

Emergency Actions



ACTIVE SHOOTER

EVACUATE

Have an escape route and plan in mind
Leave your belongings behind
Keep your hands visible

LOCK DOWN

If safe, advise mall patrons to enter your store
Secure store by closing security gate and locking doors
Hide in an area out of view
Silence your cell phone and remain quiet

TAKE ACTION

As a last resort and only when your life is in imminent danger
Act with physical aggression and throw items at the active shooter
Attempt to incapacitate the shooter
Fight for your life!



FIRE

EVACUATE

Have an escape route and meeting place pre-planned
Leave your belongings and merchandise behind
Proceed to pre-planned meeting place
Always follow any automatic fire alarm with a call to 911 to confirm an actual fire

Information to provide the dispatcher:

1. Location of the store
2. Location of the fire inside the store
3. Whether the store is still occupied
4. Number and approximate location of any persons still inside

Move a safe distance away from the building



HAZARDOUS MATERIAL

CONTAINMENT

Do not touch, taste, or smell the material
Attempt to stop flow of substance, if possible, only if you are able to do so safely
Do not attempt to remove the material from the site
Note any markings, placards, or numbers on the container

EVACUATE

Leave the area immediately and instruct others to do the same
If possible, evacuate using the same or higher floor, not a lower floor
If possible, evacuate in an up-wind direction



BOMB THREAT SUSPICIOUS PACKAGE

CALL 911

Note the exact words used and background noise
Note the location of the device, what it looks like, and when it will detonate
Note the description of the person or the gender, approximate age, and any accents of the caller
Call 911 and contact mall security

EVACUATE

If you feel you're in immediate danger, evacuate the area

**NEVER HANDLE OR
ATTEMPT TO CHECK A
SUSPICIOUS PACKAGE
CALL 911**

DO NOT GO BACK INSIDE



SYRACUSE POLICE
NON-EMERGENCY
315-442-5111



destiny usa

DIAL 911



RETAIL EMERGENCY PLAN

-  ACTIVE SHOOTER
-  FIRE
-  HAZARDOUS MATERIAL
-  BOMB THREAT
-  POLICE TIPS LINE
-  ONE CALL NOW
-  MAPS



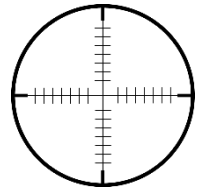
Telephone Contact List

- Emergency.....911
- Syracuse Police (non-emergency).....315-442-5111
- Syracuse Fire Dept. (non-emergency).....315-471-1161
- Rural Metro.....315-471-0102
- DestinyUSA Mall Security.....315-466-6011
- DestinyUSA Management Office.....315-466-6000
- Syracuse Fire Inspector.....315-473-5525
- Onondaga County Health Department.....315-435-3252
- Onondaga County Poison Control.....315-435-3271



SYRACUSE POLICE
315-442-5111

DIAL 911



ACTIVE SHOOTER

EVACUATE

- If possible, leave the building - USE ANY EXIT
- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible
- Leave your vehicle behind - WALK TO RALLY POINT

LOCK DOWN

- Secure store by closing security gate and locking all access doors
- If safe, advise mall patrons to enter your store
- Hide in an area out of view
- Silence your cell phone and remain quiet
- Try not to turn off your cell phone to allow updates from ONE CALL NOW

TAKE ACTION

- As a last resort and only when your life is in imminent danger
- Act with physical aggression and throw items at the active shooter
- Attempt to incapacitate the shooter
- Fight for your life!

DIAL 911 WHEN IT IS SAFE TO DO SO

Information to Provide:

1. Location and number of shooters
2. Physical description of shooters
3. Number and type of weapons
4. Location and number of victims

How to React:

1. Keep your hands raised with fingers spread
2. Avoid screaming or yelling
3. Do not stop to ask officers for help or directions
4. Remain calm and follow instructions



FIRE

EVACUATE

- Have an escape route and meeting place pre-planned - KNOW THE EXITS!
- Do NOT use an elevator
- Leave your belongings and merchandise behind
- Proceed to pre-planned meeting place

Always follow any automatic fire alarm with a call to 911 dispatcher to confirm an actual fire.

