



EMERGENCY ACTION PLAN



EMERGENCY ACTION PLAN
ICE at the Parks



This emergency plan is the responsibility of Sports Facility Companies. It is a “living” document to be continuously revised and updated. It will be exercised annually.

Chuck Buker
General Manager – *ICE at the Parks*

GENERAL INFORMATION

Emergency Contacts
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Natural Disasters
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EMERGENCY TELEPHONE NUMBERS

Emergency Contact List

Emergency Services			Utility Services	
Police Department	911		Electric Company	1-800-242-9113
Fire Department	911		Gas Company	1-866-322-8667
Mall Offices			ICE at the Parks	
Mall Security	1-817-468-1955		Chuck Buker, GM	1-682-465-2317
Mall Security Cell	1-817-360-6309		Sumner Ledbetter, AGM	1-817-944-8055
Mall Management	1-817-467-0200		Brittani Sing, Office Mgr	1-520-271-3660

CHEMICAL EMERGENCIES

If you notice multiple people becoming ill for unexplained reasons. Do not rush to the area to aid them. The victim's may be contaminated and cause you to also become ill. Assess the danger before giving aid.

If you determine the contamination is coming from inside the mall:

- Quickly get to fresh air, moving away from areas that appear to be affected.
- Once outside, move away from the mall and stay up hill and up wind of the affected area.

If you determine the contamination is coming from outside of the mall.

- Go to a room that can be sealed, preferably on the upper level.
- Use whatever means are available to seal gaps in doors and ventilation ducts.
- If possible, contact the police, or a person outside of the mall, and tell them your location.
- Seek instructions from radio or television reports.
- Stay sheltered until help arrives... wait for their instructions before leaving shelter.

If you feel that you have been contaminated stay clear of other people and seek help from responding authorities. You may need to go through a decontamination procedure and medical assistance.

EVACUATION

General

An evacuation may be necessary during specific types of emergencies. Mall representatives or Public Officials will notify you if it becomes necessary to evacuate. Please do not confuse an evacuation with a mall closing. Stay calm and leave immediately.

Help your customers exit your store and the mall. This is especially important for unattended children. Care for them until they can be reunited with their guardians.

Areas for reuniting separated parties will be established by public and mall officials on the exterior of the building. Tell this to any separated parties you encounter while leaving.

Evacuate beyond the parking areas. Do not be concerned about your vehicles.

Look and listen for the location of the evacuation reunion center. Go to this area and account for all of the store's employees who were working. Report on the status of the store's staff to the mall personnel at the reunion center.

Primary Evacuation Route

The primary evacuation route for each store is through the mall common area. These areas allow movement of large amounts of people through a populated area where tenants and patrons may help each other.

Be alert for directions from mall personnel and avoid traveling through any areas of the mall that are affected by the emergency causing the evacuation.

Secondary Evacuation Route

Secondary evacuation routes are through the mall's back corridors.

Again, be alert for directions from mall personnel and avoid areas of the mall affected by the emergency causing the evacuation.

EXPLOSION

General

An explosion may have different effects depending on how close your store is to the source of the blast. Obviously, damage and injuries will be more severe near the source.

An explosion may result in fire creating flames, potentially toxic smoke, sprinkler system activation, and flooding.

Structures that appear safe may not be stable and may contain hazards such as sharp objects, exposed utility lines, and falling debris.

People may suffer injuries that are not obvious, such as hearing loss, concussions, and internal damage.

First Aid

Your help in providing first-aid is welcome. Help others where it is safe to do so. Do not risk your own safety.

Do not enter dangerous areas to get injured people. Bring their location to the attention of rescue personnel arriving.

Evacuation

Your help in evacuating others is welcome. Evacuate the mall as soon as possible, moving away from damaged areas. If you are in a damaged area evacuate your staff cautiously in a single file line. Watch for hazards.

Bring people with minor injuries to the evacuation reunion center. Medical aid will be arranged at the reunion center. People with more serious injuries may require professional help to move them. Bring their location to the attention of rescue personnel arriving.

Follow the evacuation guide on the previous page.

