

KITSAP MALL
OCCUPANT EMERGENCY PROCEDURES HANDBOOK

a Jones Lang LaSalle, Inc. property

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I. EMERGENCY TELEPHONE NUMBERS

Management Office...360.692.7117

Emergency..... 911

Security 360.731.5129

CITY, LOCAL UTILITIES

Police	911
Fire	911
EMS	911

Puget Sound Energy 888.253.5773

Silverdale Water District 360.253.2604

Cascade Natural Gas 888.522.1130

II. INTRODUCTION

At Kitsap Mall the security and safety of its tenants are primary concerns for the Mall Management Team. Informing tenants of the emergency procedures for the building is intended to reduce the risk of harm from threatening occurrences and through coordinated, quick and effective responses to emergency situations.

This Occupant's Emergency Handbook offers information, which will assist in providing protection to all store employees. Store managers should read all the information carefully and review it with all employees. It is essential that the procedures are fully understood and that they are followed in the event of an emergency or crises.

Emergencies or crises can arise inside any tenant space. It is each individual store's responsibility to be sure that all employees are trained in individual store emergency procedures. To provide the highest level of safety, employees should know what is expected of them during an emergency, crises or life-threatening situation.

Upon review of the enclosed materials, please feel free to contact the Mall Management Office at 360.692.7117 if you have any questions.

Your attention to this information is appreciated.

III. OCCUPANT RESPONSIBILITIES

All store employees should become familiar with procedures set forth for handling an emergency or crises situation. This Handbook should be used as an information guideline in doing so. It is the responsibility of each individual store, however, to be prepared by knowing the following:

- Your store's corporate guidelines for handling emergencies and crises as well as the media inquiries that will follow as a result.
- Training of all store employees on guidelines for handling emergencies set forth by your corporate office.
- The primary and secondary evacuation routes provided specifically to your store.
- What employees are working at the time of the emergency? Each store will be responsible for making sure all store employees are present and accounted for.
- The exterior reporting safe refuge area specifically designated to your store.
- Your evacuation Zone Team Captain.
- Emergency telephone numbers, "911" and the mall security telephone number (360.731.5129).
- The recommended guidelines set forth within this Handbook for handling emergency or crises situations
- Maintain list of impaired employees that may need assistance during emergencies.
- Maintain emergency call list.
- Train employees of Fire Safety Prevention.

Below is a list of Tenant Fire Warden responsibilities for the tenant spaces during emergencies and evacuations.

- Maintain calm and keep occupants calm by example of your composure.
- Determine if fire corridors or main entrances are safe for exiting.
- Direct occupants to safe exits.
- Guide employees as needed to relocation area.
- Assist impaired persons to safe location.
- Check space for hidden or lost occupants prior to vacating the space.
- Check that emergency exits are properly closed.

Below is a list of Fire Safety Prevention tips.

- Maintain clear emergency exits.
- Keep transformer and electrical panels clear of obstructions.
- Maintain all Life Safety Equipment.
- Do not overload wall plugs.
- Keep electrical cords in good repair.
- Prevent trash accumulation in space.
- Keep fire/service corridors clear.
- Keep fire exits in proper working order.

IV. OCCUPANT EVACUATION PROCEDURES

- Mall management has provided each store with a map depicting the evacuation routes closest to the tenant space. These plans should be permanently posted in an employee break room or by a time clock where it is easily accessible by all employees. All employees should be notified of the evacuation routes noted on the map.
- All store employees should be familiar with the location of all exit corridors.
- All store employees should be familiar with their responsibilities and knowledgeable of their exterior building meeting safe refuge area in the event that an evacuation is necessary.
- Employees should be familiar with the location and proper use of all fire extinguishing equipment within the space. Training can be arranged by contacting the Local Fire Department (360.447.3550).
- Make sure employees understand who can communicate that an evacuation of the building is necessary, i.e. Mall Management, Store Manager, Fire Department, Police Department, etc.
- Advise the Mall Management Office or Public Safety Officer of any physically disabled people who may need assistance during an evacuation.
- Train all employees in the emergency response procedures.
- Practice emergency procedures to assure familiarity with individual responsibilities.

