

HURRICANE PREPAREDNESS

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Greenway Plaza

GREENWAY PLAZA EMERGENCY PREPAREDNESS PLAN

# Hurricanes

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# HURRICANE PREPARATIONS

Each year the Hurricane Season begins on June 1, and continues through November 30<sup>th</sup>. Greenway Plaza has an Emergency Preparedness and Response Plan for anticipated normal emergencies as well as major emergency operations that will affect the normal building operations.

As part of the Emergency Preparedness and Response Plan, a section of the plan is dedicated to Hurricanes. The goals and objective of the plan are to:

- Minimize risk to the life safety of building occupants
- Minimize damage to property
- Minimize operational disruption
- Maintain complex security
- Accurately inform appropriate parties
- Restore operations as quickly as possible

In addition, Greenway Plaza maintains dedicated Building Emergency Response Personnel (BERP) members, who are assigned specific tasks and levels of responsibility from prevention to mitigation and recovery from a specific emergency. BERP members in the hurricane plan have specific areas of responsibility from monitoring weather to performing storms preparations. The process as specifically dedicated in the hurricane plan, calls for intense operations at the building level prior to the arrival of any storm, as well as the mitigation process during and after the storm.

Greenway Plaza's hurricane preparations begin *anytime the upper Texas coast is threatened by any tropical systems*. Once this criteria has been met the elements of the mitigation phase of the preparedness plan will be initiated. In conjunction with this plan Greenway Plaza will align its preparations to coincide with the established system of watches and warnings that are issued from the National Hurricane Center in Miami. This methodology provides for a consistent time frame for anticipated minimal actions. A Hurricane Watch is issued if an area is within 36 hours of a possible impact by a storm. A Hurricane Warning is issued if an area is within 24 hours of a possible impact by a storm. In most cases, Greenway Plaza planning will have been initiated beyond 36 hour threshold.

Hurricane preparedness begins in the month of May each year. Specific preparations include:

- A complete inventory of supplies in accordance with the Hurricane Master Supply List.
- Procurement of any additional requested supplies
- Ensure operational status of the Emergency Response Room (Emergency Response Room).
- Ensure preparedness activities of any third party contactors.
- Conduct annual Crescent employee training.
- Pre-storm building by building survey of Greenway Plaza.
- Complete preventive maintenance of all generators.
- Test and verify all communications media including satellite telephones and the customer 1-800 number.

The focus of the hurricane preparation is to ensure that by June 1<sup>st</sup> each year that the property is ready to begin the hurricane season. With the commencement of the Hurricane Season, monitoring of both the Atlantic Ocean and Gulf of Mexico will begin on a daily basis to determine any trends in weather pattern, development of areas of disturbed weather, or the direction and strengths of any identified storms. At any time that the direction of a storm indicates a possible impact to the upper Texas coast, the storm development will be closely monitored. As watches or warnings are issued by the National Hurricane Center, the hurricane preparedness response will be initiated.

## Hurricane Mitigation

Once the hurricane preparedness plane is initiated, a communication process will begin at the individual customer level. In most cases the customer contact for each customer will be directly contacted by the building manager, to start of the communication process. During this time, each customer should be initiating their specific business emergency plan or business recovery plan. The focus of the communication plan will be to provide close communication with each customer as to the ongoing preparations at the buildings, so that a coordinated emergency response time line can be established through the open communication process. This coordination may take place in the following areas:

- Customers and Building Emergency Response Personnel
- Regulatory components and Building Emergency Response Personnel
- Regulatory components and Customers

The building manager for each customer will continue the ongoing communication process during the hurricane's approach, and coordinate the following information:

- Partial or complete evacuation timelines
- Coordinate when the evacuation or relocation is complete
- Provide updated regarding any changes in standard responses
- Continual updates on status of situation
- Control/mitigation efforts of different entities
- Communicate when the emergency is over
- Coordinate reoccupation of the building, post event

In the event that the storm produces building damage, the building emergency response team will assess building damage and determine the methodology for the mitigation process. During any building assessment, coordination of customer space damage will be the part of a communication process between the designated customer contact person, and the building manager. The objective of this process is to coordinate access to a customer's area once area is deemed safe to enter by the building manager.

The communication process will be on-going throughout the hurricane storm process, from the point of detection through the termination of the storm status by the National Hurricane Center. Greenway Plaza will coordinate communication through a communication matrix which includes:

- Customer information notifications via email
- Media Releases through the corporate communication process
- Building public address system
- Building telephone system
- Intercom system
- Dedicated alternate serviced phone lines
- Satellite telephone
- Walkie-talkie
- Cellular telephone
- Radio announcements via KTRH AM radio
- 1-800-number (1-800-214-1990)

The focus of the communication process is to provide ongoing and up to date communication through a redundant communication process for any fail over in communication. The goal is to be able to provide a base line of communication regardless of a singular system failure. In most cases telephone communication or cell phone communications will be a primary method of communication. Greenway Plaza may provide walkie-talkie communication as available. A 1-800 telephone number will be activated to ensure building status, as well as a satellite communications for situations that reach beyond traditional communication options.

