Emergency Action Plan

University of Cincinnati Bookstores
Market on Main (MOM)

Effective Date March 14, 2013
University of Cincinnati Bookstores
Market on Main
Campus Recreation Center
Cincinnati, OH 45221-0009
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OBJECTIVES OF THE PLAN

A. To provide awareness about emergency and safety procedures for all employees of the Market on Main, managed by Follett Corporation.

B. To ensure that all employees responsible for supervising activities and/or facilities are aware of their responsibilities in case of an accident or incident.

C. The plan is meant to:
   a. Provide a safe learning and working environment.
   b. Provide an orderly set of procedures to implement in case of emergency.
   c. Ensure the continued operations of the department.

DUTIES AND RESPONSIBILITIES

A. All Employees Are Responsible For:
   1. Learning how to report an emergency.
   2. Understanding evacuation procedures.
      i. Fire
      ii. Tornado
      iii. Severe Weather
      iv. Bomb Threat
   3. Understanding the shelter in place process.
   4. Keeping fire hazards in the work area to a minimum.
   5. Reporting any unsafe conditions to your supervisor and/or Public Safety.
   6. Evacuating the building in the event of ANY fire alarm.
   7. Being aware of locations of fire exits.
   8. Assisting visitors and/or disabled persons in an emergency.
   9. Following the outlined procedures to ensure the continuity of operations.

B. Supervisory Personnel:
   1. All supervisory personnel are responsible for ensuring that all employees within their jurisdiction have been properly briefed regarding Emergency procedures.
   2. All supervisors must also ensure that all personnel located within their area of responsibility are safely evacuated from the building when an alarm is initiated.
   3. Supervisors are first responders in case of emergency. They must utilize staff using the outlined procedures as a guide to ensure efficient response and care.
EVACUATION

In the event of an evacuation (fire, bomb, or other cause) the following steps will be followed:

- When an alarm sounds, STOP activity in your area.
- All stairwells will be used for evacuation of the building.
- The elevators will NOT be used for fire evacuation (fire alarm sounding).
- When an evacuation is ordered, leave the building by the nearest stairwell and exit door. Leave the building quickly, but do not run.
- Provide assistance to physically disabled persons (described below).
- Keep conversation to a minimum during evacuation.
- Close doors when leaving areas to limit fire and smoke damage.
- If confronted with smoke keep near the floor.
- If confronted with smoke in a stairwell attempt to use an alternate stairwell.
- The Building Supervisor will verify that all employees and members have evacuated.
- Assemble at the entrance to Starbucks so that emergency personnel have access to the building and employees can be accounted for.
- Complete the evacuation process even if the alarm ceases sounding.
- Do not re-enter the building until an all-clear is given by the Public Safety department.

EVACUATION OF DISABLED PERSONS

Special procedures are in place for persons with physical disabilities who may be present in the building during a fire. Persons with physical disabilities are permitted to stay in the building during a fire emergency only if they are non-ambulatory or where elevator assistance is essential for their evacuation and they are located either above or below the ground floor. Elevators cannot be used during a fire. All other persons with disabilities need to evacuate the building in an emergency situation. If required, persons with a visual impairment should seek assistance from employees or other occupants in the building.

Guidelines for Employees:

In an emergency situation- either the sounding of a fire alarm or a voice evacuation message- if you can do so without endangering yourself or others, do the following:

- You are requested to assist persons with physical disabilities with evacuation.
- If the person is not able to evacuate, the Emergency Communications Dispatcher should be called (9-1-1) immediately and advised of the person’s exact location. A person with non-ambulatory disabilities should either remain in or be directed to a safe place, or a room with an exterior window and a telephone. If possible, remain with the person with the non-ambulatory disabilities until the arrival of a Police or Fire officer.
FIRE

All employees should:

- KNOW WHERE THE NEAREST FIRE ALARM PULL STATION IS LOCATED
- KNOW WHERE ALL EMERGENCY EXITS ARE LOCATED
- KNOW WHERE THE NEAREST EMERGENCY “HELP PHONE” IS LOCATED

In the event a fire is discovered, the following steps will be followed, as long as the employee is not putting themselves in immediate danger:

- Exit the area of the fire immediately. Employees should not attempt to fight a fire. Guide persons in the area to exit the building by the nearest emergency exit or stairwell. (see evacuation procedures)
- An employee should not put themselves in danger if a visitor or student refuses to leave. Give emergency personnel the description and last location of any persons that refused to leave.
- Pull the fire alarm station on the way out of the building.
- Call 911 from a phone located a safe distance away to report the exact location of the fire.
- Exit the building and await the fire department by the main entrance to provide additional information.

