

**2017**



# **EMERGENCY PREPAREDNESS**

**Pre & Post Event Tenant Protocol**

# Evacuation Order

*If the Mayor calls for a **Voluntary** evacuation, Energy Centre will likely remain open. If the Mayor issues a **Mandatory** evacuation order OR if ownership makes an evacuation decision, the building will be closed (48)-hours from storm landfall and no access will be permitted. (This relates to occupancy only)*

**PLEASE PLAN ACCORDINGLY!**

# Electrical Power Supply

■ Continuation of electrical power supply will be based upon but not limited to the following considerations →

1. Tropical Storm or Category (1) Hurricane — Power remains operational
2. Category (2) – (5) Hurricane — Electrical power will be discontinued.

# Named Storm Enters the Gulf of Mexico

- **Perimeter Protection** – The building exterior has double insulated glass designed for high winds and is therefore not boarded up; however, plywood is kept on-site in the event windows are broken – also portable newsstands, ash/trash urns are moved or secured.
- **Loyola Avenue** - Roll down barriers may be deployed.
- **Rampart Street Barricades and Loyola Revolving Door Protection-** Barriers will be moved into place for preparation of installation. Management and engineering will determine the appropriate time to secure both entrances in advance of the building closing. Tenants will be notified as to which entrances will close and when.
- **Rampart Entrance Barricade and Sandbags-** Time to be determined by management.

# Landfall Possible Within (84)-Hours

- **Precautions – What You Should Do**
  1. **Implement Energy Centre’s Tenant Protocol Pre-Planning Action Plan**
  2. **Ensure your office is registered for DialMyCalls --- Energy Centre’s Emergency Communication Networking tool.**
  3. **Limit telephone or visitation with management office to **a single assigned person** in your office for communication purposes.**
  4. **Commence your firm’s Emergency Preparedness Plan.**

# (60)-Hours Until Landfall

- Tenants should complete closing process.
- Tenants will be asked to complete access waivers in case access is needed after storm passage in circumstances involving material damages or service disruption (unless these documents have been completed previously). *No emergency access after the storm will be allowed unless personal and company waivers are completed.*
- Building will close in (12)-hours and remain closed until threat has passed and start up can be completed.
- If the storm passes “without damage,” access will be allowed to the building and building garage as soon as building personnel return to the facility.

## (48)- Hours Prior to Landfall

- Building will be closed and not occupied by any individuals (except for building emergency personnel and contractors if deemed necessary).
- Building services to include HVAC, elevators, and janitorial services will be discontinued.
- ABSOLUTELY NO ACCESS will be allowed by tenants after this time.

# GARAGE ACCESS

- The building (EC tower) garage will be closed and padlocked shut once the building is closed. **NO** vehicles will be allowed in-or-out of the garage, until after the threat has passed and start up is completed.
- Although unlikely, it may be days or weeks before vehicles can be retrieved from the building garage, depending upon the severity of building damage and availability of staff to assist.



# GARAGE ACCESS

- Energy Centre will assist tenant staff with vehicle retrieval following a building closure for vehicles parked in the Energy Centre garages.
- Part of this process will include designated times in the AM and PM periods or twice daily when vehicles may be obtained.
- The morning and afternoon pickup periods will be established as soon as EC staff return to the property.



## ANNEX GARAGE ACCESS

- The Annex Garage may be kept open and vehicles can be stored and retrieved after building closure.
- We cannot be responsible for any security or damages to vehicles left during the storm.

# BUILDING ACCESS

- Tenants must schedule arrival times with building management and provide their own labor and supplies to rescue their belongings. This includes flashlights, water, hand-trucks, two-way radios, etc.
- **ONLY** those approved in writing from an authorized representative of the tenant will be allowed access, after completion of the company and individual liability waiver.

# Emergency Communications

Energy Centre Management is in contact with the Louisiana State Police and the Office of Homeland Security during an emergency. We will provide accurate and verified information as it becomes available relating to the building or the city.

**The primary lines of communication will be:**

**DialMyCalls Emergency Notification**

**Toll Free Hotline- 1-888-869-6608**

**[www.hertzgrouptenants.com](http://www.hertzgrouptenants.com)**

# Emergency Communications

**WEBSITE-** Updates will be given regularly as to the status, condition, and schedules of the building and the garages.

**DialMyCalls-** An automatic voice, e-mail, & text notification system only used for potential emergencies affecting the building's ability to operate on the regularly published schedule. It is important that principals and decision makers sign up for this important notification system.