There are several types of evacuation scenarios that could occur during an emergency at the center.

Full Center Evacuation- All personnel in the building will evacuate to the exterior safe refuge areas. See Maps following this section.


Partial Center Evacuation- A portion of the center where the emergency or situation is effecting will be moved to a non-effected area of the center.

Shelter in Place- If a storm or danger is present on the exterior of the center, service corridors and empty spaces will be used for a safe area. The Common Area of the center has skylights and should not be used as a safe area. Follow directions from Security and Mall Management staff.

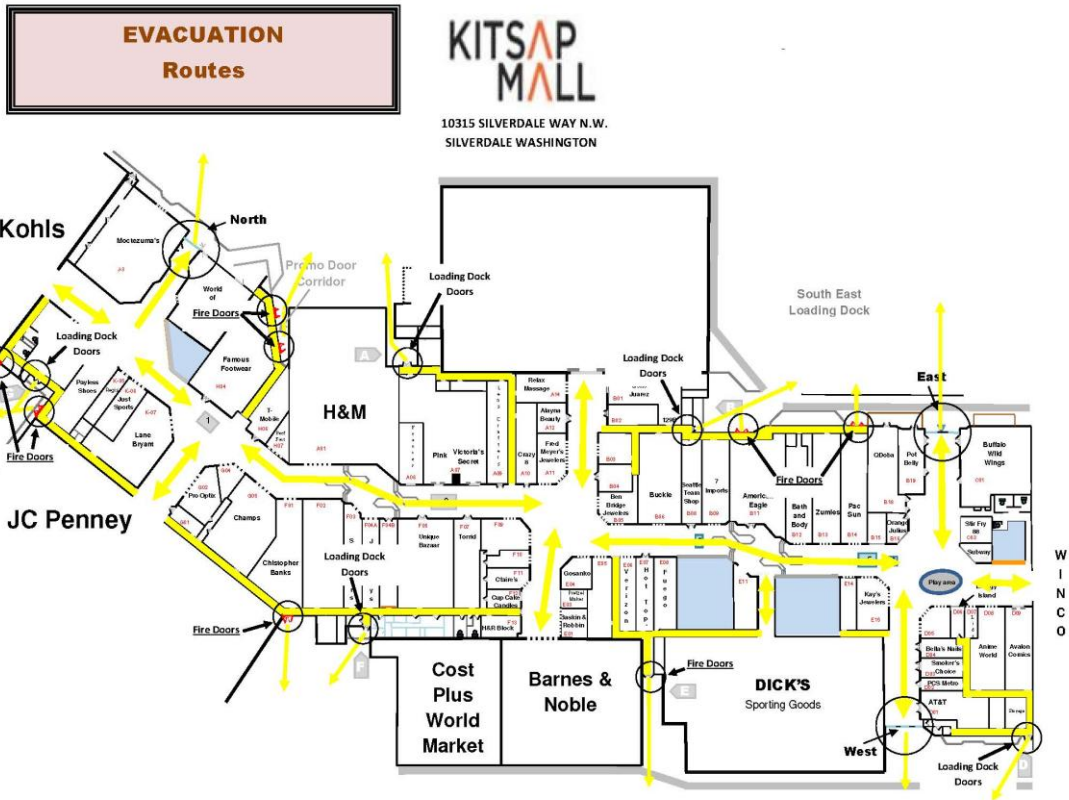
Relocation-After a Full or Partial Evacuation of the center and if the center is not able to be occupied after an emergency because of damage or other reasons the Center's Emergency Team will relocate to an off-site command center until the center is determined safe.