Information to provide to the dispatcher

1. Location of the store
2. Location of the fire inside the store
3. Whether the store is still occupied
4. Number and approximate location of any persons still inside

Move a safe distance away from the building

DO NOT GO BACK INSIDE

WHEN HELP ARRIVES

- Meet with first responders and provide information they request.
- Do NOT go back inside the store unless told to do so by authorities



HAZARDOUS MATERIAL

CONTAINMENT

- Do not touch, taste or smell the material
- Attempt to stop flow of substance, if possible, only if you are able to do so safely
- Do not attempt to remove the material from the site
- Note any markings, placards or numbers on the container

EVACUATE

- Leave the area immediately and instruct others to do the same
- If possible, evacuate using the same or higher floor, not a lower floor
- If possible, evacuate in an up-wind direction

CALL 911 and CONTACT MALL SECURITY

- Information to Provide:
 - 1. Location of the spill
 - 2. The type of material spilled (if known)
 - 3. Size of the spill
 - 4. Number and location of victims

WHEN HELP ARRIVES

- Meet with first responders and provide information they request.
- Do NOT go back inside the store unless told to do so by authorities



BOMB THREAT / SUSPICIOUS PACKAGE

CALL 911

- What were the exact words used? _____
- Was there any background noise? _____
- When will it detonate? _____
- Any description of the package/device? _____
- Location of the device? _____
- Gender of the person: _____ Description: _____
- Approximate age: _____ Any accents noted? _____
- Call 911 and Mall Security

SUSPICIOUS PACKAGE

- Do NOT open the package
- Note any sounds or smells coming from the package
- Call 911 and contact mall security

EVACUATE

If you feel you're in immediate danger, evacuate the area

**NEVER HANDLE OR
ATTEMPT TO CHECK A
SUSPICIOUS PACKAGE**

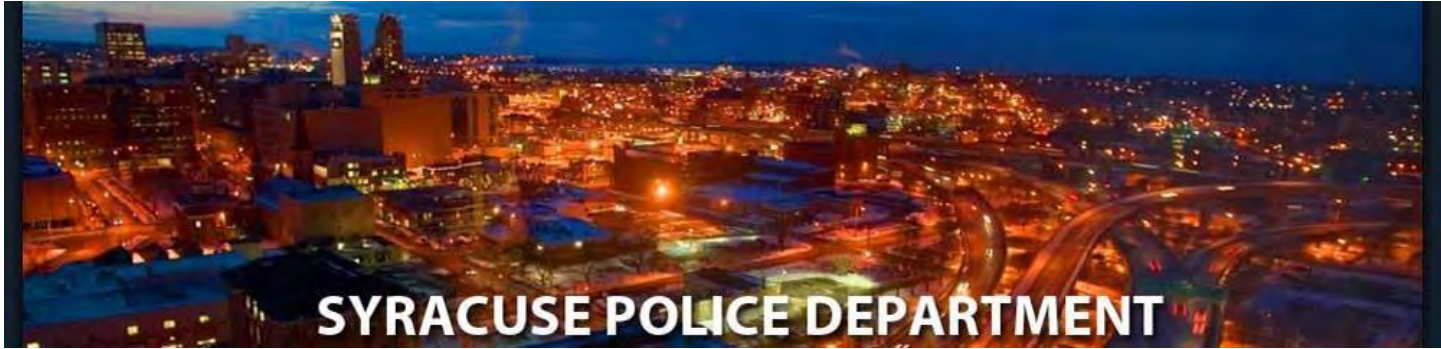
CALL 911

WHEN HELP ARRIVES

- Meet with first responders and provide information they request.
- Do NOT go back inside the store unless told to do so by authorities



POLICE TIP LINES



The ultimate goal in the latest endeavor of the Syracuse Police Department's Criminal Intelligence Section is to provide a way for citizens of the City of Syracuse to submit an anonymous tip to the Syracuse Police Department. The purpose of this is to enhance the overall safety and security of the City of Syracuse and its citizens. We are aware the citizens providing information via this avenue may be concerned about their personal safety, hence we have elected to utilize an anonymous format as public safety is paramount to SPD. Whether information provided is relative to an incident that has previously occurred or one that is going to occur, all tips are confidential and will be investigated.

To Report a Tip:

<http://syracusepolice.org/report.asp>

To report to Destiny USA Mall Security Director:

Destinyusa.dir.mall@universalpro.com



ONE CALL NOW

Attention All Store Managers:

We are happy to introduce DestinyUSA Mall tenants to a new communication tool that should allow us to quickly send emergency or informational messages to tenants. It is our hope that the use of the One Call Now notification service will help us keep everyone informed in emergency situations. You may be familiar with this type of service as many local municipalities use it to notify residents of school closings, severe weather, etc.

The One Call Now system can deliver messages via phone, SMS text and/or email. Each tenant can have up to six phone numbers and five email addresses assigned to them. This will allow us to send messages to the appropriate personnel within your organization.

By using this service, we are able to better communicate with tenants by allowing us to send you urgent messages such as weather/evacuations, criminal activities in the mall, or amber alerts.

Please take the time to fill out the One Call Now info form and return it to Guest Services as soon as possible.

