

ANAHEIM HILLS FESTIVAL

TENANT HANDBOOK and EMERGENCY PROCEDURES



As of December 2018

Table of Contents

Mall Management Team.....	Page 1
• Office Hours	
• Address	
• Location	
• Mall Hours	
Emergency Phone Numbers.....	Page 2
• Local Authorities	
• Management Offices	
Security Procedures.....	Page 3
Emergency Procedures.....	Page 4-14
▪ Page 5 - Medical	
▪ Page 6 - Fire	
▪ Page 7 - Earthquake	
▪ Page 7 - Power Failure	
▪ Page 8 - Explosions	
▪ Page 8 - Hostage/Civil Disturbance	
▪ Page 9 - Bomb Threat	
▪ Page 9 – Security - Theft/Intrusion/Assault	
▪ Page 10 - Robbery/Theft/Shop lifting	
▪ Page 10 – Handicap Assistance	
▪ Page 11/12 - Crimes in Progress	
▪ Page 13/14 - Know The Number/When to Use It	
Site Map.....	Page 15
Merchant Phone / Address Listing.....	Page 16-17
Rules and Regulations.....	Page 18-20
Active Shooter – How to Respond.....	Page 21-33

Anaheim Hills Festival Management Team

Property Manager Karen Finke
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Asst. Property Manager Kim Waipa
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Operations Assistant Kim Oylear
koylear@vestar.com

Marketing Director Breana Yore
byore@vestar.com

Office Hours: Monday – Friday
8:30 a.m. – 5:00 p.m.

Contact Numbers: (714) 283-3535 - phone
(714) 283-0525 - fax

On-Site Address: 8020 E. Santa Ana Canyon Road
Anaheim, California 92808
(Located behind Von's Pavilions)

Shopping Center Hours: Monday – Friday
10:00 a.m. – 9:00 p.m.

Saturday
10:00 a.m. – 6:00 p.m.

Sunday
11:00 a.m. – 5:00 p.m.

EMERGENCY PHONE NUMBERS

Anaheim Hills Festival Management Office

On-site: (714) 283-3535
After Hours Emergency: Press 6, leave message
Security (657) 248-4888
Non emergency use

Local Authorities

Anaheim Police Department

Emergency 911
Information (714) 765-1900

Anaheim Fire Department

Emergency 911
Paramedics 911
Information (714) 765-4000

The Gas Company (714) 634-3106

Anaheim Disposal (714) 238-3300

City of Anaheim – Public
Utilities (water & electric) (714) 765-3300

SECURITY PROCEDURES

The shopping center has on-site, unarmed security officers available to assist in the following situations, including, but not limited to:

- Escort patrons or employees to their cars
- Shoplifting (after police have been called)
- Disturbance of peace
- Loitering
- Incident Reporting

Each store is responsible for its own employees' safety and security. Stores are also responsible for loss control and to have shoplifting and criminal activity policies and procedures in place.

If assistance be necessary, contact security or the property manager.

There is no substitute for police assistance.

Call 911 or the police directly, and follow up with a call to security.

The security line is to be used only for security-related matters.

EMERGENCY PROCEDURES

In the event of an emergency, contact the management office immediately after contacting emergency services. The property manager is available through a 24-hour paging service during emergency situations.

When leaving a message during an emergency, please give the following information:

1. Name
2. Business Name and Address
3. Type of Emergency
4. Telephone Number
5. Degree of Seriousness of injury/emergency

Please follow the guidelines outlined on the following pages for specific emergencies.

EMERGENCY PROCEDURES

Medical Emergencies

In the event of a medical emergency please notify the police department, fire department and/or paramedics by dialing **911**. Next, contact the management office. If you reach the office after hours, leave a detailed message to be relayed to the property manager. Finally, notify security.

When speaking to emergency personnel and security, give the following information:

1. Name
2. Business Name and Address
3. Type of Emergency
4. Telephone Number
5. Cross Streets
6. Degree of Seriousness of injury/emergency

Meet the emergency personnel and security and take them to the injured individual. It is very important that you write a report documenting the incident (see Exhibit "A"). The report should include:

1. Name, address and phone number of person injured along with witnesses.
2. Describe injury or medical problem.
3. Describe how injury or medical problem occurred.
4. Name of hospital where the person was taken and the name of ambulance service transporting the injured.