EVACUATION GUIDELINES

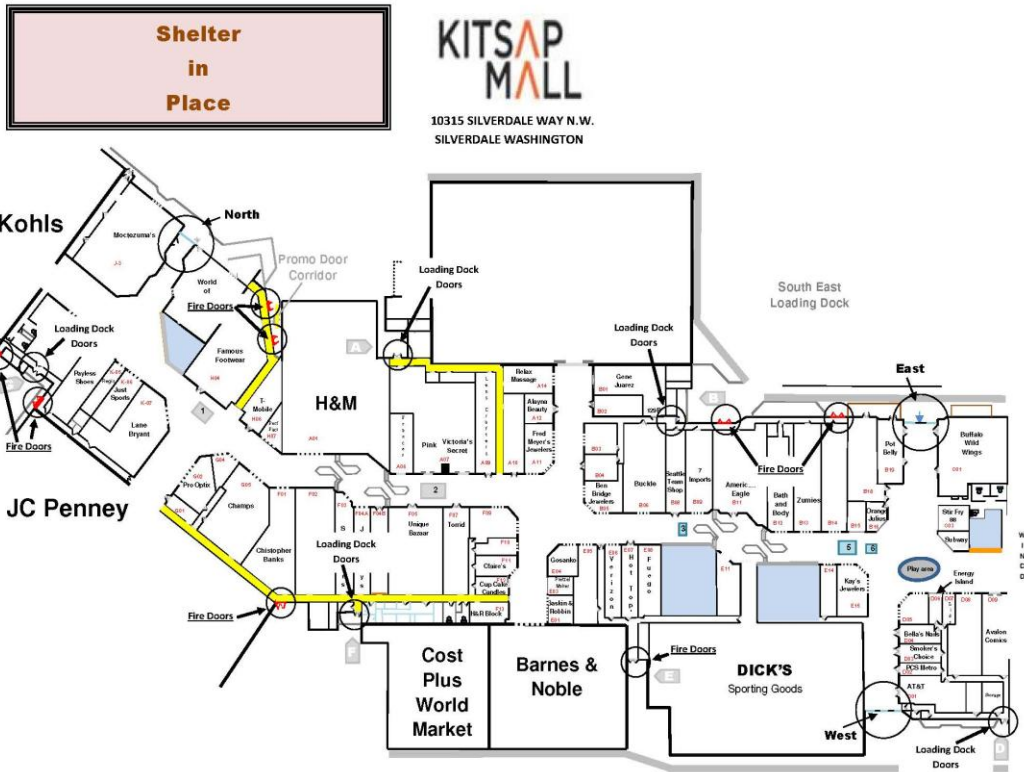
- If possible, grab purses, wallets, valuables, etc. immediately after the order for evacuation has been issued. Individuals will not be allowed back into the building until the Fire Department, Police Department and/or Mall Management indicates that conditions are safe to re-enter.
- If possible, lock all store entrances prior to, or upon exiting the premises.
- Before opening any back door into a service corridor, check the door and Door knob for heat. If it's warm, do not open the door. Use an alternate route to exit the building.
- Look for smoke within the exit corridor.
- When smoke is present, stay low by crawling along the floor, where the cleanest air can be found.
- All employees should proceed quickly, without running, through the evacuation route following directions from Security Officers and Mall Staff. All corridors are constructed with fire-resistant materials in order to provide safe exiting from the building.
- **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in the event of an emergency. Panic can be avoided if tenants are prepared with the following information;
 - Y Knowledge of the evacuation procedures to be followed.
 - Y Confidence in the responsible personnel's ability and guidance in handling an emergency.
 - Y The responsible personnel stay calm and self-confident in handling the situation.
- Before entering into a rear corridor, check for smoke. If there is evidence of smoke, evacuate through an alternate route.
- If you encounter smoke while exiting through a corridor, find any clear corridor and proceed to an alternate exit.
- Evacuate to the exterior safe refuge area designated to your store and check in with your Store Manager immediately.
- One employee should be designated to walk through the store to assist employees and customers in making sure everyone is aware of the need to evacuate.
- During an evacuation, mobility impaired individuals should be assisted to a safe area, away from harm. One person should remain with the impaired individual and a second person should contact "911" or call the mall security at 360-731-5129 to advise them of the situation. The caller should be prepared to provide the impaired person's exact location. Fire and building personnel will assist in evacuating all mobility-impaired individuals.
- If evacuation from an area is not possible due to fire or heavy smoke, the following procedures should be adhered to;
 - Y Move as far away from the fire or smoke as possible.
 - Y Close all doors as you go along. Every closed door between an employee and the fire provides a barrier against smoke and heat.