# Building Evacuations or Closures

In the event that a hurricane's approach may result in the evacuation or closing of the Greenway Plaza complex, the Vice President of Property Management for Greenway Plaza will authorize the building closures. Prior to any building closure the communication process will have been initiated and building closure timelines will have been established. In order to coordinate the evacuation process at each building of essential hardware, files, or other materials, the building manager will coordinate access to all docks and elevators necessary for an expeditious evacuation process. Coordination of docks and elevators is essential to the evacuation process, since multiple customers will need simultaneous access to these resources.

If a storm is determined to be an impact upon Greenway Plaza, as the storm approached inland, docks and building will be secured, and non essential personnel will be evacuated. Customers that need any on-site staff during the impact of the storm will be required to provide an accounting of those identified personnel to the building manager, and upon approval those identified personnel should be limited to a designated area inside the building. Greenway Plaza reserves the right to evacuate any building completely if a condition is determined to be dangerous.

## Control and Mitigation

Greenway Plaza monitors the conditions of the Atlantic Ocean and Gulf of Mexico during the hurricane season. The goal of this monitoring process is to continuously watch the upper Texas coast for any possible threat potential from any tropical system. The National Hurricane Center in Miami will issue Hurricane Watches and Hurricane Warnings that each has time lines associated with them; however Greenway Plaza monitors storms to extend these time frames to the greatest point of preparedness. Once any threat is established by a tropical system, Greenway Plaza will begin the Control and Mitigation process that will coincide with the appropriate watch or warning.

During a Hurricane watch the following actions will take place:

- Notification of Greenway Plaza personnel (BERP)
- Preparation for Greenway Plaza personnel (BERP) mobilization
- Authorization of release of customer notices and media releases.
- Development of mobilization rosters for 24/7 coverage
- Verification of all communication numbers
- Confirm inventory of hurricane supplies
- Confirm contents of all first aid equipment
- Confirm the operational status of the Emergency Response Room
- Conduct building by building and floor by floor readiness inspections
- Confirm by customer, the initiation that customer safeguards are in progress
- Confirm essential customer personnel that may be in the building during a storm
- Continuously monitor development of the storm
- Test generators, emergency circuits, sewer and sump pumps
- Ensure additional fuel supplies are maintained

- Perform roof top inspections
- Secure all landscaping supplies and equipment
- Inspect all garages and loading docks

During a Hurricane watch the following actions will take place:

- Activate the Greenway Plaza 24/7 staffing plan
- Authorize hurricane warning notices to all customers
- Determine and authorize building and garage closures, access control plan and elevator recall plan
- Activate the Emergency Response Room
- Communicate to customers the building closure plan
- Confirm communications resources
- Monitor the storms through landfall and until the warning is lifted
- Ensure positive lock controls of all buildings
- Deploy pumps to predetermined locations
- Deploy generators to predetermined locations
- Ensure any adjacent construction sites around Greenway Plaza have been secured
- Ensure emergency contact procedure for essential contractors
- Ensure loading dock closures
- Remove all gate arms in garages
- Deploy sand bags to predetermined locations

## Recovery

When the hurricane threat has dissipated or passed through the Greenway Plaza area, the focus of the building response will be directed from response to recovery. The goal of this process is to establish and return the buildings to normal operation as quickly as possible.

Recovery will begin with a preliminary damage assessment to determine the scope of the emergency. Essential repairs will then be made to protect life and property and mitigate further damage. A thorough evaluation of damage to the property will then be conducted and a detailed damage assessment prepared. Once the building is determined to be safe to occupy, a re-occupation process will begin. Customers will then able to begin to return to normalized operations. Dock and elevators restrictions may be limited to ensure customers have access during the return to normal operations process. Longer term damage mitigation may continue even after the normal operation of the buildings is established.

## Conclusion

The primary objective of the hurricane preparedness process is to openly interact with building customers during the hurricane season. As a storm approaches this coordination process will

intensify as hurricane watches or warnings are issued. This communication process will enable customers to work in concert with the Greenway Plaza Emergency Preparedness Plan, enabling a continuous process towards the mitigation. Greenway Plaza strives to pre-plan for hurricane events, while actively executing a detailed preparedness plan. The process from pre-storm to post-storm is actively evaluated to ensure that all possible preparation is made to mitigate and recover from the impact of a hurricane.