

Revised 03/2026



EAP

Emergency Action Plan

Revised 03/2026

INTRODUCTION

This manual is designed to guide you during office emergencies such as an evacuation, power loss, fire, weather disasters, medical emergency, bomb threats, active shooter, and other emergencies. It also explains how to report an incident and/or near miss and ensures you have the proper information pertaining to your office. Keep this manual in a visible location so that it is readily accessible when needed.

Anyone wishing for more information regarding emergency procedures should contact the safety department at safety@atwell.com or William Oswald at 720.541.6613(office) or 303.515.0071(mobile).

INTRODUCTION

Revised 03/2026

LOCATION

Office Address:

5630 Lake Michigan Drive
Suite C
Allendale, Michigan 49401

EMERGENCY OFFICE CONTACTS

Tier 1/Coordinator	Andrew Dewitt	616.443.8634
Tier 2	Jeff Williams	616.283.0145
Tier 2	James Smit	616.510.6310
Tier 2	Griffin Sheline	616.334.6598

PHONE NUMBERS

	Local #	Emergency #
Police Department	616-738-4000	911
Fire Department	616-895-6295	911
Ambulance/EMS	616-895-6295	911
Building Maint.	616-886-6853	616-886-6853

	Phone #	Email
Atwell Safety	720.541.6613 303.515.0071	safety@atwell.com
Atwell HR	248.447.2023	HR@atwell.com
Atwell Fleet	248.447.2000	fleet@atwell.com

LOCATION/PHONE NUMBERS/CONTACTS

POWER OUTAGE

What to do:

- Report outage to Technology Services.
- Shut off computers and other equipment.
 - If the power goes out while you're working, you should save all your work to the desktop of your computer and immediately shut down your PC.
- Check to see if network printers are turned off. If you're not sure, you can unplug the equipment
- Keep refrigerator doors closed.
- Switch a light "on" to indicate power's restored.

When power is back on, wait about 10 minutes before turning electronics on.

OFFICE EVACUATION

Evacuation Muster Point:

If safe conditions allow, meet at flag pole near the corner of Lake Michigan Drive and 56th Avenue.

How employees are to evacuate the office:

Take stairs to bottom floor. Exit out of north or south doors.

After employees meet at the muster point they need to contact **ERT member**.

ERT member will bring employee checklist to do roll call

What to do if an alarm sounds:

- Assume it's an emergency unless notified it's a test
- Remain calm
- Move quickly and take only critical items:
- Cell phone
- IDs
- Keys
- Coat (if inclement weather)
- Medications
- Do not go back to get anything

- Walk to the nearest exit using stairs, do not use elevators
- Assist those with special needs, if possible
- Follow instructions
- Close doors behind you
- Report missing persons immediately to warden or ERT member
- Wait at your muster point for the "all clear"

If unable to evacuate:

- Phone for help if you can
- Open windows, shades, or drapes
- Signal for help
- If windows open, hang something outside
- If windows don't open, wave a light-colored object at the window
- In case of fire:
- Shut windows to keep oxygen from fueling the fire
- Block smoke coming in from under the doors with clothes, rags, towels, etc.
- Do not go back to get anything
- Wait for emergency personnel

INCIDENT REPORTING

1

After an incident, the employee must verbally contact their supervisor and safety immediately. If the work-related injury is life, limb, or eyesight threatening, call 911 immediately.

2

After talking to a Safety member, the employee should contact Nurse 365 together with their supervisor to receive instructions for proper medical attention for injuries that are not life, limb, or eyesight threatening.

3

After verbal notification, gather the details of the incident, then fill out the Incident Reporting Form found on the Atwellsafe app or scan this QR code.

**4**

The supervisor is responsible for having the employee complete the Incident Reporting Form and submit through the Atwellsafe app.

5

All employees involved in a major incident or work-related injury who require the care of a physician may be subject to drug and alcohol screening.