- Y If a phone is accessible, call the Fire Department "911", and then contact the Security Department at 360.731.5129. Be prepared to provide information on your exact location.
 - Y NO NOT BREAK OR OPEN ANY WINDOWS! A broken or open window will provide oxygen to the fire. Providing oxygen will feed the fire and spread and intensify it.
- 

Evacuation Route Map



Interior Safe Refuge Area Map Shelter-in-Place



Exterior Safe Refuge Area Map



V. BUILDING FIRE SAFETY FEATURES

AUTOMATIC SPRINKLER SYSTEM

The entire building is equipped with automatic sprinkler system. The sprinkler system is designed to extinguish or control a fire with adequate water until the Fire Department arrives to the scene. Sprinklers are activated by heat. Only the sprinkler head over the immediate area of fire will activate. When a sprinkler head is activated, it will also activate an audible fire alarm, which is directly connected with the Alarm Monitoring Company.

FIRE EXTINGUISHERS

- Property owned fire extinguishers are located throughout the service hallways, as well as some remote common areas, of the building.
- The building provides Type ABC Dry Chemical fire extinguishers throughout the building.
- The ABC Dry Chemical type of extinguisher is safe to utilize on all types of fires, including liquid, electrical, paper, wood, cloth, etc.
- Each tenant space should be equipped with at least one ABC Dry Chemical type fire extinguisher.

TYPES OF FIRES

- Class "A": Fires created by ordinary combustibles such as paper, wood, cloth, rubber and plastics.
 - Class "B": Fires created by liquid such as grease, oil, paint or gasoline.
 - Class "C": Fires created by energized electrical equipment where there is a risk of shock.
 - When electrical equipment is de-energized, a Class "A" fire extinguisher may be used safely.)
 - Class "D": Fires created by metals such as magnesium, titanium and zirconium.
 - Class "K": Used by tenants that have hot grease (food court tenants)
 - Multi-purpose ABC Dry Chemical fire extinguishers can be purchased to handle all classes of mall retail fires. These extinguishers can cause damage to electronic equipment.
- Y Water extinguishers must not be used if an electrical current is present due to the danger of electric shock. A fire in equipment powered by electricity will also always require the use of an "ABC Rated" fire extinguisher because,
- "A" – paper is likely to be nearby;
 - "B" - oils or grease may be nearby;
 - "C" – it is electrical equipment.

FIRE PREVENTION TIPS

- Unplug electrical appliances such as electric heaters, coffee pots or water heaters.
- Provide proper storage and instruction of use for adhesives, cleaning fluids and other flammable liquids. Where possible, substitute flammable liquids with a less dangerous substance.
- Provide adequate ventilation for office equipment such as copying machines, fax machines and computers and printers.
- Electrical closets within tenant spaces should be kept locked and clean at all times. Nothing should be stored in these closets.
- Placing any equipment, trash or debris into service hallways is prohibited during mall operating hours. Hallways need to remain clear to provide safe access to evacuation routes and for bringing through emergency equipment.
- Tenants are required to keep the demised premises safe and clean. Aisles, corridors and exit doors are to be kept clear of obstructions to allow for safe emergency egress.
- Electric transformer areas should be kept clear at all times. Nothing can be stored within three feet of a transformer.
- Hot water heaters should be cleared of any debris, equipment or supplies that may be stored on top or around the heater.

