

## TABLE OF CONTENTS

<b>Introduction</b>	<b>2</b>
<b>About Diamond Ridge</b>	<b>3</b>
Management	
Hours of Operation	
Accounting and Billing Information	
<b>Security</b>	<b>7</b>
Security Policies and Procedures	
<b>Fire Sprinklers</b>	<b>10</b>
<b>Emergency Notification</b>	<b>11</b>
<b>General Rules and Regulations</b>	<b>12</b>
<b>Sign and Display Criteria</b>	<b>15</b>
<b>Trash Removal</b>	<b>16</b>
Grease Disposal	
<b>Insurance Requirements</b>	<b>17</b>
<b>Contracted Services</b>	<b>18</b>
<b>Frequently Called Numbers &amp; Utility Services</b>	<b>19</b>
<b>Notices</b>	<b>20</b>
<b>Building</b>	<b>21</b>
<b>Emergency Preparedness Procedures</b>	<b>22</b>

## **INTRODUCTION**

Welcome to Diamond Ridge in Glendora, California. Inside this book are some of the most important facts and information about Diamond Ridge that you and your employees will need to know.

This handbook will define how you can become a more active player in the Center's success through participation and compliance with the Center's operating guidelines and regulations. Together, we will make Diamond Ridge the source for outstanding shopping and dining in Southern California.

The Diamond Ridge team is looking forward to working with you and your staff.

## ABOUT DIAMOND RIDGE

Diamond Ridge is a highly visible and easily accessible community shopping center located on West Gladstone Street and South Lone Hill Ave in Glendora, California. Diamond Ridge is a single level outdoor center with restaurants, specialty shops and movie theatre.

### MANAGEMENT

**Management Company:** Vestar Property Management

#### MANAGEMENT CONTACTS:

**Property Manager:** Sabrina Martin [smartin@vestar.com](mailto:smartin@vestar.com)  
**Assistant Property Manager:** Cynthia Pearce Vargas [cpearcevargas@vestar.com](mailto:cpearcevargas@vestar.com)

**Mailing Address:** Vestar Property Management  
7575 Carson Boulevard  
Long Beach, CA 90808  
Phone: (562) 938-1722  
Fax: (562) 938-1744

**SECURITY Emergency:** CPI Security (702) 728-0463

#### VESTAR ACCOUNTING:

**Mailing Address:** 1301 E. Gladstone Street Investors  
c/o Vestar Property Management  
PO Box 30412  
Tampa, FL 33630



## ACCOUNTING AND BILLING INFORMATION

### RENTAL PAYMENTS

Please make all checks payable to:

**1301 E. Gladstone Street Investors**  
c/o Vestar Property Management  
PO Box 30412  
Tampa, FL 30412

Please be advised that rent is due and must be received on the first day of each month (allow five days for receipt when mailing). Late fees and/or interest penalties will be assessed accordingly.

### REPORTING GROSS SALES

Please submit to Vestar's office at the time specified in your Lease, a statement of gross sales with a check for all Percentage Rent due, if any. Additionally, at the end of each lease year, tenants are required to submit a certified statement showing annual gross sales broken out by calendar month.

As a convenience, a form is attached to each tenant's monthly statement for the reporting of gross sales.

Send all sales reports to: [diamondridge@vestar.com](mailto:diamondridge@vestar.com)

### CHANGE OF BILLING ADDRESS

Please submit in writing any changes to your tenant notification or billing address.

### QUESTIONS REGARDING YOUR ACCOUNT

Questions regarding your invoices should be directed to: Property Management

## SECURITY

For the safety and protection of all customers and tenants, Diamond Ridge contracts a full force of trained, unarmed security officers. These officers patrol all common areas of Diamond Ridge, including service areas, and all parking areas around the Center. These officers are on foot, bicycle patrol, and vehicle patrols. Our coverage is daily and is subject to change as needed. Diamond Ridge operates a two-way communication system to ensure easy access in case of any emergency.

### CONTACTING SECURITY

All employees should be trained in the correct procedure to contact Security.

