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## **BUSINESS CONTINUITY PLAN**

**Revised: July 26, 2011**

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## Mission Statement

The mission of this plan is to provide identification and recovery for all *Critical Applications* and the resumption of all *Critical Processes* in the event that there is a loss or interrupted access to any of the Association's operational resources or physical facilities (i.e., offices, computer system, personnel, equipment).

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## Assumptions

If loss is temporary (30 days or less) – the Association will conduct business slightly different until necessary personnel, capability, or system(s) are again available.

The Association may recover (repair, replace, restore) resource(s) without reverting to established recovery procedures.

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## Definition

For purposes of this document, a business interruption event is defined as:

Any event, man-made or natural, which would prevent the Association from carrying out any *Critical Processes* as defined in this plan.

## **Business Continuity Team and Responsibilities**

Bart Boles	Assessment of Extent of Business Interruption Event on Telecommunications, Data Processing and Computer Network, Supplies and Furniture
Jarett Terry	Assessment of Extent of Business Interruption Event on, Physical Facilities and Financial Issues (Maintain continued contact with Commercial Broker for multiple facility options), Contact Insurance Carrier

If evacuation is deemed necessary, all employees will follow the evacuation procedures as set out in the Bank of America Center's Emergency Evacuation plan.

## **Critical Applications/Processes by Department (Includes Critical Point for Resumption of Applications/Processes in Number of Business Days)**

### **Insolvency Management**

- Process Claims – (Including Review of TPA's, Respond to Inquiries, Research Claim Files) – 30 days
- Handle Complaints – 30 days
- Handle Contract Disputes – 30 days
- Premium Billing & Collection – 30 days
- Asset Recovery – 90 days

### **Accounting**

- Accounting System (Accounts Payable & Receivable, General Ledger) – 30 days
- Assessments – 60 days
- Payroll – 30 days
- Process Check Requests – 30 days
- Maintain Collection Account; Determine Funding – 30 days
- Maintain Accounting Records – 90 days
- Process Proof of Claim Forms and Updates – 30 days

### **Information Systems**

- Backup of Critical Data – After production resumption – 14 days
- Website – 14 days

### **Customer Service/Personnel**

- Policyholder/Provider Calls – 5 days
- Process Mail – 30 days
- General Information Requests – 30 days
- Switchboard – 1 day (An answering service will be contracted for service until communications services are restored.)

## Installed Hardware and Software Resources

### LOCAL AREA NETWORK DESKTOPS AND SERVER

CPU Model	Vendor	Hard Drive	Features	Install Date	Qty.
Optiplex 740 Small Minitower (desktop)	Dell Computer Corporation	80GB Sata, 10K RPM 3.0gb/s HD w/ Data Burst Cache	AMD Athlon X2 5600+ ; 2.8 GHz; 2GB RAM; Integrated Nvidia Quadro Nvs 210s Graphics; 48X32 CDRW/DVD Combo , 3.5 1.44MB Floppy Drive	1/18/08	3
Optiplex 740 Small Minitower (desktop)	Dell Computer Corporation	80GB Sata, 10K RPM 3.0gb/s HD w/ Data Burst Cache	AMD Athlon X2 6000+ 3.0 GHz, 2GB RAM, 256mb Ati Radeon 2400 T, 16X DVD+/-rw Sata, 3.5 1.44MB Floppy Drive	1/18/08	3
PowerEdge 2600 (Server)	Dell Computer Corporation	(3) 18 GB 10K RPB Ultra 320 SCSI Drives	(2) Xeon 2.0 GHz/512 cache, 1GB DDR SDRAM (2 X 512 MB), PERC4/Di 128 MB (2 internal channels) – Embedded RAID, PowerVault 100T, DDS4 Tape Backup w/ 20/40 GB capacity, 48X CD ROM	12/21/02	1
Proliant MI350 G5	Hewlett Packard	(4) 146 GB Hot Swap 2.5" SAS 10000 RPM	1 X Quad-core Xeon E5430/2.66 GHZ, 2GB RAM, SAS, Hot-Swap 2.5", Smart Array E200i with 128 MB BPWC, ATI Es 1000 GB Ethernet	2/18/09	1
Proliant MI350 G5	Hewlett Packard	(4) 146 GB Hot Swap 2.5" SAS 10000 RPM	1 X Quad-core Xeon E5430/2.66 GHZ, 2GB RAM, SAS, Hot-Swap 2.5", Smart Array E200i with 128 MB BPWC, ATI Es 1000 GB Ethernet	2/18/09	1

### MONITORS

Model	Vendor	Quantity
SyncMaster 943 BWX	Samsung Corporation	8
SyncMaster B2030	Samsung Corporation	2
HP L1815 18.1" flat panel	Hewlett-Packard through buy.com	2
Ultra Sharp 19"	Dell	5

## Installed Hardware and Software Resources (continued)

### LAPTOPS

CPU Model	Vendor	Hard Drive	Features	Install Date	Qty.
XPS M1330	Dell Computer Corporation	200 GB Sata	Intel Core 2 Duo Processor T7500, 2.2 GHz, 4GB RAM, CD/DVD+/-rw, 128MB NVIDIA GeoForce 8400M GS video card, Integrated 10/100 Network Card, Fingerprint Reader, Bluetooth & Wireless USB, Verizon Mobile Broadband (EVDO Rev A), 2.0 Megapixel Webcam	01/18/08	1
Dell Vostro 1700	Dell Computer Corporation	250 GB	Intel Core 2 Duo T7500 (2.2GHz4mb L2 Cache, 800mhz FSB), 2GB RAM, DDR, 2 Dimm, 128mb NVIDIA Enforce 8400M GS video card, Intel 4965agn Wireless-n Mini-Card, 10/1000 Network Card and Modem, 8x, DVD/CD burner w/ dual layer Dvd+r, 85 Whr 9 cell Lithium Ion battery, Integrated 2.0 Mega Pixel Web Camera, Wireless 355 Bluetooth, Sprint built in Mobile Broadband (EVDO Rev A),	12/25/07	1
Macbook Air	Apple Computer	256 GB flash storage	Intel Core 2 Duo (1.86 GHz 4mb SDRAM), External superdrive; HDMI adaptor, Ethernet adaptor, mouse	6/15/11	1

### PRINTERS

Model	Vendor	Quantity	Install Date
Laserjet 8150n	Hewlett Packard	1	12/21/02
Laserjet 4200n	Hewlett Packard	1	12/21/02
Laserjet 3600	Hewlett Packard	1	10/14/11
Color LaserJet 2605dn	Hewlett Packard	1	08/01/07
MP640	Cannon	2	10/15/10
Office Jet 6500A	Hewlett Packard	1	5/25/11
ESP 5250	Kodak	1	12/9/10

## Installed Hardware and Software Resources (continued)

### OTHER SOFTWARE

Function	Name	Release Level	Vendor	Which CPU	Qty.
Accounting	Great Plains	10.0		HP Proliant Mi350 G5	1
Small Business Server 2003	Microsoft			Dell PowerEdge 2600 Server	(2) 5 client packs
Small Business Server 2008	Microsoft			HP Proliant Mi350 G5	1
Windows Server 2008	Microsoft			HP Proliant Mi350 G5	1
Sequel Server 2008	Microsoft			HP Proliant Mi350 G5	(2) 5 client packs
Great Plains Server	Microsoft			HP Proliant Mi350 G5	1
Windows 7 Business	Microsoft			Optiplex desktops, Dell laptops	7
Office 2007 Professional Edition	Microsoft			Optiplex desktops, Dell laptops	7
Backup Executive Nt/w2k	Veritas	8.6		Dell PowerEdge 2600 Server	1
Endpoint Protection	Symantec			HP Proliant Mi350 G5 Server, Optiplex desktops, Dell laptops	10 user pack
Adobe Acrobat	Adobe	8.1		Optiplex desktops & Dell Laptops	7
eCopy Sharescan	eCopy	3.1		Optiplex desktops	10 user pack
SoniClear Enterprise	Trio Systems, LLC			Executive Director's Dell Laptop	1
IKON Scanning	Fortis			HP Proliant Mi350 G5 Server, Optiplex desktops	1
Encryption PGP	Symantec			2 Dell Laptops, One desktop	3