VI. FIRE COMMUNICATION SYSTEM

The Mall has a fire control panel to monitor all devices.

- **Smoke Detectors:** Smoke detectors are mounted on the ceiling throughout the mall's common areas. When smoke reaches the level of the detector, a fire alarm is activated.
- **Sprinklers:** Sprinkler heads are also mounted on the ceiling throughout the mall's common areas and tenant spaces. They are activated by heat. When water flow is detected in the sprinkler system, a fire alarm is activated.
- Both the alarms for smoke and sprinkler activation ring directly into the alarm monitoring company who communicates the trouble immediately to the Security Department on property, then to the Fire Department.
- Both the smoke detector and sprinkler systems are monitored through a Fire Control Panel located (Give location of fire control panel).
- The alarm is transmitted through by horns and strobe lights located throughout the shopping center.

An important thing to remember about the fire alarm system is that although typically, an outside source is the cause of an activated alarm, such as dust or extremely cold temperatures, you should always be "prepared" to proceed as though the alarm has been activated by a fire or similar condition. Should the alarm be activated as the result of an actual fire or other emergency, mall management will notify you.

Voice communications from Mall Management to customers and tenants is available via the mall music system. Additional communication to the tenants can also be accomplished by store-to-store communication by a Security Officer and/or Mall staff.

VII. ACTIVE SHOOTER

Below are the recommendations provided by the Department of Homeland Security if you are confronted with an Active Shooting:

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area: in most cases active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation.

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you are in.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- Call 911 when it is safe to do so.

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.

- Evacuate if there is an accessible escape path, 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 any wounded people.
 - Call 911 when you are safe.

- Hide out, if evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place:
 - 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)
 - Don't 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
- Turn off any source of noise (i.e. radios, televisions)
- Hide behind large items (i.e. cabinets desks)
- Remain quiet.
- Take action against the active shooter: 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 and 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 pointing screaming and or yelling.

- Do not stop to ask officers for help or directions 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 the safe location or assembly point until law enforcement authorities have instructed you to do so.

VIII. STORMS

There are two primary types of serious storms:

1. **Severe storm** – This storm threatens the safety of individuals within the Mall. Severe storms can include lightning, ice, rain, hail, snow or other various forms of precipitation.
2. **Tornado** – Violent whirling column of air. Seen as a funnel shaped cloud.

STORM SAFETY TIPS

- Train all employees to keep store trash, fixtures, boxes, etc. away from exit doors, exit corridors and stairwells.
- Do not call Mall Management for storm updates. It is imperative that the phone lines be kept open in order to communicate with local authorities if necessary.
- DO NOT USE ELEVATORS due to the potential for power loss.
- DO NOT STAND by windows or doors due to the potential of flying debris caused by high winds.
- Each store should have emergency equipment such as a flashlight with extra batteries and bulb to utilize during the event of a power outage. All store employees should be advised as to where emergency equipment is located.
- In the event Mall Management requires an evacuation of the building, refer to the Occupant's Evacuation Procedures, Section IV of this Manual.

FLOODING

In the event that heavy rains cause flooding in the area center will remain open for the customers and tenant safety. The center has sump pumps, sand bags, and absorbent socks to keep the flood water out to the center if it should occur. Tenant and customers should follow securities guidance during a flood warning, they will instruct you were to go.

IX. WINTER STORMS

If there is a winter storm in the local area, Kitsap Mall may decide to close depending on local conditions. If Kitsap Mall makes the decision to close early, stores/managers will be notified either in person or via text.

If a storm occurs in the middle or early hours of the morning, with icy-like conditions and the ice removal vehicles aren't able to keep the roadways open Kitsap Mall may decide to close. Managers will be notified via text as to the opening or closing of the mall.