Each tenant should equip its store with an emergency first aid kit.

EMERGENCY PROCEDURES

Fire

STAY CALM. Call the fire department (911) immediately when fire is suspected or discovered. Calmly and quickly evacuate all persons in the area. Alert the management office and security.

Give the fire department the following information

1. Name
2. Name of Business
3. Address and Cross Streets
4. What is burning, and where the fire is located

Be familiar with the premises and the location of

- All emergency fire exits;
- Fire alarm stations;
- Fire extinguishers. Find the nearest fire extinguisher and attempt to put the fire out **ONLY IF** you are knowledgeable on how to use the extinguisher and there is no anticipated danger to yourself.

DO NOT let a fire get between you and the exit. **DO NOT** enter a smoke-filled room. If you cannot put the fire out safely with the extinguisher, evacuate the building in the following way:

1. Ensure that all occupants immediately exit premises and close all doors.
2. Meet in designated safe area well away from the building.
3. Leave the area directly in front of the building clear for emergency vehicles (fire department, police, and ambulances).

ONCE OUTSIDE

1. Do Not Panic
2. Do not re-enter the building
3. Do not open the doors
4. Do not break windows

It is recommended that each tenant establish a “Fire Team” or “Emergency Action Plan” which has been tailored to your particular needs. This will help ensure the safe evacuation of all personnel and the protection of your facilities and equipment.

In case of fire or other emergency it is very important to follow all directions given by the fire department and other governing authorities.

EMERGENCY PROCEDURES

Earthquake

In the event of an earthquake:

REMAIN CALM AND DO NOT PANIC. If you are in the building, stay where you are. Do not exit the building or area unless it is unsafe to remain where you are.

- Take cover under a strong desk or table.
- Do not stand near windows; turn away from glass.
- Move away from bookshelves, wall hangings, and suspended objects.
- Do not use telephones as they will be needed by emergency personnel.
- Turn off all electrical equipment.
- Exit buildings quickly and calmly after shaking stops and only when safe.
- Be prepared for aftershocks.

Follow all instructions given by the fire department, police department, paramedics, management office and security. Wait for instructions from security in case of failed power. **During a power failure, do not use matches in case of gas leaks.**

Go to the designated meeting area and wait. Do not block the arrival of emergency equipment. Do not re-enter buildings unless directed by Emergency personnel.

Power Failure

In the event of power failure do the following:

- Always have flashlights ready and available with fresh, extra batteries. DO NOT LIGHT CANDLES.
- Turn off all electrical machines (cash registers, computers, etc.) to prevent power surge when electricity is restored.
- Place absorbent materials around refrigerators, ice machines, etc.
- Do not panic.
- Call management offices or notify security. (The telephone system should operate without electricity though you may not be able to hear it ring.)

EMERGENCY PROCEDURES

Explosions

- **NOTIFY THE FIRE DEPARTMENT (911)**
- Remain calm and evacuate immediately. Move as far away from the area as possible.
- Notify property management as soon as possible.

Hostage/Kidnapping/Civil Disturbance

NOTIFY POLICE AT 911. If hostage is being held inside the building, police will evacuate the entire building and surrounding area to ensure safety of tenants/employees. Follow instructions given by law enforcement.

CIVIL DISTURBANCE

Response Procedures:

- **Peaceful – Outside Building:**
Lock front door; lock back door; alert property management.
- **Peaceful – Inside Building:**
Do not lock doors; alert property management.
- **Violent – Outside Building:**
Lock front door; lock back door; alert appropriate law enforcement authorities; alert property management.
- **Violent – Inside Building:**
Evacuate building and alert appropriate law enforcement authorities; alert property management.

EMERGENCY PROCEDURES

Bomb Threat Emergency Procedures

In the event you or one of your employees should receive a bomb threat, please follow these instructions.

- Remain calm. Don't panic.
- Make notations in writing, if possible.
- Ask for and NOTE EXACT TIME the bomb is to go off.
- Ask for and NOTE EXACT LOCATION of bomb.
- Attempt to keep the caller on the phone while someone else notifies police. Get as much information as possible. Ask caller how and when he/she got into the building and why the premises were targeted.
- Note background noise – music, car horns blowing, trains, pay phones, etc.
- Note whether the caller is male or female and whether they speak with an accent.
- Call Police at 911. Upon arrival, they will recommend whether or not the building should be evacuated. Follow their instructions.
- If the building is evacuated, MOVE AWAY FROM THE BUILDING to a designated area or as instructed by Police.

Security - Theft, Intrusion, Assault

Always contact police before calling security. After police are called, notify security.

DOOR – LOCK PROCEDURES

- Security officers check doors nightly to ensure they are secured. Very often, doors are discovered left unlocked.
- It is important that management be informed of current emergency after-hours contact persons and telephone numbers.
- Please notify management whenever a change in personnel occurs so that our emergency contact list can be updated.

EMERGENCY PROCEDURES

Robbery/Theft/Shoplifting

1. Immediately call 911. Identify the building you are in and your store's specific address. Be prepared to provide a description of the suspect.
2. Notify security as soon as possible.

Handicap Assistance

If you have a handicapped employee:

1. All handicapped persons should have one or more co-workers assigned to assist them in the event of an evacuation. Alternate persons should also be designated to help evacuate handicapped personnel.
2. Preparation should be made to carry a handicapped person down any stairway.

EMERGENCY PROCEDURES

Crimes In Progress

If you observe a crime in progress in your store, the police should be notified. Phone numbers for the police should be at every phone location. Alarms to your security monitoring company can be tripped. Try to remain as calm as you can. When you reach police, be ready to provide them with:

- The location of the problem. Include cross streets, premises address and location in the shopping center.
- A short description of what is taking place, parties involved, if anyone is injured, and if weapons are involved.
- The number of the phone from which you are calling.

In serious crime situations, the police may ask you to remain on the line with them. Answer any questions they ask even if it does not seem important. There is reason for them to ask.

If you are observing a crime in progress, you have to decide if it is better to remain unnoticed or call attention to yourself. Confronting a person(s) committing a crime is a dangerous situation. The best course of action may be to conceal yourself or leave the area and summon help as soon as possible. Your goal is to prevent injury to yourself and others.

If you are the victim of a crime, your goal is to survive the attack or confrontation without injury. In any confrontation or assault, you will have to make choices. You may not be able to avoid injury but your actions may reduce the degree of injury. Avoid panic at all cost; it is normal to be frightened. You must take into consideration the following before you decide on how you will respond to the attacker:

- The state of mind of the suspect. Does he/she appear to be mentally disturbed, under the influence of drugs, scared, calm?
- Has the suspect demonstrated a tendency to be violent?
- Is the suspect armed with a weapon?
- Are you able to summon help or can you bluff the suspect into thinking help is available?
- Will physical resistance allow you to escape, summon help, or in your best judgment provide you with the best chance of avoiding injury or surviving the assault?
- Does cooperation with the suspect appear to be the best method of avoiding further injury?

EMERGENCY PROCEDURES

Crimes In Progress (con't)

What action you decide to take will depend on your assessment of the situation. Avoiding contact and fleeing or concealing yourself so the suspect cannot find you is best. If you discover that you cannot escape and resistance is not the best course of action at the moment, then utilize the following techniques and await your opportunity, it will come.

- Do not antagonize the suspect.
- Avoid looking directly at or in a confrontational manner at the suspect.
- Follow the suspect's direction.
- Do not call attention to yourself by volunteering or trying to be helpful.
- Try to establish a conversation with the suspect on neutral subjects as long as it does not cause anger or agitation. You want the suspect to see you as a person, not as an object.
- Realize that it is easy to become sympathetic with the suspect and his/her problems as time passes. Never forget that he/she is responsible for what is taking place. The suspect is the threat, not the police.
- Never give up.
- If there are multiple victims, offer support to each other.
- Keep looking for an opportunity to escape, resist or summon help. It will come.

If in your best judgment your only opportunity to avoid severe injury or death lies in resistance, then your goal is to escape and/or summon help.

- Plan your attack.
- Identify your escape route.
- Attack only for as long as it takes you to provide the means of escape.

You should identify locations in your premises that can be secured so that intruders cannot immediately force their way in. These locations should have locks that can be secured only from the inside. They should also have a phone or alarm to summon assistance.

EMERGENCY PROCEDURES

Know The Number Know When To Use It

Call 9-1-1 When

- ❖ There is a life-threatening police matter – any situation where physical well-being is threatened; any crime in progress, for example, an assault in progress, a prowler, someone breaking into your home or neighbor's home, auto theft in progress, purse snatch in progress, or any immediate crime or incident that threatens life, bodily injury or property.
- ❖ Medical emergency.
- ❖ Fire, household flooding, person who has fallen and is unable to get up but has no visible injuries.

If you are having difficulty speaking or you have limited English skills, it is helpful if you can say the single word "police", "fire" or "ambulance" so that you can be clearly understood. If you speak limited English, you can just state the language you speak so that the dispatcher can connect you with translation services. In most cases, the address you are calling from will show up on the dispatcher's computer and someone will respond to that address. Please do not hang up. The dispatcher will need to get information from you. If you do hang up, a dispatcher will call you back to verify your call.

Do not be afraid to use 9-1-1. If you are unsure, it is the emergency dispatcher's job to determine if it is an emergency. If it is not an emergency, the dispatcher will transfer your call to the non-emergency number or refer you to another number that he/she determines is appropriate.

In case you do have to use 9-1-1, remain calm. Call 9-1-1 immediately, not a personal friend or relative! Remain on the telephone until you are connected with the dispatcher and answer his/her questions as briefly and accurately as possible. When the dispatcher answers, state your location and the nature of the emergency. For example, ***"I am at 1020 Main Street and there is a robbery in progress across the street"***. When answering questions by the dispatcher about a suspect, concentrate on describing only one suspect at a time. Always describe the suspect from the head down to the feet.

After you've called 9-1-1, if possible, go outside to help direct emergency personnel who are responding to the call, whether it be fire, police or medical. (Do not go outside to lend assistance if you feel you might be placing yourself in danger.)

EMERGENCY PROCEDURES

Know The Number Know When To Use It – (con't)

9-1-1 is supposed to be accessible from any telephone in the City and County at no charge. If you call 9-1-1 from a pay phone, the location will appear on the dispatcher's computer and indicate that it is a pay phone.

Police calls will be assigned an A, B, or C priority call. Police respond to A priority calls immediately. B priority calls are handled when there are not pressing A calls. C calls get the lowest priority, but police will respond. Dispatchers determine the priority of the call depending on what other types of things are occurring at the same time and what kind of information they are able to receive from the caller.

A - Priority: Crime in progress involving significant injury to people or serious property damage; if the suspect is still on the scene; if a serious crime scene needs to be protected (for fingerprints, etc.); if the call involves reporting a missing juvenile, elderly or other "at risk" person; any sexual assault.

B - Priority: When there is potential for physical harm or damage to property and the suspect may still be in the area.

C - Priority: When there is no present or potential danger to a person or to property. The suspect is no longer on the premises and the "crime scene" is protected so that evidence might be gathered.

Fire and ambulance calls are transferred to the appropriate agency and will get immediate attention.

Do not call 9-1-1 for the following situations

- When there is no information on a suspect who perpetrated a crime, or no specific time frame (for example, you've just returned from vacation, and found that your house or apartment has been broken into or your car has been stolen.)
- If an incident has occurred that requires a police report but NO immediate threat to life, limb or property, call local police.