FIRE/FIRE ALARM

General

The mall is equipped with a fire alarm and suppression system that includes sprinklers, smoke detectors, and alarms to detect if anyone is tampering with the system.

The public is notified of a fire alarm by horns that activate throughout the mall. The system tells the mall staff the location of the problem and notifies the fire department.

You may be able to identify the location of the problem by seeing smoke or water spraying from the ceiling sprinklers. Sprinklers only activate in the area that is affected.

Smoke from a retail fire may contain toxic materials, due to the various products that are sold. If you must escape through a smoky area stay close to the floor.

It is important that your staff are familiar with the location of fire extinguishers and fire alarms.

Most fires occurring in malls are the result of cigarettes being smoked and improperly disposed. Do not allow your staff to break the mall's NO SMOKING rules.

Fire in your Store

Store fires often start as small events that can grow very quickly. An immediate response is necessary.

GET HELP! Call or have someone call the fire department and mall security.

If the fire is still small, you may use a fire extinguisher to try to suppress it. Be careful not to position the fire between yourself and the exit.

If the fire is still growing, do not risk your safety. Get out and notify people around your store to evacuate the area.

Fire Alarm

Fire alarms must be taken seriously. Inform your staff and customers; close all doors in the stores and proceed to the nearest exit that is not affected by the event.

Once outside proceed into the parking lot and wait for instructions.

Mall personnel will work quickly to determine the cause of the problem and restore the mall to operating status. You will be notified when it is safe to re-enter.

FIREARM ASSAULT/ACTIVE SHOOTER

General

Incidents of firearm assaults on innocent people have increased the need to develop a planned response for businesses. People who carry out these types of attacks have little or no regard for the lives that they affect.

It is necessary for YOU to take action to remove yourself from danger should an event occur.

Detection of Person with Concealed Weapon(s)

If you see or are aware of people in the mall with weapons...do not let them know that you are aware of them.

Memorize a good description of the subjects, quietly remove yourself from the area, and contact the police immediately.

Shots Fired

If you hear gunfire DO NOT go to see what is happening. Decide to get to shelter or escape.

MAKE A DECISION - The shooter(s) may be moving through the mall, back corridors, entrances, or out to the parking areas. There is danger from the gunfire of the attacker(s) and responding police officers. You must choose which action to take.

- *Protect In Place* - If time allows, bring customers that are in the common area near your store inside and close your doors. Lock the door if possible.
 - Move your staff and customers to your back room. Lock the doors to the back room if possible. Stay out of sight and stay quiet.
 - Call the police (if possible) and let them know your location and how many people are with you.
 - Wait for the police to come and get you or follow the dispatcher's directions.
- *Escape* - If you feel that you have a good, fast escape route through a safe area, get out and evacuate beyond the parking lots, to a location where you feel safe.
 - Listen carefully to any police officers that you encounter. You may be treated like a suspect until they search and clear you.

MEDICAL EMERGENCIES

General

Emergency medical services are provided by the fire department. Call 911. The average response time to the mall is 5-10 minutes.

The mall is equipped with Automated External Defibrillators (AEDs.) An AED is used in instances of cardiac arrest. Our mall security personnel are trained to use the AEDs; however, any member of the public who is trained may use our AEDs during a cardiac emergency.

Follow these steps in evaluating an injured or ill person.

- *Check* the scene to make sure it is safe for you to approach. Then check the victim for unconsciousness and life-threatening conditions, such as not breathing or severe bleeding.
- *Call* for help. Notify paramedics and then mall security.
- *Care* for the victim.

Care of Victim and CPR

1. Check for consciousness by gently shaking and shouting "Are you OK?"
2. If the victim does not respond, open the airway by tilting the head back and lifting the chin up.
3. Place your ear next to the victim's mouth and nose while looking toward their chest. Look for the chest to rise and fall. Listen for breathing sounds. Feel for breath coming out of the mouth.
4. If the victim is not breathing give two slow rescue breaths. Use a CPR mask or protective barrier.
5. Place the heel of your hands in the center of the breastbone. Provide 30 compressions slightly faster than 1 compression per second.
6. Give two slow breaths again. Continue giving 30 compressions and 2 slow breaths until trained rescuers arrive.