KITSAP MALL KINDLY REQUESTS YOU DO NOT CALL THE MALL OFFICE TO ASK IF THE SHOPPING CENTER IS GOING TO CLOSE. WE WILL LET YOU KNOW WHEN WE DECIDE TO CLOSE.

Kitsap Mall uses a text alert system to contact Managers/Tenants in the event of closures or delays. Tenants should make sure that the Mall Office has current information on Managers and or persons to contact in the event of emergencies/closures.

X. HURRICANES

In a Hurricane there should be a warning by the National Weather Service in advance and the Mall will be able to track the location and an estimate time that the storm will affect our location. Winds could be greater than 75 mph.

The Mall will take precautionary steps prior to the arrival of a Hurricane to prevent flooding and damage to the property.

Public warning will come over the radio and TV. Should a Hurricane occur, the following guidelines should be observed:

- If the building has not been evacuated do not go outside the Building.
- Move away from the exterior of the Building to a corridor.
- As you move, try to close the doors of rooms that have windows or other doors to the outside.
- Stay clear of any skylights.
- Seek shelter in the inner areas of the Building, including rest rooms, inner corridors, and conference rooms.
- DO NOT USE THE ELEVATORS in case the power goes out.
- DO NOT go outside Building.
- Keep your radio or television set tuned to a local station for information.
- Do not use the telephone to get information or advice.

Once the weather has subsided, Security will report any damage or storm related leaks to the Management Office.

XI. EARTHQUAKES

Earthquakes can be the deadliest and most damaging emergencies that occur without warning. Being trained and prepared will eliminate the potential of panic. In the event of an earthquake the following procedures are recommended.

- Calmly proceed to the nearest doorway or entrance. The structure surrounding the door will be stronger than the ceiling or roof.
- Instruct all store personnel and customers to kneel on the ground, covering their heads with their arms or other type of object that could block falling debris. If a desk or other heavy piece of furniture is nearby, crawling under it may aid in preventing injury due to falling debris.
- Shut off all main electric (main breaker) and gas feeds until the earthquake is over. Carefully remove any debris around individuals, being sure not to touch anything that may have electric current being fed to it. This would include lamps and telephones.
- After-shocks may occur for several hours following the earthquake, while they are rarely as severe as the actual earthquake. After-shocks, however, can also potentially cause damage.

EARTHQUAKE SAFETY TIPS

- Train all employees to keep store trash, fixtures, boxes, etc. away from exit doors, exit corridors and stairwells.
- Do not call Mall Management for storm updates. It is imperative that the phone lines be kept open in order to communicate with local authorities if necessary.
- DO NOT USE ELEVATORS due to the potential for power loss.
- DO NOT STAND by windows or glass doors due to the potential of breaking glass.
- After evacuating, report directly to your designated area. Do not stand near the building after existing, as there may be falling debris.
- Each store should have emergency equipment such as a flashlight with extra batteries and bulb to utilize during the event of a power outage. All store employees should be advised as to where emergency equipment is located.
- In the event Mall Management requires an evacuation of the building, refer to the Occupant's Evacuation Procedures, Section III of this Manual.

XII. POWER OUTAGE

In the event of a power failure, all store employees are asked to remain in their stores while the Mall Management Staff investigates the cause of the outage as well as how long the power may potentially be out. Tenants may ask customers to exit their stores into the common areas for the safety of the customer. The Mall does have an emergency generator which will power the exit corridors in the event of a power outage.

The Mall will not normally close as the result of a power outage. If, however, the power is anticipated to be out for a period of time, tenants will be given the option to close their gates. Tenants will be required to reopen when the power is restored.

