (1) sight of fire/smoke (2) an announcement by building personnel or (3) after hours and at any time when you feel you are in danger. Remember:
  - *Respond quickly but calmly.* Remain quiet so that announcements can be heard.
  - *If confronted by smoke, get down.* Whenever you must travel through smoke, keep low to the floor. Smoke and heat rise; therefore the air near the floor will be cooler.
  - *Feel all doors with your hands before opening.* If the door is hot to touch, do not open it. All doors in the building are rated for a specific burning time. A fire on the other side could blast through the slightest opening with an explosive force. If the door is cool, open it slowly and stay behind it. If heat or pressure comes through the door, slam it shut.
  - *Close all doors behind you.*
  - *Always use stairwells for evacuation.* The stairwell is your safest refuge. In case of fire, elevators are automatically and immediately taken out of service. The stairwell doors are rated for a minimum of two- (2) hour protection time. Keep to the right side of the stairs and use the handrail. Once you enter the stairwell, you should not re-enter the main building. You should proceed out down the stairwell to the exit at ground level and proceed to the an area of safe refuge.

As we all know, the need for an emergency plan is obvious. We would like to encourage each tenant to create and implement its own internal plan in conjunction with the One Canal Place building plan so that optimum safety can be achieved for all. The fire prevention equipment located in this

building is modern, inspected annually and code compliant. It consists of a sprinkler system, smoke detectors, a central control desk, and other related components. We hope a crisis will never take place, but we must be prepared in the event that one does occur. Tenant/employer/employee cooperation and participation is essential in ensuring safe evacuation should an emergency arise.

A plan is only as effective as the people who participate; therefore when you select personnel to represent your business as a Safety Warden (SW) or a Deputy Warden (DW), your selection for such individuals should be someone who is reliable and respected by other employees of your office. These individuals should be someone who rarely travels and is familiar with the names and faces of all employees in your office. Designee suggestions would be the office manager, human resources manager or both depending on the size of your office. Remember, if an emergency does arise, these are the people that you will depend on for your safety and possibly for your survival.

Our recommendation is that one (1) Safety Warden be assigned to every 7,500 square feet of occupied space or less depending on the number of employees within your office. A Deputy Warden should be appointed for every Safety Warden assigned. These assigned individuals should be responsible for the development and implementation of your internal plan, if created, as well as the implementation of the building's plan. For you and your employee's knowledge, attached please find floor plans denoting the location of stairwells, fire extinguishers, emergency phones and fire pull stations.

This fire and emergency/evacuation plan consists of the following:

- 1) Building Emergency Plan
- 2) Description and Locations of the Fire Prevention Equipment
- 3) Responsibilities of tenants and the Building Emergency Organization (BEO)
- 4) Fire Drills
- 5) Threats of Violence
- 6) Building Lockdown
- 7) Bomb Threats
- 8) Medical Emergency Procedures
- 8) Active Shooter

## **BUILDING EMERGENCY PLAN**

### **FIRE PREVENTION**

A. All tenants should appoint a Safety Warden and a Deputy Warden for each space or floor the tenant occupies (SEE RECOMMENDATIONS ABOVE). The Safety Wardens and the Deputy Wardens will be supervised by the building's Fire Safety Director, who will also supervise the building's Building Emergency Organization. The Fire Department will be notified immediately by the building's security personnel and/or systems when a fire is detected.

### **PLANNING**

B. The orderly evacuation of personnel from the emergency area via the nearest exit to the street level shall be as follows:

- Phase 1: Be prepared to leave, await instructions via the public address system.
- Phase 2: Proceed to nearest stairwell and exit the building
- Phase 3: Complete evacuation and meet at the predetermined location. Please note that it is important for evacuating persons to proceed out of the building to a minimum distance of 300' and away from incoming emergency personnel.

**NOTE: ELEVATORS WILL NOT BE AVAILABLE FOR USE DURING ANY DRILL OR FORMAL EVACUATION**

Any evacuation will be supervised by the building's Fire Safety Director with the assistance of the Building Emergency Organization. Communication will be conducted by the Fire Safety Director from the building's Fire Command Station located on the first floor of the building. The Fire Safety Director will endeavor to maintain contact with the BEO and all occupants of the building.

### **ACTIVATION**

The building's alarm system can be activated automatically by heat on a sprinkler head, by water flow detectors, or by smoke detectors. It can also be activated manually by pull stations which are located throughout the building.

When the system is activated, alarms sound and strobes flash on the floor where activation has occurred and on the floors immediately above and immediately below. In addition, the elevators will capture and position themselves in the main lobby. Signals are sent to the Central Control Station from which the Building Emergency Organization and the Fire Department can monitor and manage the event.

## EVACUATION

C. Action to be taken by personnel not assigned to fire duty when emergency evacuation of the building is necessary:

1. **REMAIN CALM;**
2. Follow instructions from the public address system.
3. Evacuate via the nearest stairwell.
4. If, during a fire emergency, you find an exit stairway is blocked off due to smoke or other conditions on the lower levels, go to the other stairway on the floor.
5. Mobility impaired personnel are to advise the Safety Warden of their conditions in advance. Plans will be made to accommodate such individuals in the event of an emergency.
6. Do not attempt to use elevators and they will not be operational during an emergency. As stated upon, upon fire alarm system activation, they will be captured and return to the main lobby.
7. Walk quickly, but do not run. Remove shoes that prevent a steady walking pace.
8. Keep to the right in halls and on stairs. Walk along outer wall. Stay in single file.
9. Hold handrails when going down the stairs.
10. Merge alternately when two lines meet at various floors.
11. Do not turn back at any time for any reason.
12. No Smoking.
13. Keep conversation to a minimum.
14. Go outside and meet in a predetermined area that was selected by your Safety Warden.
15. Remain in this area until your office Safety Warden or other duly authorized person instructs you that it is safe to return to the premises.

D. It is the responsibility of each tenant to educate its employees on the building's fire and emergency evacuation procedures for an orderly evacuation. For tenants who operate a business open to the general public, one member of the tenant's staff should be appointed to assist the general public in an evacuation. Traffic control in the stairwell and lobby will be the responsibility of each Safety Warden and/or Deputy Warden.

E. The building is equipped with a sprinkler system which should greatly reduce the possibility of a spreading fire. When one of the sprinkler heads is activated, it will begin to flow water. This flow will continue until cut off by valves on that floor's stairwells.

F. Mobility impaired personnel who cannot safely evacuate via the stairwells should be assisted into the freight elevator vestibule adjacent to the stairwell on your floor. The Safety Warden should report their location to the Fire Command Station in the lobby to arrange for evacuation by the Fire Department via the freight elevator. The freight vestibule is a sprinkled area of refuge separated from the public corridor by a fire rated wall. It is also immediately adjacent to the stairwell which is pressurized against smoke intrusion and protected by 2-hour rated walls.

## **FIRE ALARM SYSTEM**

### **A. OPERATION**

When the fire alarm system is activated, the following automatic functions take place in the building:

1. The alarm will sound on the emergency floor plus the floor immediately above and immediately below the emergency floor.
2. An alarm will activate in the building's Central Control Station.
3. The pressurization fans in the stairwells will pressurize the stairwells.
4. The elevators will proceed non-stop to the first floor main lobby and, upon arrival, the elevator doors will open and remain open until reset by building personnel or the Fire Department. **(NOTE: ELEVATORS ARE NOT TO BE USED IN AN EMERGENCY EVACUATION).**
5. Stairwell doors will unlock to provide ingress and egress.

## **FIRE & LIFE SAFETY COMPONENTS**

### **A. EMERGENCY TELEPHONES**

Emergency telephones are located on each floor, inside each freight vestibule.

These telephones are for emergency communication only. By removing the red phone from its cradle, contact can be made with the person monitoring the Emergency Control Panel. By design, calls from these phones are processed individually which means that there may be a delay before the phone is answered. This procedure is in accordance with code.

### **B. STAIRWELLS**

The stairwells are fire resistant. When the fire alarm is activated, the stairwells are pressurized by an automatic pressurization system.

### **C. SPRINKLER SYSTEM**

By code design, there are an adequate number of sprinkler heads on each floor. The system is activated when a metal attachment to a sprinkler head is melted by a temperature of approximately 135 degrees. A single sprinkler activates the alarm system, but water flows only from the activated sprinkler heads.

### **D. STANDPIPES**

Standpipes are located in each of the building's stairwells. At each floor's two landings, there is a 2 1/2" hose connection. On the ground floor, there are standpipe hose connections located on the exterior of the building. These standpipes are to be used only by the Fire Department.

### **E. FIRE EXTINGUISHERS**

Hand held fire extinguishers are located on each floor in the building corridors near the stairwells. If you use a fire extinguisher, remember this: **P.A.S.S.**

**P**ull the pin. Some extinguishers require releasing a latch or pressuring a puncture lever.

**A**im low, pointing the extinguisher nozzle (or its hose) at the base of the fire.

**S**queeze the handle. This releases the extinguishing agent.

**S**weep from side to side at the base of the fire until it appears to be out. Watch the fire area in case the fire breaks out again, repeat steps if necessary.

### **F. SMOKE DETECTORS**

Smoke detectors are located throughout the building. The heads are activated by smoke rather than heat. When a smoke detector is activated, the alarm system is activated.

### **G. EMERGENCY GENERATOR**

The building is equipped with a 230KW diesel powered generator and emergency transfer switches. The generator is designed to operate all life safety systems in the building if normal power is lost. This includes alarms, stairway lighting and night lights. Enough fuel is stored for approximately 2 hours of emergency operation.

## **FIRE SAFETY DIRECTOR**

- A. The building's General Manager will hold the position of Fire Safety Director and will be responsible for:
1. Training of Safety Wardens and Deputy Wardens;
  2. Arranging fire drills and evacuation drills;
  3. Organizing the Building Emergency Organization.
- B. In the event of fire or other emergency, the Fire Safety Director will:
1. Supervise the Fire Control Station;
  2. Direct evacuation procedures;
  3. Inform Building Emergency Organization and Safety Wardens of the fire/emergency and floor where the located;
  4. Advise conditions of fire/emergency floor to Fire Department upon arrival;
  5. Assist Fire Department's Chief-in-Charge by:
    - a. Updating as to the operations of the Fire Command Station;
    - b. Providing information on the control and operation of the air conditioning and the ventilation systems;
    - c. Providing floor plans of the building;
    - d. Providing other applicable information of the building.
  6. Attempt to route evacuation to stairwell other than the one to be used by the Fire Department.

**NOTE:** *In the event that the General Manager is not in the building at the time of the emergency, the Chief Engineer or one of his assistants will be the acting Fire Safety Director.*

## **SAFETY WARDEN & DEPUTY WARDEN**

Each tenant should appoint an employee(s) within their office to act in the capacity of office Safety Warden and Deputy Warden. Depending on the size of your office, additional employees should be assigned in these roles as suggested above.

- A. Safety Wardens and Deputy Wardens are to be familiar with:
1. The building's fire and emergency evacuation safety plan;
  2. Location of exits;

3. Location of freight vestibule;
  4. Location of fire extinguishers and pull stations;
  5. The list of mobility impaired persons in office or floor; see attached form.
  6. The presence of visitors in office during emergency event.
- B. Safety Wardens and Deputy Wardens should be knowledgeable of, update as necessary or create the following:
1. Office layout (drawings can be provided by the management office);
  2. Employee population of each office;
  3. Number and location of office exit doors;
  4. Employee population by zone;
  5. Planned movement of Employee traffic to exits;
  6. Internal periodic fire drills for office or floor;
  7. Educate Employee population as to the purpose of and how the fire prevention equipment operates and location of such equipment (i.e. fire extinguishers, pull stations, strobes, etc.).
- C. In the event a fire alarm sounds on your floor, evacuate the area immediately:
1. Select the safest route based on information received or visualized regarding the location of the fire;
  2. If possible, notify Command Station of the route you are taking and the fire conditions in your area.
  3. **DO NOT ATTEMPT TO USE ELEVATORS!**
- D. Assistance of mobility impaired persons during fire:
1. Make internal arrangements to assist these occupants into the freight elevator vestibule, adjacent to the stairwell;
  2. Instruct mobility impaired persons wait in the vestibule until rescued by fireman;
  3. Should smoke enter the freight elevator vestibule for any reason, mobility impaired persons should move or be assisted into the landing of the stairwell. All stairwells are pressurized with outside air to prevent smoke intrusion;
  4. Inform the Fire Safety Director by emergency phone or as you exit the building that mobility impaired persons requiring assistance were assisted into the freight vestibule located on the specific floor awaiting transport out of the building.
  5. See form on page 31 for notification information regarding mobility impaired persons in your office.

## **BUILDING EMERGENCY ORGANIZATION (BEO)**

- A. The Building Emergency Organization, which will consist of the building's Engineers and Security Personnel, is responsible:
  - 1. Familiarization of the stairwells and all equipment located therein including:
    - a. Fire telephone
    - b. Pressurized exhaust system
    - c. Sprinkler system
  - 2. Location of the Fire Command Station.
  - 3. Location of the fire phones on all floors.
- B. Upon notification of an alarm, the Building Emergency Organization will:
  - 1. Dispatch two (2) members directly to area where the alarm has originated to determine the cause of the alarm. Members will be equipped with cell phones for communication to the command station;
  - 2. If the fire is controllable, attempt to extinguish with the available fire extinguishers until the arrival of the Fire Department;
  - 3. Other members shall report to the Control Center and be available for other assignments;
  - 4. If possible, one member will go to the floor below the fire floor to direct Fire Department accordingly and advise them of the conditions;
  - 5. Upon arrival of the Fire Department, report to the Fire Command Station for added instructions;
  - 6. Ensure stairwell doors are closed after evacuation.

## **FIRE DRILLS**

### **A. FIRE DRILLS**

- 1. Fire drills shall be scheduled approximately once per year;
- 2. All tenants are strongly encouraged to participate in the drills;
- 3. Drills will be evaluated by the Fire Safety Director as well as the Fire Department for the purpose of improving the methods of efficiently evacuating the building.

4. Emphasis will be placed on orderly evacuation under proper discipline rather than on speed. No running will be permitted.

# MOBILITY IMPAIRED EMPLOYEES NOTIFICATION FORM

Please list below any persons having any mobility impairment or that would require special evacuation in the event of a building emergency. List their location in your suite. This list must be maintained and updated as necessary.

Name	Location	Condition

No mobility impaired persons.

**COMPLETED BY:**

**Printed Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please call building management at (504) 587-1450 with any questions.

**FIRE DRILL / ALARM CRITIQUE**

**Suite/Floor Number:** \_\_\_\_\_

**Tenant/Company Name:** \_\_\_\_\_

**Safety Warden's Name:** \_\_\_\_\_

Could the fire alarm be heard clearly throughout your area?

\_\_\_\_\_ Yes                      \_\_\_\_\_ No

Could the public address system be heard clearly throughout your area?

\_\_\_\_\_ Yes                      \_\_\_\_\_ No

It is requested that you supply the foregoing information so that we may better ascertain both the effectiveness and the performance level of our fire alarm system. Please forward this form after completion to the General Manager's office in Suite 1130 of ONE CANAL PLACE. Please type or print your name and sign in the appropriate space below. Thank you for your participation.