**TOLL FREE NUMBER-** Activated as a back up to other systems if needed.



# Reminders If You Evacuate:

- Take all lease documents and important papers.
- Relocate valuables and photographs offsite to higher area if possible.
- Notify people that you are leaving & give numbers where you can be reached
- Inform your staff **NOT** to show up at the building until you are resuming business.
- **DO NOT** expect to return to the building for files, mementos, servers, your car, etc. once the building is closed.



# **Your Return to the Area Following A Building Closure**

- 1. Review the Energy Centre Tenant Post Event Protocol Procedures.**
- 2. Do you have city vehicle placards and completed authorization letters for building re-entry?**
- 3. Security will prevent access to the property unless appropriate building credentials and authorizations are presented.**



# OFFICIAL

# RE-ENTRY AUTHORIZATION

Bearer allowed temporary and controlled access to the affected area pursuant to all conditions and controls imposed by the Parish President/Mayor, the Chief Law Enforcement Officer of the affected jurisdiction, and any other law enforcement agency in control of the affected area. Those permitted to enter the affected area do so willingly and knowingly assume any and all risks associated with access to a disaster area.



# NO 1



PARISH PRESIDENT/MAYOR

PERMIT #

 Behringer Harvard  
HSRA# 01486-00004  
Printed 08/17/2009  
*Office of Homeland Security - New Orleans*



Unauthorized duplication of this placard will result in penalties up to criminal prosecution.

Register at : <https://www.nola.gov/ready/hurricane/businesses/>  
then "click" <RE-entry Application Process>

# Tenant Protocol

## Emergency Preparedness Procedures - Pre Planning Actions

The following information is provided to assist tenant wardens/deputies and/or other tenant representatives prior to a natural disaster or catastrophic event that may result in temporary or extended downtime of building operations.

ACTION	Assigned To:	Completed:	Comments:
<b>Tenant Planning</b>			
<p>The City of New Orleans will issue a MANDATORY or VOLUNTARY evacuation order within (72)-hours of a hurricane landfall. The Energy Centre will issue an announcement over the building's public address system following a MANDATORY evacuation order that the building will commence lockdown procedures and will be closed within (48)-hours of a storm landfall. All tenants and visitors must exit the building upon reaching the (48)-hour landfall period. <i>This relates to occupancy only.</i></p>			
<p>Continuation of electricity service will be based upon three factors to include (1) Storm magnitude as expressed in the Saffir-Simpson scale used by the National Hurricane Center, (2) Storm track and landfall proximity to the New Orleans area, and (3) Energy Centre property management recommendations, which must receive approval from the Hertz Group local and corporate offices prior to implementation. <i>This relates to electricity supply only.</i></p>			
<p>Document, understand, and establish use of the property's forms of communication that are made available to you. This will include devices such as DialMyCalls, the Hertz Group website, the emergency (800) number, and the Energy Centre office number (504) 569-2020.</p>			
<p>Establish a plan in the event of an extended building shut-down. Do you have a tenant warden that serves as the point person for all tenant employees to communicate with in the event of a natural disaster or catastrophic event?</p>			
<p>Register your company with the City of New Orleans' re-entry program. Vehicular placards can be obtained by going to <a href="https://www.nola.gov/ready/hurricane/businesses/">https://www.nola.gov/ready/hurricane/businesses/</a> and completing your application for re-entry. You should be able to print all of your placards, if not, contact the Office of Homeland Security at 504.658.8700.</p>			
<p>Obtain a copy of the Hertz Group Emergency Building Access Agreement(s) for tenants and individuals (Hold Harmless Agreements). These documents are to be completed and returned to Property Management prior to building re-entry. Note: If your firm completed the tenant form during the period of your current lease agreement, you do not need to submit these forms until your next lease renewal period.</p>			
<p>In the event of a known event such as a hurricane, close all doors in offices and lobbies and place office door evacuation signs on suite entrance door when the last person exits.</p>			
<p>Remove all perishable items from office refrigerators and unplug all electronic devices and equipment. Consider removal of personal items and computer servers in case of relocation.</p>			

# Tenant Protocol

Pre Event Planning Procedures

## Emergency Preparedness Procedures - Pre Planning Actions

The following information is provided to assist tenant wardens/deputies and/or other tenant representatives prior to a natural disaster or catastrophic event that may result in temporary or extended downtime of building operations.