6**Incident Contact Information:**

- John “JJ” Bland 304.627.8891
- Tommy Watford 850.851.9574
- Damone Gasaway 713.906.3917
- Bill Oswald 303.515.0071

GOOD CATCH/NEAR MISS

If you see an unsafe condition, an unsafe act, or a worker taking unnecessary risk, regardless of where you see it, take a minute to have a conversation with the worker to eliminate the risk; you may save someone's life. If you do catch something and take corrective action, let us know by filling out a Good Catch form found on the AtwellSafe app.

MEDIA CONTACT

For all Atwell companies (Atwell, RVi, Strategic Construction Solutions), our standard process is to not comment publicly on projects, client relationships/matters, or internal corporate matters. Public requests (media/client/other) to do so may be heightened when an emergency incident arises. Regardless of the nature of the crisis incident, the following communication process is to be utilized and only authorized individuals shall make any public comment.

In the event of a crisis incident, it is important to have an organized and coordinated communication process, for both internal and external purposes. This assists us in promptly responding to the incident, coordinating with local authorities (where appropriate) and managing any public relations needs.

Crisis incident/emergencies could include:

- Significant weather emergency/natural disaster presenting a hazardous situation or disrupting an office's operations
- Serious jobsite or office injury/fatality
- Accident/incident impacting one or more employees (e.g., auto, workplace violence)

All incidents involving an injury or the safety of our employees are to be immediately communicated to William Oswald, Director of Safety so that appropriate action can be taken. 911 should be utilized if the incident warrants law enforcement/first responder involvement.

Please direct any public inquiry related to a crisis incident, client request for comment or other inquiry to our Crisis Communication Team:

Atwell/Strategic Construction Solutions

Daniel McNulty
Tim Augustine

RVi

Chris Crawford
Daniel McNulty

The Team will take lead in managing both internal and external communications/inquiries. Local (office) Vice Presidents may be asked to assume a liaison communication role in certain circumstances.

FIRE EMERGENCY/FIRE EXTINGUISHER

Do not use the elevators. Walk quickly, but do not run, to the nearest stairwell exit. Women should remove high-heeled shoes. Keep to the right in a single file line in halls and stairwell. If someone is unable to take the stairs, remain in the stairwell. **ERT member** will make the Fire Marshall and Emergency Personnel aware. Go directly to the designated muster point.

Evaluate the situation before fighting a fire:

- Is the fire small enough that you can put it out safely?
- Have you been trained to properly use a fire extinguisher?
- Is a fire extinguisher within easy reach?
- Is the air safe to breathe?
- Is there too much smoke and heat?
- Is the extinguisher fully charged and large enough?
- Will you be putting yourself or others at risk by staying to fight the fire?

Tips for dealing with Fire:

- Sound the fire alarm
- Call the fire department
- Keep your back to an escape path free of fire, heat, and smoke.
- Get your fire extinguisher ready.
 - Operate the extinguisher using the P.A.S.S. technique.
 - Back away from an extinguished fire in case it flames up again.
- Evacuate immediately if:
 - The extinguisher is empty and the fire is not out
 - The fire progresses beyond the incipient stage
 - There's any doubt about your ability to fight the fire



WEATHER EMERGENCY

Blizzard/Snow Storm

- Take appropriate precautions driving in snow conditions. Turn on lights and keep moving slowly.
- In severe conditions consider going home safely or working from home.
- If considering to go out in the storm, be sure to have blankets, food, and water in your vehicle in case of a breakdown.

Dust Storm

- Stay inside.
- If driving, turn lights off and pull off the road until the storm has passed.

Earthquake

- Drop, Cover, then Hold on.
 - **Drop** to your hands and knees.
 - **Cover** your head and neck with your arms. Crawl only as far as needed to reach cover from falling materials.
 - **Hold on** to any sturdy furniture until the shaking stops.
- If outdoors, stay outdoors.
- Do not get in a doorway.
- Do not run outside.

Flood

- Determine how best to protect yourself based on the type of flooding:
 - Evacuate if told to do so,
 - Move to higher ground or a higher floor, or
 - Stay where you are.
- Do not drive into a flooded area – Turn Around, Don't Drown!
- Avoid washes/low lying areas.

- It takes only 6 inches of fast-moving water to sweep a person off their feet – don't walk through a flooded area.
- Don't operate electrical tools in flooded areas.