Control Bleeding

Cover wound with a piece of clothing or towel and press firmly.

Elevate the injured area above the level of the heart if you do not suspect that the victim has a broken bone.

If the bleeding does not stop; apply additional dressing and bandages; use a pressure point to squeeze the arteries against the bones going to that area.

Treat For Shock

Keep the victim from getting chilled or overheated.

Elevate the legs about 12 inches (if no broken bones are suspected.)

Do not give food or drink to the victim.

NATURAL DISASTERS

Earthquake

As part of your emergency planning, identify safe places where nothing can fall on you, such as under a sturdy table, or against an inside wall. Avoid areas near glass.

If shaking begins, DROP to your safe location; COVER your eyes by pressing them against your arm; and HOLD ON!

Stay indoors until the shaking stops and you are sure it is safe to exit.

The size of the event will determine the need to close the mall. If the damage is obvious, follow the Evacuation Plan, being careful to avoid hazards as you leave.

Flood and Flash Flood

The mall has been built in an area and manner that reduces the possibility of flooding.

If a Flood Warning is issued for the mall by local authorities or mall personnel, tenants should evacuate to higher ground.

If the event is sudden, evacuate to the higher portions of the mall.

Volcanos

Effects of a volcanic eruption can be experienced many miles from the volcano. Hazards that may accompany a volcano are mudflows and flash floods, landslides and rock falls, earthquakes, ash fall and acid rain, and Tsunamis. The distance of the mall from the event and the terrain around the mall will affect what events are of immediate concern.

Listen to public authorities and mall officials for orders to evacuate the area or protect in place.

Avoid volcanic ash fall. Stay indoors. If you must go outdoors, cover your nose and mouth. Wear goggles to protect your eyes. Keep skin covered to avoid irritation from contact with ash.

MISSING CHILD(REN)

If a child is lost or a parent cannot find them, the MOD will radio a "code Adam". MOD will provide a description of the child: age, race, outfit, and where they were last seen. Team members should secure all entrances, check restrooms, and scan the entire venue looking for the child. After a thorough check of the entire venue, the MOD or Operations Manager will notify the police. Once the child has been found, the MOD will notify the team members over the radio that the child has been found.

ROBBERY/THEFT

Armed Robbery

Do not risk your life or safety for merchandise or money. These items can be replaced. YOU are not replaceable.

As soon as possible notify the police and mall security. Provide the following information:

- Name and location
- A description of the subject(s)
- Direction they fled (if known)
- Any information you have about weapons the subject(s) has with them.

Experts recommend that victims DO NOT allow themselves to be forced to leave with the subjects. This dramatically increases the chances of serious or fatal injury.

Retail Theft

Tenants are expected to follow their store's retail theft policy and the local laws pertaining to retail theft.

Contact the police.

Mall security may also be contacted for assistance. Our involvement is limited to:

- Assistance in locating the subject(s)
- Assistance in maintaining order while YOU stop and confront the subject(s.)
- Assistance in coordinating the police response.
- Banning the subjects from the mall if the offense meets the mall's criteria.

Burglary (Overnight Break-In)

Upon discovering that your store has been burglarized:

- Do not enter space. The subject may still be there.
- Go to a neighboring store and contact the police and mall security.
- Avoid touching or disturbing the store's doors and objects inside until the police have indicated it is OK to do so.

SEVERE WEATHER

General Information

The mall staff monitors weather conditions throughout the day.

The public address system or mall staff members will advise building occupants if it becomes necessary to take action.

Store managers should determine nearest shelter locations and advise their staffs as part of their orientation training.

Blizzard

Mall officials will monitor conditions and close the center when it seems appropriate. Tenants will be notified through the mall staff or media.

As conditions may not allow safe travel, tenants may stay in their stores. Notify the mall office or security if you will be staying.

The mall will re-open as soon as conditions allow.

Hurricane

Mall officials will close the mall in substantial advance of a hurricane landing. Tenants will be notified through the mall staff or media.