### OTHER HARDWARE

ProCurve 1800-24G	Hewlett Packard	Unmanaged Switch, 24 Port 10/100 Fast Ethernet and 1 Port 10/100/1000	11/28/07	1
ASA 5505	Cisco	Firewall, Des Bundle (chassis SW 50u Des) Part no. PIX-501-50-BUN-K8	9/24/10	1
WRT300N	Linksys	Wireless N Router		1
Back-UPS CS 350	American Power Conversion	Back up power supply (desktops)	12/21/02	8
Back-UPS ES 725	American Power Conversion	Back up power supply (Executive Director)	7/20/03	1
Back-UPS 900	American Power Conversion	Back up power supply (switch & firewall)	7/20/03	1
Back-UPS 750	American Power Conversion	Back up power supply (switch & firewall)	1/21/11	2
Smart Back-UPS 1500	American Power Conversion	Back up power supply (servers)	2/18/09	3
Back-UPS LS700	American Power Conversion	Back up power supply (spare unit)	11/1/09	1



## Installed Hardware and Software Resources (continued)

### OTHER HARDWARE (continued)

Model	Vendor	Features	Install Date	Quantity
Projector	BenQ	PB6100 SVGA 1500 Lumen DLP Video Projector	6/3/04	1
Recording Equipment		2 Shure 819 Microphones		2
Sony RCD-W500C	Etronics	5 CD Changer / CD Burner	1/11/08	1
Quick Cam Pro 9000	Logitech	Webcam	8/15/08	1
Quick Cam Communicate Deluxe	Logitech	Webcam	8/15/08	1
Fi 5530C2	Fujitsu	Desktop Scanner	10/1/10	1
Fi 6770	Fujitsu	High Speed Scanner	10/1/10	1
55 " LCD TV	Vizio	Board Room TV	10/15/10	1
Aficio MPC4000	Ricoh	Copier	1/6/10	1
XENYX 1204 USB	Behringer	Mixing Board	4/4/11	1

## **Backup Schedules and Locations**

The Association utilizes a fully automated, complete and cohesive Backup and Disaster Recovery Solution (BDR) managed by White Glove Technologies. The BDR is monitored 24x7 by White Glove's Network Operations Center. Verification tests are performed daily to verify the integrity of the data. In the event of server failure, a virtual stand-by server can be configured in as quickly as four hours.

The system is comprised of an on-site Network Attached Storage (NAS) unit that acts like a local storage device and stand-by server for both of the Association's servers and secure remote storage of data at dual out of state hardened data centers, one in Phoenix, AZ and one in Baltimore, MD. Changes in data are recorded every two hours with the net change back up transmitted each night.

The backed- up data is encrypted before it leaves the servers with an encryption key that is that is kept confidential and secured. The data is then encrypted again when it is sent over the Internet and stored encrypted.

The service provides the Association with day to day restoration of files, folders and e-mails and the ability to for full recovery of data from the previous day.

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## Restoration of Operations

In the event of a business interruption event the following steps will be taken, in this order:

1. **Business Interruption Assessment**

The Executive Director and Senior Accountant will assess the extent of the business interruption event and initiate the Call List.

2. **Alternate Operations Facilities**

The Business Continuity Team will work together to protect undamaged assets. (A report will be compiled and provided to the insurance company as soon as possible.)

Procurement and relocation to alternate site, if necessary.

The Executive Director or Senior Accountant will contact the Association's insurance carrier and file a claim if necessary

3. **Communications Restoration**

Vendors (see vendor list) are contacted to provide replacement of limited telephone equipment and phone lines.

The decision to replace or lease data processing equipment will depend on extent of the business interruption event.

4. **Restoration Of Forms And Reconstruction Of Critical Documents**

There will be some amount of work that is only in paper form. The following sources will be utilized in an attempt to reconstruct as many of the documents as possible:

- NOLHGA
- Task Force Files
- Receiver Files
- Vendor Files
- Legal Counsel Files
- etc.

Certain material, such as work in progress or consumer correspondence, may be lost. This work will not be recovered unless the Association has contact from the insured.

All of the guides, documents, forms, etc. comprised in the Texas Association Protection Plan ("TAPP") are on compact disc. One compact disc of this material is maintained on-site in the fire-proof cabinet and a second compact disc is kept in one of the Association's safety deposit boxes located at JP Morgan Chase Bank.

## Testing

To ensure the ability to fulfill the Recovery Mission, “Mock Business Interruption Events” will be instituted by the Executive Director semi-annually. ALL aspects of the Business Continuity Plan, up to the actual relocation of facilities will be tested in order to identify any failure points or necessary modifications.

Mock Business Interruption Events will be spontaneous and kept confidential from all employees.

## Appendix A - Telephone Call List

Contact	Phone No.	Makes Calls To	Phone No
Bart Boles	Home 512-288-6799 Cell 512- 608-7307	Jarett Terry	512-252-9378 Home 512-784-7266 Cell
Jarett Terry	Home 512-252-3978 Cell 512-784-7266	Bart Boles	512-288-6799 Home 512-608-7307 Cell
		Barbara Kosar	512-346-0228 Home 512-750-8098 Cell
		Topping Haggerty	512-531-9868 Home 917-297-7673 Cell
		Charlotte Johnston	512-531-9868 Home 917-297-7673 Cell

Local telephone number for the Bank of America Center to effectively communicate with our organization during building closures caused by inclement weather, utility outages, or an emergency.

515 Congress Avenue, Suite 1300:                      512-478-6100 or 512-848-6202

## Appendix B - Lead Times for Hardware, Software & Supply Replacement and Vendor List

Company Name	Phone No.	Contact Person	Item	Replace Time
Austin Architectural Graphics	473-2075	Cathy	office signage	1-2 weeks
AUS-TEX Printing Customer Code: 1649	476-7581 x116	Becky Neel	stationary	1-2 weeks
Office Max Account # 0350379	800-392-6473 x 6699	Gregory Chapman	office supplies	next day
Aztec Systems	512-219-7891 X307	Joan Robinson	Great Plains	1-2 weeks
Binswanger Glass	454-7755	Shawn	Desk Glass Replacement	1-2 days
Carroll Systems	927-1200	Carroll Collier	data & voice network cabling	
Cort Office Furniture	451-0267	Natalie Burris	temporary furniture	2 days
Courier Depot Account # 160	892-1876	Carla	document courier	immediate
Dell Computer Corp.	338-4400	Lee Sellers	computers	2-3 weeks
Deluxe Business Forms	800-582-3290		check stock	1 week
Earthlink Acct# 894243	800-237-0148		e-mail/web hosting	
Federal Express Account # 1596-4795-1	800-448-9961 x8035	Rachael Hafner	shipping	3-5 days
Watkins Insurance Group	452-8877	Mary Hale	insurance broker	
IKON Equipment ID: 10614251	800-774-1004		Copier	
T. Stacy & Associates	478-6100	Kittie Howe Property Manager		

**Appendix B - Lead Times for Hardware, Software &  
Supply Replacement and Vendor List  
(continued)**

Company Name	Phone No.	Contact Person	Item	Replace Time
White Glove Technologies	458-8226	Joshua Casario Darrah Hansen	network/server	
Pitney Bowes Account # 17254780	800-322-8000 x 78866	Charles Reagan	postage equipment replace	1 day 2 wks
Postage by Phone Account # 17254780	800-243-7800		postage	
Public Storage Unit Number: 2053	236-8466		storage unit	
Rockford Business	442-0703	Wendy Bryant	furniture	4 weeks
Verizon Wireless Account # 620688686-00001	800-922-0204		cellular phone	
TenantSolutions	536-1155 x 103	Taggart Musgrove	phone & internet service	

TEXAS DEPARTMENT OF INSURANCE

Commissioner Eleanor Kitman  
512-463-6464 phone  
512-475-2005 fax

Deputy Commissioner Danny Saenz  
512-322-5035 phone  
512-322-5074 fax

Liquidation Oversight

Angel Garrett  
512-322-5093 phone  
512-322-6799 fax

Leanne Layne  
512-475-1761 phone  
512-475-1843 fax

Whiteglove Technologies, Inc., Dell Computer Corporation and Apple Computer are the vendors which would be utilized for the replacement of hardware and/or software. They have stated that the complete configuration of hardware could take up to three weeks for replacement. A partial replacement of workstations would be sufficient to handle critical applications/processes.

