

The Orrick Building



BUILDING EMERGENCY PROCEDURES

**405 Howard Street
San Francisco, CA 94105**

Date Updated: February 2016

Per the SF Bureau of Fire Prevention Bulletin No. 00-01 Guidelines

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SECTION 3: EMERGENCY PHONE LIST

PROPERTY MANAGEMENT	415-495-8181 x.1
BUILDING SECURITY CONSOLE	415-495-8181 x.4
BUILDING FCR (FIRE CONTROL ROOM)	415-537-9409
FIRE/AMBULANCE/POLICE	911
CITY HEALTH DEPARTMENT	415-554-2500
POISON CONTROL	911 or 800-222-1222
ST. FRANCIS HOSPITAL	415-353-6000
SF GENERAL HOSPITAL	415-206-8000
PG&E	800-743-5000
THYSSEN KRUPP ELEVATOR	877-853-5438

LOCATION OF NEAREST STREET FIRE ALARM PULL BOX

The nearest Fire and Police street pull box is located at the South West corner of the Howard Street and First Street intersection.

PURPOSE OF PLAN STATEMENT

As required by Title 19 of the California Code of Regulations; California Fire Code; California Health and Safety Code; and San Francisco Fire Code, an emergency plan shall be prepared, implemented, maintained and annually reviewed for this building. This plan is a legal document.

It is required that tenants establish a workable emergency safety plan for their business operations, coordinated with the officially approved Facility Emergency Plan of the building. Each company should designate a safety warden to administer its safety plan. A current copy of each tenant/company safety plan is to be maintained on file in the property management office as well.

Tenants are required to cooperate with the Government emergency personnel, and comply with the general and specific plans and actions in regards to the safety procedures as detailed by the City and County of San Francisco Administration Code, the State of California Emergency Services Act, Title 8 of the California Administrative Industrial Relations Code, and both State and Federal OSHA Standards.

Building Codes further address the actual safety measures intended to protect personnel. They state not only methods, but results that must be achieved by operation of certain equipment and building design.

SECTION 4: INTRODUCTION

This manual is a tool designed to assist you before, during and after an emergency. Familiarize yourself with your work place environment, the people who work there, the building's and your company's emergency preparations and procedures. Take precautions necessary to provide for the services mentioned in this manual and test them before you need them. Every situation is different which means your response will have to differ.

The landlord-tenant relationship is one of mutual dependence and responsibility. This relationship is most important when discussing fire and safety issues. You depend on the building management to provide you with information and instructions on how to respond during an emergency situation. Similarly, we depend on you—and all of the tenants to become familiar with that information, and participate in evacuation drills and training sessions.

What you need to know in an emergency situation is reinforced by a network of Engineering, Security, Property Management and Tenant personnel that go into action once emergency procedures have been initialized. An overview of the Life Safety Team may be referenced in **Exhibit A**. The Life Safety Team's primary purpose is to provide for the safety of the building occupants. All building employees and visitors are required to cooperate, participate and follow emergency procedures at the direction of the Life Safety Team.

All members of the Life Safety Team must attend informational sessions at the request of the fire department, police department and/or Property Management. The information is essential to the readiness of the emergency preparedness and evacuation team. The sessions are designed to illustrate the need for a fire action plan, show the proper use of building fire suppression equipment and acquaint everyone with the specific evacuation plan of the building. The sessions will be conveniently scheduled by Property Management and attendance will be verified.

Regular in-house company meetings and fire drills are encouraged to familiarize employees with the Facility Emergency Plan. Property Management may be contacted for assistance in presentations and review of the Facility Emergency Plan.

Every reasonable effort has been undertaken to ensure accuracy and completeness of this Facility Emergency Plan. However, every emergency is different. In an emergency, use good common sense. Always use your intuition and good judgment to assure your personal safety.

Material presented in this manual is intended to be simple and instructional. Please read it and know it. It does not cover every set of circumstances that may develop, only ones that are likely to occur. **It is the responsibility of every employee to know what action to take before, during and after an emergency.**

BUILDING DESCRIPTION

405 Howard Street is a post tension concrete structure built in 2002 and has a total of 507,810 square feet of commercial office and retail space. The building has 11 stories and 1 basement level with the 11th floor containing mechanical equipment.

The building is equipped with a modern life safety system that includes a sprinkler system with flow detectors, smoke detectors, fire alarm pull station, a public address system, strobe lights, fire stairwells and an elevator recall system.

SECTION 5: BUILDING LIFE SAFETY FEATURES

Sound of Fire Alarm

When there is an alarm, a 3 PULSE TEMPORAL TONE will be heard from the speakers and strobe lights will flash throughout the building.

Public Address

The Public Address (PA) system allows one-way communication to any combination of floors and stairwells. The PA system will be used during emergencies and non-emergencies to provide evacuation instructions, false alarm and other emergency and non-emergency information.

Fire Alarm

The Fire Control Room or FCR is located in the main lobby. The life safety system is monitored 24 hours a day, 7 days a week by an offsite alarm monitoring company and by onsite Security. The alarm annunciation panel is located in the FCR. A fire alarm pull station is located near the lobby level Howard Street emergency exit. Smoke detectors are located near all elevator lobbies. Activation will send an audio/visual signal to the Firefighter Control Panel (lobby level) identifying the location and cause of the alarm.

Emergency Power and Lighting

There is an emergency generator located in the basement level that operates automatically during a power failure. One 600 gallon diesel tank is located on the basement level which is used to fuel the emergency generator. The emergency generator powers all life safety equipment, emergency lighting, and recalls one elevator at a time in each elevator bank back to the lobby level. One elevator will continue to operate in each bank on emergency power once all other elevators have been recalled to the lobby. Emergency lighting is provided for egress in the hallways and stairwells.