Tenants will not be allowed to stay at the mall after it has been closed.

Listen to local news stations; call the mall; or 1-886-GGP-MALL for re-opening information.

Tornado

Upon receiving notification of the need to take shelter, move to a designated shelter area.

If you cannot make it to a shelter area position next to a solid wall, such as cement or block.

Take customers with you.

Stay away from areas that contain glass windows, skylights, etc.

Kneel in a crouched position with your hands covering the back of your neck.

UTILITY EMERGENCIES

General Information

The mall does not necessarily control the utility services to your store. In the event that service is disrupted or you experience a problem.

- Determine if it is just your store that is affected by checking with neighboring stores.
- Notify security for assistance.

Power Outage

If the entire mall is affected by a power outage, we recommend that you ask your customers to move into the mall common area and close your store's doors as soon as possible.

Emergency lighting, skylights, and mall personnel will assist the customers in exiting the mall through the common areas.

Mall personnel will notify tenants if the power is anticipated to remain out for an extended period of time, and if the mall will be closing.

Water Service

Stores whose business is not affected by a water service disruption will be required to remain open.

Restaurants and tenants that rely on water, during their daily business, may close. Temporarily, but should be ready to re-open as soon as service is restored.

Do not use any restrooms that are affected by the water disruption.

Mall personnel will update tenants on the status of repairs, locations of working restrooms, and any further instructions.

Sewage Back-Up

If the sewage problem is only within your store, the problem may be your store's responsibility. You should still notify mall management or security to assist in checking and managing the situation.

- It is important that any flooding be stopped immediately by turning off water sources and cleaning up spills. This is especially true for tenants above the first floor, because the water may leak on the areas below the store.

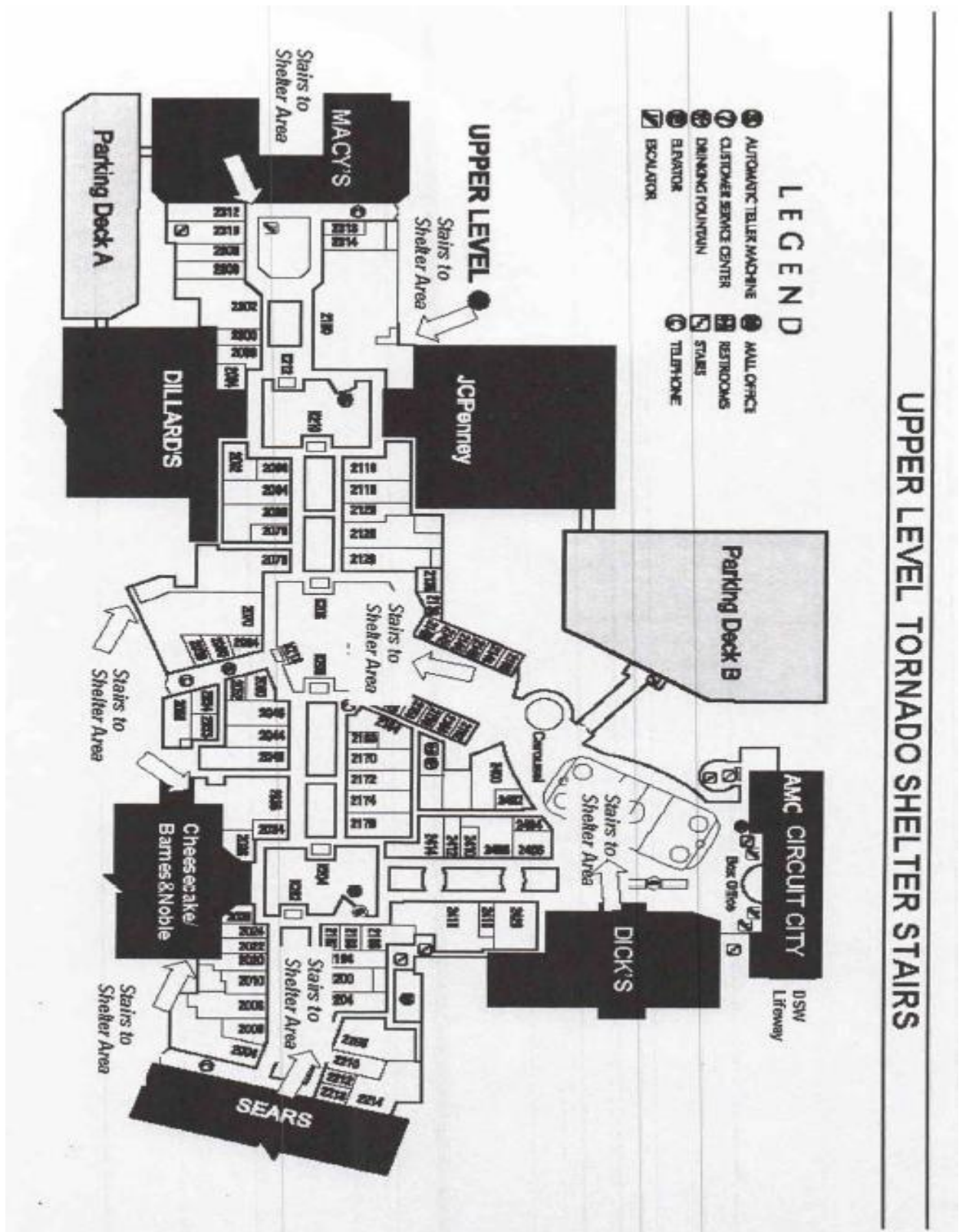
If the sewage problem has also affected stores around you, then a main line may be clogged.