SEVERE WEATHER

The University has implemented a severe weather warning system as part of its ongoing fire and life safety systems upgrade. This system allows Public Safety to play pre-recorded announcements in the Campus Recreation Center building when severe weather threatens.

This system will be used in conjunction with the existing Hamilton County siren warning system. The sirens effectively warn persons out of doors, however they do not provided good coverage indoors. The campus system delivers the warnings to persons inside the buildings, as well as providing more detailed instructions.

The Hamilton County warning sirens use a steady tone to indicate a severe weather warning (a rise fall tone is used for an attack warning). Both tones are tested on the first Wednesday of each month at 12:00 noon, unless there is a threat of severe weather. The campus severe weather warning system will be tested at the same time during the months of March through July.

Severe Thunderstorm:

A severe thunderstorm WATCH indicates that conditions are favorable for the formation of a thunderstorm of 58 mph or greater. Hail with a diameter of ¾” or more may also be present. A severe thunderstorm WARNING is issued when severe thunderstorms have developed in the area. Shelter should be sought indoors, away from windows.

What to do during a Severe Thunderstorm Warning:
- Remain indoors, away from windows and exterior glass.
**Tornado:**

When a tornado is coming, you have only a short amount of time to make life-or-death decisions. Advance planning and quick response are the keys to surviving a tornado. The Cincinnati area is at risk for tornadoes, and has experienced a number of deadly storms.

A tornado WATCH is issued by the National Weather Service when tornadoes are possible in your area. Remain alert for approaching storms.

A tornado WARNING is issued when a tornado has been sighted or indicated by weather radar. The campus severe weather warning system will be activated. This system gives voice instructions, please listen carefully to what is said. Hamilton County will activate the outdoor warning sirens.

What to do during a Tornado Warning:
- Move restrooms in the rear of the store. Look for the signs marking the severe weather shelter areas.
- Listen to the campus severe weather warning system for instructions and for the all clear.

**Snow Emergencies:**

Market on Main will follow the university policy for snow delays and cancellations.

Market on Main will make all efforts to stay open when the university does not have a closing or delay during inclement weather.

If the University of Cincinnati Bookstores Director feels that the weather warrants, non-essential staff may be permitted to use vacation or compensatory time to leave early.

**SHELTER IN PLACE**

In the event of a hazardous materials emergency, personnel may be asked to shelter in place. Shelter In Place is a safety procedure designed to help protect you during a serious airborne hazardous material emergency. It means taking shelter inside the building until the danger has passed. The University of Cincinnati is a participant in the Shelter In Place program coordinated by the City of Cincinnati and Hamilton County.

The goal of Shelter In Place is to prevent contaminated outside air from entering a building for the duration of an incident. In many cases, simply limiting the intake of outside air provides sufficient protection. In incidents involving very high levels of contamination, steps must be taken to seal off a safe area. Incidents usually last a few hours, not days or weeks. For this reason, there is little danger you will run out of oxygen during this procedure. The nature of most incidents means that there is insufficient time to evacuate everyone from everywhere there potentially could be
contamination. Efforts will normally be made to evacuate persons in the immediate area of the chemical spill, where the risk is highest. Others who are located in surrounding areas will be advised to Shelter In Place.

If you are instructed to Shelter In Place, employees take the following safety actions -

If on campus:
- Go to the designated shelter area for your building. This is normally located on the upper floors, in the center section of the building.
- Close the doors (and windows, if any) to the shelter area.
- If available (this depends upon the department/college), use duct tape and plastic sheeting to seal the windows, doors, vents, and other openings to your shelter area. Wet towels may be used if plastic sheeting is not available. Note that sealing the room is less important than for houses, due to the construction and greater height of our buildings.
- Stay inside the shelter area until the all-clear announcement is given OR until you are told to evacuate.