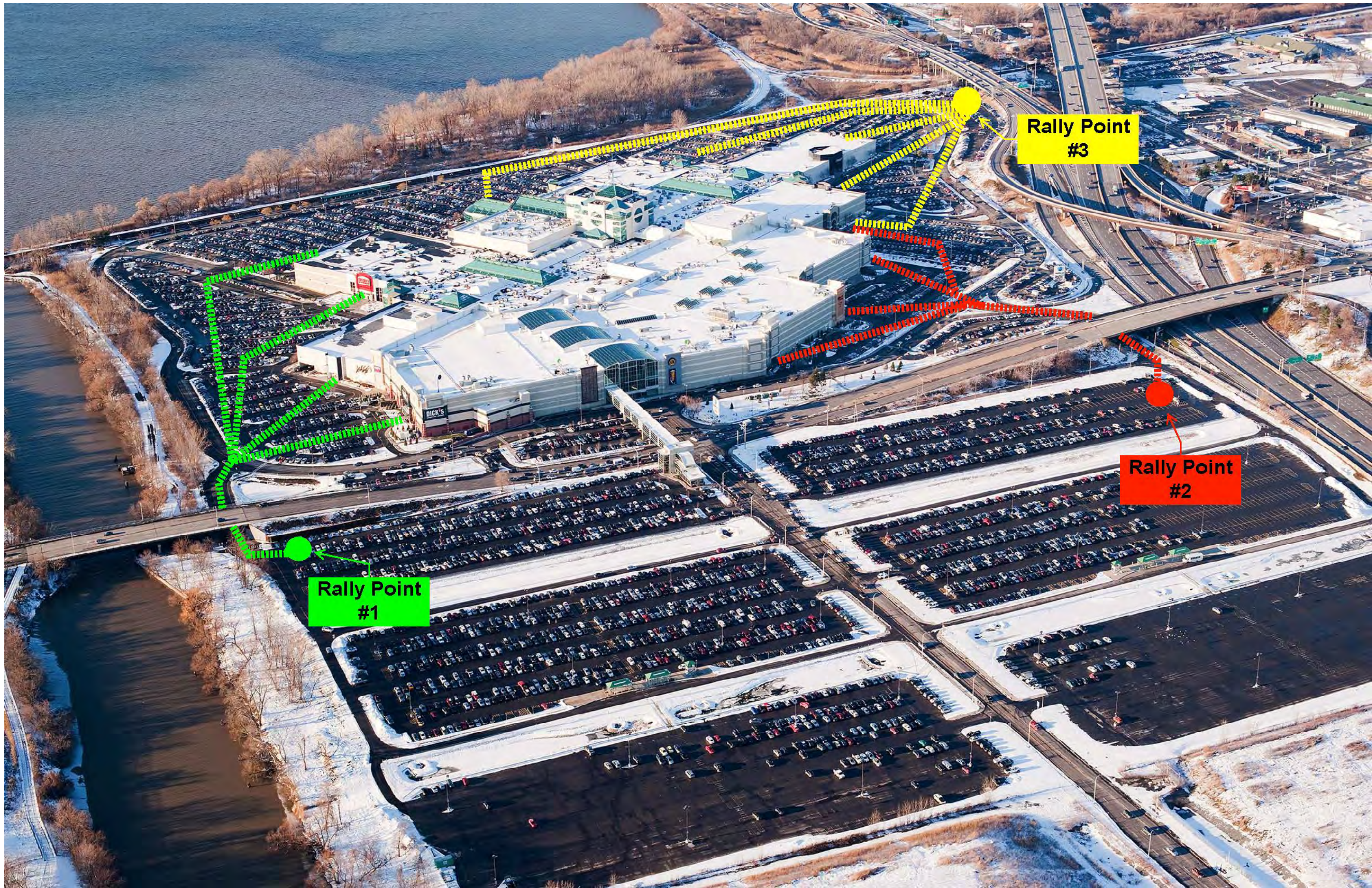
It is vital that you fill out a new form anytime there are changes.

If you have any questions regarding the type of messages that will be sent using this system, please contact the mall office.

We hope you find this service to be beneficial. Please let us know of any questions or concerns you may have.

Thank you.