- You may call the Security line directly from 8:30am – 12am (midnight) daily at (702) 728-0463. Please be ready to provide complete information to the officer answering the phone so you can be provided with the most effective assistance possible.

### EMERGENCIES

If you have an incident or emergency in your store, call the police at 911 immediately. Please refer to the attached “Emergency Procedures” guidelines. After calling the police, contact Security as noted above. Whenever you call for assistance from the police or Security, please be ready to provide the following information:

- Your name and the name and address of your store
- The nature of the incident
- Description of persons involved
- A phone number to call you back

If possible, always stay on the line until the police or security arrives.

Non-emergency numbers are as follows:

Glendora Police Department:	(626) 914-8250
Glendora Fire Department:	(626) 963-0067
Southern California Edison:	(800) 990-7788
City of Glendora Water Department:	(626) 914-8239

## **Diamond Ridge Security's Role**

The primary responsibility of Security is to be of assistance to Diamond Ridge guests and to patrol the common areas of the Center remain. In an emergency, they may be able to assist tenants with problems until police or fire department personnel arrive. However, it is important to note that each Center merchant is responsible for the security of his or her own property and space. The Center security officers are not responsible for any activity inside a tenant space.

Security may be called if you require an escort to your car. However, officers cannot provide escorts to the bank. If you need such assistance, contact the police or a contract service.

## **SECURITY POLICIES AND PROCEDURES**

Please read and understand the following policies in effect at the Center:

### **AFTER HOURS ACCESS**

All tenants of Diamond Ridge may access their businesses at any time. All merchants should notify Security if there would be any employees working after closing time.

### **INJURIES / ILLNESSES**

When a customer or employee is injured or becomes ill at Diamond Ridge, you should use the following procedures:

1. If the injury or illness is serious, call 911 immediately. If in doubt, or you are not sure, CALL. Be ready to provide detailed information to the dispatcher, including the age, sex, and specific problems of the victim.
2. Offer assistance or first aid to injured persons only to the extent that you have been trained.
3. Call Security at (702) 728-0463 and inform them of the situation. Make sure you tell them if you have called for paramedics.
4. Never talk to anyone about the situation, except police officers, fire personnel, Center Security, the Center Property Manager, or your store management personnel.

### **VEHICLE ACCIDENTS**

If a vehicle accident in the parking lot is reported to you, immediately notify Security. An officer will be dispatched to the scene. If the accident is serious or if injuries are involved, call 911 first, then call Security.

### **LOST CHILDREN**

If a child is reported missing, notify Security immediately. If there is any indication of a crime, call 911 and then security. Make sure you have the child's name, age, sex, clothing description, and last known location. Have a parent or other responsible party remains at the location to meet a security officer or police officer. If you find a lost child, immediately notify Diamond Ridge Security. Do not turn the child over to anyone the child does not recognize or does not want to go with. When in doubt, wait for Security to arrive. Though most lost children are located within minutes, missing children are considered to be a top priority of Diamond Ridge personnel, and the efforts of all merchants are appreciated.

### **SHOPLIFTING / THEFT**

Shoplifting is an in-store problem and is to be handled as such. Diamond Ridge Security can assist you in an important way by maintaining a high profile at the scene of confrontation to de-escalate any problem that may arise. Security will respond to your calls about shoplifters and remain with you throughout the ordeal, but it is each store's responsibility to handle the situation by filing the complaint directly with the police department. In the event of a shoplifting emergency, contact Diamond Ridge Security after calling police.

### **LOST AND FOUND**

If any items are found in the Center, they should be turned in to Diamond Ridge Security. Please notify customers to call Security to assist in handling lost and found items.

### **EMERGENCY TENANT NOTIFICATION**

The Diamond Ridge maintains a list of store owner/manager home telephone numbers that are used to notify you in case of an emergency after closing hours. Please be sure to notify Security of any changes in telephone numbers.

**Please fill out the "Emergency Phone Listing" sheet enclosed and return it to the Security Office as soon as possible. (Please see page 11)**

These forms are maintained in a secure area and all information is considered confidential. The information provided is for the exclusive use of Diamond Ridge personnel, and no information is released to any other person for any reason.