Hail Storm

- If a severe storm is producing large hail stones, seek a sturdy shelter and stay away from windows that can easily be smashed.
- If you are in your vehicle before the hail storm starts, get out of it and go to a sturdy shelter. Glass windows in vehicles can easily be smashed by the hail stones. If you can't get out of your vehicle, then come to a stop and cover your head with your arms and hands.

Hurricane

- Determine how best to protect yourself from high winds and flooding:
 - Evacuate if told to do so or
 - Take refuge in a designated storm shelter, or an interior room for high winds.
- Listen for emergency information and alerts.
- Only use generators outdoors and away from windows.
- Turn Around, Don't Drown! Do not walk, swim, or drive through flood waters.

Lightning Storm

- Postpone outdoor activities if thunderstorms are imminent. Lightning can travel 5-10 miles away from the thunderstorm and strike the ground with blue sky overhead. The storm doesn't have to be overhead in order for you to be struck.



- Move to a sturdy shelter or vehicle. Do not take shelter in a small shed, under isolated trees, or in a convertible-top vehicle. Stay away from tall objects such as trees, towers, or poles.
- Remember that utility lines or pipes can carry the electrical current underground or through a building. Avoid electrical appliances and use telephones or computers only in an emergency.
- If you feel your hair standing on end – get down into a baseball catcher’s position and plug your ears with your finger tips so if lightning does hit it will not blow your ear drums out. Do not lie flat!
- 30/30 rule – if the time between lighting and thunder is 30 seconds or less, go to a safe shelter. Stay there until 30 minutes after the last rumble of thunder.

Tornado

- Seek shelter in a sturdy building, or a pre-designated shelter. Go to the lowest level of the building, preferably in a basement, and get under a heavy desk or workbench or sit next to the wall and cover your head with your arms/hands.
- If an underground shelter is not available, move to an interior room/hallway/stairwell – put as many walls between you and the outside of the building, and stay away from windows.
- Be aware of flying debris – most injuries are caused by flying debris.

Remember – the tornado can occur before there is a visible funnel cloud. A tornado is nothing more than a violently rotating column of air extending from the ground to the cloud base. You may not be able to see the tornado (can’t see the rotating air) until enough debris and dirt get swept into the vortex, and/or the visible funnel cloud develops all the way to the ground.

Thunder Storm Straight-line Winds

- If a severe thunderstorm warning contains hurricane-force wind speeds seek shelter immediately (as you would for a tornado situation).
- Stay away from windows and go to the basement or interior room/hallway/stairwell.
- Do not use electrical appliances.

BOMB THREAT

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine the credibility of the threat. Follow these procedures:

- Remain calm.
- Notify authorities immediately:
 - Notify your facility supervisor (such as a manager or administrator) or ERT members.
 - Call 9-1-1 or your local law enforcement if no facility supervisor is available.
- Refer to the Department of Homeland Security (DHS) Bomb Threat Checklist for guidance, found at the back of this flipchart.

For threats made via phone:

- Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
- **DO NOT HANG UP**, even if the caller does
- If possible, signal or pass a note to other staff to listen and help notify authorities.
- Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.—this will aid investigators.
- Record the call, if possible.

For threats made in person, via email, or via written note, refer to the DHS Bomb Threat Checklist.

- Be available for interviews with facility supervisors and/or law enforcement.
- Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.

SUSPICIOUS ITEM

A suspicious item is any item (e.g., bag, package, vehicle, etc.) that is reasonably believed to contain explosives, an improvised explosive device (IED), or other hazardous material that requires a bomb technician and/or specialized equipment to further evaluate it. Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors. Generally speaking, anything that is **Hidden**, **Obviously suspicious**, and not **Typical (HOT)** should be deemed suspicious.

NOTE: Not all items are suspicious. An **unattended** item is an item (e.g., bag, package, vehicle, etc.) of unknown origin and content where there are no obvious signs of being suspicious (see above). Facility search, lock-down, or evacuation is not necessary unless the item is determined to be suspicious.