ACTION	Assigned To:	Completed:	Comments:
<b>Tenant Planning</b>			
<p>Vehicular parking for contract parking card holders will remain operational prior to and following an event, providing electrical power remains in service. Contract parkers do not need to remove vehicles from the parking garage(s). Transient parking will discontinue upon reaching the designated building closing time and no transient parking will be permitted until re-opening of the building.</p>			
<p>Advise all personnel to move objects or materials such as papers, small appliances or furniture, and personal computers/copiers away from building windows and place in a location of the office that is protected from damaging wind and/or water penetration should windows implode or explode.</p>			
<p>In the event of spontaneous events such as fire, flooding, earthquake, or tornado, have you discussed actions to be taken for protection and safety of all personnel? For example, are employees aware of evacuation procedures as they apply to fire, flood, earthquake, bomb threats or tornados?</p>			
<p><b>Energy Centre Disaster Hotline</b> .....</p>	1-888-869-6608	Ryan Comeaux .....	504-615-0599
<p><b>Energy Centre Property Management</b> .....</p>	504-569-2020	Julian Landry .....	985-869-2967
<p><b>Energy Centre Emergency Information Website</b> .....</p>	<a href="http://www.hertzgroup tenants.com">www.hertzgroup tenants.com</a>	David Brown .....	504-481-3488

# Tenant Protocol

Items shaded in RED represent actions to be taken by tenant wardens/tenant representatives.

## Emergency Preparedness Procedures - Post Event Activity

The following information is provided to assist tenant wardens/deputies and/or other tenant representatives following a natural disaster or catastrophic event that may result in temporary or extended downtime of building operations.

ACTION	Event - 48 Hours (0) - (2) Days	48 - 72 Hours (2) - (3) Days	72 - 120 Hours (3) - (5) Days	120 - 168 Hours (5) - (7) Days	168 & Beyond (7) Days Plus
<b>Tenant Responsibilities</b>					
Communication Tools -- Tenant wardens or office managers should utilize communication tools to include: DialMyCalls, (800) number, and/or Hertz Group's Emergency Information Website or local telephone number, in order to receive up-to-the-minute building status reports.					
Tenant representatives are instructed to contact property management's local or corporate personnel as instructed via the communication tools listed above for updates on building status and to schedule building access. Visitation will be on a scheduled basis only with limited loading dock access.					
Tenant representative must complete landlord provided Emergency Access Agreements [Hold Harmless Agreement(s)] upon scheduling building access date and time. No visitation will be permitted until liability releases are received by Property Management.					
Check with local jurisdictions or municipalities to determine if city re-entry placards or other forms of citizen identification are required in order to gain access to city street infrastructures.					
Tenant representatives should inspect all areas of their suite and report any abnormalities to property management office.					
<b>What to Expect or Anticipate</b>					
Property Management will conduct a physical inspection of the property and city infrastructure.					
Initial building clean-up and/or restoration activities will commence upon local jurisdictions allowing building personnel re-entry to city.					
Building services such as janitorial, security, water, electricity, HVAC, and elevator will be provided based upon human resources and local utility providers.					
Building standard hours of operation may be restricted during initial or extended periods following building re-entry.					
Limited food and possible suspension of potable water supply.					
All information contained above is subject to change depending upon the severity of a particular catastrophic event or civil disturbance that may take place. Notifications will continue to be updated periodically and building hotline(s), websites, and other forms of communication should be reviewed in the event this takes place.					
<b>Energy Centre Disaster Hotline</b> .....	1-888-869-6608		<b>Ryan Comeaux</b> .....	504-615-0599	
<b>Energy Centre Property Management</b> .....	504-569-2020		<b>Julian Landry</b> .....	985-869-2967	
<b>Hertz Group Emergency Information Website</b> .....	www.hertzgrouptenants.com		<b>David Brown</b> .....	504-481-3488	