### **VEHICLE ASSISTS**

Due to liability considerations, Diamond Ridge Security cannot provide jump-starts, lock-out or other assistance for disabled vehicles, any requests for assistance with a disabled vehicle should be directed to the Auto Club or other such facility.

## **FIRE SPRINKLERS**

All buildings at Diamond Ridge are fully sprinklered for fire protection. It is extremely important that these systems are functioning properly at all times. If it is necessary to do any sprinkler work in your restaurant or store that involves shutting off the sprinklers or taking the sprinkler monitoring system off-line, you are required to use the following procedures:

1. Contact the Management Office or Security during regular business hours at least 24 hours in advance of the scheduled work.
2. You must inform the on-site Security supervisor before draining and refilling the fire system.

Please remember that the fire control system is for the protection of both property and lives, and that the regulations regarding the impairment of the system are very important. Failure to follow these rules can result in penalties and false alarm charges. Contact the Management Office or Security if you have any questions.

When stocking your store, it is important to remember that the area around all fire life safety equipment must be kept clean. Additionally, all fire sprinklers must have an un-obstructive area below them of at least 18”.

**TENANT INFORMATION**

PROPERTY NAME \_\_\_\_\_

BUSINESS NAME \_\_\_\_\_

PREMISE ADDRESS \_\_\_\_\_ SUITE \_\_\_\_\_

PREMISE TELEPHONE \_\_\_\_\_ PREMISE FAX \_\_\_\_\_

PREMISE CONTACT #1 \_\_\_\_\_ TITLE \_\_\_\_\_

HOME/CELL TELEPHONE \_\_\_\_\_

PREMISE CONTACT #2 \_\_\_\_\_ TITLE \_\_\_\_\_

HOME/CELL TELEPHONE \_\_\_\_\_

**EMERGENCY CONTACT** \_\_\_\_\_

**EMERGENCY PHONE** \_\_\_\_\_

PREMISE BUSINESS HOURS	Monday _____	Friday _____
	Tuesday _____	Saturday _____
	Wednesday _____	Sunday _____
	Thursday _____	

BILLING ADDRESS \_\_\_\_\_

BILLING EMAIL \_\_\_\_\_

CONTACT \_\_\_\_\_ TITLE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ FAX \_\_\_\_\_

NOTICE ADDRESS \_\_\_\_\_

NOTICE EMAIL \_\_\_\_\_

CONTACT \_\_\_\_\_ TITLE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ FAX \_\_\_\_\_

COMMENTS \_\_\_\_\_

Please complete and return via mail or fax to: Vestar Property Management  
 7575 Carson Blvd.  
 Long Beach, CA 90808  
 Attn: Sabrina Martin [smartin@vestar.com](mailto:smartin@vestar.com)

**Completed By:** \_\_\_\_\_  
 (Please print name and date)

## **GENERAL RULES AND REGULATIONS**

Each Diamond Ridge store or restaurant should observe the following rules, which are standard in all Diamond Ridge leases. If you have any questions, please call the Management Office at:

**(562) 938-1722**

1. No signs, banners, placards, trademark, or other written material may be attached to windows, doors, or exterior walls of your store. No temporary fixtures or merchandise displays are permitted within two (2) feet of any entrance to the store. All freestanding sign displays must be within the lease line. Tenant signs are not allowed in the common area. The Landlord has the right, without giving prior notice and without any liability for damage, to remove any of the same from the common area. (*See Sign and Display Criteria* for additional guidelines.)
2. No loudspeakers, televisions, music systems, flashing lights, action signs, or other similar devices may be used in a manner so as to be heard or seen outside of the leased premises. The question of what constitutes noise is determined by the Diamond Ridge Property Manager or Security.
3. No awnings or other projections shall be attached to the outside walls of the leased premises or the building of which they form a part.
4. No radio or television aerial may be erected on the roof or exterior walls of the leased premises without prior consent of the Landlord.
5. No roof penetrations or rooftop equipment of any kind will be allowed without prior Landlord approval. Landlord's roofing contractor must be used for any roof repairs. For roof access, you must sign in with Security during normal business hours. No exterior ladders will be allowed to access the roof during normal business hours.
6. No auction, fire, bankruptcy, liquidations, emergency sale, going out of business, or selling-out sales shall be conducted on or about the leased premises.
7. All loading and unloading of goods and merchandise shall be before 10:00a.m. Service/vendor vehicles shall not park in any fire lanes or block traffic at any time. Vehicles parked illegally will be subject to tow at the owner's expense.
8. All display windows must be kept illuminated during the hours of sundown to 10:00p.m.