You will be notified of a serious hazardous material emergency on campus by the Campus Emergency Warning System. The Campus Emergency Warning System uses the fire alarm speakers located throughout buildings on the campus to give specific voice instructions in the event of an emergency. In the event that you need to Shelter In Place, announcements will be made directing you to take shelter, and when the emergency is over.

POWER FAILURE

- Emergency power is provided to the Campus Recreation Center by a back-up generator. The generator provides power only to essential lighting and building equipment. In the event of a power failure, this generator will start in less than a minute. The generator is fueled for eight hours of operation. Facilities Management is responsible for re-fueling of the generator.
- Receptacles that are fed by the generator are identified by a red color. Only essential equipment should be plugged into these outlets. Contact Facilities Management if there are questions as to what outlets are supplied by the generator.
- Computers that are on uninterruptible power supplies should be shut down in an orderly fashion. Other computer equipment, including printers, should be turned off so that they are not damaged should there be voltage surges when the normal power comes back on.
- The store manager should contact Facilities Management at 556-2500 during the day and Public Safety at 556-1111 during off hours to ascertain the expected duration of the outage.
- The Bookstores Director will determine if the outage is of sufficient duration to send staff home.
BUILDING SECURITY

Market on Main is open to the general public during normal business hours, and when public events have been scheduled after hours. Access to specific spaces within the building may be restricted to on-duty employees. Areas that are so restricted should be marked with appropriate signage. Employees who encounter an unknown person in their workspace should (if they feel safe doing so), ask the person if they can be of assistance. All suspicious activity must be reported to loss prevention at 556-1282 and university police at 556-1111.

After hours access to the store is by ID swipe at the main entrance. Employees must disarm the alarm system upon arrival with their assigned code. Employees should not allow unknown persons to ‘tailgate’ into the store behind them after hours.

THEFT

To report a theft (or other non-violent crime), contact Mike Ziska at 556-1282 or by cell phone at 513-277-9792 and the police at 556-1111. While waiting for Public Safety to arrive the MOM Supervisor should complete an incident report found on the quad; the report should include the name of the officer that responded. As soon as the officer leaves, call the incident call line at 800-633-5595, extension 4885, option #2.

WORKPLACE VIOLENCE & VIOLENT CRIME

Unfortunately, workplace violence and violent crime does occur on university campuses, although very rarely. Examples of a violent crime are a shooter, or hostage situation.

In the event that a violent event was to occur in Market on Main, employees should remove themselves and members out of the line of view of the attacker. Evacuate from the building if possible. Contact the police by calling 911 on a campus phone, calling 556-1111 on a cellular phone, or using a help phone. Be aware that 911 calls from campus phones or picking up a help phone are automatically identified, so that if you cannot talk, officers will be sent to investigate. At the present time, there is no method of identifying where a cellular phone call is made, so you must be able to speak to summon assistance by cellular phone. Public Safety personnel will provide further instructions on the building public address system.

Following such an event, Loss Prevention must complete the necessary documentation and inform the Director of Loss Prevention, Kirk Diegel at 734-775-7117.

When it is safe to do so, report the incident to the incident call line at 800-633-5595, extension 4885, option #2.
BOMB THREATS & SUSPICIOUS PACKAGES

If you should receive a bomb threat, a suspicious package, or locate a suspicious item, contact Public Safety immediately by calling 911 on a campus phone.

If you receive a bomb threat, write down exactly what was said as soon as possible. If there is a display phone, note the number the call was received from. Await the arrival of police at the customer service desk.

If you receive a suspicious package, or locate a suspicious item, do not move or open the item. Clear the immediate area, and lock the area if possible. Meet the responding officers outside at the front entry doors.

INJURY MANAGEMENT

Injured or Sick Person Guidelines

In the event that an employee, student or visitor is injured or taken ill, the following actions will be taken:

The employee shall take appropriate first aid actions, including:

- Check the scene to ensure safety for the employees, victim, and any bystanders.
- Check the victim to ascertain the nature of the injury or illness.
- Ensure that Public Safety is notified by calling 911 from a campus phone, or 556-1111 from a cellular phone.
- Send an employee to meet the ambulance at main entrance to Market on Main.
- Care for the victim to the extent the employee is trained.
- Non-life threatening injuries to Follett employees should first be reported to Medcor at 1-800-775-5866.