POWER OUTAGE SAFETY TIPS

- Tenants should make sure that their store emergency and EXIT lighting is properly working and capable of being backed up by an “active” battery.
- All employees should be advised to keep store trash, fixtures, boxes, etc. away from exit doors, exit corridors and stairwells.
- All employees should be advised on how to turn off electric and/or gas utilities to the space.
- All employees should be advised not to use water during a power outage.
- Do not contact Mall Management for updates on the outage. It is imperative that the phone lines be kept open in order to communicate with the local authorities if necessary.
- It is requested that store employees leave the mall in pairs in the event that a power outage occurs after dark. The Malls emergency generators do not power the parking lot lighting.
- Each store should house emergency equipment such as a flashlight with extra batteries and bulb to utilize during the event of a power outage. All store employees should be advised as to where emergency equipment is located.
- In the event Mall Management requires an evacuation of the building, refer to the Occupant’s Evacuation Procedures, Section III of this Manual.

XIII. MEDICAL EMERGENCIES

In the event of a medical emergency within your space, contact "911". The call to "911" should be followed up by a call to mall security's line at 360.731.5129.

- When a medical emergency is identified a call should be placed to "911". It is important that someone remains with the employee or customer needing medical assistance. If the employee or customer requests that emergency medical personnel be contacted immediately, prior to your assessing the actual needs of the emergency, PLACE THE CALL!
- Once mall security arrives, be prepared to provide all information you or another employee has regarding the emergency (witness, cause, medical condition). Advise the attending officer whether a call has been placed to "911" as of yet.
- The store employee attending to the individual in need should remain available for questions that emergency medical personnel may have.

MEDICAL EMERGENCY SAFETY TIPS

- Remain calm while assisting the employee or customer. This will assist employee or customer in relaxing.
- Avoid direct or indirect contact with any of the individual's body fluids, (i.e. blood, vomit urine, etc.)
- Attempt to provide a blanket if individual has a loss of bladder control, in efforts to protect the dignity of the individual.
- Keep other people from crowding around the individual.

XIV. BOMB THREATS

The security of the Mall's customers and store employees is a primary concern to Mall Management. In order to avoid panic and injury during an emergency or crises it is important that the procedures outlined for handling the threat of a bomb are well planned and organized. Education on how to successfully handle the threat is imperative for all employees.

The **BombThreatChecklist** should be used whenever possible.

- The individual receiving a telephone call in which the threat of a bomb is given should ask (if possible);
 - Y Who is the caller?
 - Y At what time is the bomb set to go off?
 - Y Where is the bomb located?
 - Y What does the bomb look like?
 - Y Why was the bomb placed?
 - Y Listen for any background noises, i.e. airport, train station, traffic, accent (if any) of caller.
 - Y Note the time of the call
- Immediately following the end of the call, call "911" to notify local authorities, and then place a follow up call to mall security's line at 360.731.5129.
- Do not go looking for the bomb. Once you place the calls to the local authorities and mall security, the situation will be handled by those other parties.
- If a suspicious package is found, do not touch it. Direct the local authorities and/or mall security to the area.
- Always follow the directions given by local authorities. The authorities will determine when the situation is resolved.
- All telephones located within the tenant space should be equipped with a minimum of one copy of the **BombThreatChecklist** located in this Handbook.
- All employees should be familiar with the questions on the Checklist and should listen intently throughout the duration of the call for clues that could potentially answer questions.
- When answering a bomb threat phone call, the first immediate response should always be "I don't believe you, where is it?"
- Professional research has indicated that by placing the caller on the defensive with such a statement can result in one of the following responses:
 - Y The caller hangs up, which usually indicates that it was a prank call or they inadvertently answer by stating "it's true, it's in the trash can (or other location). Thus, the location of the bomb is revealed.
 - Y They calmly state that they do not want to answer the questions because they do not want the bomb location identified until it detonates. This may indicate the caller's desire to create massive property damage, however, by their call, does not wish to physically harm anyone.