## GENERAL RULES & REGULATIONS (cont'd.)

9. The outside areas immediately adjoining the leased premises are to be kept clear of any obstructions, garbage, refuse, merchandise, and displays.
10. Distributing handbills, samples, or any other soliciting business in the parking lot, in the Center, or any other joint use/common area is strictly prohibited.
11. The shopping center is for the use of its customers and merchants. If anyone asks to or begins conducting any non-commercial activity such as political presentations or signature gathering, solicitation or other use of the common area, please contact security and have the individual's contact security. There are specific rules that these activities must follow, and they require prior permission of the Property Manager.
12. Tenant shall not carry on any trade or occupation nor operate any instrument, apparatus, or equipment that emits odor or causes a noise discernable outside of the leased premises which may be deemed offensive in nature.
13. Tenant's vendors and contractors may not perform any work outside of the demised premises during Center hours. This includes, but is not limited to the following: electricians, plumbers, window washers, sign and lighting technicians. In addition, work to be performed must be coordinated with Center Management. Proof of insurance, with *additional insureds*, is required for all common area work.
14. The general maintenance and up-keep of each store is the responsibility of that store. Per the lease agreement, each tenant will, at their own expense, keep their Premises in good order and repair. This includes, but is not limited to, plumbing, electrical, kitchen equipment, grease exhaust fans, make-up air, lighting, and store front/window cleaning. Due to implied liability, Diamond Ridge Maintenance will not perform any unapproved repairs for tenants or loan any tools/ladders to tenants under any circumstances.
15. Adequately staff the Premises with sufficient employees to handle the maximum business and carry sufficient stock of merchandise of such amount, character, and quality to accomplish this purpose.
16. Keep the Premises and exterior and interior portions of windows, doors, and all other glass or plate glass fixtures in neat, clean, sanitary, and safe conditions.
17. Do not use or suffer or permit to be used the Premises or any part thereof in any manner that will constitute a nuisance or unreasonable annoyance to the public, to other occupants of the Retail Center or to Landlord, or that will injure the reputation of the Retail Center, or for any hazardous purpose in any manner that will impair the structural strength of the building.
18. Tenants' employees and agents shall not loiter in the parking area, landscaped areas, other driveways, entrances or exits to the Retail Center, and they shall use the same only as passageways to and from their respective work areas.

19. Tenant shall not mark, drive nails, screw or drill into, or use paint that will in any way deface the exterior walls, roof, foundations, bearing walls, or pillars without the prior written consent of Landlord. The expense of repairing any breakage, stoppage, or damage resulting from a violation of this rule shall be borne by Tenant. No boring or cutting of wires shall be allowed, except with the consent of Landlord.
20. Tenant shall not use any machinery within the Premises, even though its installation may have been permitted, which may cause any unreasonable noise or jar or tremor to the floors or walls, or which by its weight might injure the floors of the Premises.
21. Tenants' agents and employees shall not interfere in any way with other tenants or patrons of the Retail Center, nor bring into nor keep within the boundaries of the Retail Center any animal or bird, or any bicycle or other vehicle, except such vehicles as are permitted to park in the parking area and shall park in the areas designated from time to time for employee parking generally. Tenants' agents and employees shall not throw cigar or cigarette butts or other substances or litter of any kind in or about the Retail Center, except in the proper receptacles placed therein for such purposes by Landlord or governmental authorities.
22. Landlord and its agents reserve the right to exclude or expel from the Retail Center any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of the rules and regulations of the Retail Center.
23. Landlord reserves the right at any time to change or rescind any one or more of these rules or regulations or to make such other and further reasonable rules and regulations as in Landlord's judgment may from time to time be necessary for the management, safety, care and cleanliness of the Premises and Retail Center, and for the preservation of good order therein, as well as for reasonable efforts to enforce these rules and regulations against all tenants, provided, however, Landlord shall not be responsible to Tenant or to any other person for the non-observance or violation of the rules and regulations against all tenants provided by any other tenant or other person. Tenant shall be deemed to have read these rules and to have agreed to abide by them as a condition to its occupancy of the Premises.
24. Tenant shall abide by any additional rules and regulations that are ordered or requested by any governmental or military authority.

