

Annex 6

Electrical

Outage

ELECTRICAL OUTAGE

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| INCIDENT COMMANDER | Mall Manager or Designee (MOD) |
| LIAISON OFFICER | Office Administrator or member of IMAT |
| SAFETY OFFICER | Security Director or Asst. Security Director |
| PUBLIC INFORMATION OFFICER | Director of Mall Marketing or member of IMAT |
| OPERATIONS SECTION CHIEF | Operations Director or Maintenance Supervisor |
| ADDITIONAL REFERENCES | |

A complete power outage while the building is occupied not only disrupts business, but presents the possibility for disorderly conduct and criminal behavior. An immediate response by mall management is essential to deterring problems.

Single Tenant Loss of Power

- Notify Operations / Maintenance to inspect the store's electrical boxes and distribution center for tampering or property safety concerns.
- Unless the resolution is obvious and simple, advise the tenant to contact an electrician.

Entire Mall or Major Sections of the Mall Loss of Power

- The Tenant Emergency Response Guide instructs tenants to clear their stores of customers and close their doors if power is not restored in 30 minutes.
- Immediately establish a Security presence in the mall through the use of mall personnel carrying flashlights and use of individual radios. Use Housekeeping, Mall Office employees, and available Maintenance personnel to give the appearance of more staff members. The time of day and amount of emergency lighting in the mall will determine the amount of personnel necessary. Establish patrol zones and posts for maximum coverage.

- Contact the police and utilities company to determine the estimated time for the power to be restored. Request interior police patrols at the mall if needed.

NOTE: The police may not be available if the problem has affected surrounding areas.

- If the problem is limited to the mall, contact the utility company to respond to the property.

- Conduct a preliminary visual inspection of electrical rooms and power lines to the mall to determine if there are any immediate safety concerns. **DO NOT TOUCH ANYTHING OR ENTER AREAS WHERE THERE APPEARS TO BE A PROBLEM.**
- Make notifications as directed by the Critical Alert procedure.
- If service has been or is predicted to be disrupted for an extended period of time, consult with the Mall Manager in regards to closing the mall. The Mall Manager shall ensure the Emergency Management Coordinator is notified of any extended power outage.
- Document the timeline for the incident.
- If customers or employees are trapped in elevators, Security shall contact the occupants on the elevator emergency phone and communicate the need to remain calm while the problem is being assessed and attempt to determine if there are any immediate and emergency needs. If necessary, the Fire Department shall be contacted to affect any emergency access to the elevator.
- Establish a Fire Watch as required by local fire codes.

Once Power is Restored

- Conduct a follow up visual inspection of electrical rooms and power lines to the mall to determine if there are any immediate safety concerns.
- Notify local authorities all tenant fire alarm systems are activated and fire monitoring is operational.
- Security will complete a D3 entry regarding the incident.