**Appendix B - Lead Times for Hardware, Software &  
Supply Replacement and Vendor List  
(continued)**

In order to provide phone service either in a temporary or permanent facility, the phone company requires at least one week lead time. Cellular options would be considered for communications requirements requiring a more expedient turnaround time.

Most supply requirements (i.e. stationary, check stock, office supply) can be obtained within a week of notification to the vendor.

Minimum Required Furniture:

ITEM	QUANTITY
Desks and Chairs	5
Filing Cabinets	4
Conference Table	1
Side Chairs	20
Printer Stands	2
Folding Table	1
Kitchen Table	1
Kitchen Chairs	4
Wastebaskets	9



## Appendix C - Alternate Operations Facilities

Jarett Terry will ensure that a commercial broker will be contacted for the location of an alternate site.

The location will require the following specifications:

- Square footage to provide office space to five employees, computers, desks and chairs, one printer, copy machine, fax machine, phone system, and a computer network.
- Air conditioned.

The following commercial brokers have been contacted and have agreed to provide assistance in locating alternate space in the event of a disaster.

William D. Gump  
Gump Realty Group  
1214 W 6<sup>th</sup> Street, Ste 200  
Austin, Texas 78703  
512-457-8201  
512-457-8998 fax  
bill@gumprealty.com

Wes Riddle  
JB Goodwin Realtors  
8303 MoPac, Suite B-325  
Austin, Texas 78759  
502-7558

There are no special facilities requirements for the computer systems currently in use.

## Appendix D - Insurance Policies and Retirement Plan

COVERAGE	COMPANY	POLICY NO.
Managed by Watkins Insurance Group: 512-452-8877 (Mary Hale – Account Manager)		
Business Auto	Travelers Lloyds Ins Co	PACP8230B024
Umbrella	Travelers Indemnity Co of CT	CUP2460Y356
Property	Travelers Lloyds Ins Co	PACP8230B024
General Liability	Travelers Lloyds Ins Co	PACP8230B024
Valuable Papers	Hartford Fire Insurance Co	00 FI 0237498 08
Workers Compensation	Travelers Indemnity Co of CT	IEUB-2786Y73-7-08
Professional Liability	Travelers Lloyds Ins Co	PACP8230B02
Crime/Erisa Bond	Hartford Fire Insurance Co	00 FI 0237498 08

Managed by Debra Spelling at Spellings & Humphries: 512-502-0980, 512-502-0983 fax

Group Term Life	Sun Life Financial	020-4005-00 7
Group Accidental Death & Dismemberment		
Group Long Term Disability		
Medical	BCBS of Texas	075077
Dental	Dental Select	12002430

401(k) Retirement Plan managed by Melissa Holcomb at Simpkins & Associates: 972-960-9630 x546

## Appendix E - Texas Association Protection Plan (“TAPP”)

The Texas Association Protection Plan (“TAPP”) provides protection for the Texas Life and Health Insurance Guaranty Association (“the Association”) against (1) the loss of management personnel with responsibility for key processes or decision making and (2) the loss of specific knowledge regarding the management and operation of the Association. The TAPP is intended to allow for knowledge to be passed on to management successors with minimal disruption to the fulfillment of the Association’s responsibilities.

### Loss of Key Management

There are two Association management positions and one contracted position for which succession plans are vital in the event these individuals are no longer able to perform their responsibilities as a result of resignation, incapacitation due to injury or illness, or death. These individuals and the succession plans for each are as follows:

- Executive Director – In the event that Executive Director is lost, the Senior Accountant is capable of continuing Association’s activities with the support from the Association’s legal counsel, until the Board of Directors can evaluate candidates and fill the position. If necessary, policy administration or claims management experience can be acquired by contracting with local insurance professionals. If for any reason the Senior Accountant was unable to perform this function, one of the following contracted guaranty association administrators; James W. Rhodes of the Oklahoma Life & Health Insurance Guaranty Association, John Colpean of the Michigan Life & Health Insurance Guaranty Association, or William Falck of the Florida Life and Health Insurance Guaranty Association might be engaged as Executive Director on a contract basis to provide these services. The Board of Directors’ search for a full time employee as Executive Director could include former board members of this or another guaranty association or mid to upper level insurance company management, preferably with experience in government relations, insurance operations, and policy and claims administration management.
- Senior Accountant – If the Senior Accountant is lost, the Executive Director and the accounting personnel can ensure that the Senior Accountant’s responsibilities can be fulfilled. As necessary, on an interim basis, support can be obtained from a certified public accounting firm, (i.e. the Association’s then current independent auditor, or one of the following CPA’s currently contracted to provide accounting services to another guaranty association: Charles Renn for the Missouri Life & Health Insurance Guaranty Association, Peter Leonard for the California Life & Health Insurance Guaranty Association, or Henry Grimes for the Florida Life & Health Insurance Guaranty Association). A search for an employee replacement could center with other guaranty associations, insurance companies or accounting firms with experience including, but not limited to financial reporting, tax reporting, and non-profit organizations accounting.
- Legal Counsel – In the event that the Legal Counsel is lost, the Association should seek to engage a local law or national law firm that have provided legal services to the Association and have experience with Texas receivership proceedings (i.e. Winstead Sechrest, Rothgerber Johnson & Lyons, or Breazeale, Sachse & Wilson).

## Appendix E - Texas Association Protection Plan (“TAPP”) (continued)

These approaches would provide individuals possessing the knowledge and experience necessary to ensure the continuation of Association operations.

### Protection of Operational Information

The following manuals have been assembled in hard copy and electronic versions to preserve the institutional memory of the Association’s operations and activities.

1. Policy & Procedures Manual – This manual was created in 1993 and has been revised as necessary to reflect procedural improvements. It describes the Association’s primary responsibilities, the processes to fulfill them, and the personnel positions that will carry out these duties. It also includes the Association’s Bylaws, Plan of Operation, Investment Policy, Record Retention Policy, and various internal control measures.
2. Assessment Process Manual – This manual provides specific instructions on the preparation, calculation, testing and distribution of Association assessments, including the names and locations of all necessary computer files.
3. Business Continuity Plan – This document was originally created in 1995 to protect the Association should its physical location and or systems be partially or totally destroyed. It contains instructions for each personnel, the timelines for resumption of key activities, the name and contact information for key vendors, passwords for computer network and key vendor accounts, and the Association’s various insurance coverages.
4. Legal Opinions and Coverage Determinations Binders – Contains coverage and operational issues that had been researched and evaluated by Association staff, legal counsel, or NOLHGA task forces and committees. The documents are grouped into categories including: Board of Directors, general receivership, general policy administration, assessments, IRS rulings, etc. It is intended that these binders are the first resource reviewed when issues arise to determine if the matter had been previously encountered and addressed.
5. Standard Documents and Forms Binder – Contains the standard daily operations forms, position descriptions, standard agreement forms, policy administration documents, and specimens of the Association’s replacement policies.
6. Document Filing System Binder – Contains a filing system guide for the Associations’ hard copy and electronic documents. For the hard copy documents, a schematic of the Association’s offices is provided that identifies filing cabinet locations and general description of each cabinet’s contents. Inventory lists for the contents of each filing cabinet in the offices and each box in off-site storage are included. For the electronic documents, a written description of the organization of the drives and folders in the Association’s computer network and the types of files saved in the various folders.
7. Employee Handbook – Contains a laundry list of the employment policies and guidelines.

## **Appendix E - Texas Association Protection Plan (“TAPP”) (continued)**

8. Current Insolvencies Binder – Contains a brief status report of the current issues for each active insolvency, a listing of Association personnel serving on NOLHGA task forces and committees, and other current issues that could potentially impact the Association.

The binders for the hard copies have been labeled and are stored on the book case in the main conference room of the Association’s offices. The electronic versions of these documents are maintained (1) on compact disc in the fireproof cabinet in the Association’s offices, (2) on compact disc in the Association’s safety deposit box, and (3) on the Association’s computer network, at the following path, f:\clients\TLAHHSIGA\MANUALS\TAPP. The computer files were all created in Microsoft Word, Microsoft Excel, Microsoft Access, or Adobe Acrobat.

## Appendix F - Pandemic Preparedness And Response Plan

This Pandemic Preparedness and Response Plan (the “Pandemic Plan”) has been developed by the Texas Life and Health Insurance Guaranty Association (“the Association”) in the event of a pandemic flu outbreak to (1) minimize the disruption of the Association’s operations, (2) protect employees’ health and safety, and (3) limit the negative impact on the community, economy, and society.