## SIGN AND DISPLAY CRITERIA

Diamond Ridge has explicit sign regulations. They are summarized as follows:

1. Advertising matter or decorations of any kind should not be placed on any exterior or interior door, wall, or window without the written permission of the Landlord.
2. Signs and displays should *not* obstruct the visibility of, or entry into, the store.
3. Signs should be professionally printed (no hand lettering, stencils, or stick-on letters), and must be maintained in good condition and repair at all times.
4. Display windows should be well lighted during Center hours when either Diamond Ridge or the leased premises are open. Lights may be turned off after 10:00p.m.
5. Display and temporary fixtures should not be located within six (6) feet of any entrance to the leased premises.
6. “Help Wanted,” “No Smoking,” and “No Food or Drink” signs also fall under the guidelines described above. If approved, these negative impact signs should be carefully placed so as not to leave customers with a negative impression.
7. No flashing or animated signs.
8. No permanent advertising devices such as attraction boards, posters, banners, and flags.
9. No sandwich boards or inflatable displays.
10. See Lease for further guidelines.

If you are unsure as to whether your signs meet any of the criteria described above, you should call the Management Office before installation. Failure to do so could result in removal of any unapproved sign and a fine.

## **TRASH REMOVAL**

Trash bins are available in the enclosed trash areas for discarding of all trash and recyclables such as cardboard, paper, glass, and aluminum. Each tenant is assigned a trash enclosure. It is imperative that all merchants utilize adequate trash containers within the leased premises so as not to be visible to the public or in the service corridors.

Constant attention to adequate trash handling within your store or restaurant and trash enclosure area is essential to reduce fire hazards and to prevent insect and animal infestation. Please adhere to the trash guidelines as described below:

Trash from stores should be bagged and tied. If you are a food store, trash should be double bagged. No trash bags should be dragged to the enclosure - use a cart to avoid spills or dragging trash bags. Any spills should be cleaned up immediately. No hot ashes are to be disposed of in the dumpsters.

No trash should be left in the corridors or loading docks for any reason. Do not place any trash on the floor in any common areas. If trash is left in the loading dock or service corridors and Management removes it, you will be charged a fee.

### **CONSTRUCTION DUMPSTERS**

The Center's trash bins are not to be used by Center tenants for their construction trash. Please contact the Management Office in order to determine the approved locations for tenant construction dumpsters.

### **GREASE REMOVAL**

The Center provides grease pits, which are to be used by the Food Court Tenants only. Please note each store is responsible for any grease spills that occur during the grease disposal. If a grease spill does occur, please notify Security immediately at 562-756-7045 so they can block off the area until the grease can be cleaned. Do not place trash, cardboard boxes, and oil containers in front of or on top of the grease pit this is a fire hazard and also prevents our Food Court Tenants from disposing their grease properly.

*To make sure Diamond Ridge's customers have a clean and enjoyable shopping and entertainment experience, make sure that all employees comply with these policies.*

## **INSURANCE REQUIREMENTS**

Your lease with Diamond Ridge specifies insurance requirements. Every tenant must furnish the Management Office with a Certificate of Insurance stating the terms of his or her policy. Please refer to the Insurance section of your Lease for any insurance requirement variations.