If it appears to be a suspicious item, follow these procedures:

- Remain calm.
- Do NOT touch, tamper with, or move the package, bag, or item.
- Notify authorities immediately:
 - Notify your facility supervisor (such as a manager or administrator) or ERT members.
 - Call 9-1-1 or your local law enforcement if no facility supervisor is available.
 - Explain why it appears suspicious.
- Follow instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding shelter-in-place or evacuation.
- If no guidance is provided and you feel you are in immediate danger, calmly evacuate the area. Distance and protective cover are the best ways to reduce injury from a bomb.
- Be aware. There could be other threats or suspicious items.

Every situation is unique and should be handled in the context of the facility or environment in which it occurs. Facility supervisors and law enforcement will be in the best position to determine if a real risk is posed and how to respond.

For more information visit: <https://www.dhs.gov/what-to-do-bomb-threat>

ACTIVE SHOOTER

Profile of an Active Shooter

An “active shooter” is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an Active Shooter Situation

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

How to respond when an Active Shooter is in your vicinity

RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter’s view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter’s location
- If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

CALL 911 WHEN IT IS SAFE TO DO SO

Information you should provide to Law Enforcement or 911 Operator

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and types of weapons held by shooters
- Number of potential victims at the location

How to react when Law Enforcement arrives

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety



- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Recognizing Potential Workplace Violence

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

Indicators of Potential Violence by an Employee

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression / withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation

- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

Managing the consequences of an Active Shooter situation

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

For more information visit: <https://www.dhs.gov/first-responder>

MEDICAL EMERGENCY

Assist any employee as necessary during a medical emergency. Have an ERT member call the local EMS and have another employee wait at the elevator to guide EMS to the employee. **Only a trained/certified employee may perform CPR, First Aid, or use an AED.**

CHOKING

Checklist for caring for an adult choking victim:

- If the person is coughing productively, encourage continued coughing to expel the obstructing item on his or her own.
- If the person cannot cough, speak, or breathe, looks frantic or signals he or she is not getting enough air:
 - Ask if the person is choking. If the victim nods or indicates yes, ask if you can help.
 - Take position behind the victim: stand with one foot forward, placing their foot between the person's heels.
 - Make a fist with one hand and place it just above the navel. Place your other hand on top of your fist and give quick thrusts inward and upward to clear the object.
- If a choking victim becomes unresponsive, give CPR starting with chest compressions. Look inside the mouth each time you open the mouth to give breaths and remove any objects seen.



If you're the only rescuer, perform abdominal thrusts before calling 9-1-1 or your local emergency number. If another person is with you, have that person call for help while you perform first aid. If the person becomes unconscious, perform standard CPR with chest compressions and rescue breaths.

FIRST AID/CPR

When trained in first aid, the following steps are helpful in the event an emergency:

- Recognize the emergency
- Check the area for safety (If it's not safe, don't enter)
- Check the victim and ask for permission to provide assistance
- Call 9-1-1 when appropriate
- Care for the person
- Have the person seek medical attention when needed

When calling 9-1-1, be prepared to give this information to the dispatcher:

- Your name
- The phone number you are using
- The location and number of victims
- The victim's approximate age, sex and condition (Responsive? Breathing? Bleeding?)
- What happened to the victim and any special circumstances
- What is being done for the victim

The dispatcher may also give you instructions on how to help the victim. Stay on the line until told you can hang up. ➤➤

BODY FLUID EXPOSURE

Controlling bleeding:

- Make sure the scene is safe
- Send someone to get the first aid kit.
- Put on PPE
- If possible, have the person apply direct pressure to the wound while you put on your PPE
- Apply dressings from the first aid kit. Put direct pressure on the dressings over the bleeding area. Use the flat part of your fingers or the palm of your hand
- If the bleeding doesn't stop, you'll need to add a second dressing and press harder. Do not remove a dressing once it's in place because that could cause the wound to bleed more. Keep pressure on the wound until it stops bleeding
- Once the bleeding has stopped or if you can't keep pressure on the wound, wrap a bandage firmly over the dressings to hold them in place
- For minor cuts, wash the area with soap and water. Then apply a dressing to the wound



Lean forward...