### **Education and Prevention**

The Association will provide educational and training materials to its employees on methods to protect their health by minimizing risks of contracting a flu virus and on the Association’s sick leave policies. Reminder notices will also be posted throughout the office on the importance of maintaining a healthy lifestyle, practicing good hygiene, and identifying flu symptoms.

The Association will provide the following resources to promote personal hygienic supplies at various locations within the office:

- Easily accessible hand washing area with antibacterial soap,
- Tissues and alcohol-based hand cleaners throughout the office, including each employee’s individual work area, and
- Face masks.

The Association will also make every effort to increase social distance, the space between people, while continuing business operations through the following:

- Cancelling non-essential face-to-face meetings,
- Utilizing teleconferencing and videoconferencing,
- Cancelling non-essential business travel,
- Spacing employees farther apart in the workplace, and
- Developing teleworking capabilities for all employees.

Additional action steps will be utilized in the Association’s activities to minimize the contraction and/or transmission of a flu virus, including:

- Encouraging all employees to get flu vaccinations, both seasonal and strain-specific, when the vaccines become available,
- Encouraging hand hygiene among employees such as washing their hands often and utilizing the alcohol based wipes and disinfectants,
- Encouraging respiratory etiquette among employees such as covering their coughs and sneezes,
- Actively and continually monitoring employees for flu-like symptoms,
- Sending employees home if they appear to have flu-like symptoms upon arrival to the office or that become ill during the work day,
- Insisting employees with flu-like symptoms stay home until at least 24 hours after they are free of fever of 100° or greater,
- Cleaning of surfaces and items in the office that frequently touched,

## **Appendix F - Pandemic Preparedness And Response Plan (continued)**

- Advising employees that must travel of additional hygienic practices and how to obtain medical treatment if they become ill while traveling, and
- Researching the Texas Open Meetings Act to confirm the procedures for videoconferencing compliance for Board of Directors and Committee meetings.

### **Monitoring, Trigger and Response Implementation**

The Association's primary contacts for the Pandemic Plan, Executive Director Bart Boles and Senior Accountant Jarett Terry, will closely monitor the spread and severity of any flu outbreak through state and local health departments, the Center for Disease Control, and the Texas State Disaster Coalition. Both of these individuals will participate in the periodic teleconferences of the Texas State Disaster Coalition.

If more than 40% of the Association's employees are absent from the office due to flu-like symptoms or the necessity to stay home to care for children as a result of school or child care program closures, the Association will implement a heightened response by notifying all employees to remain at home and conduct their work functions by phone and through Internet connections (the telephone call list, critical processes, and specific assignments are detailed in the Association's Business Continuity Plan).

The Association's computer network is designed to permit employees to access both their e-mail and their workstations remotely from any computer with an Internet connection. The Association's phone system has automated attendant capabilities with voice mail boxes for all employees that can be remotely accessed from any telephone to obtain messages. Facsimile messages are received and distributed electronically using e-mail. Banking activities all almost entirely conducted via the Internet with dual security measures. Retrieval of mail from the Association's office building mail box will be rotated among employees that are not experiencing flu-like symptoms and, if necessary, specific items will be scanned and forwarded to the specific employee.

### **Regular Testing**

During the flu season, the Association will conduct monthly tests of the telephone notification, remote access and teleworking capabilities, Internet banking, and daily computer network backups.

**Appendix G - Bank of America Center  
Fire and Emergency Procedures**



BANK OF AMERICA CENTER

515 CONGRESS AVENUE

EMERGENCY

HANDBOOK



**BANK OF AMERICA CENTER  
EMERGENCY HANDBOOK**

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**KEY PERSONNEL NAMES AND PHONE NUMBERS  
EMERGENCY PHONE NUMBERS**

**Bank of America Center**  
515 Congress Avenue, Suite 1300  
Austin, TX 78701

**Management Office**

Office Number	(512) 478-6100
Fax Number	(512) 499-8285
Security Number	(512) 848-6202 & (512) 848-6090

**Management Team**

	<b>Home</b>	<b>Mobile</b>
Kittie Howe (Property Mgr.)	(512) 848-6235	(512) 848-6235
Kristin Lee (Asst. Prop. Mgr.)	(512) 801-7482	(512) 801-7482
Tamara McDonald (Admin.Asst.)	(512)801-0075	(512) 801-0075

**Maintenance Team**

Jack Beverly (Dir. Engineering)	(512) 858-2448	(512) 801-0557
Larry Guinn (Engineer)		(512) 848-6152
Harry Feliciano (Engineer)		(512) 801-0727

**Security Team**

Arnold Ortiz (Site Supervisor)		(512)848-6202
Securitas Security Services	(512) 454-6600	

**Non-Emergency Phone Numbers**

Fire Department	(512) 477-5784
Police Department	(512) 974-5000

<b>For Emergency Calls</b>	<b>911</b>
<b>For Non-Emergency Calls</b>	<b>311</b>

## **EMERGENCY PROCEDURES**

The safety and security of building customers and guests at Bank of America Center is one of our highest management priorities. With this interest for your safety in mind, we have provided you with abbreviated instructions on emergency procedures. This Emergency Handbook will give a complete explanation of our building's emergency plan. Please take a moment to review the following instructions so you will be able to react quickly and appropriately in any emergency situation.

Remember: being prepared and staying calm are the two most helpful aids to coping effectively during an emergency.

This manual is designed so that the Building Emergency Information is readily available. In order to be prepared for an emergency, all building customers should familiarize themselves with this plan.

The purpose of this plan is to explain the life safety features of Bank of America Center and to outline specific steps to follow in the event of an emergency. Safety of building occupants is the primary concern of this plan, with preservation of the building and its contents being secondary.

In the event of an emergency, adherence to the steps presented in this plan will maximize the chances of a safe and orderly evacuation or relocation to a safe haven. The procedures will also work to minimize losses to the building and its contents in the event of an emergency.

A disaster or fire would be monitored from the Fire Command Station, located on the ground level. In the event of an emergency, you will receive instructions to individual floors or the entire building from the Automated Building Alarm System (Recorded Message). If the situation warrants, instructions may be given by telephone to individual customers.

A coordinated effort from Property Management, Floor Wardens, and the Austin Fire Department personnel is vital to the success of this plan. Any suggestions or contributions that could make this plan more effective are welcome and should be directed to the Buildings Safety Director.

## ADMINISTRATION

### Purpose

This emergency plan is established as an integral part of the official buildings response to emergencies.

The contents of this plan are designed as an operational guide for the **behavior, safety, and protection** of the customers and visitors to the building.

### Scope

As outlined on the following pages, this emergency plan establishes a sequential plan of response for initially recognizing, identifying and reporting the existence of specific emergency situations threatening the building and/or its inhabitants. It also provides for the safety and protection of endangered personnel and/or assets.

When implemented and supplemented with appropriate instructions from the Property Manager (or their representatives), this plan becomes an operational tool for the effective and responsive action when occupants of the building are forced to cope with various emergency situations.

### Qualifications, Duties and Responsibilities of the Customer Wardens and Their Deputies

Customer Wardens and their Deputy Wardens should be selected on the basis of two principal criteria:

- ♦ He/She must be capable of performing in a leadership role during an emergency situation.
- ♦ He/She must generally be working in their respective company areas within the building, rather than having primary duties and responsibilities elsewhere.

Customer Wardens are the connecting links between Property Management and their respective employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency.

Customer Wardens are responsible for selecting, identifying and training sufficient Deputy Wardens to effectively perform their emergency duties and responsibilities.

Customer Wardens and their Deputies are responsible for communicating appropriate pre-planned emergency procedures and/or data to all employees, while under their jurisdiction, through personnel orientation and/or company bulletin boards.

Customer Wardens and their Deputies must be knowledgeable about what is *not commonplace*, i.e. unusual or foreign to the normal environment of their respective company areas, so that in the event of a bomb threat, they will be qualified and instrumental in conducting a search, as well as assisting in the identification of any suspicious items.

Due to the key positions they occupy, the Customer Wardens and their Deputies must assure that during their absences from the building, other qualified associates are always familiar with and available to perform their emergency duties.

### **Method for Reporting Changes in Wardens**

Because the Customer Wardens are a **vital nerve** in the response to an emergency in the building and because they are the appointed connecting line between Property Management and their respective areas, communications of emergency instructions and information must never be interrupted due to the transfer or loss of this key individual. Customer Wardens and their Deputies will be contacted by Property Management on a quarterly basis to assure their continued availability in an emergency situation and to receive possible updates of emergency procedures.

### **Testing of the Emergency Plan Procedures**

Various aspects of the building's Emergency Plan Procedures will be tested on a deliberate, systematic and periodic basis, in accordance with the instructions from the Property Manager and the Austin Fire Department.

Such testing will familiarize key personnel with their emergency duties and responsibilities, evaluate the Emergency Plan Procedures, determine their continuing feasibility, as well as identify and correct deficiencies.

**Fire Warden Training and Emergency plan**

The purpose of the Total Fire Emergency Program is to provide building occupants with an environment which will be as safe as possible as well as compliant with the fire codes of the City, County and State. It also serves to familiarize the occupants with the fire codes and planned procedures to initiate in case of an emergency.

It is the responsibility of the Wardens and their Deputies to know the evacuation plans that should be used in the event of an emergency. They should know the layout of their floor, especially the location of the exits and fire equipment. They should be familiar with the personnel under their control. Additionally, they should pay special attention to any physical disabilities that could require more than ordinary assistance.

**TENANT NAME & SUITE:** TEXAS LIFE & HEALTH INSURANCE GUARANTY ASSOCIATION  
SUITE 1875

**WARDENS / DEPUTIES NAME AND EMAIL ADDRESS**

1. TOPPING HAGGERTY thaggerty@txlifega.org
2. BART BOLES bboles@txlifega.org
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## EMERGENCY PERSONNEL

**Safety Director:** Primary responsibilities include coordination and implementation of an effective evacuation of the building customers in case of serious fire or other situations which may require an evacuation. The Safety Director will also meet with the Austin Fire Department Supervisor by briefing them as to the severity, location and type of fire, as well as explaining actions taken prior to the arrival of the Austin Fire Department. Further responsibilities stem from his/her preparation, monitoring and implementation of a training program for all members of the fire emergency team, fire plan(s) of action and related records.

**Assistant Safety Director:** Responsible for the effective implementation of the Fire Evacuation Plan(s) and actions taken by the Building Evacuation and Emergency Assistance Team prior to the arrival of the Austin Fire Department. They will also assist the Safety Director in preparation, monitoring and implementation of a training program for all members of the fire emergency team, fire plan(s) of action and related records.

**Emergency Assistance Team:** Comprised of all building engineers, tenant wardens, first floor stairwell monitors and security personnel. Their responsibilities are preliminary fire fighting and implementing emergency plans as directed. This team assists the Safety Director in implementing an effective evacuation of building tenants in case of serious fire or other situations that may require evacuation. They will each be responsible for monitoring the smooth orderly movement through the stairwell and act as runners for communication between the outside assembly areas and Safety Director.



## **WHAT HAPPENS WHEN A BUILDING ALARM DEVICE IS ACTIVATED**

When an alarm device of any type (smoke detector, water flow, etc.) is activated anywhere in the building, the following events immediately occur.

- ◆ The Austin Fire Department is notified of an alarm via third party alarm notification company. Austin Fire Department units are immediately dispatched to the property.
- ◆ Audible and visual strobe alarms are sounded on the floor in alarm, one floor above and one floor below.
- ◆ An automatic recording advises customers on the floors in alarm condition to evacuate the building using the stairwells.
- ◆ Elevators will be recalled to a safe floor for use by the Austin Fire Department.
- ◆ Stair pressurization fans will be activated. Depending upon your location, you may hear large fans.
- ◆ Air handling units servicing the affected floor will automatically begin removing smoke from the floor.
- ◆ Security Personnel and Building Engineers are dispatched to the alarm to determine the cause. If there is no emergency, the alarm will be manually silenced. Upon arrival of the Austin Fire Department, they will verify the condition and the alarm will be reset. Customers will then be authorized to return to their floors. This notification will come via the speaker system and building personnel advising fire wardens at the outside assembly areas. If there is an actual emergency, the Austin Fire Department will determine whether additional building evacuation is necessary.

## EVACUATION PROCEDURES

Notice to evacuate your floor will be given by recorded message over the fire alarm speakers on your floor. This message will be delivered on the floor in alarm, one above and one below. *Only those floors in alarm condition should evacuate the building.*

Stairwells are to be considered as the primary means for evacuation at all times. *Do not use elevators.*

- ◆ The evacuation should be made using the nearest clear stairwell.
- ◆ The Fire Warden for each suite or his/her Deputy should inform all personnel in their area as to when and where to evacuate.
- ◆ The Fire Warden or his/her Deputy should remain behind to make sure **all personnel** have left the area.
- ◆ IDENTIFY AND GIVE PRIORITY TO THE EVACUATION OF HANDICAPPED, NERVOUS, ILL OR EMOTIONAL PERSONNEL.
- ◆ Fire Wardens should assign Deputies for the following tasks:
  - ◆ Two-man teams to assist the handicapped.
  - ◆ Take the company first-aid kit if readily available.
  - ◆ Properly secure and safeguard special company records, i.e. documents, original contracts, negotiable instruments, etc. Lock the appropriate files, vaults, etc.
  - ◆ Unplug appropriate electrical equipment and machinery.
  - ◆ Check for stragglers, turn off lights, close office doors, but do not lock.
  - ◆ Check the restrooms and elevator lobbies for personnel and/or visitors.
- ◆ When evacuating via the stairwell, advise women wearing high-heeled shoes to remove them so they will have less difficulty walking.
- ◆ Never block the stairwell door with a device such as a wedge. Make sure the door is securely closed when the floor is clear.
- ◆ Tell employees to take their **essential personal possessions** with them, as they will not be permitted to re-enter during the emergency.

- ◆ Remind everyone to be quiet during the evacuation so they will be able to hear and understand all emergency instructions.
- ◆ In the event of a building evacuation, direct all employees to the pre-designated “*outside assembly area*”, for head count and communication of emergency and/or re-entry information by the Austin Fire Department or Property Management Personnel (refer to site plan attached).

## **EMERGENCY EVACUATION PROCEDURES FOR DISABLED INDIVIDUALS**

### **IMPORTANT INSTRUCTIONS FOR PEOPLE WITH RESTRICTED MOBILITY**

#### ***ALWAYS.....***

1. Be prepared to dial 911.
2. When making a fire or medical emergency call to 911, give the correct location and describe your situation. 515 Congress Avenue, include floor and suite number.
3. Know the location of the exit and alternate exit during an emergency evacuation. Always know of more than one exit.
4. Never use elevators during fire.
5. Instruct co-workers or neighbors on how they can assist you.
6. Have an evacuation plan and practice it.

#### ***REMEMBER.....***

IN AN EMERGENCY, DO NOT HESITATE TO INFORM OTHERS THAT YOU NEED ASSISTANCE DURING AN EVACUATION. TELL THEM WHAT YOUR CONDITION IS AND BE PREPARED TO GIVE INSTRUCTION ....REFER TO THE FOLLOWING AS TRAINING.

## **EMERGENCY EVACUATION PROCEDURES FOR DISABLED INDIVIDUALS**

### **IMPORTANT INSTRUCTIONS FOR PEOPLE WITH RESTRICTED MOBILITY** **(CONTINUED)**

#### **TWO PERSON CARRY FORE AND AFT**

- 1. One helper reaches under arms and grasps the individual's right wrist with their Left Hand and left wrist with their Right Hand**
- 2. If the disabled person is able to separate their legs, the other helper stands between their legs and lifts just above the knees.**
- 3. If the disabled person cannot separate their legs, the helper stands along side and carries from that position.**
- 4. The helper controls the descent by bending legs slowly and keeping the back erect.**

**IMPORTANT: NEVER LEAVE EMPTY WHEELCHAIR IN STAIRWELL**

## **EMERGENCY EVACUATION PROCEDURES FOR DISABLED INDIVIDUALS**

### **IMPORTANT INSTRUCTIONS FOR PEOPLE WITH RESTRICTED MOBILITY** **(CONTINUED)**

#### **TWO PERSON CARRY SIDE BY SIDE**

- 1. Helpers position themselves next to the wheelchair and grasp the other persons' upper arm or shoulder.**
- 2. The disabled individual places their arms around the helpers' necks.**
- 3. The helpers then lean forward and place their free arm under the individual's legs and firmly grasp each other's wrist.**
- 4. The helpers descend down the steps at the same time.**



**EMERGENCY EVACUATION PROCEDURES FOR DISABLED  
INDIVIDUALS**

**IMPORTANT INSTRUCTIONS FOR PEOPLE WITH RESTRICTED MOBILITY**  
**(CONTINUED)**

**OFFICE CHAIR EVACUATION**

1. Transfer the disabled individual into a sturdy chair.  
Note: SEE LIFTING TECHNIQUE DESCRIBED IN “TWO PERSON CARRY – FORE AND AFT”.
  
2. One helper gently leans the chair backward.
  
3. The other helper faces the chair and holds onto the front legs of the chair.
  
4. The helpers control the descent by bending legs slowly and keeping back erect.



## **FIRE DURING WORKING OR NON-WORKING HOURS**

Bank of America Center is fully equipped with numerous fire detection and alarm devices throughout the building. When heat, smoke or combustion activates one of these devices, the fire command station, property management, building engineers and security immediately receives alarm notification via the control panel indicating the exact location. This sets into motion the emergency procedures described herein.

If you are first to discover a fire, see smoke or smell a burning odor, you should call 911 and Property Management at 478-6100, relaying the details of the report such as:

- ◆ **Exact location of the FIRE, SMOKE or ODOR.**
- ◆ **What appears to be burning ELECTRICAL WIRES, PAPER, etc.**
- ◆ **The SEVERITY and SIZE of the FIRE.**
- ◆ **Your name, phone number, location, floor and suite number.**

The Fire Warden should initiate evacuation of the floor via the stairwells and make instructions according to the evacuation procedure. Security and Property Management will initiate any fire fighting procedures as necessary.

The Emergency Assistance Team will proceed to the scene with the Safety Director and/or Assistant Safety Director to evaluate the fire and begin the extinguishing process.

The elevators are pre-programmed to go to a safe floor. This allows the Fire Department ready use of the elevators upon their arrival.

When the Austin Fire Department arrives, they will be advised of the situation. They will then determine the appropriate action to be taken.

## **FIRE EMERGENCIES**

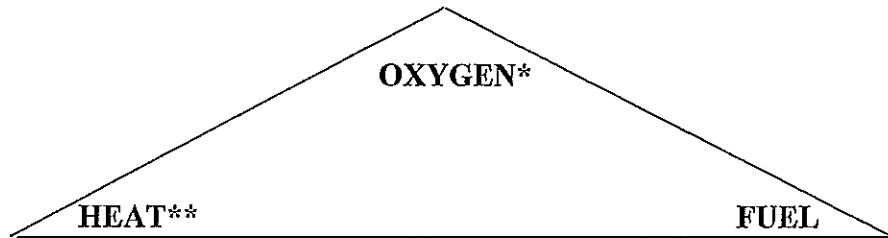
In the event a fire is discovered in your office or you see smoke coming from another part of the building, remain calm and follow these instructions:

1. Call 911 and give the name and address of the property and the location of the fire.
2. Call the Property Manager and your fire emergency Fire Warden.
3. Know where fire extinguishers, stairwells and exits are located.
4. Small fires, such as a fire in a trash can, may be put out with a fire extinguisher.
5. Never attempt to put out any sort of electrical fire with water. Only a Dry Chemical or CO2 fire extinguisher should be used on electrical fires.
6. Do not attempt to fight a spreading fire. Focus your efforts on evacuating and helping others evacuate in an orderly fashion.
7. Know the location of the nearest fire exits; you should be able to find them in the dark.
8. Never use the elevators in a fire emergency. Direct all evacuating traffic to the stairs.
9. Before you leave your office, feel the door to see if it is hot before you open it. If it is hot or if smoke is seeping through the cracks, do not open the door. Try another exit door.
10. If you cannot exit your office, seal off the cracks around your office doors, go to a window and signal for help.
11. If the exit door feels cool, proceed to evacuate. If there is smoke, stay low. Crawl on the ground and take short breaths until you reach a stairwell. This should be a safer area allowing you to move freely and quickly to evacuate.
12. Follow the emergency plan guidelines for evacuating any persons with disabilities on your floor.
13. Choose a specific site outside the building that is far enough away from the building to avoid injury from explosion or shattering glass to reconvene with your staff once evacuation has been successfully completed.

***Do not return to the building until the Fire Department, the Property Manager, and your Fire Warden have given the "All Clear" signal.***

## ELEMENTS OF FIRE

There are three components of fire – oxygen, heat and fuel. The removal of any one of these components will result in the extinguishment of a fire.



\*Using a multi-purpose (ABC) dry chemical extinguisher and/or closing doors reduces the amount of oxygen.

\*\*Using water reduces heat.

## CLASSES OF FIRES

Fires are classified into four basic groups or classes according to the material involved. It is important to know the various classes of fire, because the class of fire will determine the appropriate type of fire extinguisher to use to safely extinguish the fire.

**CLASS A** – Fires in ordinary solid combustibles (such as wood, cloth, paper, rubber and plastic) are most efficiently extinguished by the use of a penetrating cooling agent. Water is the best material commonly available for this purpose.

**CLASS B** – Fires involving flammable liquids (such as gasoline, naphtha, acetone, greases, oil) and flammable gases (such as methane or hydrogen), are best extinguished by surface acting agents such as dry chemicals, which break up the chemical reaction of the fire or heavier-than-air dense gases which smother the fire.

**CLASS C** – Fires involving energized electrical equipment, appliances and wiring are to be extinguished by use of a NON-CONDUCTIVE extinguishing agent, which protects against electrical shock. Most extinguishers that have a “B” rating also have a Class “C” rating. Read the label to be sure.

**CLASS D** – Fires involving combustible metals such as magnesium, lithium and potassium, etc.

## **FIRE EXTINGUISHER INFORMATION**

### **POINT TO NOTICE ABOUT FIRES**

The first few minutes in addressing a fire situation is the most critical time to effect the overall outcome of the emergency. If immediate notification of the appropriate emergency personnel or agencies is made, the chances of the fire being quickly and effectively extinguished are very good.

### **EXTINGUISHER TYPES**

Class "A" Types      Air pressure water tank  
                            Hand pump water tank  
                            Fire hose lines  
                            Multi-purpose (ABC) dry chemical extinguishers  
(However, all Class "A" fires must be followed up with water to ensure extinguishment of all deep-seated smoldering flames.)

Class "B" Types      Pressurized dry chemical  
                            Carbon Dioxide  
                            Halon  
                            Multi-purpose (ABC) dry chemical extinguishers

### **How to use Fire Extinguishers**

The basic operation involves choosing the correct extinguisher for the type of fire involved, using it quickly (the entire quantity of extinguisher agent lasts only a few seconds), and then;

- P**      **Pull** the safety pin (usually a twist-pull action)
  
- A**      **Aim** the nozzle, horn or hose at the base of the fire
  
- S**      **Squeeze** the trigger handle
  
- S**      **Sweep** from side to side (watch for reigniting)

**Points to be aware of:**

- **NEVER** place a **USED** fire extinguisher back in its cabinet. It should be recharged to ensure that it is ready for future use.
- **ALWAYS** keep a safe distance between you and the fire. **ALWAYS** be alert to a safe means of escape.

## EXTINGUISHER TYPES AND USAGE

<u>FIRE TYPE</u>	<u>AGENT</u>	<u>EXTINGUISHER METHOD</u>
<b>ORDINARY SOLID MATERIALS</b>	Water	Removes Heat
	Foam	Removes Air and Heat
	Dry Chemical	Breaks Chain Reaction
	Halon	Breaks Chemical Reaction
<b>FLAMMABLE OR COMBUSTIBLE LIQUIDS</b>	Foam	Removes Air
	CO2	Removes Air
	Dry Chemical	Breaks Chain Reaction
	Halon	Breaks Chemical Reaction
<b>ELECTRICAL EQUIPMENT</b>	CO2	Removes Air
	Dry Chemical	Breaks Chain Reaction
	Halon	Breaks Chemical Reaction
<b>COMBUSTIBLE METALS</b>	Special Agents	Usually Removes Air

## WHAT YOU CAN DO TO PREVENT FIRES

1. Keep all trash or waste material in fireproof trash receptacles. Empty them frequently so waste does not accumulate.
2. Bank of America Center is a non-smoking facility. Smoking is allowed only in designated areas. Limit smoking to designated areas equipped with appropriate receptacles in which to dispose of cigarette waste.
3. Keep all trash cans away from drapes or other flammable window coverings.
4. If a fire does ignite in a trash receptacle and no water is nearby, turn an empty trash can over the fire. This should smother the fire.
5. Turn off all electrical appliances in kitchen areas, all computers, copy machines and other business machines at the close of each business day.
6. Do not overload electrical circuits.
7. Check all electrical cords for fraying to prevent a spark that might ignite a flammable item.
8. Do not store cleaning chemicals in a warm, enclosed location that might promote spontaneous combustion.
9. Do not store cardboard boxes, packing materials or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.
10. Do not use candles or any lamps that have an open top. This includes lamps that use either florescent or regular light bulbs.
11. The use of space heaters is prohibited at Austin Centre as they are considered fire hazards when these appliances are left unattended or come into contact with flammable materials.
12. During the Christmas holidays, use artificial trees or trees that have been treated to be fire-retardant. At the end of the business day, ALWAYS unplug holiday lights.