### **GENERAL REQUIREMENTS ARE:**

- General Liability of not less than \$2,000,000.00.
- Worker's Compensation coverage of not less than \$1,000,000.00.
- Automobile coverage shall not be less than a combined single limit of \$1,000,000.00
- Umbrella Liability with a limit of \$5,000,000.00
- Named as Additional Insured and Certificate Holder:

**1301 E. Gladstone Street Investors  
c/o Vestar Property Management  
7575 Carson Blvd.  
Long Beach, CA 90808**

- 30-day Notice of Cancellation.

## CONTRACTED SERVICES

From time to time you may need the following contractors to perform services at your store. The following is a list of contractors that have done work for the Center. You are not required to use these contractors. This list is only provided for your convenience. *This listing is not a recommendation or endorsement by Vestar Property Management.*

PLUMBING:	Royal Plumbing & Rooter	(310) 408-3717
ELECTRICAL:	VSS Electrical	(951) 279-9048
LOCKSMITH:	A&J Locksmith	(909) 260-6577
DOORS:	Vortex	(909) 594-1901
GLASS/ BOARD-UP:	J&J Maintenance	(909) 981-8181
SECURITY SERVICES:	CPI Security Svc	(702) 728-0463
TRASH REMOVAL:	Athens Svc	(888) 336-6100

**FREQUENTLY CALLED NUMBERS  
&  
UTILITY SERVICES**

Southern California Edison: (800) 990-7788

Southern California Gas Co.: (800) 427-2200

City of Glendora Water (626) 852-4838

Athens Svc: (888) 336-6100

Glendora City Hall: (626) 914-8200

Business License: (626) 376-4678

Postal Service: (626) 857-9127

Police Emergency: 911

Non-emergency: (626) 914-8250

Fire Emergency: 911

Non-emergency: (626) 963-0067

## **NOTICES**

### **MANAGEMENT OFFICE**

The Management Office is located at Long Beach Towne Center (Carson and the 605 Fwy) next to Starbucks on the second floor. Office hours for meetings are available Monday through Friday, 8:00a.m. - 5:00p.m.

### **FORMAL NOTICES**

Any notice or demand which you desire to make upon the Landlord shall be in writing and shall be given to or delivered by U.S. Certified Mail (or as required in your lease) and addressed to:

Vestar Property Management  
2415 East Camelback Rd., Ste. 100  
Phoenix, AZ 85016

### **INFORMAL NOTICES**

It is the intention of Diamond Ridge management to keep you and your employees fully advised of all activities planned for the Center and any other matters that may affect your business. Such informal notices or bulletins will be delivered to your store by Security staff. A signature verifying receipt of the document(s) will be requested.

If you wish to have copies of bulletins sent to other representatives of your company, they will be sent upon receipt of your request together with the names and addresses of such representatives.

It is suggested that you display appropriate bulletins and properly communicate the information to your employees so as to keep all of your staff duly informed.

## **BUILDING**

### **ROOF**

For any matters regarding the roof, you must contact the Center's management or Security before any access or work is done. Also note not all buildings have a roof access available. If your building does not have a roof access you must notify your contractor prior to the service date to inform them they will need a large enough ladder to access the roof. If you are not sure your building has a roof access, please call Security at 702-728-0463. **No work may be done on the roof other than by Landlord's roofer, Commercial Roof Management.**

### **HVAC**

Tenants are responsible for their air-cooling and heating system. Each tenant will need to contract with a maintenance company for regular preventive maintenance and to repair their service system. The maintenance company must be approved by the Center's management and contract provided to the Center's management.

## **EMERGENCY PREPAREDNESS PROCEDURES FIRE AND LIFE SAFETY**

All Southern California counties utilize the 911 phone number for emergency situations requiring the Fire Department, Police Department, and Ambulance/Paramedics. If you are interrupted when dialing, your phone number will be displayed to the operator and an emergency response will take place.

### **EVACUATION**

In the event that an evacuation is needed, please assist all customers and employees in exiting the store then secure your store. This should include turning off all electrical equipment and locking the doors as long as the situation allows for you to safely do so. Remember that the safety of your customers and employees is more important than any physical property. Once you are out of the building be prepared to give an account of all customers and employees to security when asked.