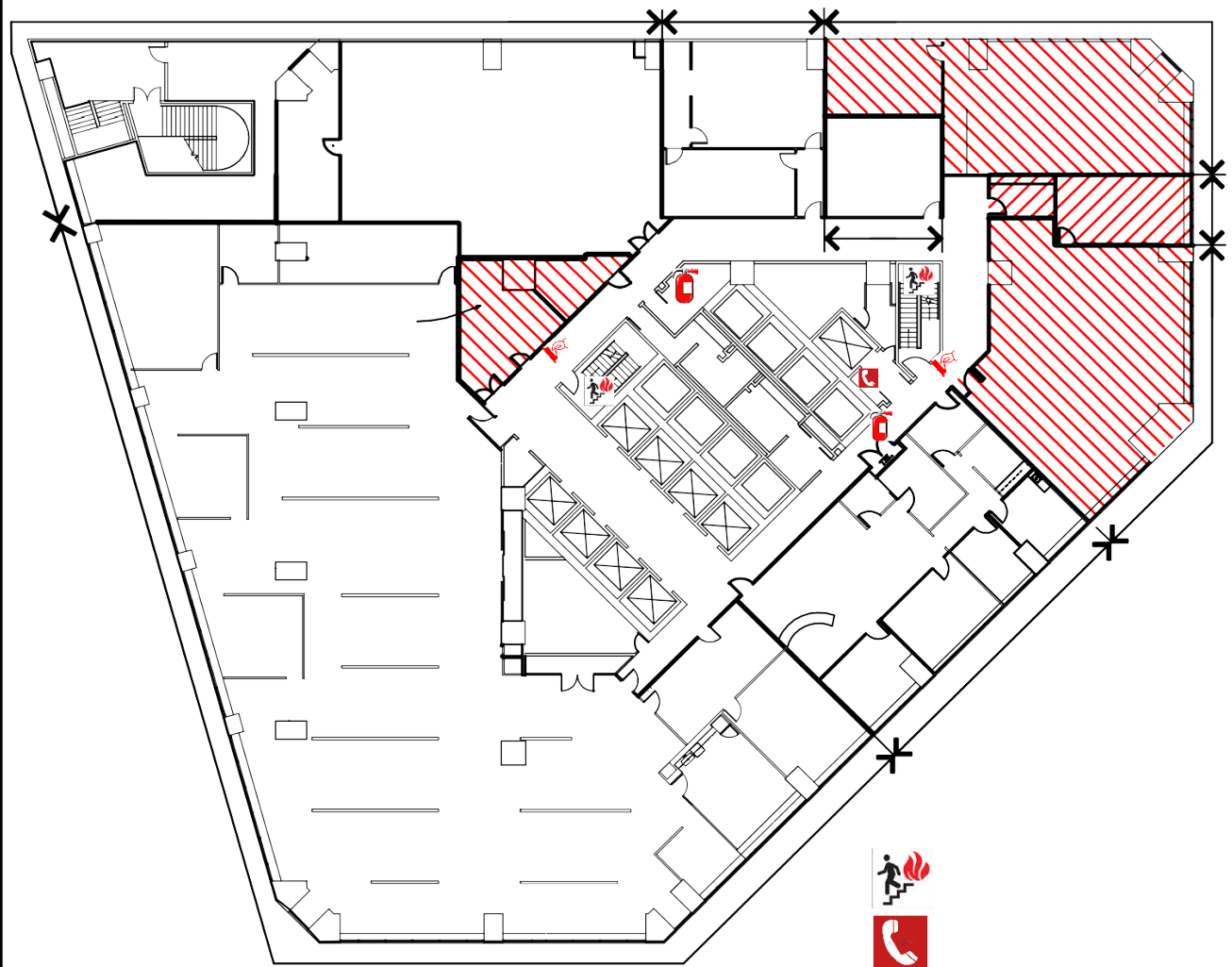
\_\_\_\_\_  
**NAME (print)**

\_\_\_\_\_  
**Telephone Number**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**Date of Test**

## BUILDING FLOOR PLANS



- Stairwell
- Emergency Phone
- Fire Extinguisher
- Fire Alarm Pull Station

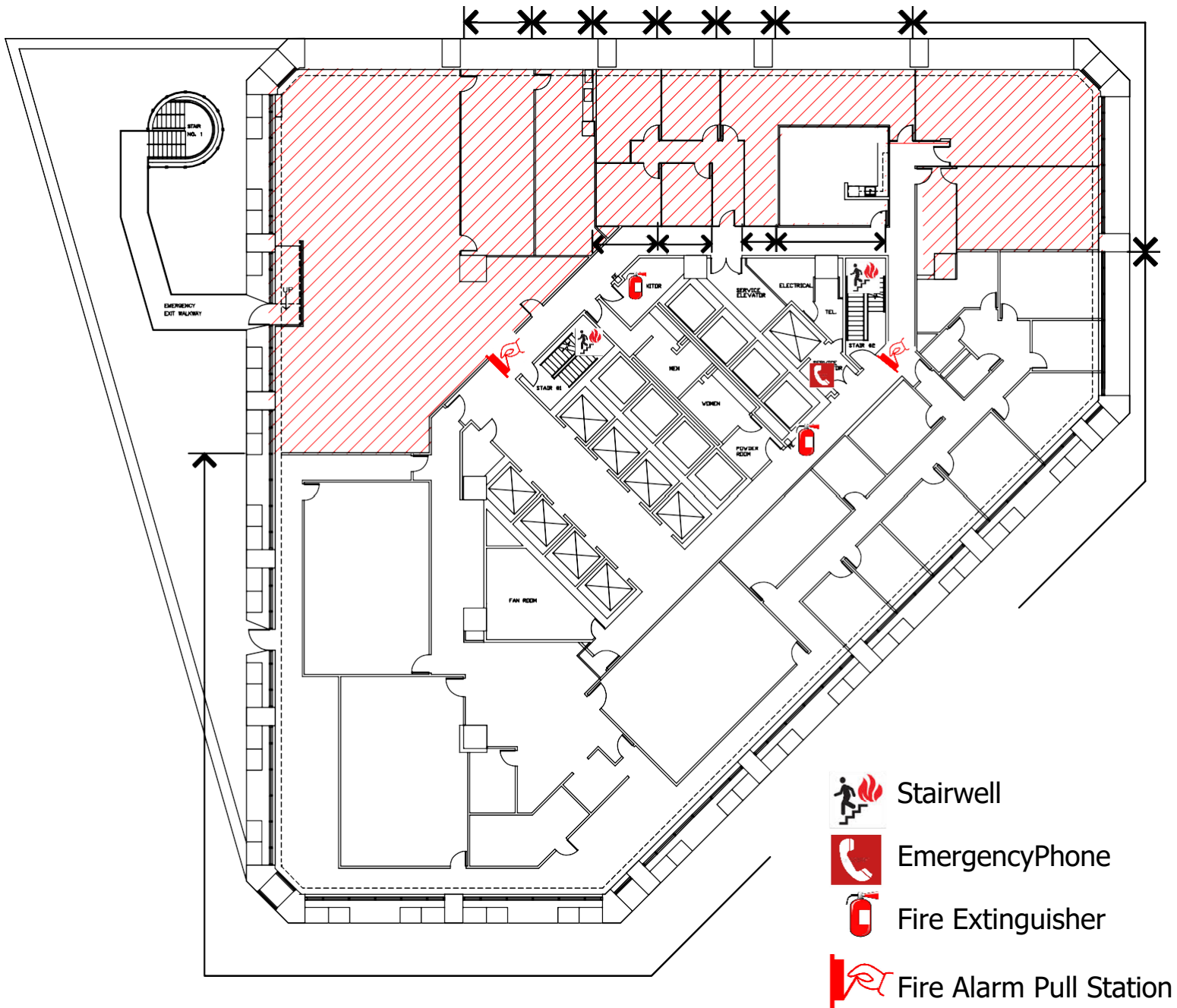

**ONE CANAL PLACE**  
 CORPORATE REALTY  
**4TH FLOOR**

**Steinmetz & Associates**  
 Space Planning, Interior Design, Architecture





650 Poydras Street, Suite 1425

SCALE: NOT TO SCALE  
 DATE: FEBRUARY 2018

**EC-04**



# ONE CANAL PLACE 5TH FLOOR

-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

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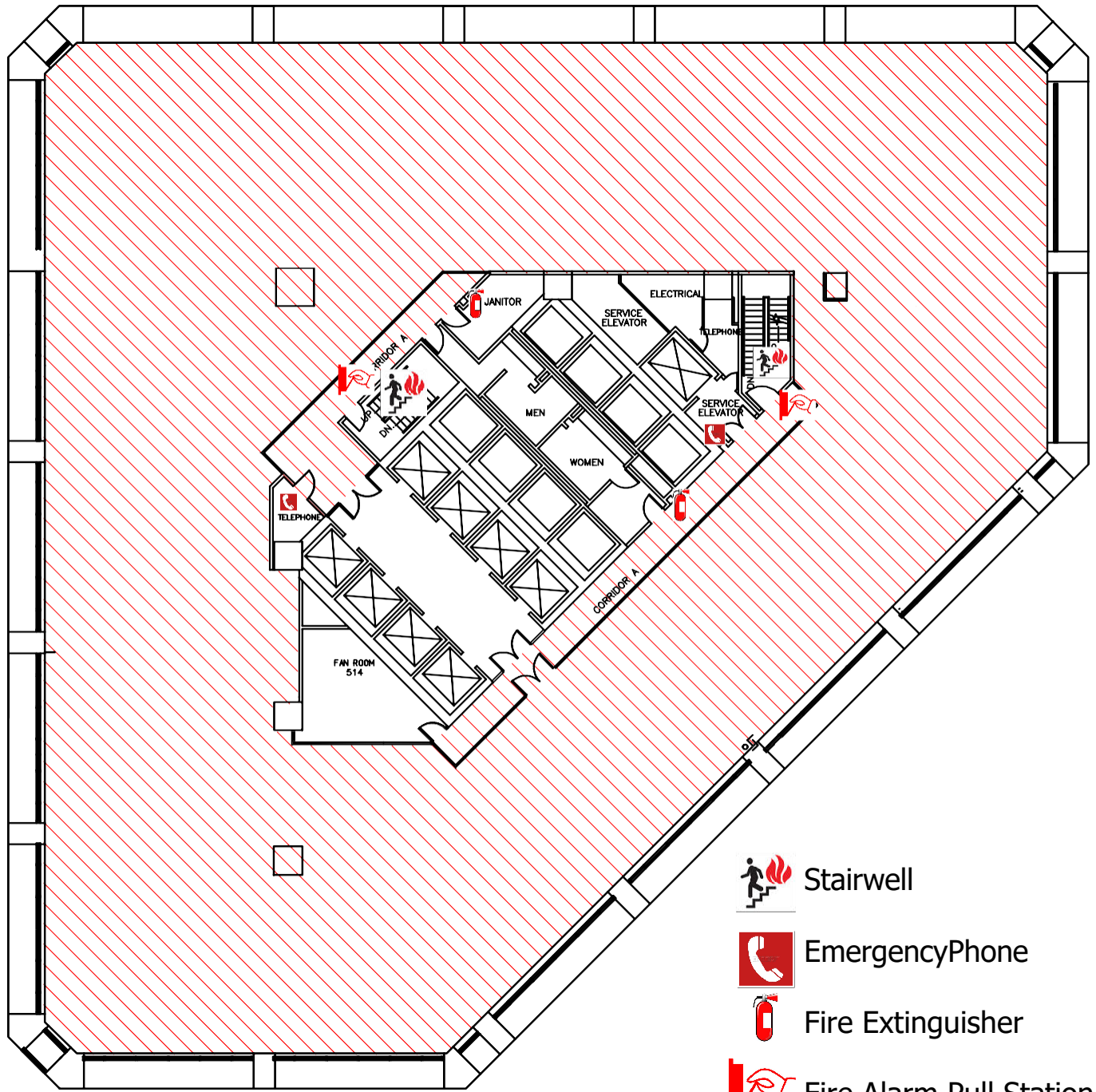
650 Poydras Street, Suite 1425  
New Orleans, Louisiana 70130  
504/523-6129 Fax 504/581-3219

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DATE: FEBRUARY 2018



**EC-05**



# ONE CANAL PLACE 6TH FLOOR

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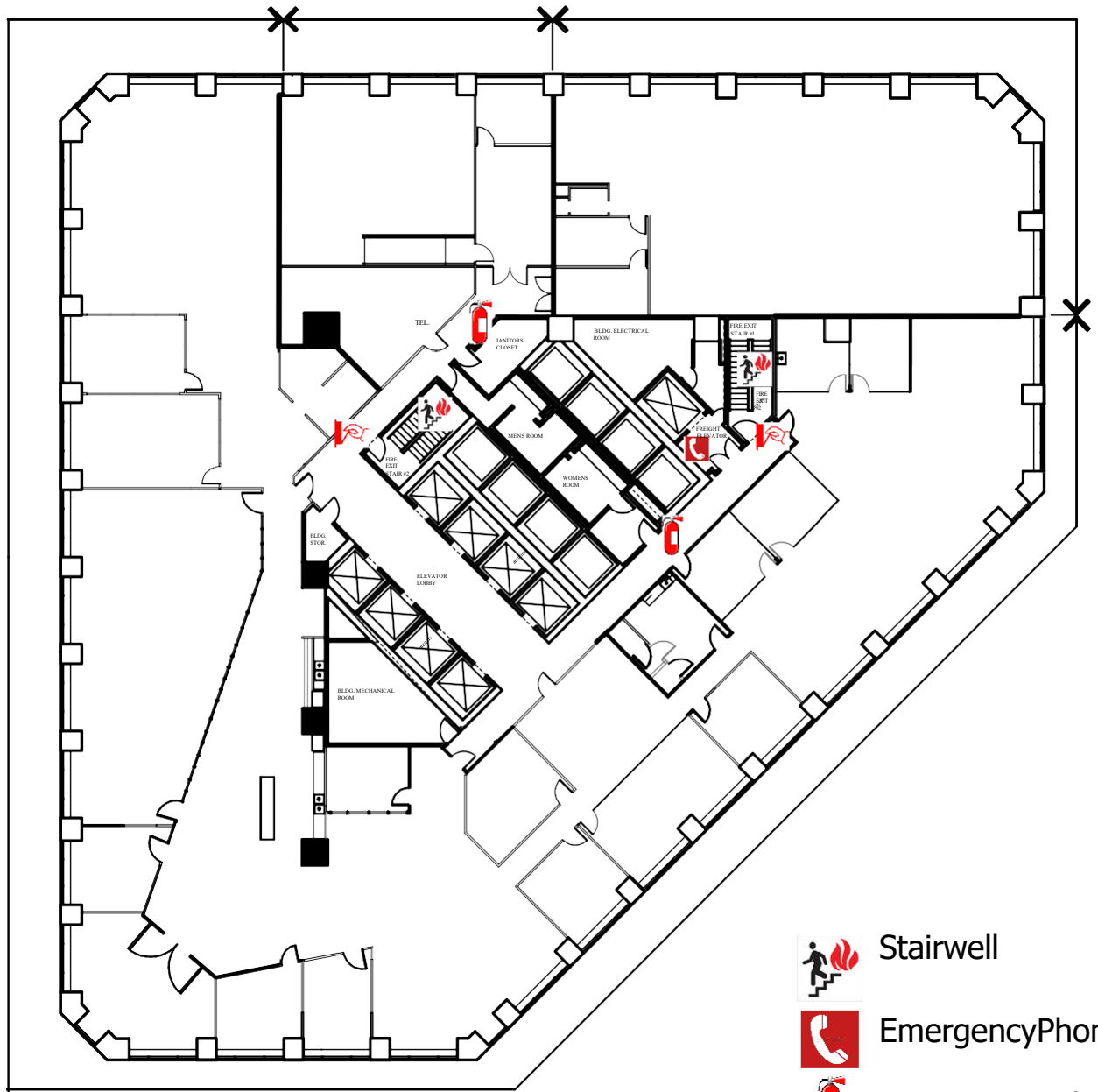
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DATE: JUNE 2014