Emergency Evacuation Maps

These maps are located in the elevator lobbies and at the stairwell entrance of each floor. Review these maps and acquaint yourself with the nearest exit and stairwell to your immediate work area.

Evacuation

An alarm activated anywhere in the building will send the entire building into alarm, requiring the entire building to evacuate the building. Please reference the Evacuation Diagram, **Exhibit B**. Tenants should designate an employee meeting point outside of the building at least one full block away from 405 Howard Street. Upon evacuation, one designated Floor Warden from each tenant group should report to the South West corner of the Howard and First Street intersection to receive updates on the emergency situation from Property Management.

Stairwells

Fire rated doors and wall construction within the stairwells afford occupants required exit protection. The stairwells are pressurized with air and the stairwell is exhausted out from the top of the building. A firefighter's phone jack is located on every landing. Each stairwell has two emergency intercoms. Stairwells #1 & #3 have intercoms on the 3rd and 9th floor landings. Stairwell #2 has an intercom on the 3rd and 7th floor landings. There are 4 emergency call stations located in the parking level: freight elevator lobby vestibule, stairwell #1 entrance, stairwell #2 entrance, and shuttle elevator vestibule. Stairwell doors automatically unlock during a building alarm. Emergency stairwell exits are located on the east and west side of the building. The three stairwells are referenced as follows:

- Stair 1 (No Roof Access): Serves levels P1 – 10. Exits on Fremont Street.
- Stair 2 (8th Floor Patio Access): Serves levels P1- 8. Exits in West Lobby.
- Stair 3 (Roof Access): Serves levels 1 – 10. Exits on Fremont Street.

Lobby Door Release System

Certain doors surrounding the elevator lobbies and located in the fire-rated walls are equipped with magnetic hold-open devices. If a smoke detector in the building is tripped, these devices will release the doors on all floors, impeding the spread of fire and/or smoke.

Extinguishers

“A-B-C” type fire extinguishers are located throughout the building. If you use an extinguisher notify the property management office so that a full replacement can be secured. Replacement and maintenance of extinguishers in tenant space are the responsibility of the tenant.

Standpipes

The Standpipes are located in three stairwells and on the West side of the 2nd, 3rd, 4th and 5th floors.

Sprinkler System and Fire Pump

405 Howard Street has an automatic sprinkler system. The electric fire pumps located in the basement provide system pressure. Activation of any sprinkler head will activate the Life Safety alarm throughout the building. The main fire pump is on emergency power and there is a supplemental 18,000 gallon water tank located on the P1 level of the building.

Elevator Recall and Emergency Service

There are 13 elevators located in 5 separate elevator banks as follows:

- North Core: Elevators 1-5. Provide service to floors 1-10
- South Core: Elevators 6-10. Provide service to floors 1-9
- Freight Elevator: Elevator 11. Provides service to floors P1-9
- Shuttle Elevator: Elevator 12. Provides service to floors P1-MZ
- Shuttle Elevator: Elevator 13. Provides service to floors 1 – the Basement of the Historical Building.

There is an emergency light and phone system in each elevator. The firefighter's communication system in each elevator is connected to the Fire Control Room (FCR).

The following systems have been installed to protect persons using or attempting to use elevators during a fire:

- Automatic Recall: In each elevator lobby, there is a smoke detector that activates this system. If any of these devices detect smoke, all elevators will close doors and return to the ground floor, where they will remain with doors open, until released by the building or by fire department personnel. This system may also be activated or bypassed manually from a key switch located in the FCR. The lobby smoke detectors recall elevators to the 2nd floor.
- Manual Recall: In the event of a fire alarm in the building, the Security Staff will call the elevators from the FCR to the 1st floor passenger elevator lobby.
- Emergency (Firefighter's) Service: After an elevator recall has occurred, the elevators may be put into emergency service by using a key switch located in each car. This will allow operation of the car by using the "open door" and "close door" control buttons. This service is for use by the fire department for purposes of fire fighting.
- Elevator Earthquake Response: When a moderate or severe earthquake occurs, a seismic switch for each elevator bank in the machine room senses the motion of the building. If this motion exceeds a preset maximum, the elevator stops. It then moves in the opposite direction from its counter-weight, stops at the next floor, and opens its doors. It will remain in this condition until it is thoroughly examined and put back into service by an elevator mechanic.

Pre-Recorded Evacuation Messages

- Fire/Incident Floors: Attention! Attention! An emergency has been reported on this floor. Please go to the nearest fire exit and leave the building. Do not use elevators! Repeat! Do not use elevators!
- All Other Floors: Attention! Attention! An emergency has been reported in the building. Please go to the nearest fire exit and leave the building. Do not use elevators! Repeat! Do not use elevators!
- Elevators: Attention! Attention! An emergency has been reported in the building. The elevator you are currently in has been recalled to a lower level. When you arrive please go to the nearest fire exit and leave the building.
- Stairwells: Attention! Attention! An emergency has been reported in the building. Please use the stairwell to proceed down to the ground floor fire exits and leave the building. Repeat! Please use this stairwell to go down to the ground floor fire exits and leave the building.

Smoke Control System

During a fire alarm/smoke control situation the following occurs:

- All floors receive the evacuation announcement.
- The supply air fans shut down and fire dampers close.
- The door holder magnets release and the stairwell door electric locks unlock.
- The exhaust/return dampers close on every floor excluding the fire floor, and the exhaust fan goes to full speed.
- The stairwell pressurization fans start.

Anyone who smells smoke should call 911 and Property Management. The fire alarm pull station is located near the Howard Street ADA entrance. There is not a pull station near the FCR.