A victim has the right to refuse an ambulance. However, if the employee feels an ambulance should be called, they may do so. This will allow the paramedics to make the call on whether the victim should be transported or not. The victim may still refuse care, but the paramedics will have the victim sign a refusal of care and document the injury/illness.

Incident Reports

An incident report must be filled out for every injury, no matter how small.

Crisis Management

The purpose of this plan is to give each member of Market on Main a plan of action in the event of a crisis situation (i.e., a death in the facility, robbery, etc.).
1. University Police and EMS will likely be on scene, if not, they should immediately be notified. Ask the University Police supervisor to make the appropriate notifications for the emergency.

2. Close the facility area where the incident has occurred, but try to keep other parts of the facility open.

3. Do not allow a member of the press into the area of emergency. Make this or a similar statement: “We are dealing with an emergency situation. We have no comment.” University Police will be able to assist you in controlling the media. Do not speak to anyone about the incident other than University Police, or your management staff.

4. Alert the following individuals in order:
   a. District Director of UC Bookstores
   b. Director of Main Street Operations
   c. Associate VP of Campus Services

   A phone list is located at the customer service desk.

5. When feasible, move staff and members directly involved, away from the scene to relax and calm down. Ask Public Safety where they would like to gather all individuals involved for debriefing.

6. Follow-up debriefings may occur when necessary.
District Director, UC Bookstores
Name: Linda Gindele
Office: (513) 556-1301       Cellular: (513) 658-3722
Pager: (513) 249-6744       Home: (513) 385-3720

Director, Main Street Operations
Kim Schmidt
Office: (513) 556-0599       Cellular: (859) 322-7529
Pager: Home:

TITLE: Store Manager
Name: Jon Shaffer
Office: (513) 558-3825       Cellular: (513) 413-2191
Pager: Home: (513) 753-1729

TITLE: Loss Prevention Manager
Name: Mike Ziska
Office: 556-1282          Cellular: (513) 277-9792
Pager: Home: (513) 923-2394
Continuity of Operations

In the event of an emergency preventing normal operations of the department, alternate means must be taken in order to ensure the continuity of operations. The exact circumstances will vary depending upon the nature of the specific emergency, but the result will generally be one of three possible situations. First, that we are unable to occupy the bookstore location, either for a short term or long term. Secondly, that a large number of our department staff are unable to report to work. Third, that we are both unable to occupy the building, and large numbers of our staff are unable to report to work.

This plan, therefore, addresses both the loss of physical assets and the loss of human resources. Each unit of the department is responsible for ensuring that the list of critical records, functions, and personnel is kept current. Unit supervisors will review and update these lists at least annually, and more often as needed.

Relocation

In the event of an emergency requiring the temporary relocation of the department, the recovery team leader will contact the Office of the University Architect, who is responsible for assigning an alternate space. In the event of a major emergency affecting a large portion of the University, the recovery team leader will contact the University Emergency Operations Center, where campus-wide coordination will occur.
Departmental "Critical Function" Mission Continuity Teams (Members of your departmental teams who will recover the department's "mission critical" functions).

Department Recovery Team:

Leader: Linda Gindele          Office Phone: 513-556-1301
Title: District Director        Home Phone: 513-385-3720
Home Address: 8210 Eagle Creek Rd
             Cinti, OH 45247            Cell Phone: 513-658-3722

Alt. Leader: Jon Shaffer        Office Phone: 513-558-3825
Title: MOM Store Manager        Home Phone: (513)752-1729
Home Address: 3929 Little Creek Dr
              Amelia, OH 45102         Cell Phone: (513) 413-2191

Member: Mike Ziska              Office Phone: 513-556-1282
Title: Loss Prevention Mgr      Home Phone: (513)239-6318
Home Address: 413 Hennepin      Cell Phone: 513-277-9792
              Maineville, OH 45039
Notes on Continuity Planning Process

The continuity planning process breaks down into four basic steps.

First is identifying the critical functions and personnel. What tasks does your department perform that are critical to the functioning of the University? How time critical is each task? Must it be restored to operation within 24 hours, 2 days, 2 weeks, or 2 months? Who does these tasks, and who are their back-up?