Project No:

**EC-06**



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 7TH FLOOR

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DATE: JANUARY 2018



## EC-07



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 8TH FLOOR

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New Orleans, Louisiana 70112  
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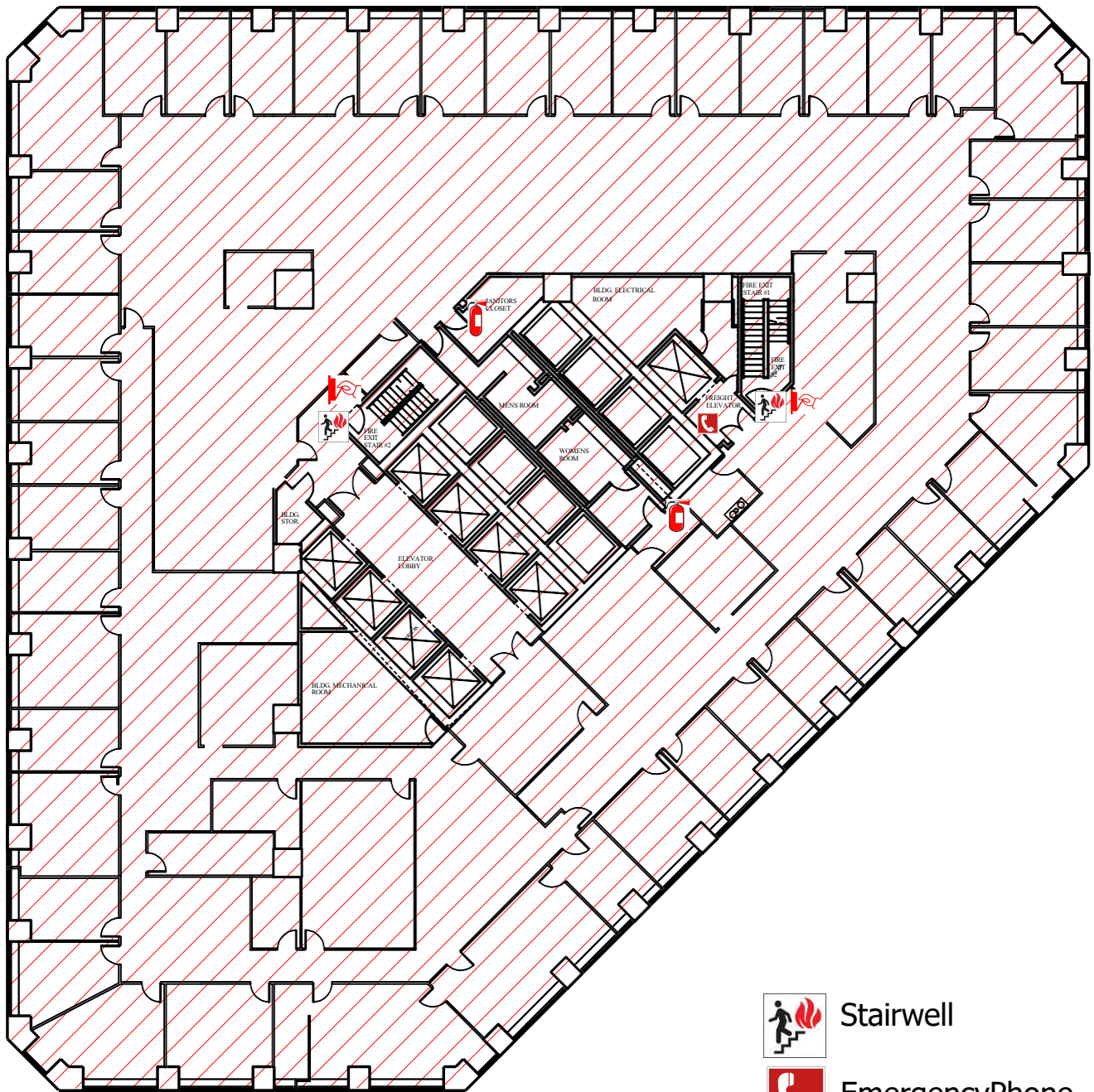
SCALE: NOT TO SCALE

DATE: JUNE 2014







Project No:

## EC-08



# ONE CANAL PLACE 9TH FLOOR

-  Stairwell
-  EmergencyPhone
-  Fire Extinguisher
-  Fire Alarm Pull Station

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DATE: JUNE 2014



Project No:

**EC-09**



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 10TH FLOOR





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 DATE: FEBURARY 2018  
 **CORPORATE REALTY**

## EC-10

SOUTH PETERS STREET



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 10TH FLOOR

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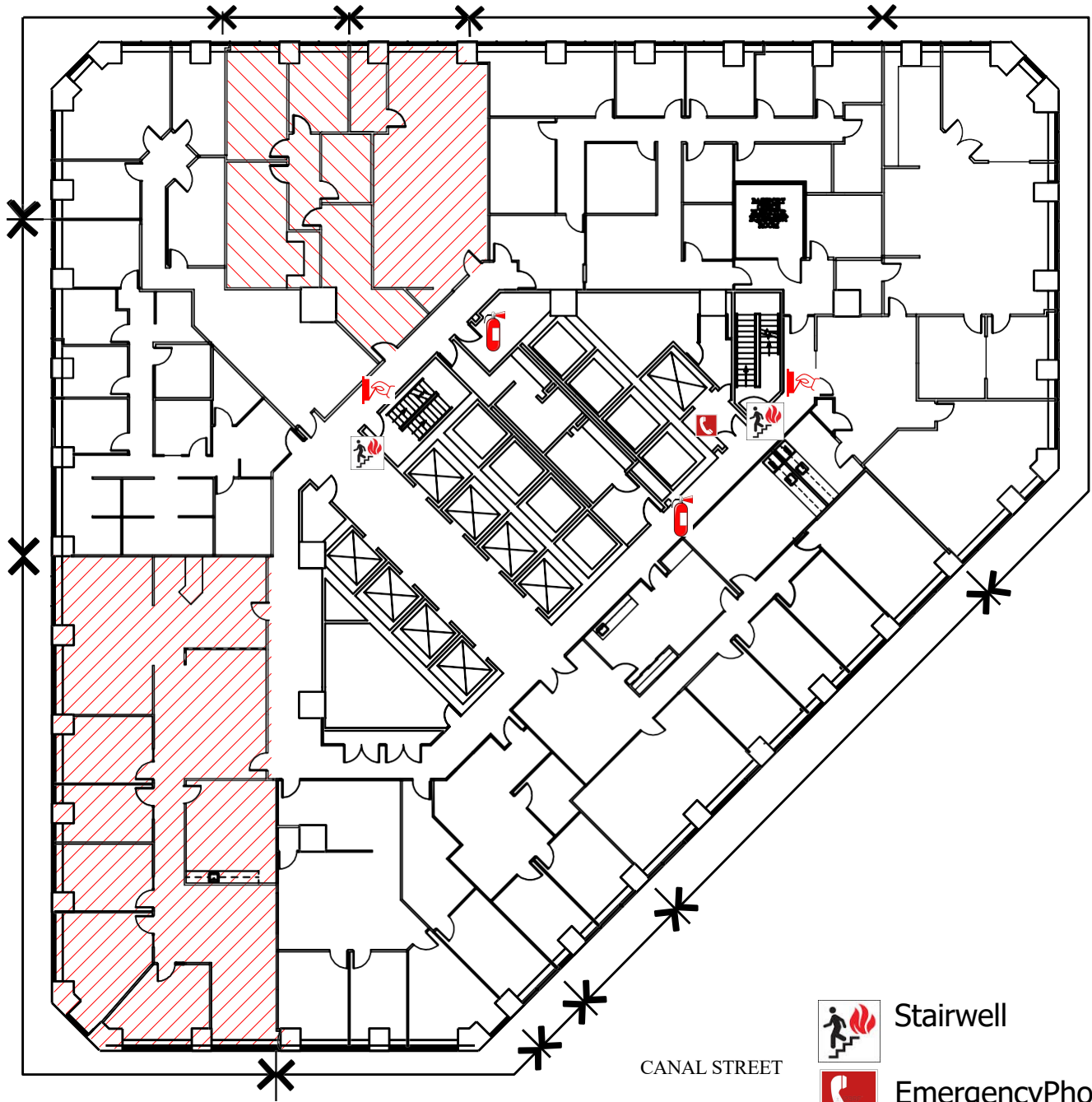
DATE: JUNE 2014







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Project No:

**EC-10**



# ONE CANAL PLACE 11TH FLOOR

-  Stairwell
-  EmergencyPhone
-  Fire Extinguisher
-  Fire Alarm Pull Station

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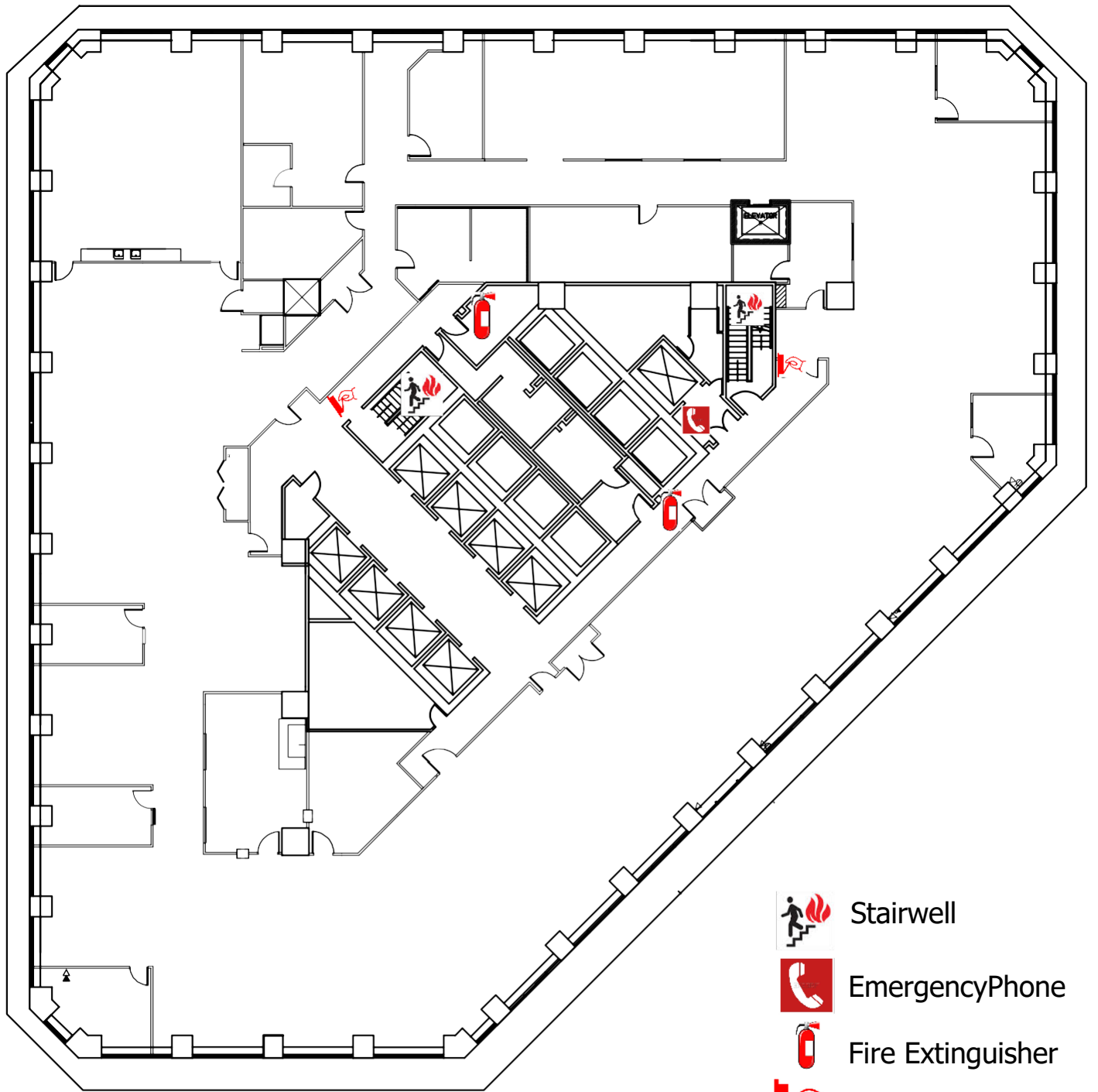
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DATE: JUNE 2014



Project No:

**EC-11**



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

## ONE CANAL PLACE 12TH FLOOR

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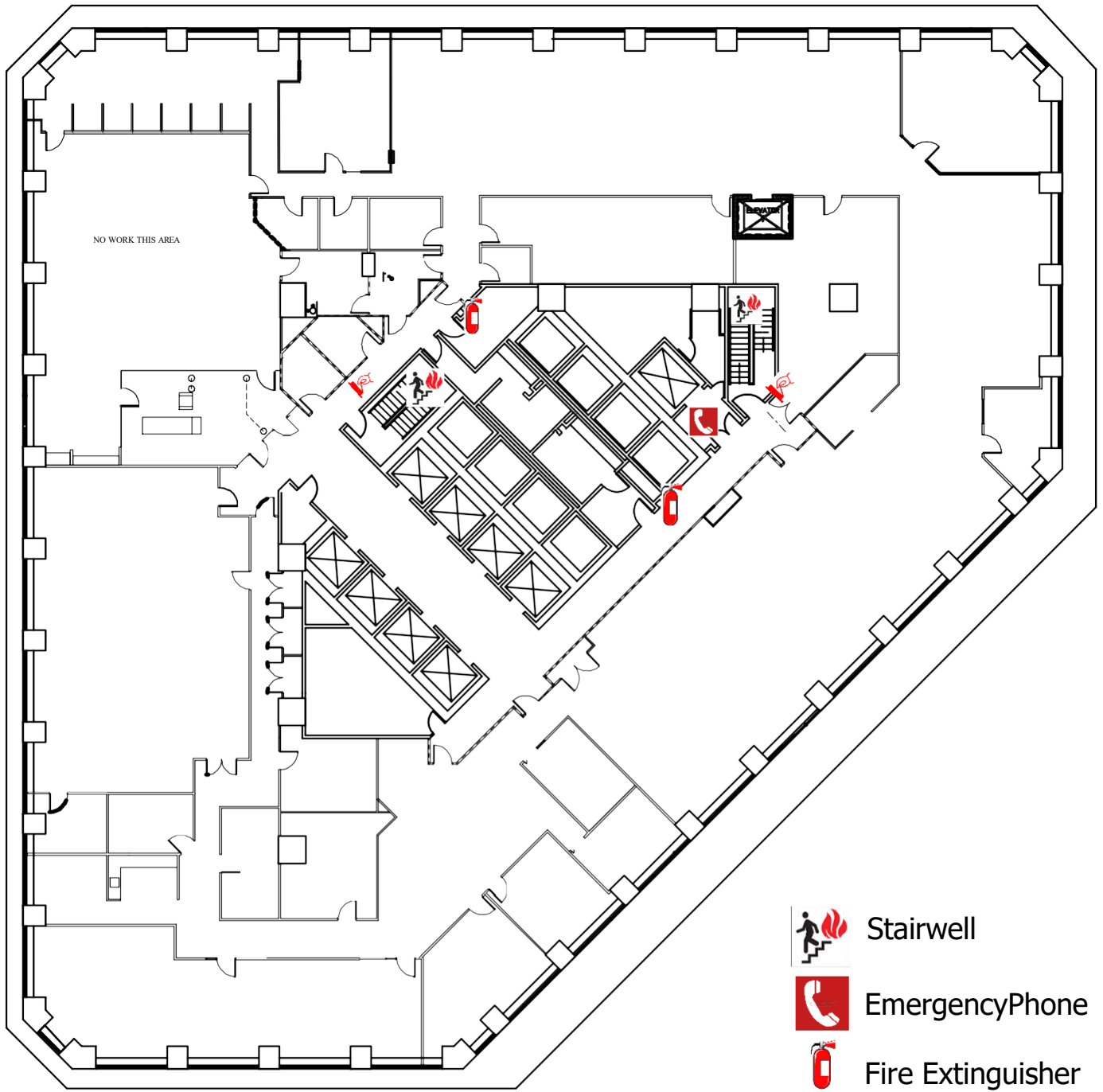
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SCALE: NOT TO SCALE

DATE: FEBRUARY 2018



# EC-12



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

## ONE CANAL PLACE 13TH FLOOR

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DATE: FEBRUARY 2018



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# EC-13

most floor square footage was calculated by others (Hatchcock)



# ONE CANAL PLACE 14TH FLOOR

-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

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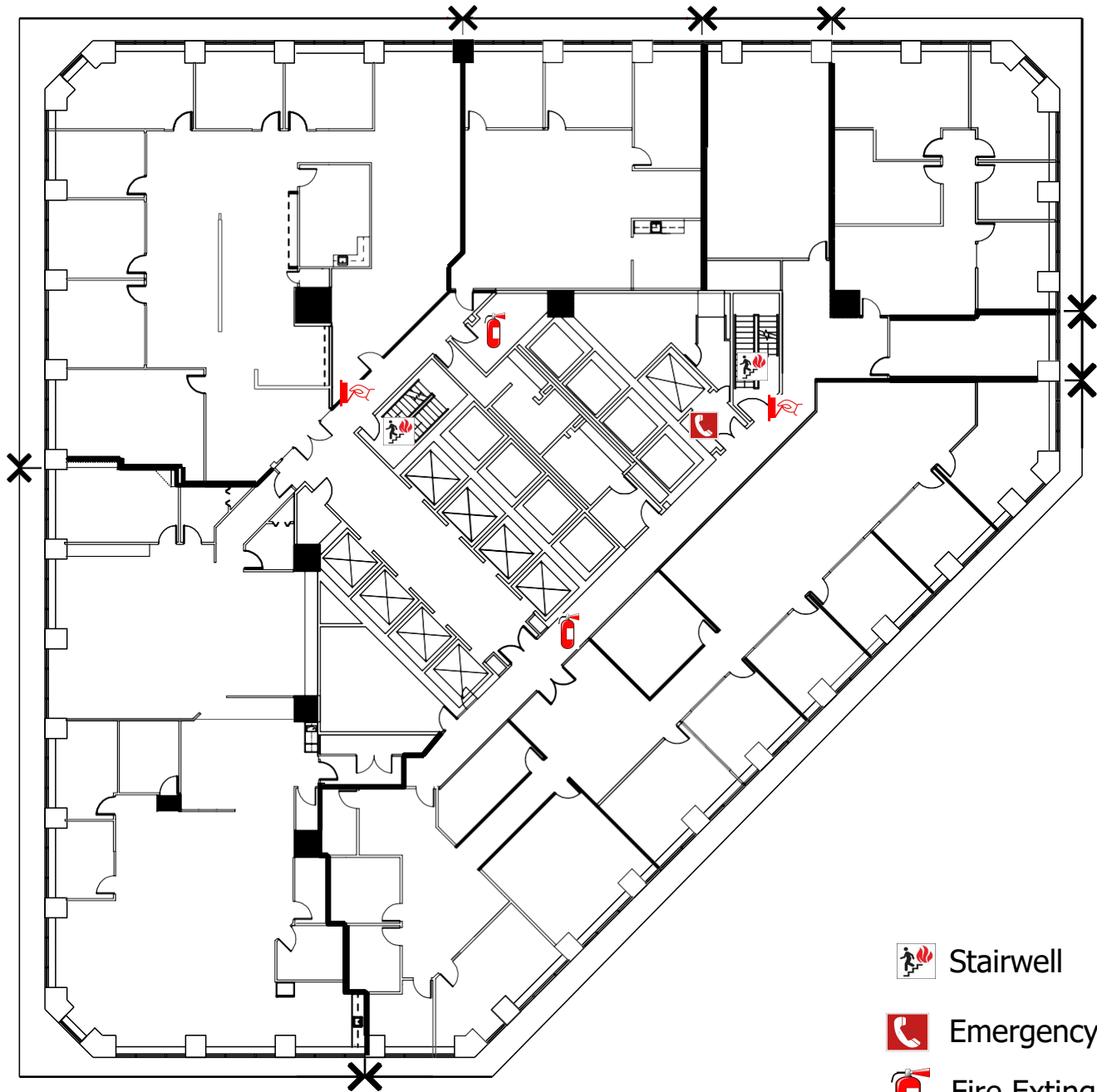
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DATE: JUNE 2014



Project No:

# EC-14



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

## ONE CANAL PLACE 15TH FLOOR

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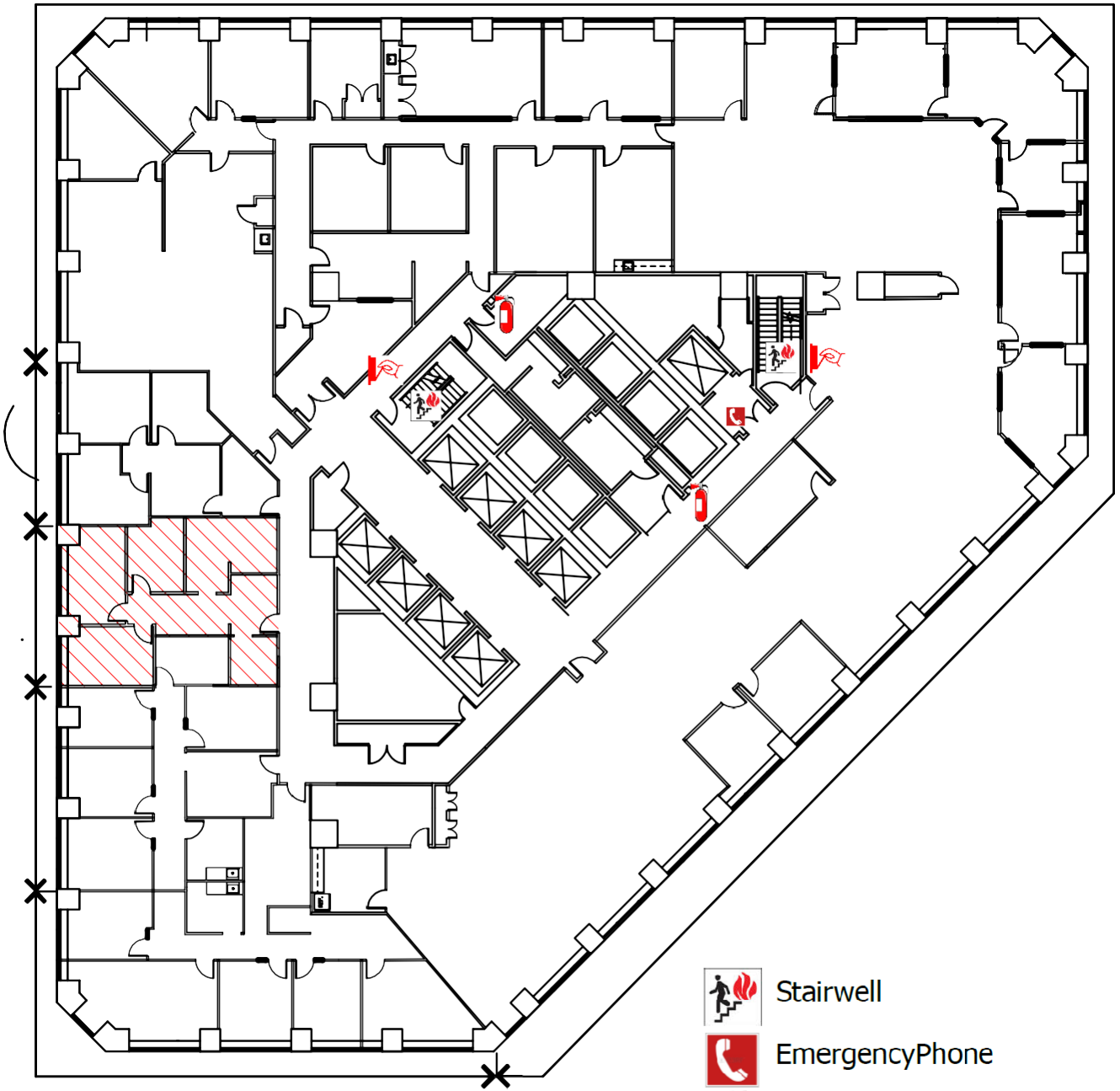
DATE: JANUARY 2018







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# EC-15



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 16TH FLOOR

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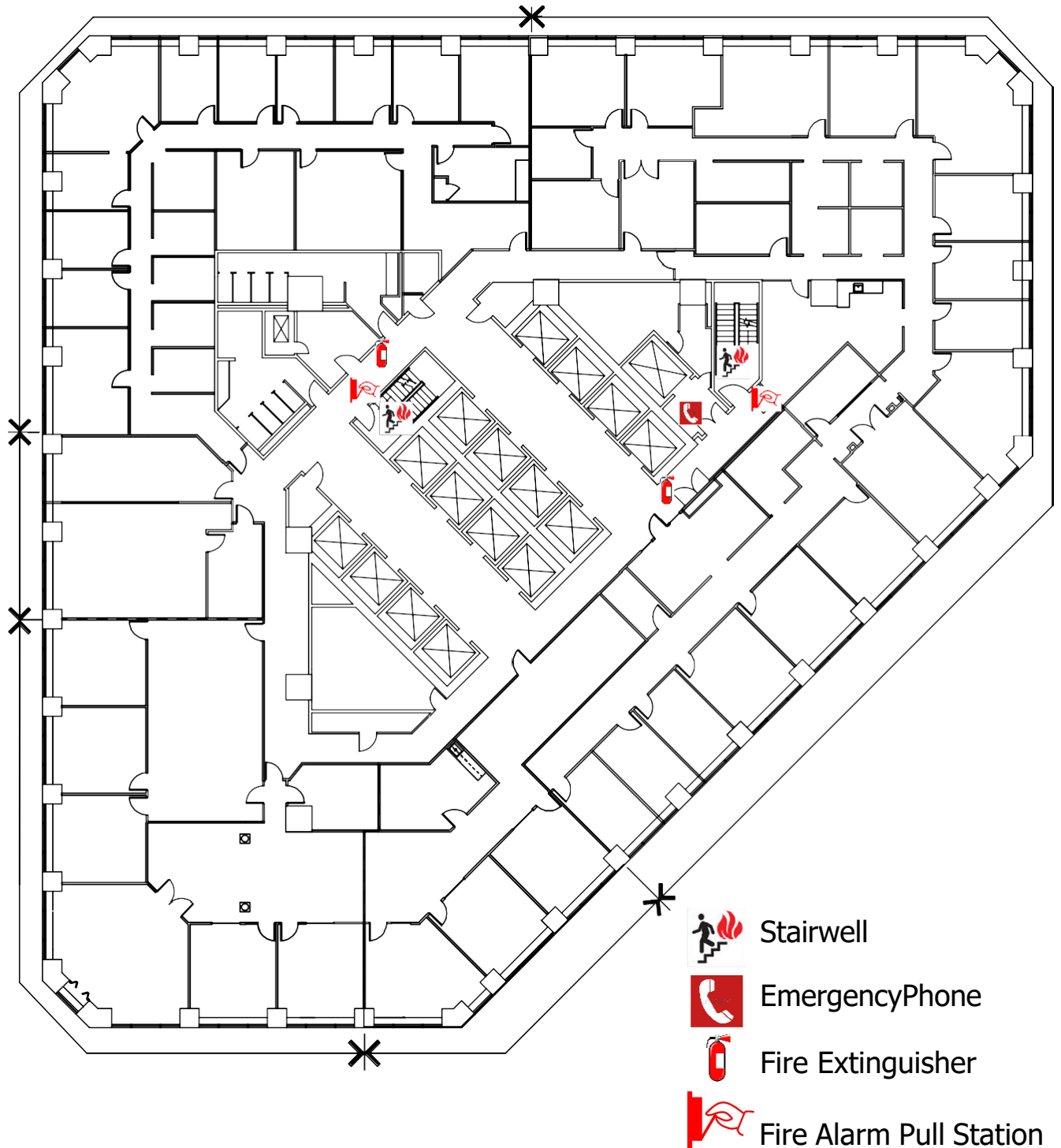
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DATE: JUNE 2014



Project No:

# EC-16



ONE CANAL PLACE  
17TH FLOOR

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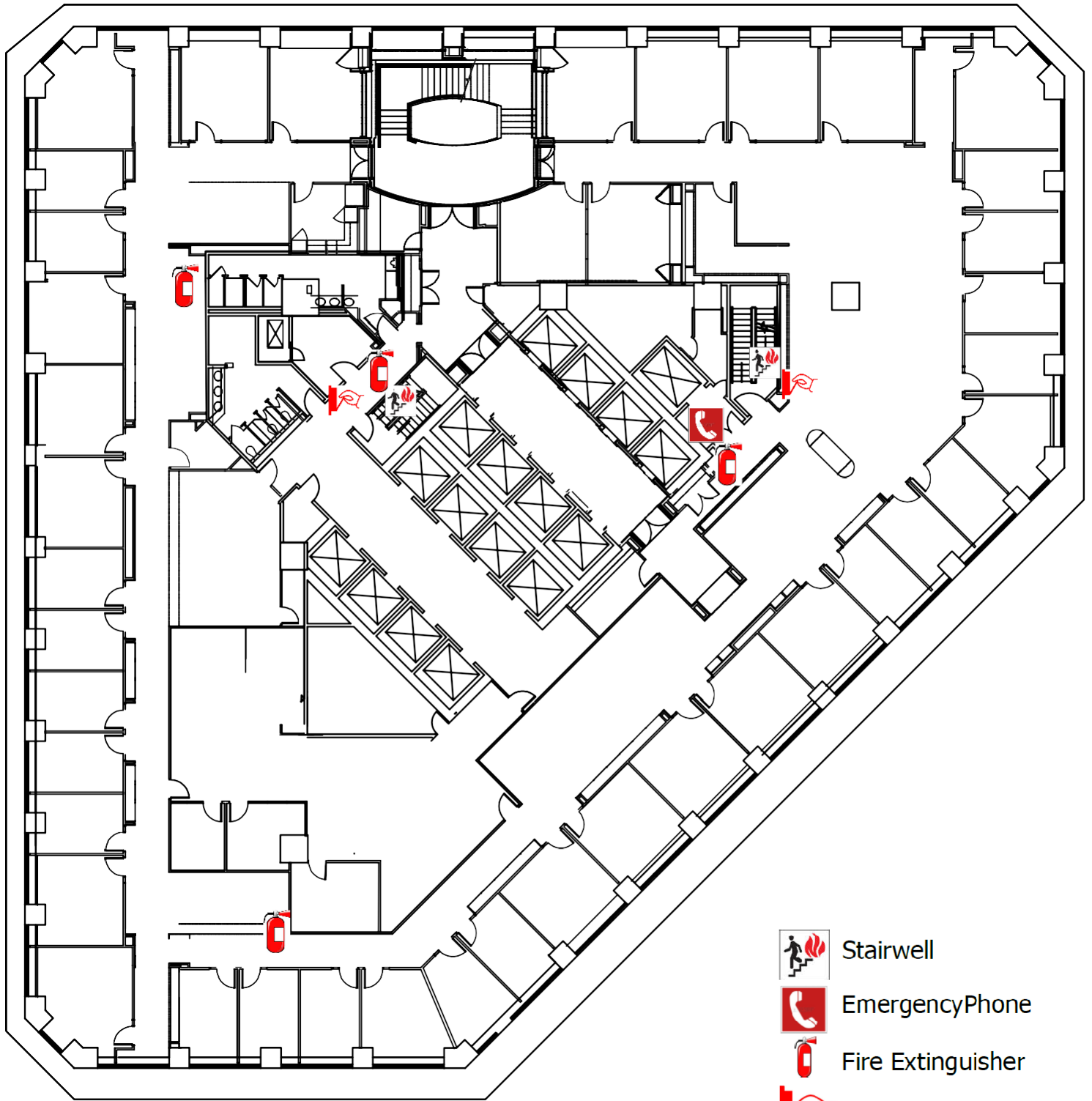
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DATE: JUNE 2014



Project No:

**EC-17**



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

## ONE CANAL PLACE 18TH FLOOR

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DATE: AUGUST 2014



Project No:

# EC-18



# ONE CANAL PLACE 19TH FLOOR

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SCALE: NOT TO SCALE

Project No:

**Associates**

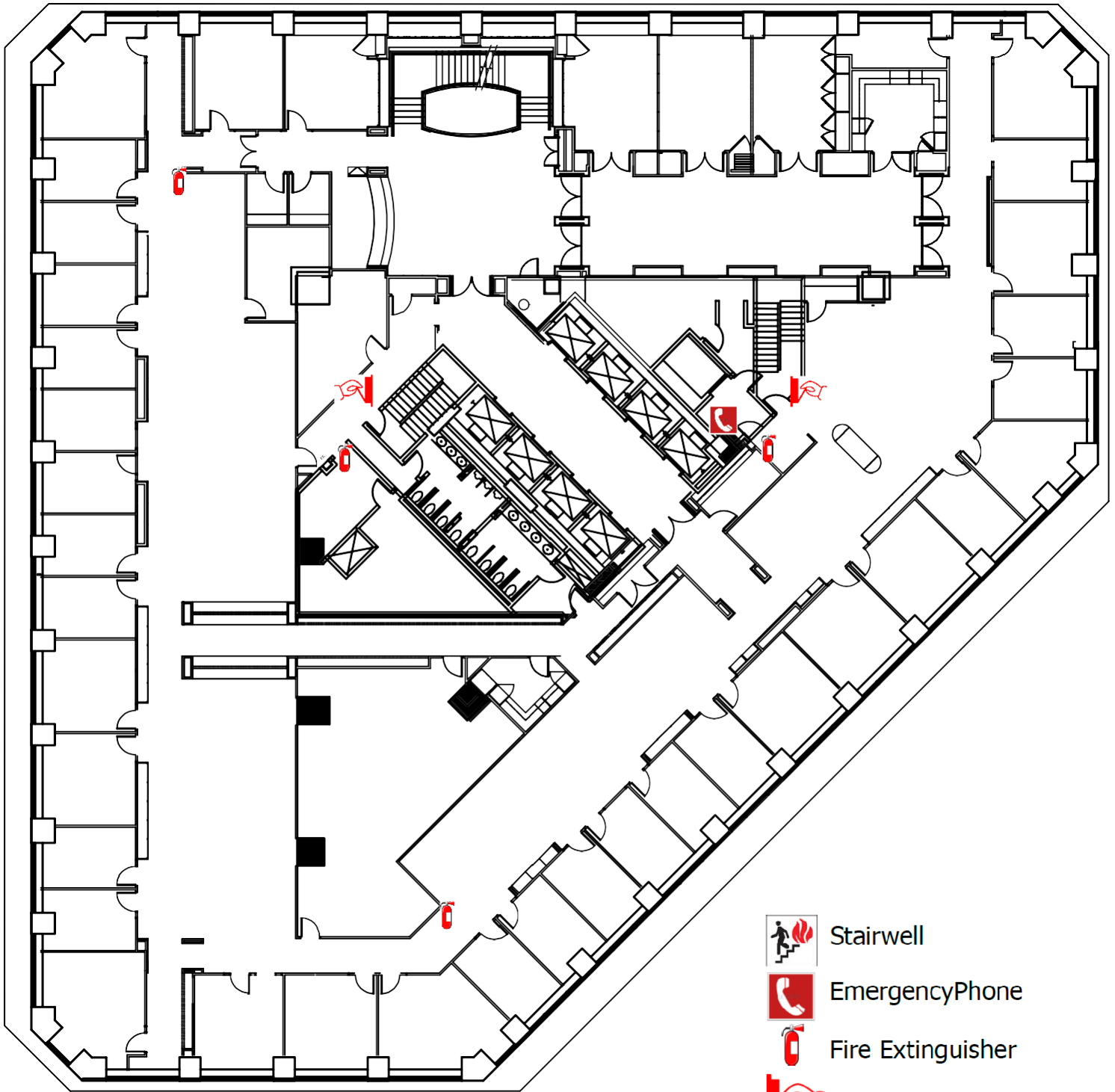
Space Planning, Interior Design, Architecture





DATE: AUGUST 2014



**CORPORATE REALTY**

**EC-19**



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 20TH FLOOR

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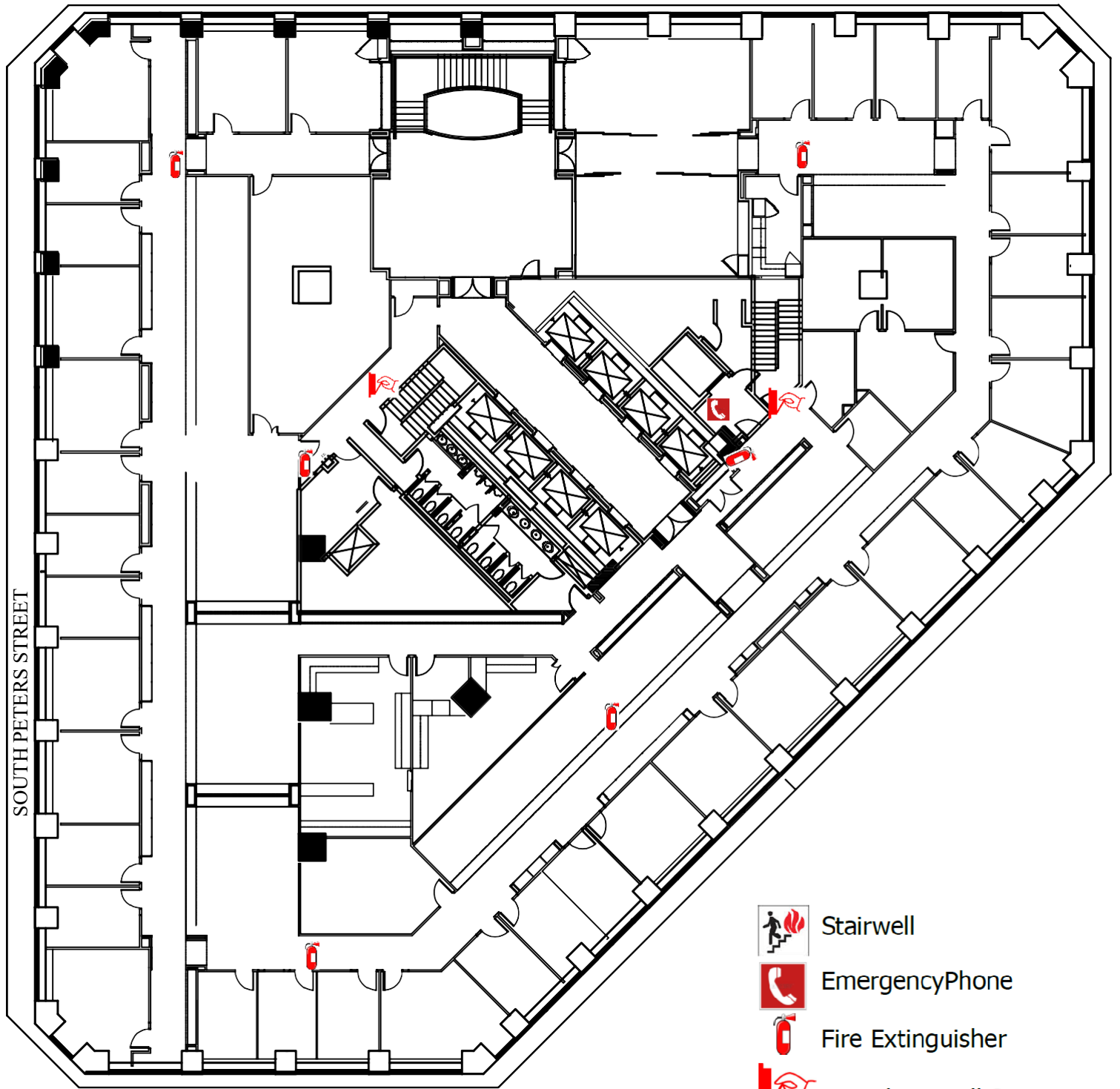
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DATE: AUGUST 2014



Project No:

## EC-20



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

## ONE CANAL PLACE 21ST FLOOR

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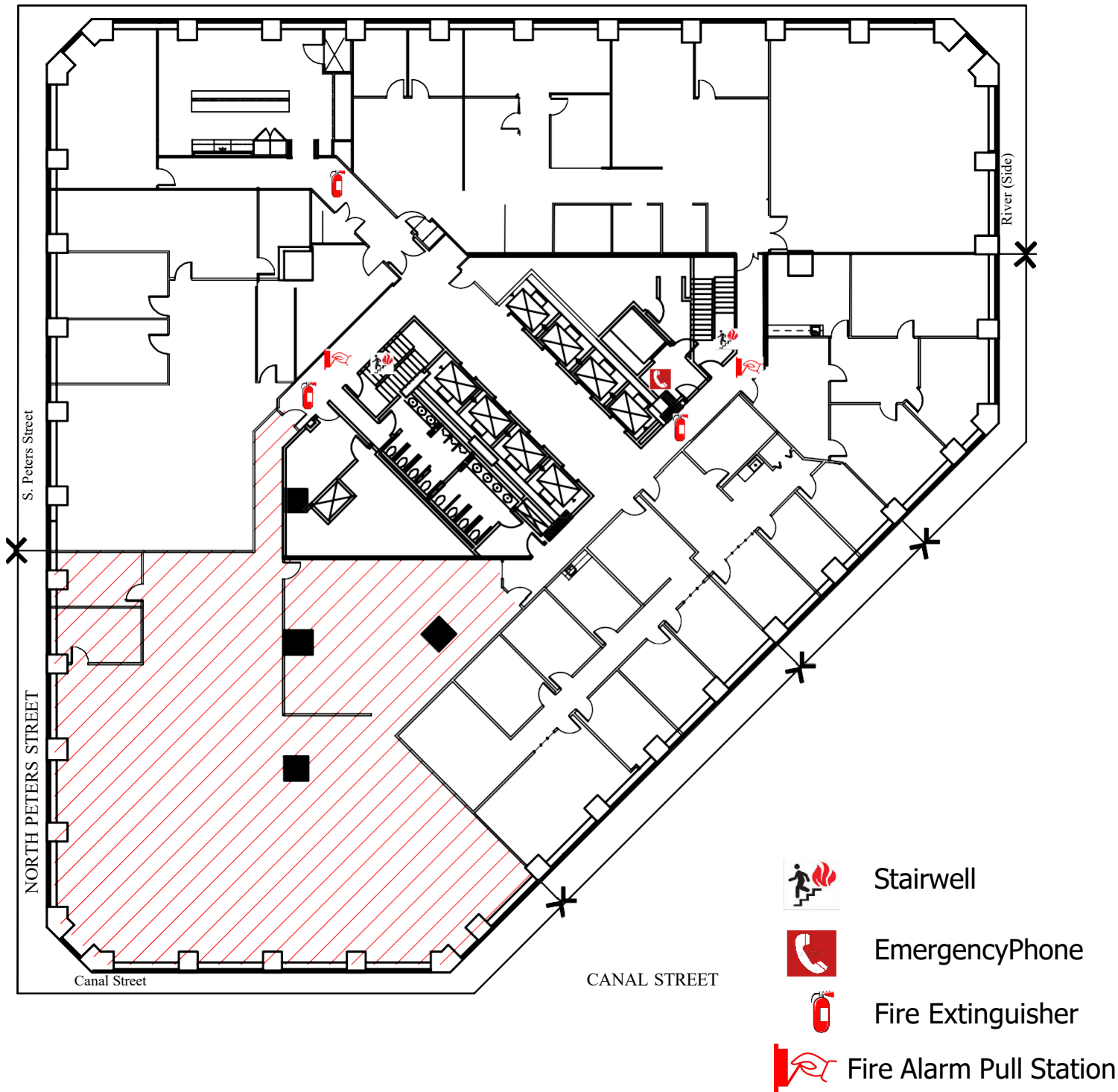
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DATE: AUGUST 2014



Project No:

# EC-21



# ONE CANAL PLACE 22ND FLOOR

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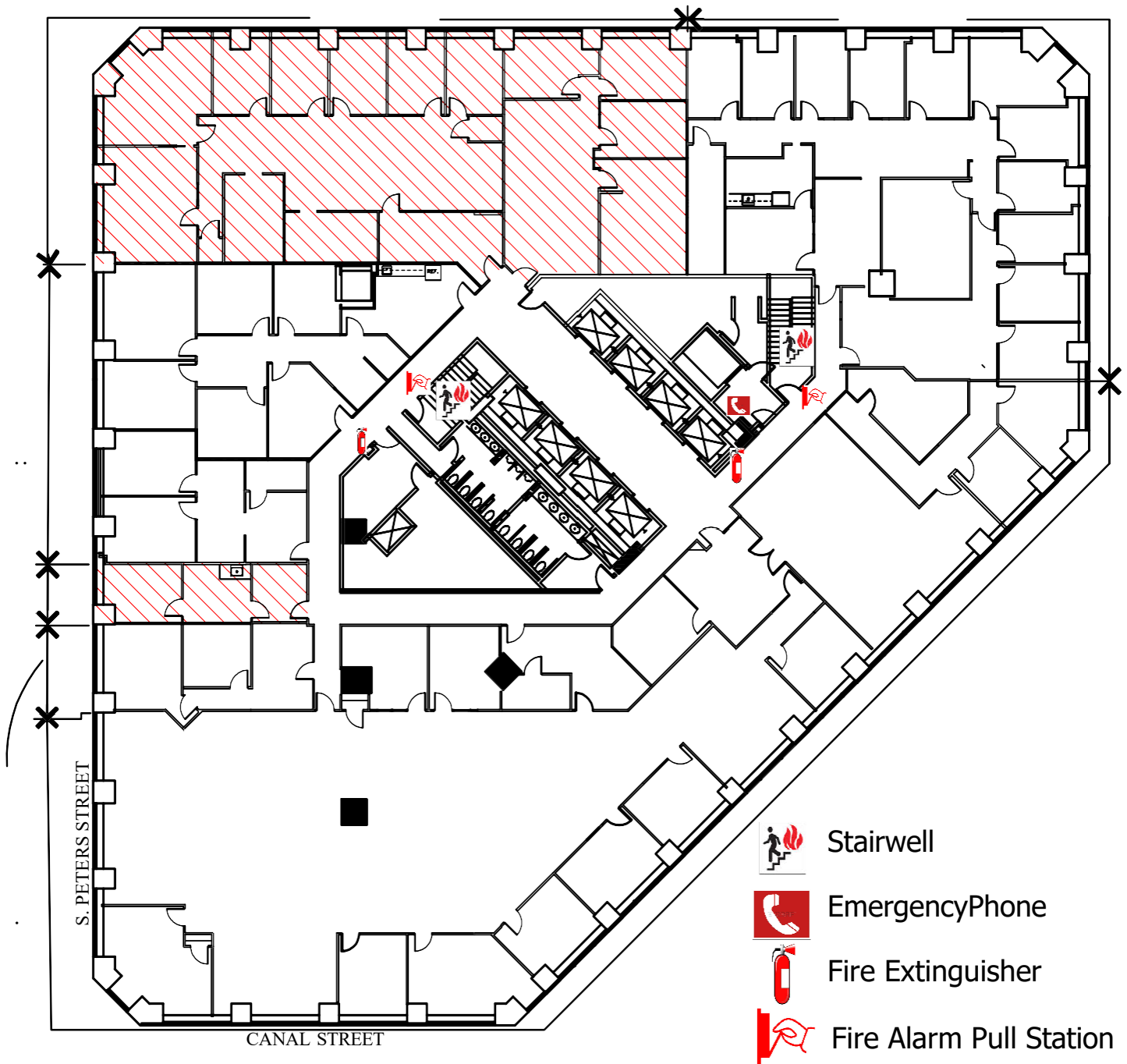
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Project No:

**EC-22**

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# ONE CANAL PLACE 23RD FLOOR

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**Associates<sub>Sp</sub>**

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ace Planning, Interior Design, Architecture

Project No:



CANAL STREET

-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 24TH FLOOR

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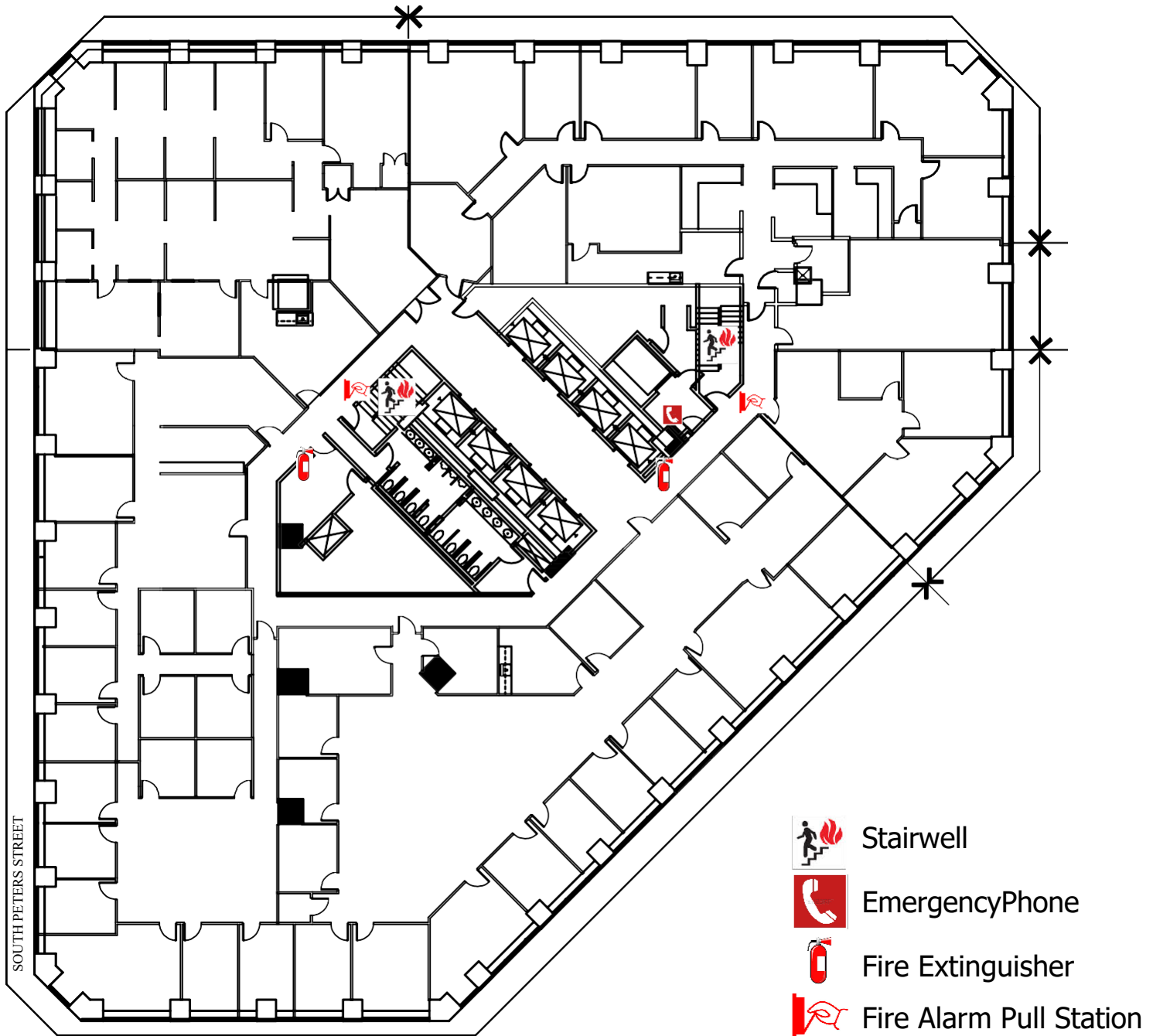
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Project No:

**EC-24**



# ONE CANAL PLACE 25TH FLOOR

**Steinmetz &  
Associates**

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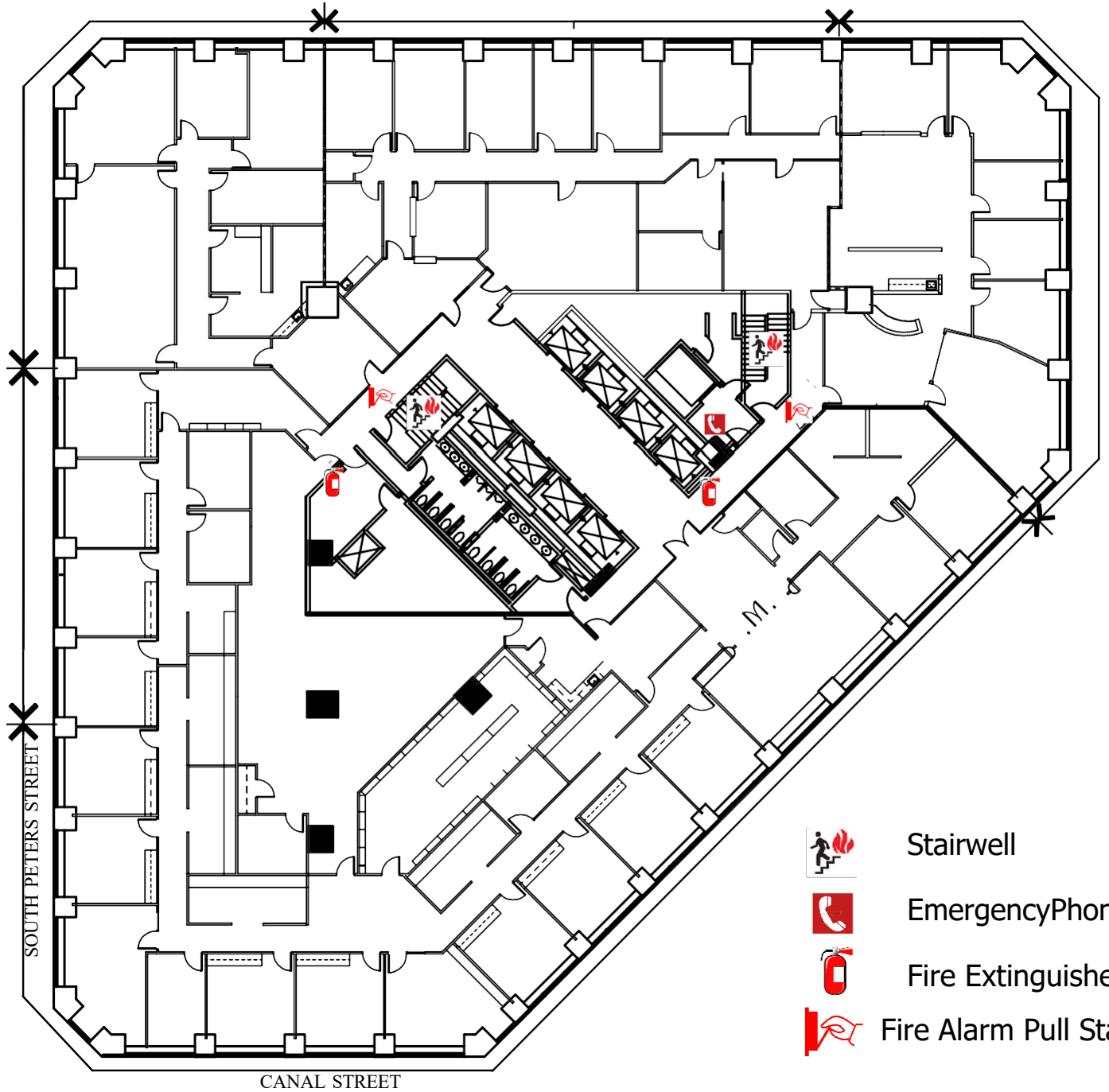
DATE: JUNE 2014







Project No:

**EC-25**

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-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 26TH FLOOR

**Steinmetz &  
Associates**  
Space Planning, Interior Design, Architecture

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New Orleans, Louisiana 70112  
504/523-6129 Fax 504/581-3219

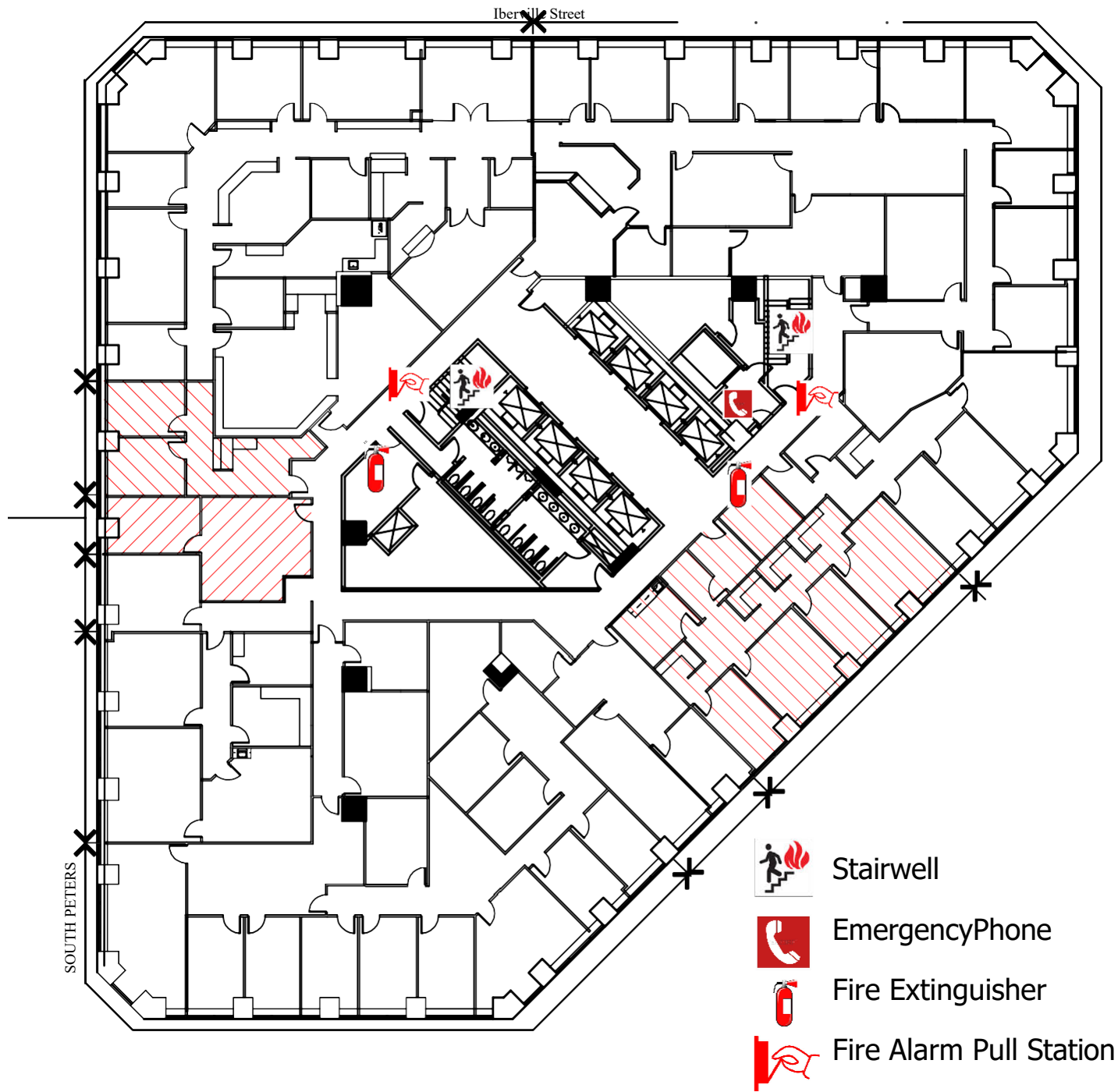
SCALE: NOT TO SCALE

DATE: JUNE 2014



Project No:

## EC-26



# ONE CANAL PLACE 27TH FLOOR

**Steinmetz &  
Associates**

Space Planning, Interior Design, Architecture

650 Poydras Street, Suite 1425  
New Orleans, Louisiana 70112  
504/523-6129 Fax 504/581-3219

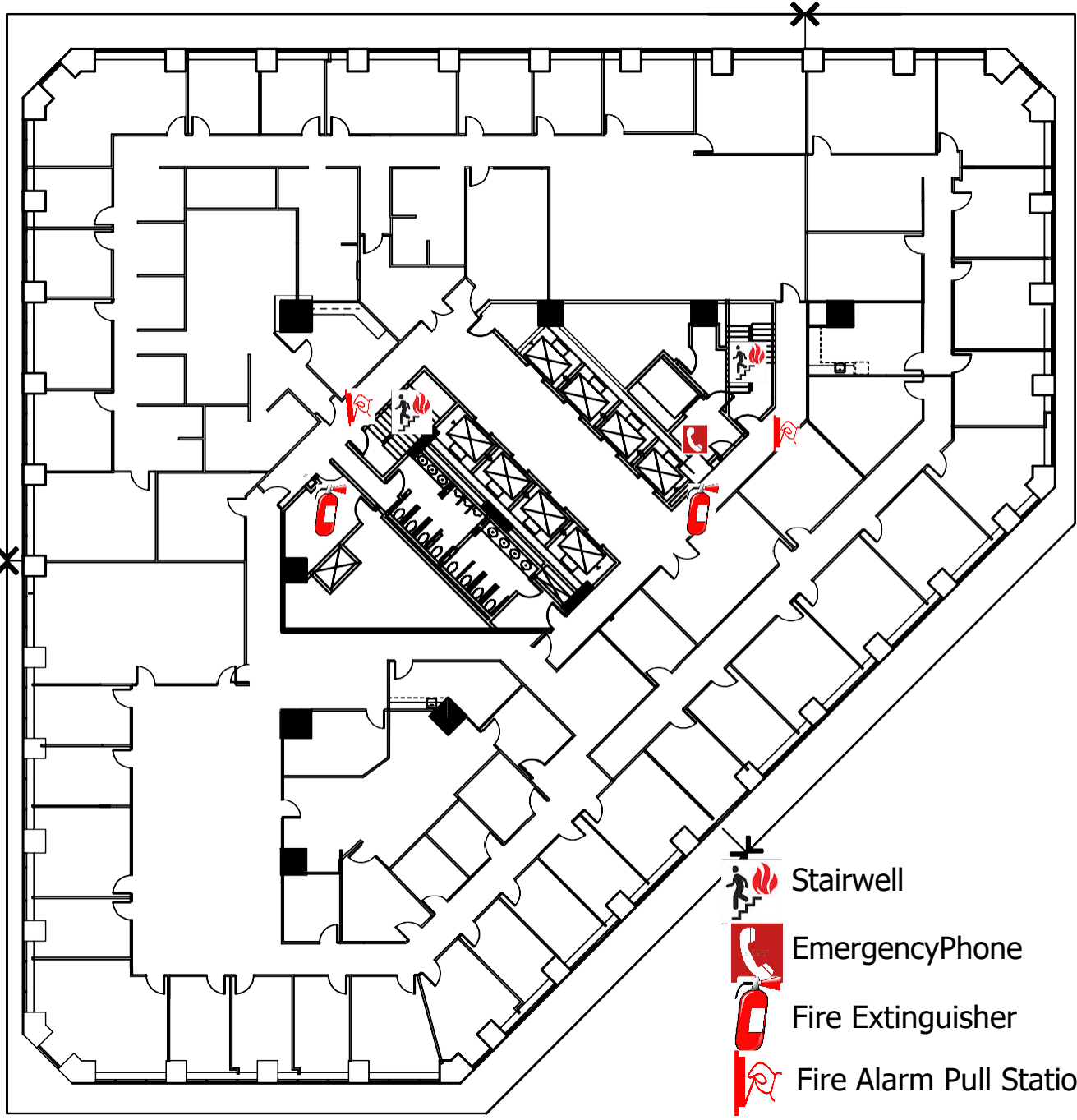
SCALE: NOT TO SCALE

DATE: JUNE 2014



Project No:

**EC-27**



-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

# ONE CANAL PLACE 28TH FLOOR

**Steinmetz & Associates**

Space Planning, Interior Design, Architecture

650 Poydras Street, Suite 1425  
New Orleans, Louisiana 70112  
504/523-6129 Fax 504/581-3219

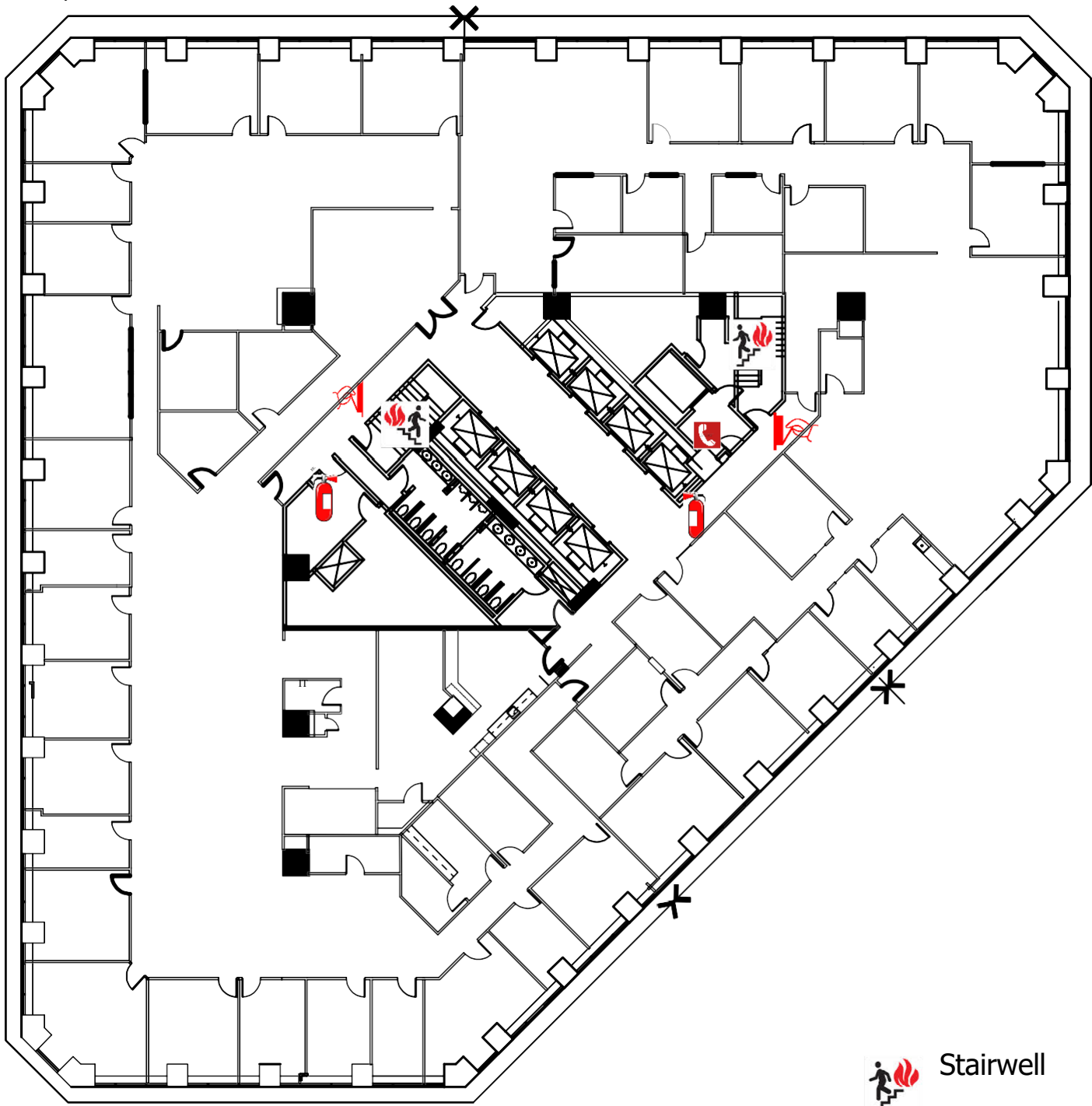
SCALE: NOT TO SCALE

DATE: JUNE 2014







Project No:

## EC-28



# ONE CANAL PLACE 29TH FLOOR

-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

**Steinmetz &  
Associates**

Space Planning, Interior Design, Architecture

650 Poydras Street, Suite 1425  
New Orleans, Louisiana 70112  
504/523-6129 Fax 504/581-3219

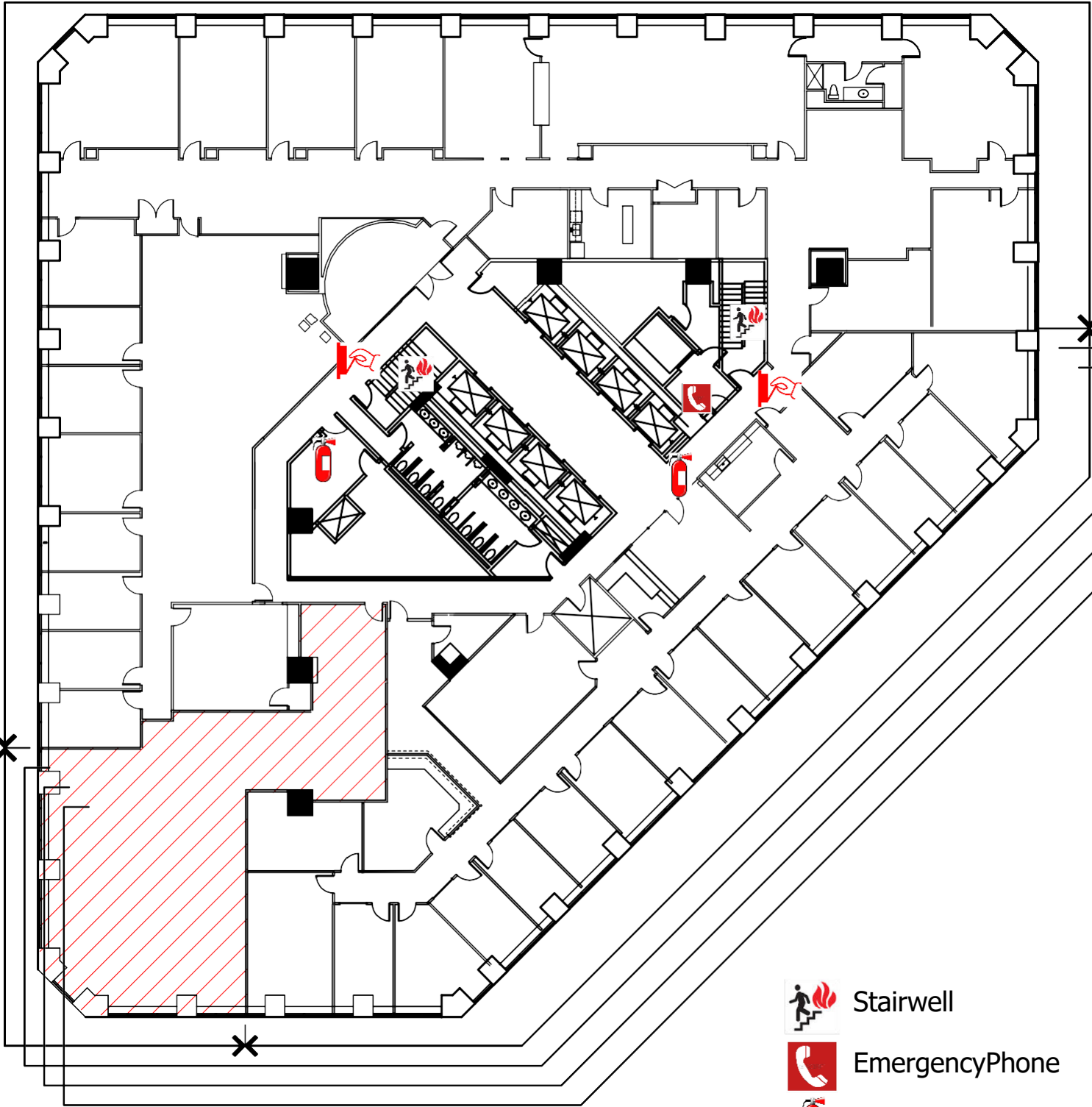
SCALE: NOT TO SCALE

DATE: JUNE 2014







Project No:

**EC-29**



# ONE CANAL PLACE 30TH FLOOR

-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

**Steinmetz &**

**Associates**

Space Planning, Interior Design, Architecture

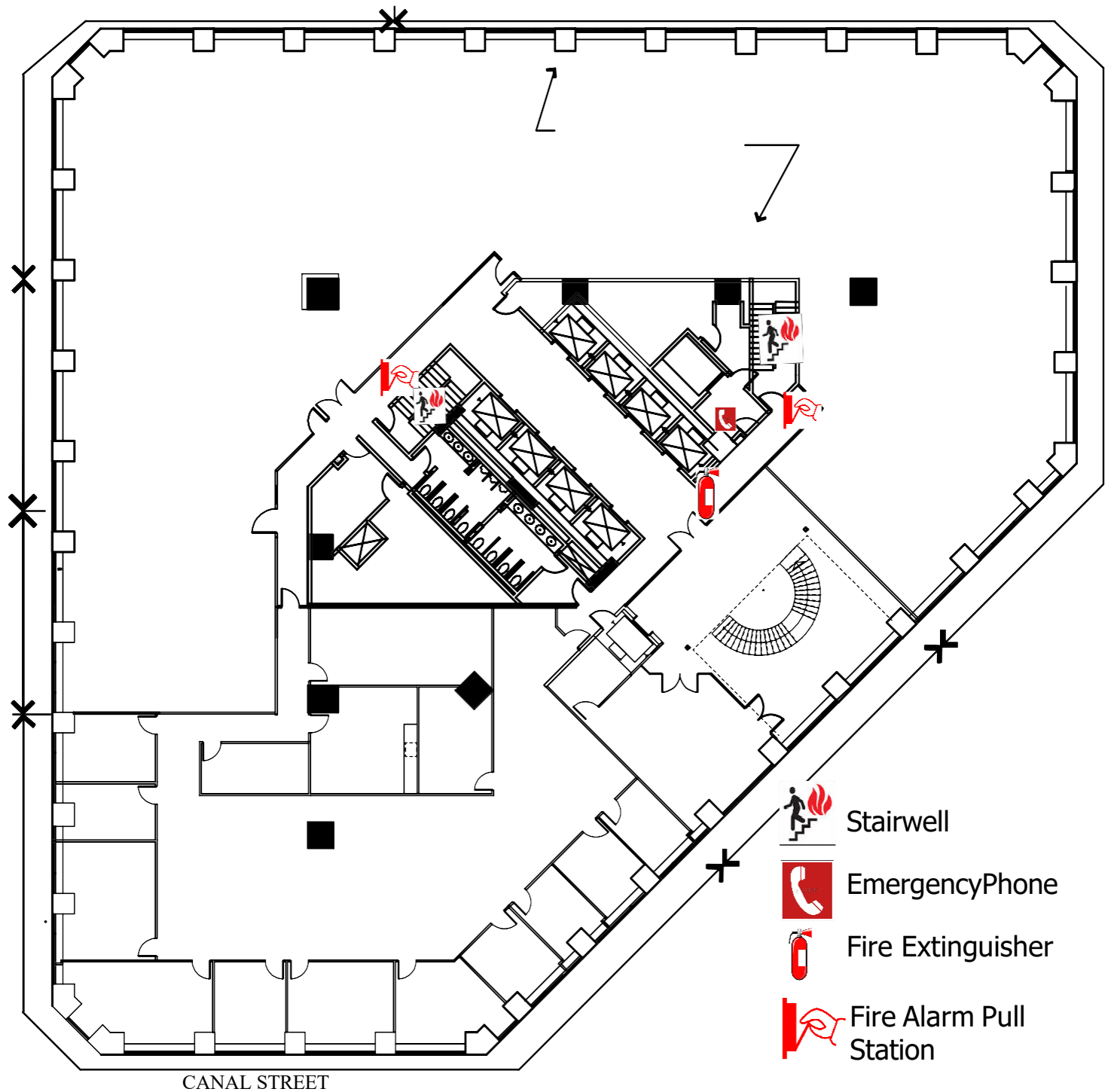
SCALE: NOT TO SCALE

DATE: JUNE 2014



Project No:

**EC-30**



CANAL STREET

# ONE CANAL PLACE 31ST FLOOR

-  Stairwell
-  Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station

**Steinmetz &**

**Associates**

Space Planning, Interior Design, Architecture

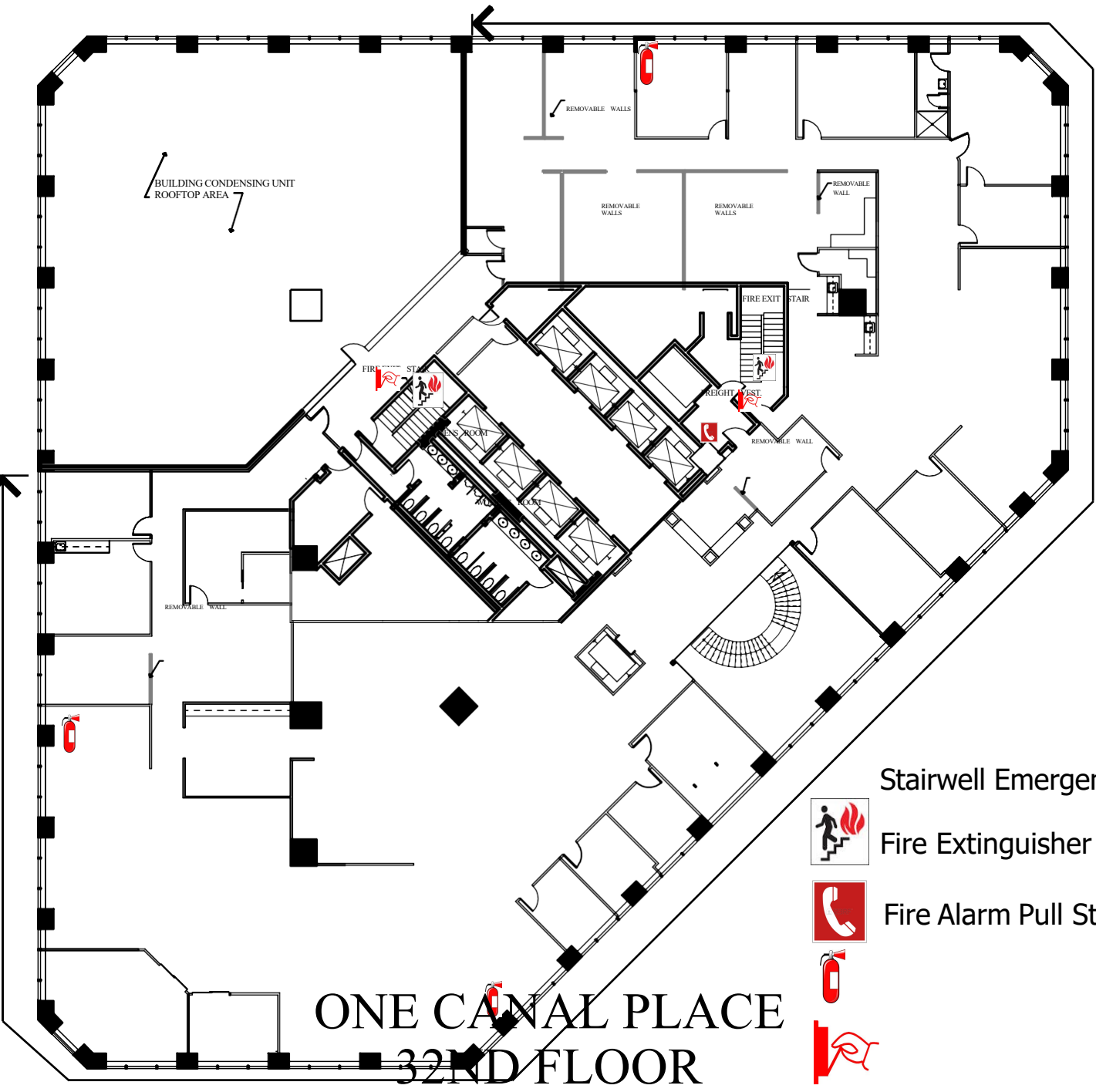
SCALE: NOT TO SCALE






DATE: JUNE 2014



Project No:

**EC-31**



-  Stairwell Emergency Phone
-  Fire Extinguisher
-  Fire Alarm Pull Station
- 
- 

**steinmetz &  
associates**  
Planning, Interior Design, Architecture  
Hydras Street, Suite 1425 New Orleans,  
Louisiana 7013102  
504-581-3219 Fax 504/581-3219

SCALE: NOT TO SCALE  
DATE: JANUARY 2018



**EC-32**

## **THREATS OF VIOLENCE**

Any threat of violence should be reported immediately by calling 911 first and providing details of the emergency. Secondly, contact One Canal Place management at (504) 587-1450 or building security at (504) 587-1450, option 1.

It is usually the telephone operator who receives a threatening phone call. However, in firms where there is direct dialing, any employee can receive the threat. Therefore, the following procedure to be followed should be established and rehearsed with every employee:

- 1) Complete the attached worksheet.
- 2) Note the exact time of the telephone call.
- 3) Attempt to keep the caller on the telephone. Notify someone around you that a threat is occurring, and let someone else report this information immediately to building management.
- 4) Await instructions from building management and/or emergency personnel. For your safety, do not panic.

If a threat is received in writing, save all materials, including envelopes or containers. Avoid any unnecessary handling of the materials and contact building management at (504) 587-1450.

## **BUILDING LOCKDOWN**

In the event that building management announces a “Lockdown” of the building, tenants should immediately secure its suite entrances and exits. All employees should secure themselves behind solid doors and await further instructions. Building management will communicate with tenants via speakers. Tenants should await further instructions from building management.

## **BOMB THREATS**

The following are procedures that should be followed if a BOMB THREAT is received.

### **A. FILLING OUT BOMB THREAT FORMS**

When a call is received, a BOMB THREAT FORM should be readily available to the person receiving the call. If a form is not available, that person should write down all of the conversation that is remembered. This information is to be turned over to the police.

### **B. NOTIFICATION**

1. Immediately call 911 to report the Bomb Threat then call the building's PROPERTY MANAGEMENT OFFICE (504) 587-1450 to provide the following information:
  - a. Your name
  - b. The telephone you are calling from
  - c. The floor you are calling from
  - d. Your suite number
  - e. The firm you are employed with
  - f. All relevant details of the call/threat

### **C. SEARCH**

1. After notification that a BOMB THREAT has been received, the Safety Warden and Deputy Warden will be responsible for conducting a search of his/her area to include all restrooms, corridors, closets, stairwells, etc.
2. **DO NOT TOUCH OR MOVE ANY UNIDENTIFIABLE PACKAGES.** Immediately report your findings to your firm's Safety Warden or Deputy Warden. The Safety Warden or Deputy Warden is to notify the building's General Manager (504) 587-1450 to report any suspicious items found.

### **D. EVACUATION**

1. The Safety Warden and Deputy Warden will decide whether their office will evacuate, unless there is concrete evidence a bomb is on the premises. If this is the case, the entire building would be ordered to evacuate.
2. The Building Emergency Organization will contact tenants as appropriate. When a floor is indicated in the threat, the tenants closest to the threatened area will be called first. If no floor is indicated, the tenants with the largest number of employees will be contacted first.

Any evacuation will be supervised by the building's Fire Safety Director and the New Orleans Police Department with the assistance of the Safety Wardens, the Deputy Wardens, and the Building Emergency Organization.

3. Procedures to be followed by all tenants not in the role of Safety or Deputy Warden or Building Emergency Organization when emergency evacuation of the building is necessary are as follows:
  - a. Follow evacuation instructions. Do not return to your office unless instructed to do so by an authorized person;
  - b. **DO NOT USE ELEVATOR;**
  - c. If during an emergency you find an exit stairway is blocked go to the other stairway on the floor;
  - d. Handicapped personnel are to advise Safety Warden of their conditions in advance. Plans will be made to accommodate such individuals;
  - e. Walk quickly but DO NOT RUN;
  - f. Keep to the right in the halls, and to the outside walls in stairwells, in single file;
  - g. Hold handrails when going down stairs;
  - h. Merge alternately when two lines meet;
  - i. Do not turn back at any time for any reason;
  - j. No Smoking;
  - k. Keep conversation to a minimum;
  - l. Go outside and meet in predetermined area that was selected by your office Safety Warden;
  - m. Remain in this area until notified by a duly authorized person that it is safe to return to the premises.
4. It is the responsibility of each tenant to instruct their employees on the above procedures for orderly evacuation. In offices where a building tenant has areas open to the public, a team should be designated for assisting non-employees in evacuation situations. Traffic control in the stairwell and lobby is the responsibility of each Safety & Deputy Warden.

# BOMB THREAT INFORMATION FORM

---

**REMAIN CALM. GET THE ATTENTION OF A CO-WORKER IF POSSIBLE.**

**QUESTIONS TO ASK:**

When is bomb going to explode?

Did you place the bomb?

Where is it right now?

Why?

What does it look like?

What is your name?

What kind of bomb is it?

What is your address?

What will cause it to explode?

**EXACT WORDS USED BY CALLER:**

**DESCRIPTION OF CALLER:**

Sex:

Race:

Age:

**DESCRIPTION OF CALL:**

Number at which call was received:

Time:

Date:

**CALLER'S VOICE:**

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughter

- Crying
- Normal
- Distinct
- Slurred
- Nasal
- Stutter
- Lisp
- Raspy

- Deep
- Ragged
- Clearing Throat
- Deep Breathing
- Cracking Voice
- Disguised
- Accent
- Familiar

If voice was familiar, who did it sound like?

**BACKGROUND SOUNDS:**

- Street Noise
- Crockery
- PA System
- Factory
- Machinery

- Animal Noises
- Music
- House Noises
- Motor
- Static

- Phone Booth
- Office Machinery
- Railroad
- Airplane
- Other:

**THREAT LANGUAGE:**

- Well Spoken (educated)
- Foul

- Irrational
- Incoherent

Message Read

Name: Taped Date: \_\_\_\_\_

Tenant: \_\_\_\_\_ Suite: \_\_\_\_\_

# Medical Emergency

Should a medical emergency arise, Office Wardens should implement the following procedure:

1. Dial 911 and report the emergency.
2. Call building management (504) 587-1450 and report the emergency. Be sure to state that you have already dialed 911.
3. Post an employee at the entrance of your suite to direct arriving building and/or professional emergency personnel.
4. Keep the path to the injured/ill employee clear to expedite EMS attention.
5. Notification of the injured/ill employee's family or emergency contact will be the responsibility of the tenant.

## **Active Shooter**

See attached information regarding information prepared by the U.S. Department of Homeland Security.

[https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)



# ACTIVE SHOOTER HOW TO RESPOND



# Emergency Numbers

EMERGENCY SERVICES: \_\_\_\_\_ 9-1-1 \_\_\_\_\_

LOCAL EMERGENCY INFORMATION LINE: \_\_\_\_\_

LOCAL POLICE DEPARTMENT: \_\_\_\_\_

LOCAL FIRE DEPARTMENT: \_\_\_\_\_

LOCAL HOSPITAL: \_\_\_\_\_

LOCAL FBI FIELD OFFICE: \_\_\_\_\_

FACILITY SECURITY: \_\_\_\_\_

FACILITY ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FLOOR: \_\_\_\_\_ SUITE/ROOM: \_\_\_\_\_

OFFICE #: \_\_\_\_\_ EXT. \_\_\_\_\_

## HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

### 1. RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

### 2. HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

### 3. FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions



## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

## TRAINING YOUR STAFF FOR AN ACTIVE SHOOTER SITUATION

To best prepare your staff for an active shooter situation, create an Emergency Action Plan (EAP), and conduct training exercises. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life.

### Components of an Emergency Action Plan (EAP)

Create the EAP with input from several stakeholders including your human resources department, your training department (if one exists), facility owners / operators, your property manager, and local law enforcement and/or emergency responders. An effective EAP includes:

- A preferred method for reporting fires and other emergencies
- An evacuation policy and procedure
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
- Contact information for, and responsibilities of individuals to be contacted under the EAP
- Information concerning local area hospitals (i.e., name, telephone number, and distance from your location)
- An emergency notification system to alert various parties of an emergency including:
  - Individuals at remote locations within premises
  - Local law enforcement
  - Local area hospitals

### Components of Training Exercises

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed:
  - Run
  - Hide
  - Fight the shooter as a last resort
- Calling 911
- Reacting when law enforcement arrives
- Adopting the survival mind set during times of crisis

### Additional Ways to Prepare For and Prevent an Active Shooter Situation

- Preparedness
  - Ensure that your facility has at least two evacuation routes
  - Post evacuation routes in conspicuous locations throughout your facility
  - Include local law enforcement and first responders during training exercises
  - Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location
- Prevention
  - Foster a respectful workplace
  - Be aware of indications of workplace violence and take remedial actions accordingly

For more information on creating an EAP contact the U.S. Department of Labor, Occupational Health and Safety Administration, [www.osha.gov](http://www.osha.gov).



## PREPARING FOR AND MANAGING AN ACTIVE SHOOTER SITUATION

Your human resources department and facility managers should engage in planning for emergency situations, including an active shooter scenario. Planning for emergency situations will help to mitigate the likelihood of an incident by establishing the mechanisms described below.

### Human Resources' Responsibilities

- Conduct effective employee screening and background checks
- Create a system for reporting signs of potentially violent behavior
- Make counseling services available to employees
- Develop an EAP which includes policies and procedures for dealing with an active shooter situation, as well as after action planning

### Facility Manager Responsibilities

- Institute access controls (i.e., keys, security system pass codes)
- Distribute critical items to appropriate managers / employees, including:
  - Floor plans
  - Keys
  - Facility personnel lists and telephone numbers
- Coordinate with the facility's security department to ensure the physical security of the location
- Assemble crisis kits containing:
  - radios
  - floor plans
  - staff roster, and staff emergency contact numbers
  - first aid kits
  - flashlights
- Place removable floor plans near entrances and exits for emergency responders
- Activate the emergency notification system when an emergency situation occurs

### Reactions of Managers During an Active Shooter Situation

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their EAP, and be prepared to:

- Take immediate action
- Remain calm
- Lock and barricade doors
- Evacuate staff and customers via a preplanned evacuation route to a safe area

### Assisting Individuals with Special Needs and/or Disabilities

- Ensure that EAPs, evacuation instructions and any other relevant information address to individuals with special needs and/or disabilities
- Your building should be handicap-accessible, in compliance with ADA requirements.



## RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

### Indicators of Potential Violence by an Employee

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression / withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

## MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER SITUATION

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

## LESSONS LEARNED

To facilitate effective planning for future emergencies, it is important to analyze the recent active shooter situation and create an after action report. The analysis and reporting contained in this report is useful for:

- Serving as documentation for response activities
- Identifying successes and failures that occurred during the event
- Providing an analysis of the effectiveness of the existing EAP
- Describing and defining a plan for making improvements to the EAP

## References

Safety Guidelines for Armed Subjects, Active Shooter Situations, Indiana University Police Department, April 2007.

Safety Tips & Guidelines Regarding Potential "Active Shooter" Incidents Occurring on Campus, University of California Police.

Shots Fired, When Lightning Strikes (DVD), Center for Personal Protection and Safety, 2007.

Workplace Violence Desk Reference, Security Management Group International, [www.SMGICorp.com](http://www.SMGICorp.com)

How to Plan for Workplace Emergencies and Evacuations, U.S. Department of Labor, Occupational Health and Safety Administration, OSHA 3088, 2001.



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[cfsteam@hq.dhs.gov](mailto:cfsteam@hq.dhs.gov)

<http://www.dhs.gov/active-shooter-preparedness>