Sequence of Operations:

1. A smoke detector is in alarm:

- a) Starts stairwell pressurization fans.
- b) Secures supply fans and their corresponding fire dampers in related areas.
- c) Starts exhaust fans and opens/secures fire dampers as needed, in related areas.
- d) Releases door holder magnets.

2. Smoke detectors are in alarm near elevator lobbies and machine rooms:

Triggers all of the above conditions and the following:

- a) Starts elevator machine room pressurization fans.
- b) Recalls elevators in affected area to lobby level.

NOTE: If alarm is on lobby level, elevators recall to the second floor.

3. A water flow switch is in alarm:

- a) Starts stairwell pressurization fans.
- b) Secures supply fans and their corresponding fire dampers in related areas.
- c) Starts exhaust fans and opens/secures fire dampers as needed, in related areas.
- d) Releases door holder magnets.

4. A manual pull station is in alarm:

- a) Starts stairwell pressurization fans.

SECTION 6: DUTIES OF FIRE SAFETY DIRECTOR AND STAFF

The Fire Safety Director for 405 Howard is the Chief Engineer. The Fire Safety Director is assisted by Property Management, Engineering and Security staff. The Chief Engineer implements and maintains the Facility Emergency Plan as well as logs all training and inspections, and testing and maintenance of life safety equipment.

Fire Safety Director's Responsibilities:

1. Locate and identify the cause of the alarm.
2. Report to the security console to implement the Facility Emergency Plan.
3. Ensure that the San Francisco Fire Department has been notified by a 911 call.
4. Provide the fire department and police department with building information (floor plans, blueprints, etc.) as requested.
5. Issue directive to inform tenants through public address system of emergency procedures to be followed.
6. Meet Fire Department with information as to:
 - a) If evacuation procedures are in process.
 - b) Location of fire, smoke or alarm.
 - c) Location of FCC (Fire Communication Control).
 - d) If anyone is trapped.
 - e) If any known disabled persons are in need of evacuation.
 - f) Supply keys, red telephones, floor plans and disabled persons list requirements.
7. Training of:
 - a) Safety personnel (i.e. Safety Wardens, Elevator Monitors, Stairwell Monitors, Floor Searchers and Special Assistants)
8. Fire Drills.
9. Record or log all training.

The Fire Safety Director has full access to the facility and has the authority to make decisions during an emergency.

Property Management Duties

1. Be familiar with the written Facility Emergency Plan.
2. Ensure the availability and state of readiness of the evacuation brigade.
3. Designate the Floor Warden(s) for each floor.
4. Organize, train and supervise the Floor Wardens.

Engineering Duties

1. Be familiar with the written Facility Emergency Plan.
2. Designate members of the evacuation brigade to report to the lobby level of the evacuation stairwell, the fire command station and the main pump room.

The Fire Safety Director trains:

1. Floor Warden, Searcher, Disabled Aide, Exit Monitor and Elevator Monitor
 - a) Safe evacuation procedures
 - b) Fire safety and prevention
 - c) Location and use of fire extinguishers and hoses
 - d) Fire restrictions
 - e) Fire drills

2. Property Management, Engineers and Security
 - a) Response communications (radio and phones)
 - b) Assigned duties
 - c) Crowd control
 - d) Fire safety and prevention
 - e) Location and use of fire extinguishers, hoses, sprinkler valves, alarm panels, water, electrical and gas shut-offs
 - f) CPR and First Aid
 - g) Fire drills

3. Tenants
 - a) Fire safety and prevention
 - b) Fire extinguisher and restriction
 - c) Fire drills-evacuation

SECTION 7: EMERGENCY FLOOR WARDEN SYSTEM

Floor Warden Duties

The recommended number of Floor Wardens per suite is no less than one (1) for each 10,000 square feet of occupied area. Most tenants designate two Floor Wardens per floor or suite, and supplement with additional Stairwell Exit Wardens and Searchers in highly occupied areas. Each Warden should have an assigned alternative. Please reference **Exhibit C** to notify Property Management of your selected Floor Wardens. The purpose of a Floor Warden is as follows:

1. Be familiar with the Facility Emergency Plan, the location of exits and the location and operation of any available fire alarm system.
2. Ensure that the tenant(s) of each floor have assigned responsible and dependable employees as wardens, searchers and monitors. For specific tasks, refer to the emergency sections listed under Fire, Bomb Threats, Severe Weather Disasters, Earthquakes, Power Failures and Medical Emergencies.
3. Organize, train and supervise the searchers, stairway monitors, elevator monitors and special assistants.
4. Direct the evacuation of occupants in the event of emergency. Floor Wardens are assisted in their duties by tenant wardens. A tenant warden is assigned for/by each tenant.

Floor Warden Non-Emergency Responsibilities:

- Attending all building emergency procedure meetings.
- Coordinating the emergency program for their office (including CPR and First Aid training).
- Hazardous material communication training program.
- Ensuring that all employees are familiar with their own company and building.
- Assigning as many employees' assistants as necessary to accomplish fire prevention and safety inspections.
- Knowing who in their offices are disabled and where their workstation is located, and notifying the property management office when there are personnel changes.
- Maintaining a current roster of all employees.
- Periodically touring his/her offices to ascertain that employees maintain safe housekeeping practices.
- Reporting breaches in safety in their premises to their management.
- Inspecting for defective equipment or appliances and report accordingly.
- Knowing what emergency supplies are available in their area.

Floor Warden Emergency Duties:

Remain calm and ensure the evacuation is in progress as follows:

1. If no other staff members are present, the Floor Warden's responsibilities are:
 - a) Search floor and order evacuation of building.
 - b) Guide tenants away from elevators to stairwells.
 - c) Ensure safety of persons in need of evacuation assistance.
 - d) Ensure that Fire Safety Director (FSD) or SFFD knows the location of individuals trapped or in refuge.
 - e) Evacuate.

2. If Floor Warden has a staff, direct as follows:
 - a) Searcher:
 - Search whole floor and direct all to stairwells
 - Report “All Clear” to Floor Warden
 - Evacuate
 - b) Elevator Monitor:
 - Station self at elevators
 - Direct all to stairwells
 - Evacuate with Searcher
 - c) Exit/Stair Monitor:
 - Station self at stairwell entrance
 - Maintain calm and order
 - Direct all down stairs to evacuate
 - Evacuate with Searcher
 - d) Evacuation Assistance Aide:
 - Assist persons in need of evacuation assistance to:
 - Enclosed stairwell
 - Area of evacuation assistance/area or refuge
 - Defend in place
 - Reports location of persons in need of evacuation assistance to:
 - Floor Warden
 - Fire Safety Director
 - Fire Department Personnel (only if Floor Warden or Fire Safety Director is not available.)

SECTION 8: FIRE SAFETY DOs, DON'Ts, AND TIPS

DOs:

- Call the Fire Department – 911.
- Call Property Management – (415) 495-8181 x.1.
- Close, but **DO NOT** lock doors behind you when you leave.
- Touch doors prior to opening. A hot door indicates fire on the opposite side, and the door should not be opened.
- Stairwell doors should be kept closed except when people are moving through them. Holding doors open will cause smoke to be drawn into the stairwell.
- If smoke is encountered, breathe through a handkerchief or a piece of clothing to reduce smoke inhalation.
- If caught in heavy smoke, drop to hands and knees and crawl. Hold your breath as long as possible.
- If clothing catches fire, stop, drop to the floor and roll.

DON'Ts:

- DO NOT relocate from an area without receiving instructions from your Safety Warden.
- DO NOT use elevators when evacuating.
- DO NOT enter into an area unless you are directed by safety personnel.
- DO NOT break out windows unless instructed by safety personnel.

Fire Prevention Tips

Because fire is an ever present threat, the effective fire prevention measures are those incorporated into the building general procedures. Some tips for reducing the threat of fire are:

- Report any blocked passageways.
- Turn off all unattended electrical equipment.
- Report improperly stored materials.
- Limit the use of extension cords. Use only cords and appliances that are listed by Underwriters Laboratories, Inc.
- Problems with electrical equipment should be promptly reported and repaired or the equipment taken out of service.
- Never use a two prong extension cord with three prong appliances.

SECTION 9: ACTIONS IF YOU SMELL SMOKE / FIND FIRE

1. Pull or activate fire alarm (near the Howard Street ADA entrance of the building).
2. Call 911 from a safe location.
3. Assist others in exiting, if safe to do so.
4. Extinguish small fires, if safe to do so.
5. Evacuate and restrict spread of fire by closing doors and windows behind you.
6. Follow all directions given by Floor Warden or Fire Safety Director.
7. Do not re-enter building until Fire Department approves re-entry.

Exiting Procedures

When descending stairwells, stay to your right and out of the way of ascending fire personnel. Keep calm, exit orderly and follow all directions. Feel door for heat before opening and crawl low in smoke or heat.

Fire Extinguisher

To use fire extinguisher:

- a) Ensure that alarm has been sounded.
- b) Check fire extinguisher - Is it in good condition?
- c) Carry extinguisher to fire. Keep your body between the exit and the fire.
- d) Activate the extinguisher using the P.A.S.S. system:
 - P**ull ring pin and
 - A**im at base of the fire. Crouch down low.
 - S**queeze handle.
 - S**weep side to side working your way up.
- e) Exit and get fresh air immediately.

Special Instructions for Persons with Disabilities

Persons with disabilities must be identified and considered by Floor Wardens prior to any emergency evacuation. It is necessary to notify Floor Wardens and Property Management of any persons with disabilities who may require special assistance during an evacuation. Please revise and submit **Exhibit D** to be maintained by the Floor Warden and updated as necessary.

Persons not requiring or providing assistance will evacuate first. The assisted persons can then evacuate without being bumped or pushed down, thus speeding evacuation and avoiding injury. If there is evidence of fire, persons with disabilities should be positioned near the fire exit stairs located farthest away from the fire. If fire conditions pose a personal threat, the special assistants will enter into the exit stairwell accompanying the person with disabilities and wait for special assistance from the fire department. The evacuation brigade may assist in evacuating the persons with disabilities if danger is imminent and the fire department has not yet arrived.

Disabled aide shall assist person in need of evacuation assistance to an area of refuge or area of evacuation assistance and be prepared to defend in place.

Defend in place:

- a) Seal doors or transoms with wet towels.
- b) Call 911 to report location and condition.
- c) Open window for fresh-air if possible. Do not break windows unless you are in absolute danger of smoke inhalation.
- d) Hang a bright object from window.
- e) Breathe through wet towel and stay low.

If trapped in smoke filled room or corridor:

- a) Crawl on hands and knees to safe area.
- b) Try to get to an enclosed stairway or get in a smoke free room and defend in place.

SECTION 10: EARTHQUAKES

We live and work in an area that is prone to earthquakes and most of us have experienced them in many different degrees. An earthquake can cause a slight movement of the area and the building, or a major catastrophe. Property Management does not provide emergency supplies for tenants.

In the event of an earthquake, do not attempt to leave the building. You are safer within the building until the initial tremors subside. If evacuation is necessary, know where the location of possible safe refuge areas are outside and away from the building. Beware of falling glass and electrical lines.

Before the Quake

- A) Earthquake Proofing
 1. Secure larger shelves or furniture to wall or floor
 2. Laminate glass (safety glass which holds together when shattered)
 3. Lower heavy objects or displays which could fall and injure or block exitways
 4. Keep drawers and cabinets latched
 5. Secure TVs, computers, monitors and other heavy/expensive electronics to their bases

- B) Emergency Supply Inventory
 1. Food and water for three days minimum (7-day supply is ideal)
 2. First aid kit and first aid manual
 3. Large and small heavy-duty plastic bags, duct tape and scissors
 4. Prescribed medication and extra eyewear
 5. Heavy duty shoes and gloves
 6. Extra clothing
 7. Rescue tools and whistle
 8. Portable TV or radio, and extra batteries
 9. Flashlight and extra batteries
 10. Cash (ATMs and credit cards may not work)For more information visit: www.72hours.org

- C) Communications
 1. Emergency Phone List
 2. Family: work, school, play and day care
 3. Long distance message check-in phone number
 4. Cell phone
 5. Emergency back-up list of vendors (to minimize downtime)
 6. Emergency phone list of employees

- D) Drill
 1. Know safe, take-cover locations

During an Earthquake

- A) Remain calm
- B) Stay inside; take cover in a safe location
- C) Calm others

After a Devastating/Damaging Earthquake

- A) Be prepared for aftershocks.
- B) Check immediate location – are you safe?
- C) Check for injuries of others: Apply first-aid as needed.
- D) Extinguish any fires. Do not light matches. No smoking.
- E) Turn off gas if you: smell gas, see a broken pipe or are ordered to do so.
- F) Turn off water or electricity if it is causing a hazard or pipe is broken.
- G) Be prepared to go without emergency services and help yourself and others.
- H) Listen for news or instructions over radio or television.
- I) Ration food and water.
- J) Use telephone only for dire emergencies.
- K) Check and make sure that all telephone receivers are on the phone cradle.

SECTION 11: MEDICAL EMERGENCY

Time is extremely important in the case of a medical emergency. Property Management recommends that all tenants keep a first aid kit unlocked and fully stocked in their suite. It is the tenant's responsibility to also make sure that employees are aware of its location. Property Management requests that tenants provide a list of any office personnel who are trained in CPR. This list is extremely valuable and will be used by Property Management to locate trained individuals to assist in an emergency.

Procedures

A) Upon feeling that you need medical help:

1. Immediately inform the closest person to call 911 and summon medical help.
2. If no one is around, immediately call 911 and request medical help.
3. GIVE BUILDING ADDRESS, FLOOR, SUITE NUMBER and YOUR PHONE NUMBER.
4. Call Property Management at 415-495-8181 ext. 1 to report the arriving medical units. Give your location and your phone number.

B) Upon seeing or being informed of another person in need of medical help:

1. Immediately call 911.
2. GIVE BUILDING ADDRESS, FLOOR, SUITE NUMBER and YOUR PHONE NUMBER.
3. Make ill/injured person as comfortable as possible
4. Call Property Management at 415-495-8181 ext. 1 to report the arriving medical units. Give your location and your phone number.
5. Get victim close to elevator, if possible, or send someone to wait at elevator to guide medical units to the person in need of attention.

C) Upon receiving information that someone in the building is in need of medical help, the Fire Safety Director and staff will:

1. Call 911 to ensure medical response.
2. Prop open front doors.
3. Recall one elevator to lobby to wait for responding medical units.
4. Escort medical units to victim.

SECTION 12: BOMB THREATS

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

There are at least two reasons why bomb threats are a serious problem:

1. Serious personal injury can result if an explosive or fire-generating device is activated.
2. Valuable work time and productivity is lost during building evacuations.

Attached, as **Exhibit E**, is a copy of the ATF Bomb Threat checklist. Tenant's telephone operator or receptionist should keep this form handy in case the situation arises.

Procedure

1. The person who receives the bomb threat call:
 - Gets as much information from the caller as possible using **Exhibit E**, Bomb Threat Checklist as a guideline.
 - Dials 911 and reports the threat to the local police or fire department.
 - Calls Property Management at 415-495-8181 ext. 1 to report the threat.
 - Calls Supervisor.

If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary when the threat is specific in nature or a suspicious object is located. If total evacuation is necessary, please refer to the Fire section for evacuation procedures.

2. Property Management contacts the building Floor Wardens. The Floor Wardens and Supervisors decide whether or not to notify company employees of the threat and/or to evacuate the building.
3. Should the tenant decide to evacuate, Floor Wardens should notify employees of the situation in a calm and deliberate manner.
 - Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to immediately cease work, gather their personal belongings and proceed out of the building. This is not a drill."
4. Floor Wardens may execute a bomb threat search of their leased space, making sure they:
 - Search for objects that seem out of place.
 - Do not touch anything! Suspicious objects **MUST NOT** be tampered with.
 - Notify Property Management if a suspicious object is found. Property Management will then notify SFFD, who will subsequently assume full control of the operation.

5. Property Management reports to the affected area of the building and begins a search of the following common areas:

- Public areas
- Stairways
- Elevators
- Equipment rooms
- Cleaning closets
- Restrooms
- Air handler rooms
- Any other areas designated by the police or fire department

NOTE: If your company decides to evacuate the building, use the stairways to evacuate. The tenant warden must confirm with Property Management that your company has evacuated the building.

Tenant Responsibilities

1. Evacuation. If a non-descriptive general bomb threat is received, the building will remain open. The decision to evacuate is then the responsibility of each tenant.
2. Search leased space for unusual or suspicious packages.
3. Develop a Bomb Threat Search Plan to be executed upon receipt or notification of a threat and select people to participate in it.

Property Management Responsibilities

1. Assist tenants who have received a bomb threat. Requesting:
 - Specifics of the threat.
 - If 911 has been called. (If not, Property Management will call SFFD.)
 - If a bomb search has been initiated. Property Management will remind the tenant that it is their responsibility to search their own leased space.
 - If employees have been notified of the threat.
2. Notify other tenant Floor Wardens and Supervisors.
3. Initiate full building evacuation, at SFFD's order.

Preventative Measures

- Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
- Encourage all employees to report any suspicious persons wandering about the offices, corridors and restrooms to Property Management.
- Monitor all delivery people and repairmen while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.
- Encourage all employees to comply with the building security access control measures.

SECTION 13: TOXIC HAZARDS

Upon identification of a toxic spill or exposure:

- a) Immediately get to an area where not exposed, help others.
- b) Call 911 and inform of situation.
- c) GIVE BUILDING ADDRESS, FLOOR, SUITE NUMBER and YOUR PHONE NUMBER.
- d) Inform of what type of spill.
- e) Close doors behind you to contain hazard.
- f) Call Property Management at 415-495-8181 ext. 1 to report spill.
- g) ALWAYS FOLLOW ALL SAFETY PROCEDURES WHEN WORKING WITH TOXIC MATERIALS.
- h) Property Management shall immediately shut down any air circulation, administer the building Spill Control Kit (for minor spills) and contact the Department of Public Health's Emergency Response Unit at 415-554-2500.

SECTION 14: CIVIL DISTURBANCES

Procedures

- a) Do not go through a violent crowd to leave or enter a building
- b) Call 911 and inform of situation
- c) Answer questions asked by operator
- d) Stay away from unruly crowd
- e) Inform building management or security

SECTION 15: SEVERE WEATHER DISASTERS

The National Weather Service reports the movement of severe weather that may present a threat to the metropolitan area. Tenants have the choice of evacuating or remaining in the building during a severe weather alert. If an early alert is given by the National Weather Service, certain steps can be taken to prepare for the severe weather if the decision is to remain in the building.

Tenant Responsibilities

1. Maintain an inventory of emergency equipment to be used during severe weather.
 - Flashlights and fresh batteries
 - First aid kits to treat minor injuries
 - Portable radios—useful for keeping abreast of severe weather conditions
2. If informed by the National Weather Service that severe weather is imminent, follow the steps below (if necessary):
 - Clear desks, tables and window sills of books, papers or other items and secure them in boxes or drawers.
 - Move easily moveable furniture away from windows.
 - Store all easily moveable office equipment in interior offices.

Floor Wardens

1. Move all occupants to the core areas of the building (corridors, elevator lobbies).
2. If your company decides to evacuate the building, notify Property Management of your intention to do so. The evacuation stairway is the only stairway to be used in a severe weather evacuation.
3. Confirm with Property Management that your company has totally evacuated its space and the building.
4. Notify Property Management of all severe leaks, fires and structural or other damage during or after the storm.

Property Manager

1. Alert the Emergency Preparedness and Evacuation Team for possible action.

Chief Engineer

1. Check the readiness of auxiliary power for emergency lighting.
2. Execute building repairs as quickly as possible.
3. Maintain communications with public utilities as appropriate and monitor local news and weather reports.

SECTION 16: POWER FAILURE

In the event the building sustains a power failure, emergency lighting is available in the stairwells. The stairwell emergency lighting runs on emergency generator power. All non-essential HVAC equipment, phones, receptacles and most elevators will not be operational. One passenger elevator per core, the freight elevator, as well as shuttle elevators 12 and 13 will operate on emergency power.

Procedure

1. The Chief Engineer contacts PG&E to find out the duration and extent of the power outage.
2. If the failure is confined to your immediate office floor, notify Property Management.
3. If the failure is more encompassing, you will be notified by Property Management as to what action to take.
4. Floor Wardens check the elevators on their floors to see if people are trapped inside. If there are people trapped the Floor Wardens will ask them to remain calm and then notify Property Management of their location.
5. Elevator Monitors report to the elevator lobby on their floors to assist the Floor Warden in assessing the elevator situation. If people are stuck, the Elevator Monitor will stay in contact with these people and not leave the elevator lobby.
6. **YOU MAY USE THE ELEVATOR TO LEAVE YOUR FLOOR. ONLY ONE (1) PASSENGER ELEVATOR PER CORE WILL BE OPERATING.**
7. Stairwell Monitors report to the elevator lobby on their respective floors.
8. If the power is not restored after 15 minutes, Floor Wardens should proceed to main floor lobby.
9. The Chief Engineer meets the Floor Wardens at main floor lobby and informs them of the situation.

If the electric company is unable to determine the duration of the power outage, or if power will be out for longer than one hour, the building may need to be completely evacuated.

In the event of an emergency, during a power failure, you may use the stairwells. Stairwell doors will be locked from the inside. Once you enter the stairwell, you will have to exit on the street level.

If total evacuation is necessary, it is conducted according to the fire evacuation procedures.

SECTION 17: EMERGENCY DOs & DON'Ts

DOs:

- Always wait for announcements over the public address (PA) system before relocating personnel.
- Report any emergency, fire, bomb threat or any safety hazard to Property Management.
- Report any entry of unauthorized visitors (i.e. solicitors or suspicious persons) to Property Management.
- Post all required hazardous materials safety signage as required by Proposition 65, OSHA, etc.
- Ensure all persons within your premises participate in all drills without exception.
- Know who and where to locate any disabled persons within your premises.
- Keep listening and follow emergency instructions from the public address (PA) system.
- Know the off-premises location of your assembly area. Count heads at assembly area.

DON'Ts:

- DO NOT relocate your personnel until you hear the instructions or announcements over the public address (PA) system.
- DO NOT use the telephone during emergency unless absolutely necessary.
- DO NOT block or hold open stairwell doors by any other means than the magnetic holders.
- DO NOT tamper, alter or remove any safety device and safety signs.
- DO NOT enter any areas under construction. They are all off limits to all non-authorized persons.
- DO NOT use elevators during an emergency.
- DO NOT re-enter the building after an emergency evacuation until directed to do so by Property Management and/or the SFFD authorities.

SECTION 18: FOLLOW UP AFTER AN EMERGENCY

Floor Wardens should report any problems they experienced during evacuation, or their encounter(s) with any mechanical controls or safety equipment using the form provided as **Exhibit F**.

In order to take the necessary steps to mitigate problems and provide protection for everyone concerned, a debriefing session will be held after an emergency or drill. Property Management may request a meeting after the evacuation. All Floor Wardens will be expected to attend.

SECTION 19: EMERGENCY PREVENTION

Suspicious Activity

Any suspicious activity should be reported immediately to Property Management. Security Officers are generally powerless to assist or take police action in criminal matters within a tenant space. During business hours, Property Management will escort police authorities directly to your suite.

Crime Prevention Message

Property Management is concerned about the safety and protection of tenants, employees and property. We are conscious of the various criminal activities which we are exposed to on a daily basis.

To reduce crime, emphasis must be placed on preventive rather than reactive measures. Preventive measures against office thefts, burglaries after hours and crimes against persons can best be achieved through the individual efforts of each employee. To minimize incidents, it is important that you establish and routinely monitor procedures, rules and regulations as a means of preventing losses and identifying wrongdoing.

We request that these procedures be circulated among all employees and that everyone be made aware of the importance of helping to ensure a safer and more secure work environment. We strongly suggest that valuables and personal property be stored and secured out of sight. Please note that Property Management does not provide dedicated security services to any tenant suite. Contracts for security services are on behalf of the building owners and are primarily for the protection of their interests in public (common) areas only. All criminal activities should be reported immediately to the police department.

SECTION 20: TECHNOLOGY RECOVERY

The server for the property management staff, engineering and security is located in a secure room in the building lobby. Data from the server is automatically backed up to the “cloud” daily. An IT consultant hired by property management periodically verifies that backups are happening as scheduled and data is usable.

This secure room and several circuits in the engineering office are connected to emergency – generator power. In the event of a power outage this will provide locations for the building radios to be charged as well as cell phones to continue assisting in the emergency at hand.

SECTION 21: DISASTER RECOVERY

General recovery procedures in the event of a large disaster may include but are not limited to the items below and must be reviewed and customized to the situation at hand. Tabletop emergency preparedness exercises are conducted with the property management staff, engineering and security quarterly.

1. Evaluate if the building is safe to occupy.
2. Reactivate utilities and systems when appropriate.
3. Update ownership, insurers and regional JLL staff.
4. Update tenants on condition of the building with any facts that may help them with their occupants and insurers.
5. Create a report of the incident. Included in the report should be the time line of the event, listing of property damage, any medical attention required, equipment damage assessment, etc.
6. Prepare an inventory of damage and who can assist in repairs. Contact vendors and begin gathering pricing.
7. Consult ownership and insurers prior to approving repairs that require outside vendors.

Exhibit A: Life Safety Team

CHIEF ENGINEER
Reports to the FCR to supervise and coordinate the evacuation
Designates members of the Building Staff to report to the following stations:
-The lobby Level of the evacuation stairway
-The fire command station
-The Fire Pump Room
PROPERTY MANAGER
Reports to the Security Console and assists the Chief Engineer
THE REST OF THE BUILDING STAFF
Reports to the stations assigned by the Chief Engineer
Provides information to the tenants, the Property Manager and the Chief Engineer
FLOOR/SUITE WARDENS
Trains and supervises the searchers, monitors, special assistants and alternates
Directs the evacuation of the tenants and occupants
SEARCHERS
Finds and evacuates all personnel from all rooms, offices and restrooms on their floor
SPECIAL ASSISTANTS
Assists all persons with disabilities to evacuate the tenant space
STAIRWAY MONITORS
Go to their assigned exit areas and ensures that everyone exits into the stairwell
ELEVATOR MONITORS
Ensures that no one uses the elevators unless assisted by the fire department
ALTERNATES
Fulfills the duties of a specific position in the absence of the principal person assigned to perform the duties of that position