## **MEDICAL EMERGENCIES**

If there is a "Medical Emergency" within your office or observed by you, call 911, Security at 848-6202, and/or Property Management at 478-6100, giving the following information:

- ◆ **Nature of the "Medical Emergency" (Illness or Injury)**
- ◆ **Exact Location of the "Medical Emergency"**
- ◆ **Name of person in need of "Medical Attention"**
- ◆ **Whether or not an ambulance or doctor has been notified**

Security will proceed to the scene to evaluate the situation and assist. If necessary, the Safety Director and/or Assistant Safety Director will assist with the situation.

Upon direction of security or property management, the floor warden will initiate evacuation of the area if necessary. Alert all other Wardens of conditions and make instructions accordingly.

When the Austin Fire Department and/or EMS arrive, they will be advised of the situation and will then determine the appropriate action to be taken.



## **BOMB THREATS**

Bomb threats can be delivered by telephone, in writing or packages, or possibly in person. Never take bomb threats lightly. Stay calm and follow these procedures:

If the threat is by **telephone**:

1. Keep the caller on the line as long as possible. Ask that the message be repeated. Record the message in writing exactly as given. Use the ***Bomb Threat Checklist*** to record what the caller said, identify as closely as possible the age, sex, and accent of the caller, identify any background noise and assess the validity of the call.
2. If not given, ask for the location and time of detonation.
3. Report the call to Property Management at 478-6100 as soon as the call is ended. The threat will be reported to appropriate law enforcement personnel.
4. Wait for further instruction and be prepared to evacuate if instructed to do so.
5. Remain available for possible interview by law enforcement personnel.

If the threat is by **mail**:

1. Retain all materials received including any packaging. Handle materials as little as possible to preserve any identifying markings or fingerprints.
2. If there is a package that you suspect could contain a bomb, do not move the package. Remove all persons from the area and report the situation to Property Management at 478-6100.
3. Wait for further instructions and be prepared to evacuate if instructed to do so.
4. Remain available for possible interview by law enforcement personnel.

If the threat is in **person**:

1. Follow the general procedures listed above for a telephone threat.
2. Pay attention to as many features about the person as possible; race, size, hair, eyes, clothing. Write these features down as soon as possible.
3. Report the threat to Property Management at 478-6100.

## BOMB THREAT CHECKLIST

Exact time of call \_\_\_\_\_

Exact words of caller \_\_\_\_\_

\_\_\_\_\_

### QUESTIONS TO ASK

1. When is bomb going to explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. Where are you calling from? \_\_\_\_\_
9. What is your address? \_\_\_\_\_
10. What is your name? \_\_\_\_\_

### Caller's Voice (circle)

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, whom did it sound like? \_\_\_\_\_

Were there background noises? \_\_\_\_\_

Remarks: \_\_\_\_\_

Person receiving call: \_\_\_\_\_

Telephone number call received at: \_\_\_\_\_

Date: \_\_\_\_\_

Report call immediately to: \_\_\_\_\_

## POWER FAILURE

Bank of America has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it typically will affect either an isolated area of the building or a large geographic area of which this building is a part.

All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited period of time.

In the event of an electrical failure, please observe the following guidelines:

1. Contact Property Management at 478-6100. If the power failure is after business hours, contact Building Security at 848-6202 or 848-6090 as they will be in constant communication with Property Management.
2. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
3. If you are instructed to evacuate the building, lock all areas of your premises.
4. Do not congregate in the lobby areas or in the street.
5. If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. *Your elevator will cease operation, but will not fail.* Do not attempt to force the doors open or escape through the roof hatch. Use the elevator communication device to contact security for information and to notify them of your location.
6. Property Management will notify you as soon as possible when power will be restored.

## WEATHER RELATED EMERGENCIES

Severe weather that could cause an emergency situation for building occupants may include hurricanes, tornadoes and lightning. Normally the approach of severe weather is identified and reported by local weather services with enough advance notice to prepare adequately to avoid personal injury. Occasionally, however, the strength of weather systems is underestimated or develops without much notice. High winds or lightning strikes can cause exterior windows to shatter, potentially endangering building occupants.

Assign an individual in your group to monitor the local weather services and keep your fellow workers informed of any pending severe weather. Be prepared to move personnel to inner office spaces away from exterior windows, if necessary.

### **Weather Related Emergency Procedures:**

1. Move all personnel to interior office spaces away from exterior windows.
2. Close the doors to office(s) with exterior windows.
3. Notify Property Management at 478-6100 of any known damage to the exterior windows.
4. Be prepared to move to the central corridor areas of the building if instructed to do so.
5. *Do not attempt to leave the building during severe weather.*
6. Follow instructions issued over the building alarm system and you're your Customer Wardens.

## TERRORIST THREATS

Terrorist threats can come in different ways and through a variety of forms. These threats should never be taken lightly. In the event of a terrorist threat or known attack, it is critical to stay calm and follow the below procedures:

1. If Property Management is made aware of a possible terrorist attack, the Fire Warden for each suite will be alerted via telephone from property management and will be given all crucial information pertaining to the situation. It is this person's responsibility to disseminate the information to essential personnel.
2. Upon notification of the possible attack, the office tower elevators will immediately be secured allowing access only by way of building access cards.
3. The parking garage will be closed and will allow only individuals with access cards to be granted entrance.
4. Property Management will monitor the situation and remain in constant communication with the Austin Police and Fire Departments to determine if it is necessary to evacuate the building and the surrounding area.
5. If your company is the recipient of a terrorist threat, notify Property Management at 478-6100 immediately and forward any pertinent information you or your company may have received. If the threat is given by phone, mail or in person, follow the instructions given in the section titled *Bomb Threats on Page 26* of this manual. The *Bomb Threat Checklist* can be found on *Page 27*.

## EARTHQUAKES

Earthquakes are one of nature's most frightening phenomena. When an earthquake occurs, the ground shakes perceptibly for a relatively short time, perhaps only a few seconds or as long as a minute in a great earthquake.

Precautions to take during the earthquake:

1. Try to remain calm and reassure others.
2. If you are indoors, move immediately to a safe place. Get under a desk, table or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as machinery and refrigerators) that may topple or slide across the floor.
3. Do not dash for exits, since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are when the earthquake occurs, and then leave calmly if evacuation is necessary.
4. Be prepared for the electricity to go out, emergency alarms to start ringing and the sprinkler system to go off. Expect to hear glass breaking, walls cracking and objects falling.
5. If you are outdoors, try to get into an open area, away from buildings and power lines.
6. There may be more than one seismic wave to the earthquake. You may feel a strong first shock that subsides and is followed by another shock. Aftershocks may also occur. These are separate quakes following the main shock and may occur minutes, hours or even days after the original quake. Aftershock can sometimes cause further damage as structures that were weakened in the original quake succumb to further movement of the earth

## PRECAUTIONS TO TAKE AFTER THE EARTHQUAKE

When the shaking stops, there may be considerable structural damage and people may be injured.