Nasal bone

Pinch soft part of nose here



Bleeding from the nose:

- Make sure the scene is safe
- Put on PPE
- Have the person sit and lean forward
- Pinch the soft part of the nose on both sides with a clean dressing
- Place constant pressure on the nostrils for a few minutes until the bleeding stops. If bleeding continues, press harder.
- Phone or have someone phone 9-1-1 if:
 - You can't stop the bleeding in about 15 minutes
 - The bleeding is heavy, such as gushing blood
 - The injured person has trouble breathing

Bleeding from the mouth:

- Make sure the scene is safe.
- Get the first aid kit.
- Put on PPE.
- If the person is bleeding from the tongue, lip, or cheek and you can reach it easily, apply pressure with gauze or a clean cloth.
- If you haven't phoned 9-1-1 and you can't stop the bleeding or the person has trouble breathing, phone or have someone phone 9-1-1.

AED

AED
LOCATION



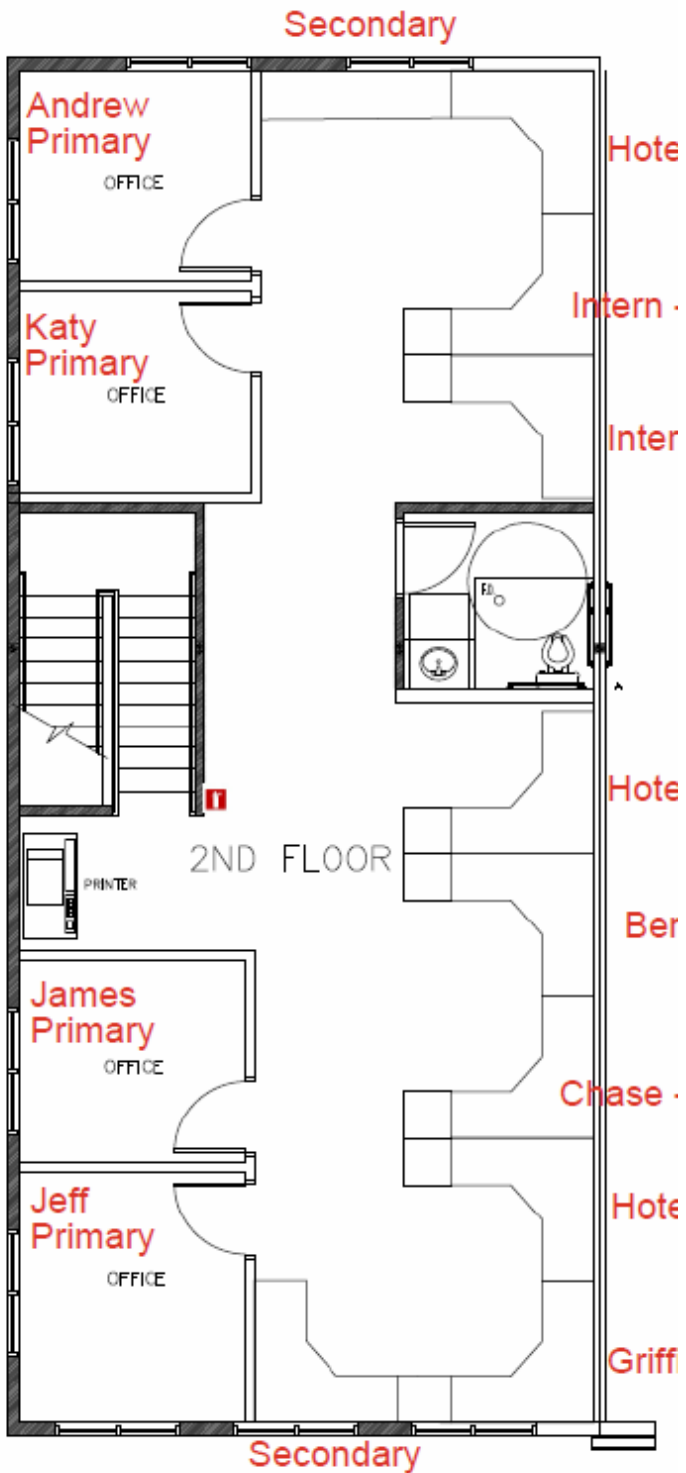
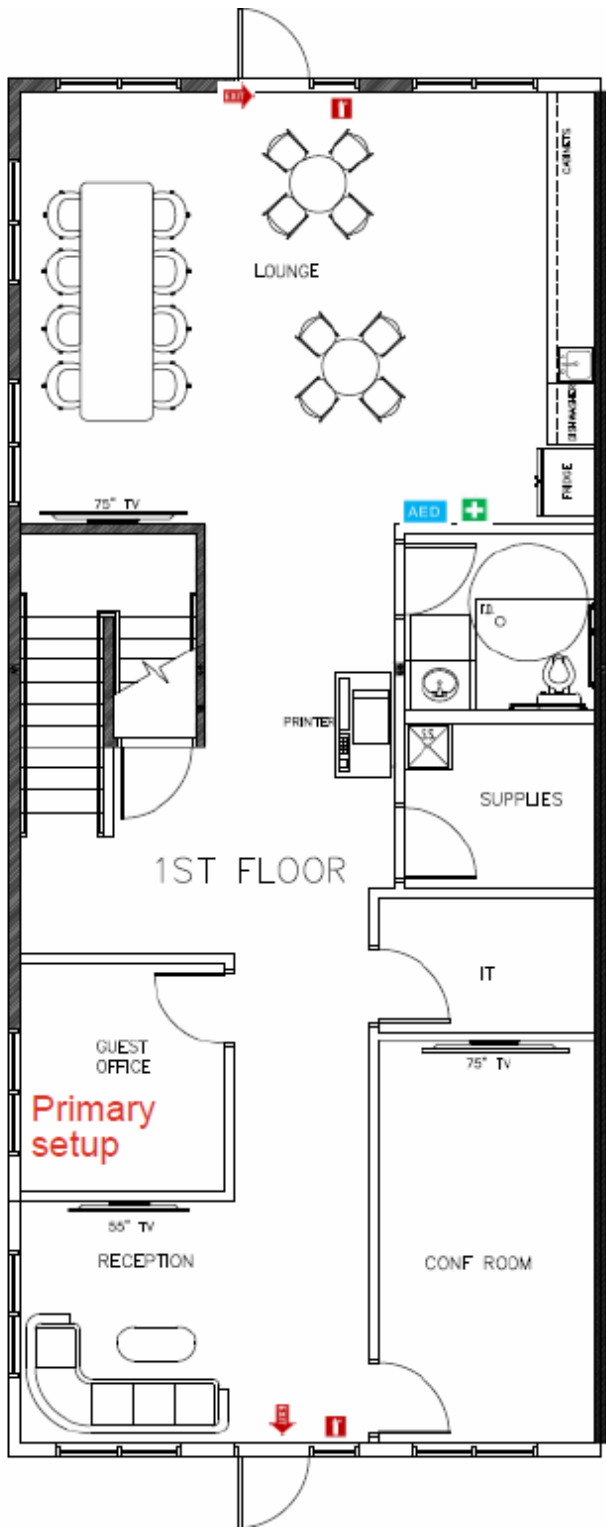
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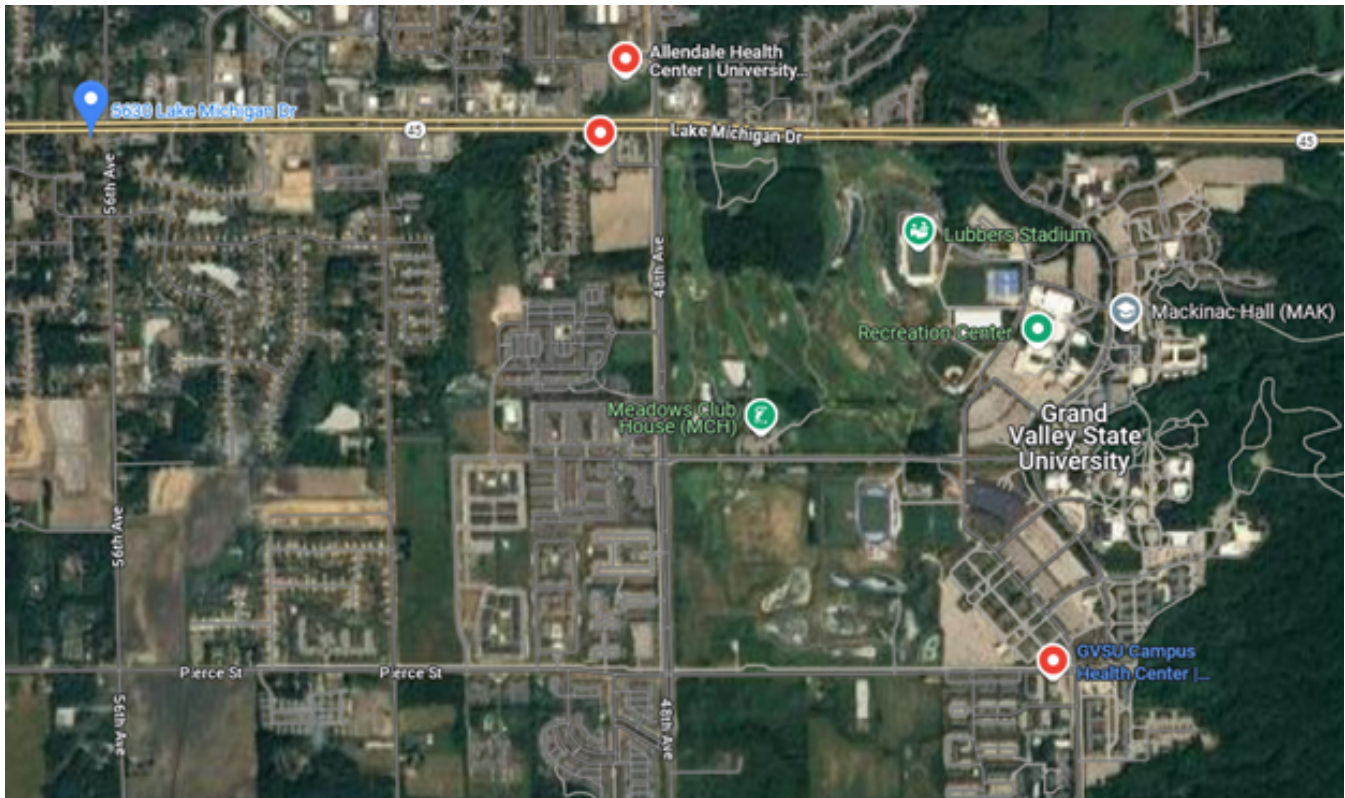
FIRE
EXTINGUISHER



FIRST AID
KIT LOCATION



OFFICE FLOOR PLAN



HOSPITAL ADDRESS AND PHONE NUMBER

Allendale Health Center/
University of Michigan Health - West
4830 Becker Drive. Allendale, MI. 49401
616.252.3900

GVSU Campus Health Center/
Trinity Health Medical Group
10383 42nd Ave. A, Allendale, MI. 49401
616.685.7600

NURSE 365

If an employee has sustained a work related injury that is not life, limb or eyesight threatening call Priority Care 365 service to speak with a nurse at:

1-855-288-9490

You will need to provide the nurse with the following:

- **Company Name - Atwell**
- **City - Allendale**
- **State - Michigan**

LOCAL MEDICAL EMERGENCY FACILITIES

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

• Where is the bomb located?
(building, floor, room, etc.)

• When will it go off?

• What does it look like?

• What kind of bomb is it?

• What will make it explode?

• Did you place the bomb? Yes No

• Why?

• What is your name?

Exact Words of Threat:

Information About Caller:

• Where is the caller located? (background/level of noise)

• Estimated age:

• Is voice familiar? If so, who does it sound like?

• Other points:

Caller's Voice

- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds

- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long Distance

Threat Language

- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

Other Information: