

Emergency Preparedness Plan

Dallas, Texas

Supplementing existing Local Event Threat Management Plan and
Property Management Tenant Information

Developed for the
Prudential Dallas, Texas offices

Prepared By Prudential Global Security
global.security@prudential.com

2025 – Version 10

Emergency Numbers and Contacts

- Always call **911** for emergencies
- The **2100 Ross** Building Management office line is 214-754-2988
- The lobby desk for **2100 Ross** – 214-777-4500
- The building security office for **2100 Ross** - 214-754-6911.
- The lobby desk for **2200 Ross** – 214-777-5320
- The **2200 Ross** Building Management office line 214-777-5300
- The **2200 Ross** Building Security 214-777-5320.
- The Prudential Global Security GSCC (available 24x7) is at **973-802-6675** or gscct@prudential.com
- Visit <http://globalsecurity.prudential.com> for information on your office.



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Emergency Preparedness Plan

Background

Overview

This plan has been developed for the PGIM Dallas Offices, located at 2100 and 2200 Ross Ave. All information provided in this document aligns with guidance from local authorities and property management.

The plan addresses “all-hazards” and addresses what to do before, during and after an emergency including what to do after exiting the office building and staying safe at home.

The goal of this plan is for all employees to be prepared in the office, at home and during their commute and travel. Preparation at home includes the employee’s family being prepared when the employee is at work.

The plan is accompanied by a 1-hour training session that touches upon all aspects of the plan and highlights key points. For more information on the training, email global.security@prudential.com .

The plan is structured in 5 main sections:

- 1- This “**Background**” section, which includes “Fundamental principles of a disaster” and the basics of types of disasters. It provides simple definitions and general information on the most common and impactful disaster events including tornadoes and fires.
- 2- The “**What to do in advance of an event**” section focuses on awareness, preparedness, planning, training, and other tasks that should be done in advance (in both the office and at home) to be ready for any event.
- 3- The “**Initial actions and what to do during an event**” section identifies what to do in the first few minutes of an event in the office, at home, and on the road. While all hazards are covered, the key incidents addressed are tornados, fire/smoke condition and active shooter.
- 4- The “**Immediately after the event**” section focuses on actions to take after major incidents like tornado, fire/smoke condition and active shooter.
- 5- The “**Longer term after the event**” section provides information and actions to address longer term after major incidents.

Again, for more information on training, email global.security@prudential.com .

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Fundamental principles of a disaster

Here are some simple definitions and general information on the most common and impactful disaster events to set a base of understanding. The subsequent sections will provide more detail in preparing and responding to events.

The Basics of a Tornado

A tornado is an air funnel with winds that can spin at 75 to 300 miles an hour. Tornadoes can be up to a mile wide and travel for 50 miles. Tornadoes are common in Texas. A tornado can strike very quickly with little warning. It's important to know what to do if a tornado threatens your community so you can take quick protective action.

Be Prepared

- Pick a safe place. Good places are a basement, center hallway, bathroom, or closet on the first floor.
- If you live in a mobile home, find another shelter close by.
- Keep away from outside walls and windows.
- If you're outside, go to a sturdy building or shelter.
- Watch or listen to weather reports.

What is a Tornado Watch (Be Prepared)?

Tornadoes are possible in and near the watch area. Review and discuss your emergency plans, take inventory of your supplies, and check your safe room. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching. Acting early helps to save lives! Watches are issued by the Storm Prediction Center for counties where tornadoes may occur. The watch area is typically large, covering numerous counties or even states. Conditions favor the development of tornadoes.

- Stay alert, be ready to act should a tornado threaten. Watch the sky and have a way to receive warnings (smart phone apps, NOAA Weather Radio, commercial radio, or television)
- Keep away from outside walls and windows.
- If you're outside, go to a sturdy building or shelter.
- Watch or listen to weather reports.



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- **What is a Tornado Warning Take Action! ?** A tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. Move to an interior room on the lowest floor of a sturdy building. Avoid windows. If in a mobile home, a vehicle, or outdoors, move to the closest substantial shelter and protect yourself from flying debris. Warnings are issued by your local forecast office. Warnings typically encompass a much smaller area (around the size of a city or small county) that may be impacted by a tornado identified by a forecaster on radar or by a trained spotter/law enforcement who is watching the storm.
- Go to your safe place.
- If you are outside away from shelter, find a ditch or low area. Protect your head and neck with your arms.
- Watch or listen to weather reports.



What is a Tornado Emergency Seek Shelter Immediately! ?

A tornado emergency is the National Weather Service's highest alert level. It is issued when a violent tornado has touched down in the watch area. There is a severe threat to human life and property, with catastrophic damage confirmed. Immediately seek refuge in the safest location possible. Call friends and family who are within the watch area to ensure they are aware of the situation. If you see a tornado approaching, do not attempt to outrun it in a vehicle, shelter in place. Once safe, be sure to monitor your local forecast for the latest updates.

- **Sign up for your community's warning system.** The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts. If your community has sirens, become familiar with the warning tone. Pay attention to weather reports. Meteorologists can predict when conditions might be right for a tornado.

After a Tornado:

- If anyone is injured, call 911.
- Wear shoes. Watch for broken glass and anything with sharp edges.
- Keep away from any power lines that have fallen.
- Don't go into damaged buildings.
- Don't use matches or any kind of fire. There may be a gas leak.

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The Texas Ready radio public service announcement (PSA) reminds Texans why it's important to have a plan before disaster strikes. To request the radio PSA for use by your organization, contact dshs.texasready@dshs.texas.gov.

The Basics of Hurricanes

Hurricanes, also known as tropical cyclones or typhoons, are low-pressure systems that form over tropical or subtropical waters. They are powered by warm ocean waters and thunderstorms and are classified as hurricanes when their wind speeds reach 74 miles per hour (119 kilometers per hour). Listen to emergency information and alerts.

- The [Texas Emergency Portal](#) includes information on the hurricane season: preparing for a storm, evacuating to safety, accessing government resources, dealing with emergencies, and avoiding scams and frauds.
- Always follow the instructions from local emergency managers. Evacuate, do not wait.
- Find emergency preparedness information from the [Federal Emergency Management Agency \(FEMA\)](#)
- Put together an [emergency supply kit](#).
- Watch a video on [how to build a Go-Kit](#).
- Create a [communication plan](#) with your family.
- Review [evacuation routes](#).
- Find a local shelter, e.g. [Red Cross Shelters](#).
- Visit [Drivetexas.org](#) for flooded roads and conditions.
- Sign up for your community or county warning system. Follow local [weather alerts](#).
- [Register for STEAR](#) if you or anyone you know will need some assistance in an emergency event.
- Important Phone Numbers:
 - [2-1-1](#) for shelter, food and disaster services
 - [7-1-1](#) for Relay Texas Service
 - 1-800-452-9292 for TxDOT statewide road closures
 - 1-800-525-5555 for roadside assistance
- Know [flood risks](#) in your area.

Extreme Heat

Extreme heat is the leading weather-related cause of death in the U.S. However, heat related illnesses and deaths are largely preventable with proper planning, education, and action. FEMA launched its annual #SummerReady Campaign to help people and communities build local capacity to prepare for and take actionable steps to address extreme heat.

Understand Your Risk and Hazard

[Summer heat](#) can be especially dangerous for older adults, those who work outside, people with certain health conditions, and those without access to air-conditioning. It's important to recognize the [signs of heat exhaustion, heat cramps, heat stroke and ways to respond](#). While all heat-related illnesses can require medical attention, heat stroke is always a medical emergency. If you experience – or notice someone else experiencing the symptoms of heat stroke, call 9-1-1 and get the person to a cooler place right away.

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- [Get #SummerReady | Ready.gov](#)
- [Learn the signs of heat-related illnesses and ways to respond](#) from the CDC.
- Fans alone aren't enough in high heat + high humidity. Get inside in air conditioning or go to a public place like the library, museum, or shopping mall to beat the heat.
- NEVER leave children or pets alone in hot vehicles! Heat can rise in a car, up to 20 degrees in just 10 minutes.
- During extreme heat, check on family, friends, and neighbors who do not have air conditioning and who spend much of their time alone.
- Roughly 40% of unwanted heat buildup in our homes is through windows. Use awnings or curtains to keep the heat out.
- Use your oven less during extreme heat advisories and warnings so you don't make your house hotter.

DURING A STORM:

Pay attention to emergency alerts. Heed all local orders.

Stay Safe

- If local officials tell you to evacuate, do so immediately.
- Determine how best to protect yourself from high winds and flooding.
- Take refuge in a designated storm shelter or an interior room for high winds.
- Go to the highest level of the building if you are trapped by flooding. Do not climb into a closed attic. You may become trapped by rising flood water.
- Do not walk, swim or drive through flood waters. Remember: Turn Around. Don't Drown! Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

AFTER A STORM:

Find shelter and stay safe. Heed all local orders.

Shelter & Safety

- [Red Cross](#) - find an open shelter
- [Red Cross Safe & Well](#) - to register yourself as "Safe and Well" or search for loved ones online

Returning Home

- [Drivetexas.org](#) - flooded roads and conditions. Remember: Turn Around Don't Drown!
- [TCEQ](#) - information for public water systems, household debris management, safe drinking water
- [Texas Department of Housing and Community Affairs](#) - disaster relief resources
- [Texas Department of Insurance](#) - help after the storm

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- [Office of Public Insurance Counsel](#) - about residential property insurance claims
- [TDLR](#) - recovery resources for licensees
- [Long-Term Disaster Recovery Toolkit for Individuals with Disabilities](#)
- [Ready.gov](#) - returning home after a hurricane

The Basics of an Office/Building Fire

In homes and apartments

- Drop down to the floor and crawl low, under any smoke to your exit. Heavy smoke and poisonous gases collect first along the ceiling.
- Before opening a door, feel the doorknob and door. If it is either hot, or if there is smoke coming around the door, leave the door closed and use your second way out.
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- If you can't get to someone needing assistance, leave the home and call 9-1-1 or the fire department. Tell the emergency operator where the person is located.
- If pets are trapped inside your home, tell firefighters right away.
- If you can't get out, close the door, and cover vents and cracks around doors with cloth or tape to keep smoke out. Call 9-1-1 or your fire department. Say where you are and signal for help at the window with a light-colored cloth or a flashlight.
- If your clothes catch fire, stop, drop and roll – stop immediately, drop to the ground, and cover your face with your hands. Roll over and over or back and forth until the fire is out. If you or someone else cannot stop, drop and roll, smother the flames with a blanket or towel. Use cool water to treat the burn immediately for three to five minutes. Cover with a clean, dry cloth. Get medical help right away by calling 9-1-1 or the fire department.

In office buildings

- In the event of a fire at your workplace, follow these basic safety steps: If you see smoke or fire, pull the fire alarm, and call 911.
- When a fire alarm sounds, immediately exit the building.
- Avoid taking personal belongings.
- Attend and familiarize yourself with your building management's fire warden training/drills and follow all appropriate guidance.

- [2100 Ross Avenue Fire and Emergency Evacuation Plan](#)

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The Basics of Wildfires

Wildfires are unplanned fires that burn in natural areas like forests, grasslands, or prairies. These dangerous fires spread quickly and can devastate not only wildlife and natural areas, but also communities. Recognize warnings and alerts and several ways to receive them.

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- Download the FEMA app and receive real-time alerts from the National Weather Service for up to five locations nationwide.
- Sign up for community alerts in your area and be aware of the Emergency Alert System (EAS) and Wireless Emergency Alert (WEA), which does not require a sign up.
- Pay attention to air quality alerts.
- Know your evacuation zone.

What to do in advance of an event

Awareness activities

Sharing this plan

All employees should be aware of this plan and its basics. On an annual basis it should be highlighted as part of the scheduled fire drills or other preparedness events.

Additionally, it is appropriate to share this plan with the building's property manager/landlord (if in a leased site) for their awareness and feedback.

Note: For owned locations, public emergency services have limited knowledge about your facility and its hazards. Therefore, it is important to document information about your facility. That information is vital to ensure emergency responders can safely stabilize an incident that may occur. Documentation of building systems may also prove valuable when a utility system fails—such as when a water pipe breaks, and no one knows how to shut off the water. Review the plan with local authorities and the property manager of your office location.

The Local Event Threat Management Team (LETMT)

Global Security has identified Local Event Threat Management Teams (LETMTs) for work locations based on the building risk profile to manage events that potentially may affect employees, operations, and assets. LETMTs respond by convening the team, communicating, and enacting effective solutions. Global Security will facilitate training for LETMT teams and will provide direct support during events. The LETMTs at non-US locations may also be referred to as Emergency Response Teams or Emergency Management Teams. LETMTs should:

- Ensure awareness of this plan and its basics is highlighted as part of the scheduled fire drills or other preparedness events.
- Participate in meetings with the property management to confirm specific plans and response details that can be carried out to be consistent with best practices and ensure that it is line with the property manager.
- Review emergency plans with office management or local event threat/crisis management team members.

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Executive summary

A summary of this plan should be provided to the business unit management of the site. If the active Local Event Threat Management for the site/office does not include the site lead/executive, the identified Local Event Threat Management Team will also:

- Keep the site executive/lead updated on any impacts or decisions made by the Chairperson related to the site (please refer to the LETMT Chairperson roles and responsibilities).
- Include the site lead/executive on LETMT communications, as appropriate.

Training and Scenario-Based Exercises:

Training

Training is essential to ensure that everyone knows what to do when there is an emergency, or disruption of business operations. Everyone needs training to become familiar with protective actions for life safety (e.g., evacuation, shelter, shelter-in-place, and lockdown). Key training items include:

- Work with the buildings Property Manager to review protective actions for life safety and conduct evacuation/relocation drills (“fire drills”) and other scenarios as required by local regulations.
- Sheltering and lockdown drills should also be reviewed or conducted annually as part of annual fire training and drills.
- Employees should receive annual training to become familiar or refresh their familiarity of safety, building security, information security and other loss prevention programs.
- Remind employees that 911 should only be used for life and death situations. 311 would be the best option.

Scenario-Based Exercises

Like training, exercising the plan and response activities is very important. Exercising includes:

- Annual training/review of personnel roles and responsibilities. Reinforcing knowledge of procedures, facilities, systems and equipment.
- Annually evaluating policies, plans, procedures and the knowledge and skills of team members to reveal weaknesses and resource gaps and comply with local laws, codes and regulations
- Aligning with business continuity plan.

Preparation and supplies for Tornadoes

Preparation in the office

All employees should download the available government mobile apps:

- Find your local emergency management contacts are in your county of residence through the [TDEM website](#).
- Know your area's tornado risk. In the U.S., the Midwest and the Southeast have a greater risk for tornadoes.

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- Know the signs of a tornado, including a rotating funnel-shaped cloud, an approaching cloud of debris, or a loud roar—similar to a freight train.
- Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts. If your community has sirens, become familiar with the warning tone.
- Pay attention to weather reports. Meteorologists can predict when conditions might be right for a tornado.

Personal preparedness items at work

Each employee should assemble a personal preparedness kit for the office (which would supplement any supplies provided by the company). This kit assembled by the employee should include:

- An extra set of comfortable clothes.
- Extra medicine or OTC items.
- A respirator or box of surgical masks or dust masks.
- Backup battery and charging cord for cell phone.
- A personal plan to travel home, with maps and different routes. Remember to listen to building security and local authorities regarding waiting at the building or venturing home.

Office provided preparedness items

The company will provide a preparedness kit for each employee (kept and maintained at the office). The kits will be distributed and made available to each employee in the office at the time of the event. Each kit should include:

- Flashlights with spare batteries.
- Some basic protein bars and bottled water.
- A regular radio for receiving information.
- A small personal first aid kit.
- A respirator or box of surgical masks or dust masks.
- An emergency blanket.
- From a business continuity perspective, the office will have basic materials and supplies including clipboards, paper forms, pens and pencils. Paper forms are especially important to do automated tasks manually.

The office should also have some preparedness items for office-wide use. That should include:

- A larger first aid kit.
- Canned goods and a manual can opener and prepackaged foods.
- Several emergency blankets.
- Box of respirator masks, surgical masks, or dust masks.
- If appropriate, satellite phones (contact Prudential Global Security for more information).

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Preparation at home

Preparing should start at home. If an employee knows their home and family are prepared, they can concentrate on keeping themselves safe and travel home when appropriate and safe. Some key points for home include:

- Be Weather-Ready: Check the forecast regularly to see if you're at risk for tornadoes. Listen to local news or a NOAA Weather Radio to stay informed about tornado watches and warnings. Check the Weather-Ready Nation for tips.
- Sign Up for Notifications: Know how your community sends warnings. Some communities have outdoor sirens. Others depend on media and smart phones to alert residents of severe storms capable of producing tornadoes.
 - The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts. If your community has sirens, become familiar with the warning tone.
- Create a Communications Plan: Have a family plan that includes an emergency meeting place and related information. If you live in a mobile home or home without a basement, identify a nearby safe building you can get to quickly, such as a church or family member.
- Pick a safe room in your home, such as a basement, storm cellar, or an interior room on the lowest floor with no windows.
 - Check more ideas for your family plan at: <https://www.ready.gov/make-a-plan>
- Practice Your Plan: Conduct a family severe thunderstorm drill regularly so everyone knows what to do if a tornado is approaching. Make sure all members of your family know to go there when tornado warnings are issued. Don't forget pets if time allows.
- Prepare Your Home: Consider having your safe room reinforced. You can find plans for reinforcing an interior room to provide better protection on the Federal Emergency Management Agency website.
 - Identify and practice going to a safe shelter for high winds, such as a safe room built using FEMA criteria or a storm shelter built to ICC 500 standards. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level.
 - Consider constructing a safe room that meets FEMA or ICC 500 standards.

Home supplies- Basic Emergency Kit:

After an emergency, you may need to survive on your own for several days. Being prepared means having your own food, water and other supplies to last for several days. A disaster supplies kit is a collection of basic items your household may need in the event of an emergency.

Make an Emergency Plan:

Create a family emergency communications plan. The plan should address and include:

- An out-of-state contact who can aid your family.

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- Plan where to meet if you get separated.
- A list of your emergency kit and supplies (see previous section).
- Register on the American Red Cross “Safe and Well” website so people will know you are okay (<https://www.redcross.org/about-us/news-and-events/news/Learn-More-about-Red-Cross-Safe-and-Well-App-Feature-and-Website.html>).
- An emergency contact list with phone numbers (Remember, using text messages to communicate may be more reliable than phone calls).

Should I Stay or Should I Go?

This is a common question.

- Follow your tornado drill and proceed to your tornado shelter location quickly and calmly. Stay away from windows and do not go to large open rooms such as cafeterias, gymnasiums, or auditoriums. People often think they need to rush home (first instinct), but this may place you in more danger. You should stop, understand options, routes and make the best decision.
- If you're outdoors
 - Seek shelter inside a sturdy building immediately if a tornado is approaching. Sheds and storage facilities are not safe. Neither is a mobile home or tent. If you have time, get to a safe building.
- If in a vehicle
 - Being in a vehicle during a tornado is not safe. The best course of action is to drive to the closest shelter. If you are unable to make it to a safe shelter, either get down in your car and cover your head or abandon your car and seek shelter in a low-lying area such as a ditch or ravine.

Preparation during your commute

Emergencies can happen at any time including during employees' commute.

- If you are in a car, pull over and stop. Set your parking brake.
- On public transportation, listen for authorities' guidance, but always use your best judgement.
- In bridges and tunnels: Follow instructions and get to a safe place. Bridges and tunnels would need to be assessed before people are able to move on.
- Keep an emergency go bag in your car or a smaller go bag with your briefcase (Include a back-up battery/charger for cell phones).

Preparation during travelling for business and vacation

If traveling to tornado prone areas:

Have an emergency kit with your phone, food, water, water purification tablets, money, first-aid kit, a charged power bank and important documents like your passport and travel insurance policy in your daypack. Keep this bag on you in tornado-prone areas – it's your

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lifeline if anything happens. Visit <https://globalsecurity.prudential.com/travel> for more information.

Before you leave:

You should always register with your country's embassy in the destination to which you're travelling. You'll either call the embassy directly or some countries allow you to input your travel plans online. For example, US Citizens can make use of the State Department's Smart Traveler Enrollment Program. Visit <https://globalsecurity.prudential.com/travel/pre-travel> for more information.

When you arrive at your destination:

Some basic planning will help keep you safe:

- Carry local emergency and embassy phone numbers in your wallet or program them into your phone.
- When you check into your hotel room, identify safe places to hide in the event of a tornado.

During a Tornado:

- **If you are in a building**, go to the center of a small interior room or interior hallway on the lowest level, away from windows, doors, and outside walls. Put as many walls as possible between you and the outside. Avoid large rooms with large span roofs (gymnasiums, cafeterias). If in a high-rise building, go to a small interior room or hallway on the lowest floor possible away from windows.
- **If you are in a manufactured or mobile home**, get out immediately and go to the lowest floor of a pre-identified nearby building or storm shelter. Mobile homes, even if tied down, offer little protection from tornadoes. It is important to identify a sturdy shelter you can get to quickly as part of your severe weather plan.
- **If you are caught outside with no shelter**, make every effort to get to a safe shelter. If this is not possible, your best course of action is to lie in a low spot or ditch and cover your head with your hands. It is not advisable to get under a bridge or overpass.