### **FIRE**

In the event of a fire, dial 911 and give the location of the fire by stating store name, store address, and the intensity of the fire if known. Remain calm while giving the information and answering the questions. If your location permits, please contact security.

### **POWER FAILURE**

In the event of a major power failure, calmly clear customers out of the store. Station a designated employee at the store entrance for security reasons. Close your doors and stand by until the power is restored or you determine it is appropriate to leave. *DO NOT LIGHT CANDLES*. For emergencies, you may want to keep a flashlight handy and have the emergency exit lights in your store tested once a month. Additionally, a phone that does not require electrical power will continue to work if the power is out. Finally, remember to follow your store/corporation procedures for power failures.

In the event that the Center is to be evacuated, calmly instruct your customers and employees to walk to the nearest exit.

### **INJURIES AND ACCIDENTS**

If a customer or employee is seriously injured and needs medical attention, call the 911 emergency number. Please report the incident to Security.

If possible, try not to move the injured person until professional help arrives. If the person is not breathing and you are trained/certified in first aid/CPR (or if someone close by is trained), you may want to go ahead and administer resuscitation.

### **BOMB THREATS**

Notify the police and security at once. Remain calm. If you answer a phone call from an individual who is phoning in the bomb threat, keep them on the phone as long as possible and take note of the caller's accent, age, sex and cultural background, background noises and specifics about the threat, i.e. when, where, and what kind of bomb caller is describing. If you find a suspicious package call the police and security immediately. Do not use any electronic devices (cell phones, pagers etc. around the specific package) and do not touch the package. DO

## **BOMB THREAT CONT.**

NOT assume that the threat is a hoax. It is up to the authorities and center management whether to initiate an evacuation.

## **SHOPLIFTERS**

If you wish to prosecute a shoplifter, call the police department and security. Please remember that only the person witnessing a misdemeanor can make an arrest. It is important to note that the shoplifting suspect(s) must be kept under continuous surveillance, from the time they are observed concealing the merchandise on their person, until they exit the store. Therefore, you or your personnel will be required to make a citizen's arrest. While neither the Police nor Security can make the arrest for you, you may contact security. They will remain with you to help calm the situation and look out for the safety of yourself and our customers and merchants.

## **EARTHQUAKE**

When an earthquake occurs, do your best to **KEEP CALM**. Do not run or panic, remain where you are and try to calm others.

If you are indoors, stay indoors. Everyone should be encouraged to take shelter under a desk, table, inside door frame, or the stairwell. Stay away from windows, outside doors, bookshelves, and other things that can crack, fall, or otherwise cause injury.

If you are outdoors, stay outdoors. Do not attempt to enter or leave buildings until authorities advise you that it is safe to do so. Stay away from overhead electrical wires, poles, or anything that could shake loose and fall. Remain in a sheltered area until advised by authorities to do otherwise. After the initial earthquake shock is felt, be prepared for additional aftershocks, remain calm and stay in place. Aftershocks are usually less intensive than the main quake, but can cause structural damage.

## **AFTER THE EARTHQUAKE**

- A. Use caution entering or leaving buildings or work area.
- B. Do not use lanterns, torches, lighted cigarettes or open flames, since gas leaks could be present.
- C. Stay away from fallen or damaged electrical wire.
- D. Do not use the telephone unless it is absolutely necessary for emergencies. Heavy use of the telephone will tie up the lines and prevent emergency calls from going out.
- E. If you are on a **SIDEWALK NEAR BUILDINGS**, duck into a doorway to protect yourself from falling bricks, glass, plaster, and other debris.
- F. If you are **DRIVING**, pull over to the side of the road and stop. Avoid overpasses, power lines, and other hazards. Stay inside the vehicle until the shaking is over.
- G. If you are in a **CROWDED STORE OR OTHER PUBLIC PLACE**, do not rush for exits. Move away from display shelves containing objects that could fall.
- H. If you are in a **WHEELCHAIR**, stay in it. Move to cover, if possible lock your wheels, and protect your head with your arms.
- I. If you are in a **STADIUM OR THEATRE**, stay in your seat and protect your head with your arms. Do not try to leave until the shaking is over. Then leave in a calm, orderly manner.

**AFTER AN EARTHQUAKE, BE PREPARED FOR AFTERSHOCKS, AND PLAN WHERE YOU WILL TAKE COVER WHEN THEY OCCUR.**

## **TOXIC SPILL OR CHEMICAL ACCIDENT**

Should someone become aware of an overturned truck, train, or tanker, a broken fuel line or an accident in a nearby area, it may be necessary for the merchants in the Center to conduct emergency procedures. If you safely can call 911 then notify Security.

The following procedures should be followed while awaiting further word from security and the authority having jurisdiction:

1. Close all windows and doors downwind of the accident.
2. Discourage or do not allow employees or shoppers to exit on the downwind side of the chemical accident. You should shut down any ventilating equipment in your store if it is downwind of the chemical accident.
3. Prepare to render first aid assistance as necessary.
4. Center Management and Security will advise you of any plans to evacuate.

## **EXPLOSION**

If someone becomes aware of an explosion by direct observation or the shouts of others of the explosion, notify the fire department immediately. Then call 911 and notify Security as soon it is safe for you to do so from your location.

## **CIVIL UNREST**

In the event of civil unrest or the potential for a civil disturbance, unless so directed by law enforcement personnel or center management/security, the decision to close and/or evacuate your business is yours to make. However, we offer the following suggestions, which we hope will aid you in your planning and decision-making.

Please consider a few key points as you plan:

1. Consider sending employees home immediately if trouble starts so that they can get off the streets as early as possible. All employees should decide on a route or alternative routes home. Discuss the advisability of car-pooling.
2. Lock office doors, leave lights on, remove sources of fuel and flammables. If appropriate, move vehicles out of sight.
3. Move exterior potted plants and trash cans inside (out of sight) so that they cannot be used to break windows.
4. Back up your computer data and take it offsite if possible.
5. Have flashlights, batteries, and battery operate radios in the office. Be sure your fire extinguisher is in working order.
6. Be sure a first aid kit is available and fully stocked.
7. Remove any keys that may be kept onsite.
8. Keep your car's gas tank half full.

## **GENERAL EMERGENCY PREPAREDNESS:**

1. If you evacuate your store, make sure your answering service knows how to reach you. Set up a “phone tree” so everyone in your store is part of the communication network.
2. Service stations will be required to close in order to remove access to gas for rioters. Plan to keep your cars’ gas tanks at least half full at all times.
3. Have a disaster preparedness plan. What should you preserve offsite so you can continue business in the event your building is damaged? Wherever possible, move things offsite in advance, or make copies of records and store them offsite temporarily. You should pay special attention to computer hardware and software...and then backup data.
4. Keep a first-aid kit on-site and learn how to use it.
5. Evaluate your communications system. If your phone lines are cut or you lose AC power. Keep a phone available that does not require electrical power. Portable cellular phones could be very valuable. Private channel radios can also function with battery backup.
6. Consider purchasing extra plywood for emergency board-up purposes (it may be difficult to immediately obtain the services of a board-up company).
7. Think of emergency lighting inside buildings in case AC power is lost. If you are already on a battery-powered emergency system, check your batteries regularly.
8. Think about food and water for persons who may agree to stay behind to protect your facility but find themselves trapped by unsafe streets.  
Establish mutual aid telephone numbers with your co-tenants.
9. Consider removing merchandise from public view during after hours and limit the cash on hand.
10. Consider giving employees who work late or odd hours a letter of identification to be kept in their vehicles at all times. This should state the employees place and hours of business and could be used for identification purposes if stopped by a police officer while traveling to or from work during a curfew.
11. Consider giving employees who work late or odd hours a letter of identification to be kept in their vehicles at all times. This should state the employees place and hours of business and could be used for identification purposes if stopped by a police office while traveling to or from work curing curfew.