Second is identifying and protecting critical records. What records do you need to perform your critical tasks? What records are we required to maintain by law? How do you back-up those records? Where are the back-up copies stored?

Third is identifying the basic resources required. How much space do you need to house the critical personnel if your building is uninhabitable? How many telephones and computers do you need? Note that each department is not responsible for identifying their alternate location, this is coordinated centrally by the University Architect’s Office. Exact relocation locations are difficult to specify for individual departments ahead of time, as the space needs will vary depending upon the scale and duration of the emergency. Likewise, departments are not required to stock spare computers and phones. UCit and Purchasing will assist in replacing computers and telephones. However, if your department uses special or unusual computer or other equipment, you should include in your plan how to replace these items.

Fourth is identifying how your normal processes may be modified in an emergency. For example, some staff may be able to perform their work from home in an emergency. Other processes may be performed in a different manner than normal. For example, Purchasing can waive some of the normal processes for acquiring materials in an emergency situation.
<table>
<thead>
<tr>
<th>Function</th>
<th>Critical Y/N?</th>
<th>Performed By</th>
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</thead>
<tbody>
<tr>
<td>Opening and closing register / server</td>
<td>Y</td>
<td>Store management</td>
</tr>
<tr>
<td>Cashiering and customer service</td>
<td>Y</td>
<td>PT associates</td>
</tr>
<tr>
<td>Data entry</td>
<td>Y</td>
<td>Store management</td>
</tr>
<tr>
<td>Receiving merchandise</td>
<td>Y</td>
<td>Store management</td>
</tr>
<tr>
<td>Stocking the store</td>
<td>Y</td>
<td>PT associates</td>
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<tr>
<td>Convenience sales</td>
<td>Y</td>
<td>PT associates</td>
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<tr>
<td>Clothing / gift sales</td>
<td>N</td>
<td>PT associates</td>
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<tr>
<td>School supply sales</td>
<td>N</td>
<td>PT associates</td>
</tr>
<tr>
<td>Name</td>
<td>Unit/Dept.</td>
<td>Phone</td>
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</tr>
<tr>
<td>Jon Shaffer</td>
<td>MOM</td>
<td>558-3825</td>
</tr>
<tr>
<td>Brad Wadl</td>
<td>MOM</td>
<td>558-3825</td>
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<tr>
<th>Record Type</th>
<th>Critical Y/N?</th>
<th>Backup Method</th>
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<tbody>
<tr>
<td>1. Purchase orders</td>
<td>Y</td>
<td>Back up tapes / HO backup</td>
</tr>
<tr>
<td>2. Sales history</td>
<td>Y</td>
<td>Back up tapes / HO backup</td>
</tr>
<tr>
<td>3. Contact information</td>
<td>N</td>
<td>None</td>
</tr>
<tr>
<td>4. Receiving information</td>
<td>Y</td>
<td>Back up tapes / HO backup</td>
</tr>
<tr>
<td>5. RTV information</td>
<td>Y</td>
<td>Back up tapes / HO backup</td>
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<tr>
<td>6. Personnel records</td>
<td>Y</td>
<td>Home Office</td>
</tr>
<tr>
<td>7. Payment history</td>
<td>N</td>
<td>Back up tapes / HO backup</td>
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<td>41</td>
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<tr>
<td>Functional Area</td>
<td># of Staff</td>
<td>Square Footage</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Selling floor</td>
<td>6</td>
<td>2000</td>
</tr>
<tr>
<td>Mgr office</td>
<td>1</td>
<td>200</td>
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## Modified Processes

<table>
<thead>
<tr>
<th>Sample Process</th>
<th>Process</th>
<th>Modifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sales to customers</td>
<td>Borrow register from another local Follett store. Credit cards can be called in for manual authorization if necessary. Cash can be handled with a drawer and key if necessary.</td>
</tr>
<tr>
<td>2</td>
<td>Ordering product</td>
<td>Orders can be placed by Home Office.</td>
</tr>
<tr>
<td>3</td>
<td>Merchandise Receiving</td>
<td>Merchandise receiving can be done manually on the packing slip and then entered later or be sent to Home Office for entry.</td>
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