- Notify mall management or security.
- Do not use restrooms or any running water until you are notified by mall personnel that it is OK to do so.
- Clean up any water spills to prevent damage to stores below.

Telephone Service

A disruption in telephone services cannot be resolved by mall personnel. Contact the local telephone company.

UPPER LEVEL TORNADO SHELTER STAIRS



THREAT LEVELS TO TERRORIST ACTIVITY IN THE UNITED STATES

Threat Level 1: General Threat

General Information

- Precautions are being taken.
- The mall is coordinating with public officials.
- Mall staff and public officials are conducting emergency response training.
- The mall will enforce parking restrictions near the building.

Store Manager Responsibilities

- Review emergency plans and conduct training with your staff.
- Train your staff to take responsibility for and include customers in the emergency plan if an event occurs.
- Train staff to watch for and report suspicious activity and packages.

Threat Level 2: Significant Threat

General Information

- Additional precautions are being taken by mall management.
- Police may increase their presence on the property.
- The mall will enforce zero tolerance for parking violations near the building. Violators may be towed.
- Mall security may call to verify deliveries before allowing docking.
- Restricted use of back corridor areas.
- After-hours access is only allowed with mall management/security notification.

Store Manager Responsibilities

- Continue to practice and reinforce measures taken in *Threat Level 1*.
- Reduce possible hiding places for suspicious packages.
- Have employees avoid back hallways unless on official business for the store.
- Inform mall management or security if any staff will be working late (more than an hour past store closing.)

Threat Level 3: High Threat

General Information

- Security and police presence will increase.
- All store personnel must enter and exit the mall through the main entrances.
- All people are subject to a search when entering the property.
- Unauthorized vehicles will be immediately towed from fire lanes and docks.
- Business hours are subject to change.
- After hours access to the mall is eliminated.
- Deliveries must be confirmed by security prior to docking.

Store Manager Responsibilities

- Continuing to practice and reinforce measures taken in Threat Levels 1 and 2.
- Inform employees of security measures being taken by the mall and require cooperation from your staff.
- Report suspicious activity.
- Have your staff conduct continuous searches of the sales floor for suspicious items.

Threat Level 4: Severe Threat

Authorities have indicated that an attack is imminent, or an attack has just occurred, or is occurring.

- Upon receiving official notice from mall management, advise your customers that the mall is closing and assist them in exiting your store.
- Secure your store and leave the property.
- Check the mall recording each evening and morning for re-opening information.