- As soon as the individual who answers the phone call realizes the call is a bomb threat, they should attempt to signal a co-worker that the call is a bomb threat. The easiest method to accomplish this signaling is to point to the Bomb Threat Checklist. Co-workers should be prepared to call "911" and request that the incoming telephone line be "traced". The caller should be kept on the line as long as possible. Check the caller ID on the phone (if available).

XV. BOMB THREAT CHECKLIST

At _____ am/p.m., a telephone call was received at telephone number _____ extension _____

The following message was received: _____

- 1 **TRY TO GET THE CALLER TO REPEAT THE MESSAGE!** ("I'm sorry, can you say that again, please?")
- 2 **DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.**
- 3 **TRY TO KEEP THE CALLER TALKING!** (Use your imagination - try to act natural.)

Questions to ask the caller: What does the bomb look like?
 When is the bomb going to explode?
 Where is it right now?
 What kind of bomb is it?
 What will cause it to explode?
 Did you place the bomb?
 Why?
 What is your name? Address?

4. **CALLER DESCRIPTION:**

MALE OR FEMALE AGE _____ LENGTH OF CALL _____

CALLER'S VOICE

BACKGROUND NOISES

- | | | | |
|---|---|---|--|
| D Calm
D Angry
D Excited
D Slow
D Rapid
D Soft
D Loud
D Laughter
D Crying
D Normal
D Distinct
D Slurred
D Disguised
D Familiar | D Nasal
D Stutter
D Lisp
D Raspy
D Deep
D Ragged
D Cleared
D Throat
D Deep
D Breathing
D Crackling
D Voice
D Accent | D Street
D Noises
D Crockery
D Voices
D P A System
D Music
D House
D Noise
D Motor
D Office
D Machinery
D
Other _____ | D Factory
D Machinery
D Animal
D Noise
D Clear
D Static
D Local Call
D Long
D Distance
D Phone
D Booth |
|---|---|---|--|

THREAT LANGUAGE

- | | | | |
|--|------------------------------|--------|---------|
| D Well Spoken (educated)
D Message Read by Threat Maker | D Incoherent
D Irrational | D Foul | D Taped |
|--|------------------------------|--------|---------|

THIS REPORT WAS PREPARED BY: _____

DATE: _____



XVI. MEDIA INQUIRIES

There is no way to predict when an emergency or crises may occur, or what form it may be. To avoid the element of surprise and to minimize the possibility of compounding problem by the method in which an incident is handled, it is important to institute a plan, which specifically outlines proper procedures to adhere to when preparing for, or confronting an emergency situation.

- All employees should be trained to direct all media inquiries to the Store's manager.
- Store managers should respond only to those questions directly related to their store and only under the guidelines set forth by the store's corporate office.
- Notification of media inquiries to individual stores should be given to the Mall's General Manager. The General Manager can be reached at 360.692.7373.
- Prior to making any comments to the media, be sure to confirm that the information you are providing is accurate and factual. This will reduce the potential for false reporting by the media.
- If a store manager does not want to comment to the media, advise the questioning individual that you have no comments.
- If the media arrives on property and verbally pushes employees or store management for information and you need assistance in gaining control of the situation, contact Mall security at 360.731.5129.
- If the media is asking any questions that do not specifically relate to your store, please direct them to the Mall Manager at 360.692.7373.

TIPS IN HANDLING THE MEDIA

- You can always control the type of information conveyed to the media. You have no control over what is actually reported or how the information is reported.
- Reporters will acknowledge everything you say as "on the record". They are not attempting to trick you, however, remember that they are after specific editorial information that must be gathered in order to produce their report.
- Do not give the media opinions – give them the "facts and the truth".
- Always record the reporter's name, company they are reporting for and telephone number that you can reach them at. It is also good to inquire about any deadline they may have for getting the information they are looking for.
- Never hesitate to indicate to the reporter that you would like to have the questions emailed over in writing. This will allow you time to think and, if necessary, contact your regional manager or corporate office regarding the information being requested.