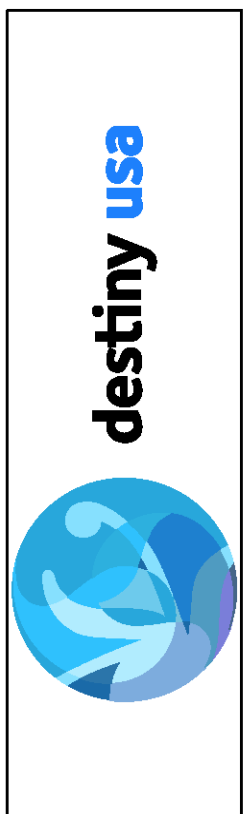
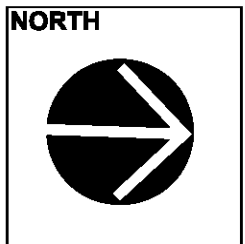
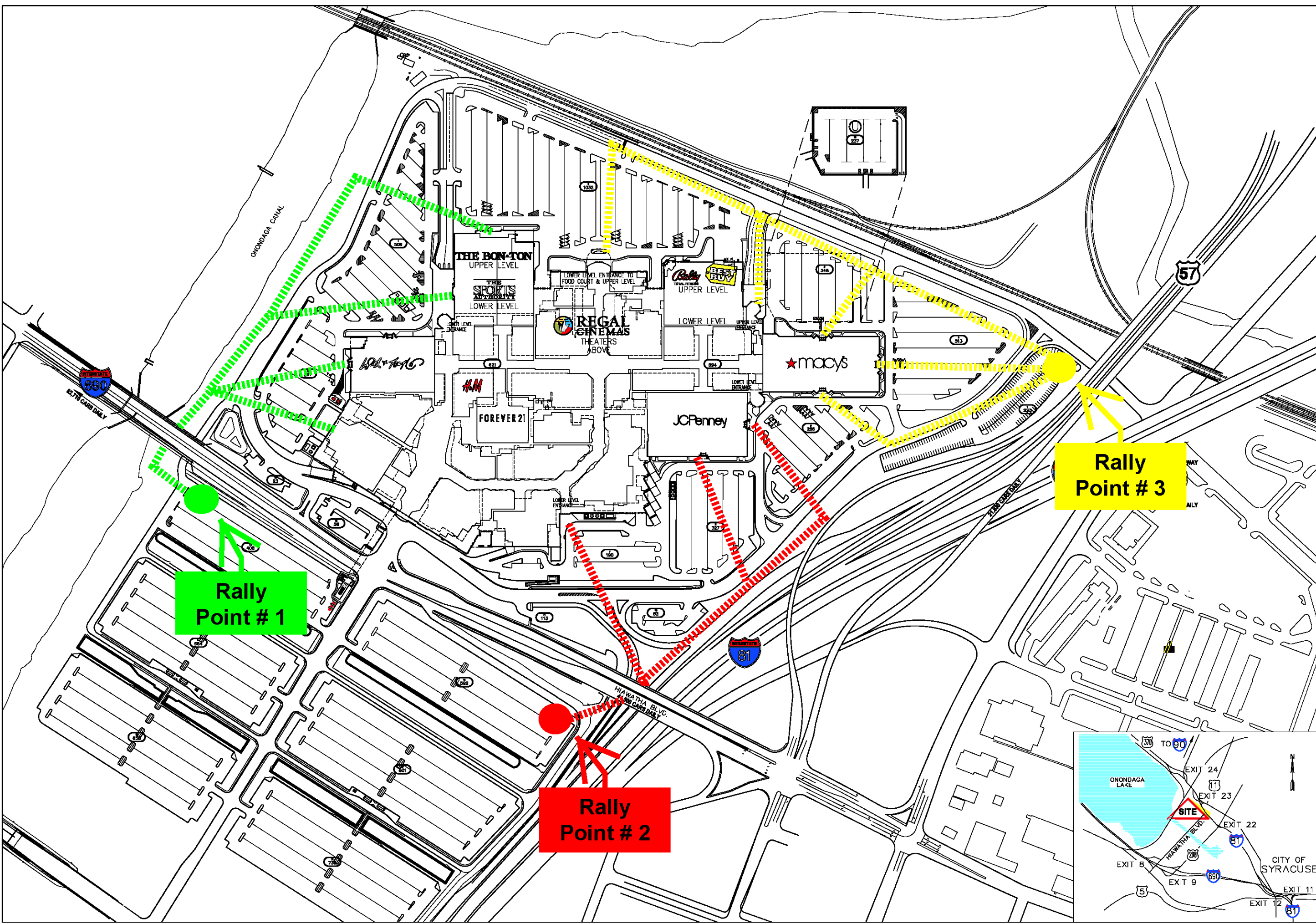




**Rally Point
#3**

**Rally Point
#2**

**Rally Point
#1**



PYRAMID
 THE PYRAMID COMPANIES
 4 CLINTON SQUARE
 SYRACUSE, NEW YORK 13202
 (315) 422-7000
 www.pyramidmg.com
 9000 CAROUSEL CENTER
 SYRACUSE, NY 13290
 P: (315) 446-0000
 F: (315) 446-8900
 GENERAL MGR: ROB SCHOENECK

LOCATION:
SYRACUSE, NY

DRAWING:
SITE PLAN

DATE:
18-Jun-12

SCALE:
N.T.S.

FILE NUMBER:
13728-262

S1