Exhibit B: Evacuation Diagram

INSTRUCTIONS

FLOOR

ALL FLOORS EXIT BUILDING

	10
	9
	8
	7
	6
	5
	4
	3
	2
	1
	P1

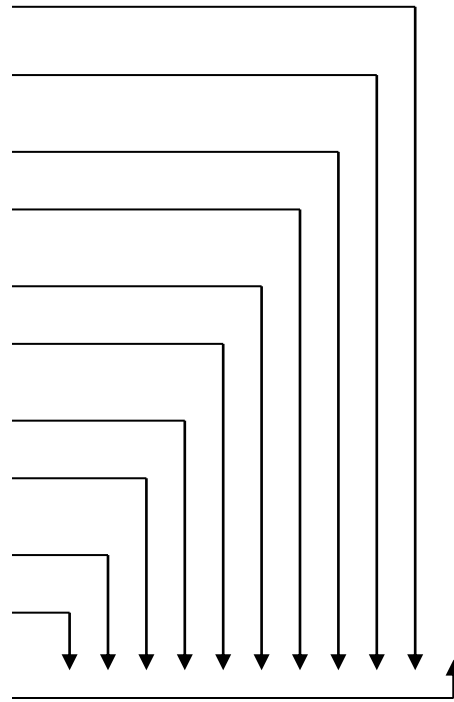


Exhibit C: Floor Warden Information Sheet

COMPANY: _____ SUITE/FLOOR: _____ DATE: _____

Floor Warden(s):	Phone Number(s):	Email Address:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Stairwell Exit Warden(s):	Phone Number(s):	Email Address:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Elevator Safety Monitor(s):	Phone Number(s):	Email Address:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Searcher(s):	Phone Number(s):	Email Address:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Special Assistant(s) for Persons with Disabilities:	Phone Number(s):	Email Address:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Alternate(s):	Phone Number(s):	Email Address:
_____	_____	_____
_____	_____	_____
_____	_____	_____

NOTE: Each suite/floor should assign one (1) Floor Warden per 10,000 square feet of occupied area. In addition, Stairwell Exit Wardens should be assigned for each suite. Each Floor Warden shall appoint an Assistant Floor Warden to assume his/her duties and responsibilities in their absence. Stairwell Exit Wardens, Elevator Safety Monitors, Searchers and Special Assistants can be assigned and directed by the Suite Warden(s). As changes in personnel occur, this form must be updated and submitted to Property Management.

Exhibit D: Persons with Disabilities

COMPANY: _____ SUITE/FLOOR: _____ DATE: _____

Disabled/Injured Person's Name: _____

Primary Office No. or Location: _____ Nature of Disability: _____

Special Assistant/Instructions: _____

Disabled/Injured Person's Name: _____

Primary Office No. or Location: _____ Nature of Disability: _____

Special Assistant/Instructions: _____

Disabled/Injured Person's Name: _____

Primary Office No. or Location: _____ Nature of Disability: _____

Special Assistant/Instructions: _____

Disabled/Injured Person's Name: _____

Primary Office No. or Location: _____ Nature of Disability: _____

Special Assistant/Instructions: _____

Disabled/Injured Person's Name: _____

Primary Office No. or Location: _____ Nature of Disability: _____

Special Assistant/Instructions: _____

Disabled/Injured Person's Name: _____

Primary Office No. or Location: _____ Nature of Disability: _____

Special Assistant/Instructions: _____

Disabled/Injured Person's Name: _____

Primary Office No. or Location: _____ Nature of Disability: _____

Special Assistant/Instructions: _____

NOTE: As changes in personnel or physical conditions occur, please forward an updated copy of this form to Property Management.

Exhibit E: Bomb Threat Checklist

Your Name: _____ Employer: _____

Time and Date of Threat Call: _____

Exact Words of Caller: _____

Questions to Ask:

Exact Wording of the Threat:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Where did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____

Sex of caller: _____ **Age:** _____ **Length of Call:** _____

Caller's Voice:

- | | | | | | | |
|--|---|----------------------------------|--|---|-----------------------------------|---------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisp | <input type="checkbox"/> Disguised | <input type="checkbox"/> Angry | <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal | <input type="checkbox"/> Deep | <input type="checkbox"/> Slurred | <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Nasal | <input type="checkbox"/> Stutter | <input type="checkbox"/> Rapid Breathing | <input type="checkbox"/> Cracking Voice | | |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Voice Sounds Familiar (Who: _____) | | | | | |

Background Sounds:

- | | | | | |
|--|---------------------------------------|--|---|---------------------------------|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> House Noises | <input type="checkbox"/> Factory/Machinery | <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Music |
| <input type="checkbox"/> Local | <input type="checkbox"/> Crockery | <input type="checkbox"/> Motor | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Voices |
| <input type="checkbox"/> Long Distance | <input type="checkbox"/> PA System | <input type="checkbox"/> Clear | <input type="checkbox"/> Phone Booth | <input type="checkbox"/> Static |
- Other Sounds: _____

Threat Language:

- | | | | | |
|---|--|-------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Well Spoken / Educated | <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message read | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Accent? (Type: _____) | | | |

Remarks: _____

Exhibit F: Emergency Evacuation Drill Report

COMPANY: _____ Suite: _____ Date: _____

This report is to be completed immediately after each fire drill. Please send a copy to Property Management when complete. Please answer the following questions. If you answer **NO** to any of them, please explain in the **REMARKS AND RECOMMENDATIONS** section below.

TIME DRILL WAS STARTED: _____

TIME DRILL WAS COMPLETED BY YOUR FLOOR: _____

DURATION OF TIME TO COMPLETE THE DRILL: _____

<u>COMMUNICATIONS:</u>	<u>YES</u>	<u>NO</u>
Was the fire alarm clearly heard in all areas?	<input type="checkbox"/>	<input type="checkbox"/>
Was the public address (PA) system clearly heard in all areas?	<input type="checkbox"/>	<input type="checkbox"/>
Did team members report to their respective stations?	<input type="checkbox"/>	<input type="checkbox"/>
Did team members carry out all assigned duties?	<input type="checkbox"/>	<input type="checkbox"/>

<u>EVACUATION:</u>		
Were all corridors and exits clear?	<input type="checkbox"/>	<input type="checkbox"/>
Did the evacuation proceed in a smooth and orderly manner?	<input type="checkbox"/>	<input type="checkbox"/>
Did visitors and all personnel take part in the drill?	<input type="checkbox"/>	<input type="checkbox"/>

REMARKS AND RECOMMENDATIONS:

Suite Warden's Signature: _____

Suite Warden's Printed Name: _____