Anaheim Hills Festival Merchant Directory

November 27, 2018

TENANT	ADDRESS	STE	PHONE
24 Hour Fitness	300-330 S. Festival Drive		637-4262
Anaheim Hills Smile Studio	8170 E. Santa Ana Canyon Rd.	192	283-0815
AT&T	8132 E. Santa Ana Canyon Rd.	172	974-5193
Bank of America	8132 E. Santa Ana Canyon Rd.	170	282-4720
BJ's Grill – Anaheim Hills	8188 E. Santa Ana Canyon Rd.		787-3580
Blow Out Parlor	8018 E. Santa Ana Canyon Rd.	101	282-7838
Brain Balance Centers	8018 E. Santa Ana Canyon Rd.	108	944-4348
Carter's Babies & Kids	8108 E. Santa Ana Canyon Rd.	164	279-9538
CAVA	8162 E. Santa Ana Canyon Rd.	100	Coming Soon
Chase Bank	8166 E. Santa Ana Canyon Rd.		282-1522
Chevron	8000 E. Santa Ana Canyon Rd.		998-2637
Chipotle Mexican Grill	8182 E. Santa Ana Canyon Rd.	195	283-3092
Color Me Nails & Spa	8018 E. Santa Ana Canyon Rd.	104	974-5376
Dentists of Anaheim Hills	8162 E. Santa Ana Canyon Rd.	104	202-0765
Edwards 14 Cinemas	8032 E. Santa Ana Canyon Rd.		282-5959
El Cholo Café	8200 E. Santa Ana Canyon Rd.		769-6269
Fantastic Sam's	8160 E. Santa Ana Canyon Rd.	182	685-6815
First Team Real Estate	8028 E. Santa Ana Canyon Rd.		974-9191
Fusion Sushi	8086 E. Santa Ana Canyon Rd.	155	998-3939
Game Stop (The)	8126 E. Santa Ana Canyon Rd.	169	974-7290
General Nutrition Center	8160 E. Santa Ana Canyon Rd.	183	998-8823
Gymboree Play & Music	8022 E. Santa Ana Canyon Rd.	B	283-4386
Habit Burger Grill (The)	8182 E. Santa Ana Canyon Rd.	199	998-8000
Hobby Lobby	8100 E. Santa Ana Canyon Rd.		685-0540
Justice	8126 E. Santa Ana Canyon Rd.	167	685-0304
Kimmie's Coffee Cup	8086 E. Santa Ana Canyon Rd.	154	602-8980
Nekter	8162 E. Santa Ana Canyon Rd.	102	949-359-0379
Pak Mail	8018 E. Santa Ana Canyon Rd.	100	282-9327
Panera Bread	8152 E. Santa Ana Canyon Rd.		279-9137
Pavilions	8010 E. Santa Ana Canyon Rd.		282-7064
Petco	8092 E. Santa Ana Canyon Rd.		998-6833
Pier 1 Imports	8156 E. Santa Ana Canyon Rd.		921-2826
Ritz Cleaners	8018 E. Santa Ana Canyon Rd.	103	974-1226
Romano's Macaroni Grill	8150 E. Santa Ana Canyon Rd.		637-6643
Sally Beauty Supply	8086 E. Santa Ana Canyon Rd.	158	974-5173
Schools First Credit Union	8160 E. Santa Ana Canyon Rd.	184	258-4000
Skin Nirvana Med Spa	8082 E. Santa Ana Canyon Rd.		283-1433
St. Jude Heritage Medical	8078 E. Santa Ana Canyon Rd.		974-2900
Stein Mart	8140 E. Santa Ana Canyon Rd.		974-0052

T.J. Maxx	8116 E. Santa Ana Canyon Rd.		998-4244
T-Mobile	8170 E. Santa Ana Canyon Rd.	190	998-8911
Tae Kwon Do	8018 E. Santa Ana Canyon Rd.	106	941-9201
Target	8148 E. Santa Ana Canyon Rd.		921-9091
Tilly's	8176 E. Santa Ana Canyon Rd.		998-6008
Togo's	8170 E. Santa Ana Canyon Rd.	189	998-3361
Tutor Time	350 S. Festival Drive		282-8296
Unique Alterations	8018 E. Santa Ana Canyon Rd.	107	282-9454
Verizon Wireless (GoWireless)	8166 E. Santa Ana Canyon Rd.	100	283-1649
Vision Boutique Optometry	8018 E. Santa Ana Canyon Rd.	102	282-9797
Wood Ranch BBQ & Grill	8022 E. Santa Ana Canyon Rd.	A	974-6660

Rules and Regulations

Landlord hereby establishes the following rules and regulations for the safety, care and cleanliness of the store areas of the Shopping Center, and the common areas.

A. FOR THE STORE AREAS:

1. All floor areas of the store (including vestibules, entrances, and air returns), doors, fixtures, windows, and plate glass shall be maintained in a clean, safe and good condition.

2. All trash, refuse, and waste materials shall be stored in adequate containers within the store, which containers shall not be visible to the general public and shall not constitute a health or fire hazard, or a nuisance to any other tenant. All trash, refuse, and waste materials shall be removed from the store on a daily basis and deposited in designated receptacles provided by Landlord. In the event that any tenant shall fail to remedy such a health or fire hazard, or nuisance, within five (5) days after written notice by Landlord, Landlord may remedy and/or correct such health or fire hazard or nuisance at the expense of the tenant involved.

3. No portion of the store shall be used for lodging purposes.

4. Neither sidewalks nor walkways shall be used to display, store, or place any merchandise, equipment or devices, except in connection with sidewalk sales held with Landlord's prior written approval. The roof of the building shall not be used for the storage of merchandise or equipment.

5. No public telephone, newsstand, shoeshine stand, refreshment, vending or other coin operated machine shall be installed or placed on the sidewalk or walkway area adjacent to the store or on the common areas without Landlord's prior written approval in each instance.

6. No person or persons shall use the store, or any part thereof, for conducting therein a second-hand store, auction, distress or fire sale or bankruptcy sale, or "going-out-of-business" sale or "lost our lease" sale, without Landlord's prior written consent.

7. No portion of the store shall be used for the storage of any merchandise, materials or other properties, other than those reasonably necessary for the operation of a tenant's business. Landlord may, from time to time, inspect the store to insure compliance with the foregoing provisions.

Rules and Regulations (con't)

A. FOR THE STORE AREAS (con't)

8. Except for professionally prepared signs, Tenant shall not black out or otherwise obstruct the windows of the store, without Landlord's prior written consent.

9. If a tenant provides its customers with the use of shopping carts and/or baskets, such tenant shall be responsible for causing said carts and/or baskets to be stored only in areas designated by landlord. If such tenant fails to routinely collect and store said carts as necessary (at least twice on a daily basis), Landlord may assume the responsibility of same and may bill the tenant involved on an estimated monthly basis for such service.

B. FOR THE COMMON AREAS

1. All tenants and their authorized representatives and invitees shall use any roadway, walkway, or mall only for ingress and egress from the stores in the Shopping Center. Use of the common areas shall be in an orderly manner in accordance with directional or other signs or guides. Roadways shall not be used at a speed in excess of ten (10) miles per hour and shall not be used for parking or stopping, except for the immediate loading or unloading of passengers. Walkways and malls shall be used only for pedestrian travel.

2. All tenants and their authorized representatives and invitees shall not use the parking areas for anything but parking motor vehicles. All motor vehicles shall be parked in an orderly manner within the painted lines defining the individual parking places. During peak periods of business activity, Landlord can impose any and all controls Landlord deems necessary to operate the parking lot including but not limited to the length of time for parking use.

3. No person shall use any utility area or truck loading area reserved for use in conducting business, except for the specific purpose for which permission to use these areas has been given.

4. No employee shall use any area for motor vehicle parking except the area specifically designated for employee parking for the particular period of time the use of to be made. No tenant shall designate an area for employee parking except the area designated in writing by Landlord.

B. FOR THE COMMON AREAS (con't)

5. Without the prior written consent of Landlord, no person shall use any of the common areas for:

- a) Vending, peddling or soliciting orders for sale or distributing of any merchandise, device, service, periodical, book, pamphlet, or other matter;
- b) Exhibiting any non-professional sign, placard, banner, notice or distributing any circular, booklet, handbill, placard, or other material;
- c) Distributing any circular, booklet, handbill, placard, or other material;
- d) Soliciting membership in any organization, group, or association, or soliciting contributions for any purpose;
- e) Parading, patrolling, picketing, demonstrating, or engaging in conduct that might interfere with the use of the common areas or be detrimental to any of the business establishments in the Shopping Center;
- f) Using the common areas for any purpose when none of the business establishments in the Shopping Center is open for business;
- g) Discarding any paper, glass, or extraneous matter of any kind, except in designated receptacles;
- h) Except for normal and customary sound devices for Tenant's drive thru facilities, using a sound-making device that is grossly annoying or unpleasant to the general public; or
- i) Damaging any sign, light standard, or fixture, landscaping material or other improvement or property within the Shopping Center.



ACTIVE SHOOTER HOW TO RESPOND



National Retail Federation®
The Voice of Retail Worldwide



RILA
RETAIL INDUSTRY LEADERS ASSOCIATION
Retail's Future...Educate, Innovate, Advocate



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. _____

PROFILE OF AN ACTIVE SHOOTER

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 visit
- 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.

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

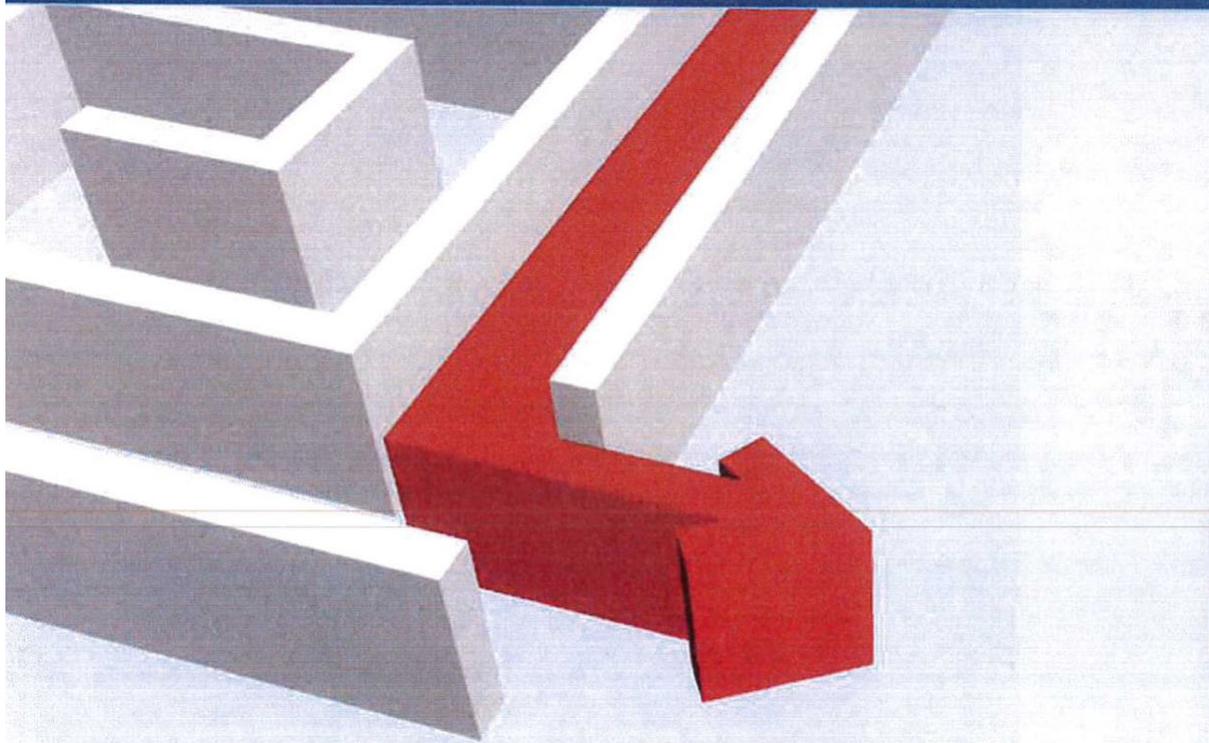
If evacuation and hiding out are not possible:

- 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.



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

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