Leadership and teams

The Management Team

The role of site leadership (if not part of the LETMT) is:

- Raise awareness
- Ensure there is a LETMT in place with appropriate chairperson.
- Allow LETMT to perform their role.

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The Local Event Threat Management Team

The role of the LETMT is to make decisions, report status and coordinate activity within their sites during an event. However, given the current hybrid model, the role of the LETMTs could become a support function to respond to events that affect employees working remotely in the region.

For a full list of LETMT roles/responsibilities, please refer to the LETMT Standards.

Every employee

The role of every employee is to follow the appropriate directives given by emergency personnel during an emergency.

- Ensure all required training is completed.
- Report any security related concerns through either the Global Security Command Center at 973-802-6675 (non-emergency), or 973-802-6666 (emergency) [and call 911 if an emergency].

Landlord resources

The landlord and property manager have implemented several safety and security protocols including:

- The **2100 Ross Dallas** property lobby desk is 214-777-4500 and security office is 214-754-6911.
 - Angela Wofford, Property Manager-awofford@pacelm.com 214-754-2988 (management office)
 - Chelsi Guyton, Asst. Property Manager-cguyton@pacelm.com 214-405-1425 (cell)
 - Destiny Carver, Tenant Services Coordinator/Admin-dcarver@pacificelm.com/admin@2100ross.com
 - Bridget Wilcox, Security Director-brichardson-wylie@guardtexas.com 214-754-6911
 - Richard Sheppard, Dock/Security Supervisor-security@2100ross.com 214-754-2999



2100 Ross Dallas
FireEvacuationPlanA

- The **2200 Ross Dallas** property lobby desk is 214-777-5320
 - Building security, Fortis Security, 214-777-5320 ext 5320
 - Contact: Melissa Caballero, Property Manager, mcaballero@fpgdallas.com 214-777-5300



Dallas Arts Tower
Fire Warden revised

3) Initial actions and what to do during an event

In general, when you become aware of anything out of the ordinary, you should STOP, ASSESS, and REACT.

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STOP - Divert some attention from routine matters to keep yourself apprised of the event.

- Keep smart phones charged and other communication devices handy to receive new alerts and warnings.
- Tune in to news broadcasts.
- Be attentive to alerts from building management, local authorities and responsive to any mandates they may issue.

ASSESS – Perform a quick assessment of the situation. Consider what course of action will minimize the event's negative impact on yourself and others.

- Decide which locations to shelter are feasible and which is likely to be the safest for the event.
- Plan a way to evacuate yourself and your dependents or colleagues to that location.
- Review a list of disaster supplies to help identify those you may need while sheltering.

REACT - Based on the information you've gathered, announcements you have heard and your safety plan, take appropriate action.

- Based on your assessment, act - take cover, evacuate or stand by.
- Call 911 if you need immediate assistance.
- Reach out to dependents and colleagues to ensure they are aware and establish or confirm meet-up locations.
- Implement your plan.

At the office

If in your quick assessment you determine it is appropriate to take cover or shelter, do that as quickly as possible. Here are some basic actions when you are in the office.

For a tornado

- Immediately go to a safe location that you identified.
- Take additional cover by shielding your head and neck with your arms and putting materials such as furniture and blankets around you.
- Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions.
- Do not try to outrun a tornado in a vehicle.
- If you are in a car or outdoors and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible.

For a fire/smoke condition

Stop, assess the situation and react-

- **If you are the first to see fire or visible smoke**, sound the alarm. What is the alarm? If your office and floor have a fire extinguisher and you are

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knowledgeable in its use, consider using it after having sounded the alarm and called for help.

- Follow building Fire and Emergency Evacuation Plan



Dallas Arts Tower
Fire Warden revised



2100 Ross Dallas
FireEvacuationPlanA

- If you have an opportunity and able, after you call 911, get to safety, notify the Global Security Command Center at 973-802-6666.
- Remember and follow your fire training for your office. Take the threat seriously - Inaction can have deadly consequences.

For an Extreme Violence Event

Stop, assess the situation, and react-

- **Get Out** – If you can get out, run to safety:
 - Getting away from the attacker is the top priority.
 - Leave your belongings behind and get away.
 - Call 9-1-1 when you are safe and describe the attacker, location and weapons.
- **Hide Out** – If you cannot get out to safety, take cover and hide:
 - Cover and hide if you can't evacuate. Find a place to hide out of view of the attacker and put a solid barrier between yourself and the threat if possible.
 - Lock and block doors, close blinds and turn off lights.
 - Keep silent.
- **Take Out** – If you cannot get out or take cover/hide, defend, disrupt, and fight:
 - **Fight only as a last resort.** When you can't run or cover, attempt to disrupt the attack or disable the attacker.
 - Be aggressive and commit to your actions.
 - Recruit others to subdue the attacker with makeshift weapons such as chairs, fire extinguishers, scissors, books, etc.
 - Be prepared to cause severe or lethal injury to the attacker.
- **Follow law enforcement's instructions** and evacuate in the direction they tell you to go. Listen to law enforcement for information about the situation. Share updates as you can with family and friends.
- Remember and follow your extreme violence training for your office. Take the threat seriously - Inaction can have deadly consequences.

At home and non-office locations

Here are some basic actions when you are at home.

For tornado at home or non-office location

Stop, assess the situation and react-

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- Immediately go to a safe location that you identified.
- Take additional cover by shielding your head and neck with your arms and putting materials such as furniture and blankets around you.
- Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions.
- Do not try to outrun a tornado in a vehicle.
- If you are in a car or outdoors and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible.

For a fire/smoke condition at home or non-office location

- Stop, assess the situation and react
- Drop down to the floor and crawl low, under any smoke to your exit. Heavy smoke and poisonous gases collect first along the ceiling.
- Before opening a door, feel the doorknob and door. If it is either hot, or if there is smoke coming around the door, leave the door closed and use your second way out.
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- If you can't get to someone needing assistance, leave the home and call 9-1-1 or the fire department. Tell the emergency operator where the person is located.
- If pets are trapped inside your home, tell firefighters right away.
- If you can't get out, close the door and cover vents and cracks around doors with cloth or tape to keep smoke out. Call 9-1-1 or your fire department. Say where you are and signal for help at the window with a light-colored cloth or a flashlight.
- If your clothes catch fire, stop, drop and roll – stop immediately, drop to the ground and cover your face with your hands. Roll over and over or back and forth until the fire is out. If you or someone else cannot stop, drop and roll, smother the flames with a blanket or towel. Use cool water to treat the burn immediately for three to five minutes. Cover with a clean, dry cloth. Get medical help right away by calling 9-1-1 or the fire department.

For an extreme violence event outside the office location:

Stop, assess the situation, and react-

- **Get Out** – If you can get out, run to safety:
 - Getting away from the attacker is the top priority.
 - Leave your belongings behind and get away.
 - Call 9-1-1 when you are safe and describe the attacker, location and weapons.
- **Hide Out** – If you cannot get out to safety, take cover and hide:
 - Cover and hide if you can't evacuate. Find a place to hide out of view of the attacker and put a solid barrier between yourself and the threat if possible.
 - Lock and block doors, close blinds and turn off lights.

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- Keep silent.
- **Take Out** – If you cannot get out or take cover/hide, defend, disrupt, and fight:
 - **Fight only as a last resort.** When you can't run or cover, attempt to disrupt the attack or disable the attacker.
 - Be aggressive and commit to your actions.
 - Recruit others to subdue the attacker with makeshift weapons such as chairs, fire extinguishers, scissors, books, etc.
 - Be prepared to cause severe or lethal injury to the attacker.
- **Follow responding law enforcement's instructions** and evacuate in the direction they tell you to go. Listen to law enforcement for information about the situation. Let your family and friends know you are safe.

4) Immediately after the event

After a Tornado

Shelter-in-place or Evacuation

- Keep listening to EAS, NOAA Weather Radio, and local authorities for updated information.
- If you are trapped, cover your mouth with a cloth or mask to avoid breathing dust. Try to send a text, bang on a pipe or wall, or use a whistle instead of shouting.
- Stay clear of fallen power lines or broken utility lines.
- Do not enter damaged buildings until you are told that they are safe.
- Save your phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messaging or social media to communicate with family and friends.
- Be careful during clean-up. Wear thick-soled shoes, long pants, and work gloves.

Communications

- Utilize your portable radio from your emergency kit to get the latest details and guidance on the event.

Checking in

- Use text messages to communicate, which may be more reliable than phone calls. At work, check in with your manager and help others. Do not forget to check in with your family. Phone lines may be busy, so texting may be best. If you have a company provided GETS/WPS card, this may be the time to utilize it.

After a Fire/Smoke Condition

Shelter-in-place or Evacuation

In a fire or smoke condition, it is generally better to evacuate. **At the Dallas Office, if the alarm on your floor sounds**, follow the landlord announcements to relocate. Wait on the relocation floor for additional announcements, which may be to return to the original floor, proceed lower in the building or proceed to exit the building completely.

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In some instances, it may be safer to “shelter in place” than to leave a building—for instance, if smoke or fire is immediately outside your room, live electrical wires obstruct access to the exit, individuals with mobility disabilities are above or below ground floors, or if the hazard causes the elevators to become inoperative (fire alarms sounding). In some cases, authorities may direct you to shelter in place instead of evacuating. Shelter in place procedures vary depending on the type of hazard.

Evacuation:

- In advance of an emergency, determine which exits are nearest to your location and the best route to follow (check signage by stairs).
- If time permits during evacuation, secure your workplace and take personal items (e.g., car keys, CharlieCard, jacket).
- In most emergencies, complete evacuation of the campus is not necessary. If, however, there is a major hazardous materials release, flood, or other MAJOR incident, it may be necessary to relocate personnel to a safer location.

Communications

- Listen for announcements or text messaging from building's landlord/property manager.

Checking in

- Use text messages to communicate, which may be more reliable than phone calls. At work, check in with your manager and help others. Do not forget to check in with your family.
- Contact your local disaster relief service, such as The Red Cross, if you need temporary housing, food and medicines.
- If contacted by Prudential's automated “check-in” system (SendWordNow), provide a response.

For Severe Weather

Shelter-in-place, Evacuation

Severe weather can happen anytime, in any part of the country. Severe weather can include hazardous conditions produced by thunderstorms, including damaging winds, tornadoes, large hail, flooding and flash flooding, and winter storms associated with freezing rain, sleet, snow and strong winds. While some weather events like tornados do not have a lot of advance warning, most adverse weather does have some forecasting and prep time.

Shelter-in-place:

The best approach is to shelter in place until the storm passes and avoid being on the road. Some good informational resources include:

- <http://www.ready.gov/Severe-Weather-Toolkit>

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- <http://www.ready.gov/flood-toolkit>
- <https://www.weather.gov/safety/lightning>

Communications

- Utilize your portable radio from your emergency kit to get the latest details and guidance on the event.
- Consider a satellite phone for the site or key individuals (contact Prudential Global Security for more information).

Checking in

- Use text messages to communicate, which may be more reliable than phone calls. At work, check in with your manager and help others. Do not forget to check in with your family.
- Contact your local disaster relief service, such as The Red Cross, if you need temporary housing, food and medicines.
- If contacted by Prudential's automated "check-in" system (SendWordNow), provide a response.

For Wildfires

Shelter-in-place or Evacuation

Wildfires are unplanned fires that burn in natural areas like forests, grasslands, or prairies. These dangerous fires spread quickly and can devastate not only wildlife and natural areas, but also communities.

Evacuation:

The best approach is to evacuate early and as directed by authorities.

- You may have to evacuate quickly due to a wildfire. Learn your evacuation routes, practice with household pets and identify where you will go.
<https://www.ready.gov/evacuation>
- Follow the instructions from local authorities. They will provide the latest recommendations based on the threat to your community and appropriate safety measures.

Communications

- Utilize your portable radio from your emergency kit to get the latest details and guidance on the event.
- Consider a satellite phone for the site or key individuals (contact Prudential Global Security for more information).
- Alerts - Have several ways to receive alerts. Download the FEMA app and receive real-time alerts from the National Weather Service for up to five locations nationwide. Sign

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up for community alerts in your area and be aware of the Emergency Alert System (EAS) and Wireless Emergency Alert (WEA), which requires no-sign up:

- <https://www.fema.gov/mobile-app>
- <https://www.ready.gov/alerts>
- <https://www.airnow.gov/> (Pay attention to air quality alerts)

Checking in

- Use text messages to communicate, which may be more reliable than phone calls. At work, check in with your manager and help others. Do not forget to check in with your family.
- If contacted by Prudential's automated "check-in" system (SendWordNow), provide a response.
- Check with local authorities for the latest information about public shelters or check open locations on the FEMA app. You can also download the free Red Cross Emergency app for a list of open Red Cross shelters in your area:
 - <https://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter.html>

5) Longer term after the event

Getting support

Getting back on your feet after a disaster is tough. Be aware of the resources available to you.

- Do your part to ensure NO NEW STARTS: [ready.gov/wildfires](https://www.ready.gov/wildfires)
 - Texans who sustained damage caused by wildfires are encouraged to report damage through the [Individual State of Texas Assessment Tool \(iSTAT\)](#).
 - For the latest wildfire map, click [here](#).
- Call FEMA at 1-800-621-3362 (TTY: 1-800-462-7585) for disaster assistance. To get help in person, find a Disaster Recovery Center near you with the Disaster Recovery Center locator.
- Go on Prudential Global Security Connect at <https://globalsecurity.prudential.com> and check the event page dedicated to the disaster to obtain Prudential resource information.
- Employees with questions regarding Paid Time Off (PTO) when not able to work remotely should check with their manager or HR Business Partner. They have received information and responses to frequently asked questions specific to handling of time off for employees during the aftermath of an event.
- These situations can affect our thoughts and interactions, both at the office and at home. Please remember that Prudential offers many free resources within the company's My Total Rewards site, including the external Employee Assistance Program that are available to support you and your family. You may also call our 24/7 Prudential Life Solutions line at 800-433-8960 Opt. #1 to speak with a counselor immediately as well as to be put in contact with additional support services. You can select Opt. #2 to speak with a Work/Life representative for needs related to dependent care questions, back-up care, childcare discounts and referrals.
- Information on Healthcare and Emergency Prescriptions from Employee Benefits – Contact WebTPA by calling 800-230-5107 or online at www.prudential.webtpa.com . If you need an

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emergency prescription fill, go to an open pharmacy and fill it. Some home delivery pharmacy customers will have their shipments rescheduled or you can call to divert it to an alternate address. Contact OptumRx at 855-202-0709 for more information.

FYI - Supporting the community – The Prudential Foundation provides ongoing donation support to the American Red Cross, Team Rubicon and UNICEF who are already on the ground and prepared to provide aid after disasters. The company closely monitors these situations to determine how best to provide additional support.

Continuing work

- Each department has a Business Continuation (BC) Plan. Make sure the business unit's BC Office is aware of any plan activation. The business unit's BC Office is responsible for the development, maintenance, and testing of all BC Plans to ensure the continuity of business.
- Ensure Prudential Global Technology (GT) is engaged to ensure post event technology connectivity. Prudential Global Technology Help Desk: 1-888-778-7789 (U.S.).

Review

A post event review is appropriate to identify any lessons learned or plan updates. Engage Prudential Global Security to assist in preparing and coordinating an After-Action Report along with coordinating appropriate Stakeholder communications/discussions.

Prudential Employee Resource Information:

- Preparation – Always follow guidance from the local authorities.
- This site has information on preparing for weather/natural disasters (see the preparedness page or <http://globalsecurity.prudential.com/preparedness/natural-disasters.aspx>).
- After the event - If possible, check in with your manager to confirm you are safe (make sure you have their contact information stored in your mobile device). Prudential may also use a call from an automated phone system to ask you to check in.
- If you lose power or internet at your remote work location – Let your manager know. Remember - only employees needing to complete business essential functions should report to an office location. Only travel to an office if approved and if it is safe from the effects of the storm.
- Employees with questions regarding Paid Time Off (PTO) when not able to work remotely should check with their manager or HR Business Partner. They have received information and responses to frequently asked questions specific to handling of time off for employees during the aftermath of the event.
- If you need assistance, Prudential has many resources to assist employees impacted by these challenging and disruptive events. The preparations and responding for a storm may be particularly stressful and emotionally taxing for many employees. Resources to support you can be found [here](#).
- These situations can affect our thoughts and interactions, both at the office and at home. Please remember that Prudential offers many free resources within the company's My Total Rewards site, including the external Employee Assistance Program that are available to support you and your family. You may also call our 24/7 Prudential Life Solutions line at 800-433-8960 Opt. #1 to

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speak with a counselor immediately as well as to be put in contact with additional support services. You can select Opt. #2 to speak with a Work/Life representative for needs related to dependent care questions, back-up care, childcare discounts, and referrals.

- Non-employees should check with their organizations for support.
- Information on Healthcare and Emergency Prescriptions from Employee Benefits – Contact WebTPA by calling 800-230-5107 or online at www.prudential.webtpa.com. If you need an emergency prescription fill, go to an open pharmacy, and fill it. Some home delivery pharmacy customers will have their shipments rescheduled or you can call to divert it to an alternate address. Contact OptumRx at 855-202-0709 for more information.
- Non-employees should check with their organizations for assistance.
- Supporting the community – The Prudential Foundation provides ongoing donation support to the American Red Cross, Team Rubicon and UNICEF who are already on the ground and prepared to provide aid in times like these. The company is closely monitoring the situation to determine how best to provide additional support.

*Accessible only on Prudential network.

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APPENDIX

A – Key numbers/Info

- Always call 911 for emergencies
- The **2100 Ross Dallas** property lobby desk is 214-777-4500 and security office is 214-754-6911.
 - Angela Wofford, 214-754-2988 (management office)
 - Chelsi Guyton, Asst. Property 214-405-1425 (cell)
 - Destiny Carver, Tenant Services
 - Bridget Wilcox, Security Director-brichardson-wylie@guardtexas.com 214-754-6911
 - Richard Sheppard, Dock/Security Supervisor-security@2100ross.com 214-754-2999
- The Management Office is located on the 8th floor in Suite 865. The Management Office phone number is **(214) 754-2988** and the office hours are 8:00 AM until 5:00 PM, Monday through Friday. The Management Office is closed on Saturdays, Sundays and holidays. During non-business hours, security staff will answer all calls and is capable of directing any emergency calls. The Security phone number is **(214) 754-6911**.
- Tenant portal with additional information on 2100 Ross Building Protocols
 - <https://2100rossave.info/main.cfm?sid=emergencies&pid=fire>
- 2100 Ross Avenue Fire and Emergency Evacuation Plan
 - <https://2100rossave.info/pdf/FireEvacuationPlanApproved9.17.19.pdf>
- **The Management Team of 2100 Ross Avenue is comprised of the following individuals, all of whom can be reached through the Management Office:**

Mark Ebeltoft
Building Engineer
mebeltoft@pacelm.com

Chelsi Guyton
Assistant Property Manager
cguyton@pacelm.com

Chelsi Guyton
Assistant Property Manager
cguyton@pacelm.com

Norman Chreene
Building Engineer
nchreene@pacelm.com

Angela Wofford
Property Manager
awofford@pacelm.com

George Hammond
Chief Operating Engineer
ghammond@pacelm.com

Luis Ortiz
Building Engineer
lortiz@pacelm.com

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- The **2200 Ross Dallas** property lobby desk is 214-777-5320
 - Building security, Fortis Security, 214-777-5320 EXT 5320
 - Teresa Jarvise, Property Manager, tjarvise@fpgdallas.com, 214-777-5300
- The **2200 Ross Dallas** Building Emergency Planning Safety Training and Procedures



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- The Prudential Global Security GSCC (available 24x7) is at 973-802-6675 or gscct@prudential.com
- Visit <http://globalsecurity.prudential.com> for information on your office.

B – Resource Summary

- American Red Cross [Get Help | Emergency Preparedness | Red Cross](#)
- Emergency kit checklist: https://www.ready.gov/sites/default/files/2021-02/ready_checklist.pdf
- Ready.gov toolkit: <http://www.ready.gov>
- Red Cross shelter information: <https://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter.html>
- Travel Preparedness from Prudential Global Security:
<https://globalsecurity.prudential.com/travel>
- Wireless Emergency Alerts (WEAs): <https://www.fcc.gov/consumers/guides/wireless-emergency-alerts-wea>
- Wireless Emergency Alerts (WEAs): <https://www.SF72.org>
- Wildfire Resources: [Ready.gov/wildfires](#)
- Wildfire Tips: [TexasReady.gov](#)
- Stay Connected: [twitter.com/TDEM](#)
- Call 2-1-1 for information on evacuation shelters

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- **City of Dallas Office of Emergency Management & Crisis Response**
1500 Marilla St.
Dallas, Texas 75201
Email: OEMDepartment@dallas.gov
Phone: [\(214\) 670-4275](tel:(214)670-4275) Fax: [\(214\) 670-4677](tel:(214)670-4677)

Public Health Emergency Preparedness Division

Dallas County Health and Human Services

2377 N. Stemmons Freeway, Suite 500, Dallas, TX 75207
Telephone: [\(214\) 819-2834](tel:(214)819-2834)
E-mail: php@dallascounty.org