1. Remain calm. Assess the situation.
2. Tend to the injured. Cover them; administer first aid if necessary. Call for medical assistance if there are severe injuries needing immediate attention.
3. Check for fires and fire hazards. Put out any fires immediately if you can.
4. Check for damage to utilities and appliances. Do not turn on electrical switches or appliances until you are sure there are no gas leaks. Turn off electricity if there is a potential danger from damaged wiring.
5. Shut off water mains if breakage has occurred. In due time, report utility damage to Property Management and follow their instructions.
6. Do not light matches or use open flames. There may be gas leaks.
7. Do not touch power lines, electric wiring, or objects that are in contact with power lines or wiring.
8. Do not use the telephone except to call for help, to report serious medical, fire, or criminal emergencies or to perform an essential service.
9. Do not use toilets until you are certain sewer lines are unbroken.
10. Clean up spills from hazardous chemicals such as gasoline, etc.
11. Listen to the radio for information about the earthquake and disaster procedures.
12. Be prepared for aftershocks. They often cause additional damage to structures already weakened by the main quake.
13. Be very cautious when entering or moving about a damaged building. Collapses can occur without warning. There is also danger from gas leaks, electric wiring, and broken glass.

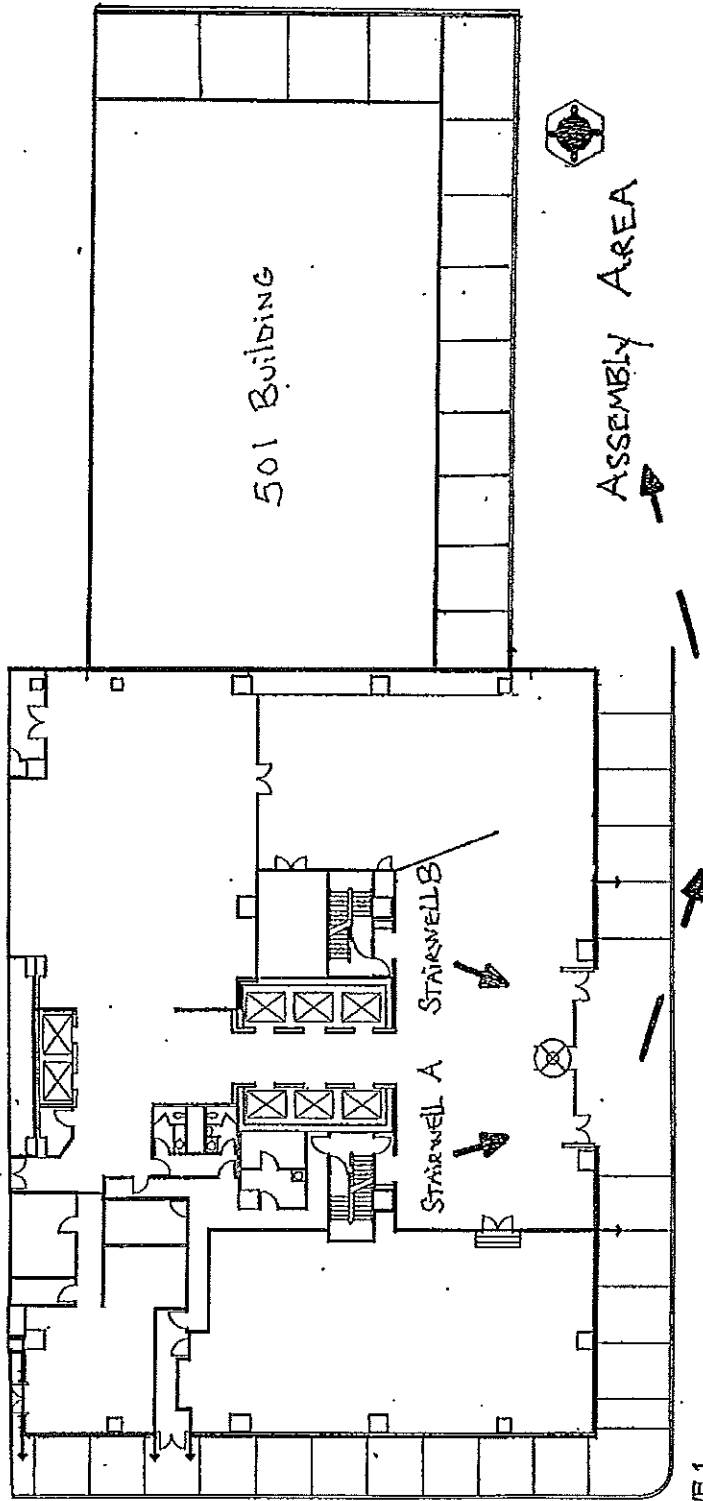
## CIVIL DISTURBANCES

A civil disturbance is any gathering of persons intending to disrupt or impede the normal conduct of business. Such a gathering is not illegal unless it involves actual disruption of the building. Property Management and Security staff will direct the handling of such an incident and will need to be notified as soon as possible. The size and location of the group involved, the demeanor of the group, and any unusual circumstances, such as hostile actions, will determine the nature of the civil disturbance.

- ◆ When a situation becomes evident or upon advisement, Customers are directed not to provoke or intimidate these individuals and to stay away from the lower-level windows and/or draw the shades.
- ◆ Avoid leaving the building if possible.
- ◆ Security methods may involve locking of the building entrances and manually grounding all elevators (until the situation is resolved).
- ◆ Parking facilities shall be given similar instructions and are to apply control to all vehicle movement.



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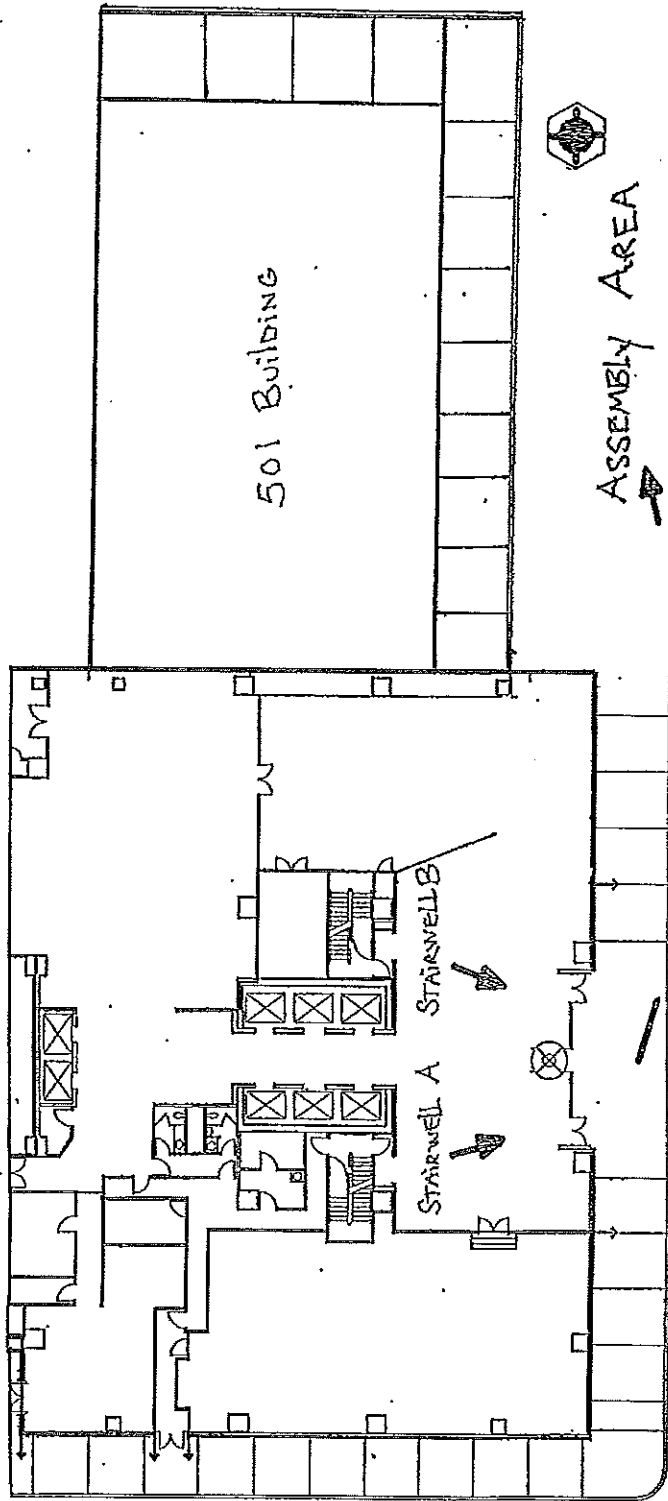
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