

Tenant Emergency Manual Implementation

Each tenant is being given a Tenant Emergency Manual. It is recommended that a captain and co-captain be appointed to implement emergency procedures. The number of co-captains needed depends upon the number of employees and the size of the office. The captains and co-captains must (1) be intelligent and capable of providing leadership in an emergency situation, and, (2) work in their respective areas within the building.

Our recommendations to the tenant include the following:

1. Designate evacuation routes, which will best promote an evacuation that is both quick, and safe. Captains and co-captains should familiarize themselves with building evacuation routes and clearly communicate this information to all employees.
2. Designate a location outside of the building for everyone in your office to assemble. The meeting location should be well away from the building and should not block or disrupt the arrival and/or operation of emergency personnel.
3. Provide for a review of all personnel present at the designated meeting location and require the immediate notification of emergency personnel if it is believed personnel may still be in the building.
4. If there are handicapped persons within your office, be prepared to assist them to the safest possible location. If you are unable to get them completely out of the building, notify emergency personnel immediately upon their arrival. Captains and co-captains should be aware of the presence of handicapped persons and alternative evacuation routes, which will make egress as quick and safe as possible.

In accordance with code requirements, we will conduct emergency evacuation drills. We strongly encourage all occupants to actively participate in these exercises. It is a valuable opportunity to test and improve our emergency preparedness.

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Chapter I - Introduction

The Tenant's Role in an Emergency

An emergency is an unplanned event that occurs without notice. It can cause minor to severe disruption in a person's life or a business. An individual's ability to cope with and handle the emergency is directly related to their level of preparation. Please familiarize yourself with this reference document. Doing so will help you prepare for and handle emergencies that may occur within the work place.

This document contains quick reference information and guidelines that will assist you in reporting and handling an emergency.

To make this document effective, we must all strive to make it better. Each drill, exercise, or real-life situation offers an opportunity to learn something new. After each incident, we should automatically review our performance and recommend any ideas for improvement to this manual.

It is recommended that all offices conduct emergency procedure and security meetings so all involved have an understanding of what to do if an emergency occurs.

Thank you for taking the time to make this a safer building for all of us. Please read it carefully and keep it accessible.

Chapter III – Emergency Response Bomb Threat

In the event of a bomb threat:

1. Immediately alert your supervisor.
2. Consider action based on the following: According to *Bomb and Physical Security Planning*, a publication by the Bureau of Alcohol, Tobacco and Firearms, there are three possible responses to a bomb threat:
 - A. Ignore the threat.
 - B. Evacuate immediately.
 - C. Search and evacuate if warranted.
3. Call 911 from a safe location.
4. Provide the following information:
 - **Your name**
 - **The address of the building**
 - **The location of the bomb**
 - **Any information from the caller**

On the next page is a guide to help you handle a telephone bomb threat. It outlines suggested information to record and have available for authorities.

If you receive a bomb threat, keep calm. Have a prearranged signal to alert a manager to listen also. If possible, record the call. If you can, advise the caller that the detonation of the bomb may kill or injure innocent people. Obtain as much of the following information as possible:

Where is the bomb?

What time is it set to go off?

What kind of bomb is it? If dynamite, how many sticks?

Method of activation: mechanical, movement of clock, chemical actions, etc.

What kind of package or box?

Method of deactivation.

What is your name, address, and telephone number?

Is the call a hoax or legitimate?

Have there been or will there be other calls?

How old are you?

Why did you set the bomb?

Judge the voice: Man__Woman__Child__Age__Drinking__Other__

Listen for any background noise:

	<u>Check if Heard</u>	<u>Description</u>
Music	<input type="checkbox"/>	
People Talking	<input type="checkbox"/>	
Cars or Trucks	<input type="checkbox"/>	
Airplane	<input type="checkbox"/>	
Children or Babies	<input type="checkbox"/>	
Machine Noise	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	
Other	<input type="checkbox"/>	



Chapter III – Emergency Response Criminal Actions

Criminal activity and violence can assume almost any form. Violence and crime most often invoke images of the stereotypical street thug or the professional criminal, but criminal activity is not so predictable. In real life, the criminal may also be a co-worker, an estranged spouse or lover, or someone you considered a friend.

If a Crime Occurs:

- Immediately report the crime to the Police by calling 911
- Do not subject yourself to physical harm at the crime scene.
- Never argue or debate with assailant.
- Never block an assailant's escape.
- Attempt to gain an accurate description of the assailants

After a Crime occurs:

- Do not disturb anything at the crime scene
- Await the arrival of police
- Ask all witnesses to wait at the site until the police complete their interview process.

Chapter III – Emergency Response

Elevator Emergencies

Elevators are one of the safest modes of transportation. The specifications for elevator construction, installation, and operation are highly regulated. Safety devices, combined with regular inspections from regulatory agencies, further insure the safety of elevator travel.

Even with these precautions, the increasingly sophisticated circuitry found on many modern elevators can result in a malfunction.

What to do in an emergency:

- 1. Remain calm.**
- 2. Press “Emergency” button or “Bell” button.**
- 3. Do not force the elevator doors open.**
- 4. Pickup the telephone and follow the posted instruction.**
- 5. DO NOT attempt to exit the elevator through the roof hatch or the front doors if the elevator is not leveled on a floor.**

If the malfunction is observed from outside the elevator, notify the Tenant Services Coordinator. **In the event that someone is trapped in the elevator, call 911 and the Tenant Services Coordinator.**

Working on elevators is specialized work. **Elevator service company or fire department personnel should only remove occupants stranded in an elevator.**

Chapter III – Emergency Response Fire and/or Hazardous Spill Procedure

Upon discovery of a fire or hazardous spill:

1. Immediately alert the building occupants by pulling the fire alarm (if your building is equipped with manual pull stations) and/or verbally notifying those around you that there is an emergency. Advise them to evacuate.
2. Call 911 from a safe location.
3. Provide the following information:
 - a. **Identify yourself.**
 - b. **Report the address of the fire or spill.**
 - c. **Provide details of the emergency.**

Important DO'S:

- Use stairwell exits only – not elevators.
- Avoid smoke or vapors.
- If caught in heavy smoke, take short breaths and breath through your nose,
- Stay low. Crawl if necessary. There will be less smoke near the floor.

Important DON'TS:

- **Do not** panic
- **Do not** attempt to fight the fire.
- **Do not** use elevators.

Chapter III – Emergency Response Medical Emergencies

In the event of an accident or illness of an employee or visitor in your area, the following procedures should be followed:

1. Do not move injured or ill persons unless it is necessary to avoid further injury.
2. Reassure the accident victim or ill person that emergency assistance is on the way.
3. Call 911
4. Provide the following information:
 - a. **Your name**
 - b. **The address of the building**
 - c. **The location of the patient**
 - d. **The patient's suspected injury or illness**
5. Only provide care that you've been trained in.
6. Send someone out to meet the ambulance and show the paramedics where the patient is located.
7. Recontact 911 if the status of the injured or ill person changes.

Chapter III – Emergency Response

Weather Related Events – Earthquakes

Action to Take

First and foremost, stay calm. Think through the consequences of any action you take. If you are inside, stay inside. If you are outdoors, stay there. In earthquakes, most injuries occur as people are entering or leaving buildings.

If you are Indoors

Take cover under a heavy desk, table, or bench - or along an inside wall. Tuck your head between your knees and protect your head with your arms. Watch for falling objects. Stay away from glass. Don't use candles, matches, or other open flames during or after the tremor because of possible gas leaks.

If you are Outside

Move away from buildings and utility wires. The greatest danger from falling debris is just outside doorways and close to outer walls. Once in the open, stay there until the shaking stops.

If in a Moving Car

Stop as quickly as safety permits, but stay in the vehicle. A car may jiggle violently on its springs, but it is a good place to stay until the shaking stops. When you drive on, watch for hazards created by the earthquake, such as fallen or falling objects, downed electric wires, or broken or undermined roadways.

Chapter III – Emergency Response Weather Related Events – Floods and Hurricanes

Hurricanes are the most powerful natural force on the earth. Often spawned in the warm tropical areas of the ocean, hurricanes may travel hundreds of miles and survive for 30 days or more. These powerful storms may produce significant rainfall, thunderstorms, tornadoes, and dangerous winds, all of which intensify as you approach the eye.

As the hurricane approaches land, the force of the storm's wind push the ocean waters into a large ridge called a storm surge. The storm surge can easily add 10 or more feet to the ocean's depths. Wave heights may reach as much as 25 feet or higher in more intense storms. The storm contains enormous destructive power with the potential to destroy structures, cause flooding, and even alter the coastal landscape itself.

Hurricane Preparations:

- Issue a notice to all personnel that a hurricane may be approaching.
- Evaluate the benefit of moving valuable equipment into an interior location.

During the Storm:

- Monitor television and radio broadcasts for storm updates.
- Remain indoors during the hurricane.
- Take shelter in an interior room where structural supports are the strongest.

Chapter III – Emergency Response Weather Related Events – Snow and Ice

Severe winter storms often involve heavy snow, strong winds, ice, and freezing rain. Heavy ice and snow can also cause structural damage and power outages.

A **Winter Storm Watch** means that severe winter weather is possible.

A **Winter Storm Warning** means that severe weather is anticipated.

A **Blizzard Warning** means that severe winter weather with sustained winds in excess of 35 mph is expected.

A **Traveler's Advisory** means that severe winter conditions may make driving difficult, dangerous, or impossible.

Listen to NOAA Weather Radio and local radio and television stations for updated weather information.

Sidewalks and parking areas may become extremely slippery. Use extreme caution while walking. Never run. Follow pathways that are clear and have had a deicer applied. Use handrails when available.

Chapter III – Emergency Response Weather Related Events – Tornadoes

Tornado Warning

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Winds will be 75 mph or greater.

Public Warning

A public warning will be broadcast over the Alert Monitor System from the Office of Emergency Preparedness. You are requested to respond to the information received via this system to avoid taking the incorrect action.

Action to Take:

Get away from the perimeter of the building and exterior glass. Leave your exterior office and close the door. Go to the center corridor of the building – this is the main corridor. Sit down in corridor and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head. **Make every effort to remain calm and encourage those around you to do likewise.** Do not attempt to evacuate the building unless you are instructed to do so via the emergency communications system.

If you are in transit in the building:

Take stairwell to basement for shelter – **do not use the elevators.** Do not go to the street level or leave the building.

If you are caught in an outside office:

Seek protection under a desk as far away from the glass as possible.

Chapter IV – Evacuation Procedures

Evacuation Procedures

Each tenant is responsible to appoint one emergency leader and one or more alternates to ensure that all occupants are accounted for during an evacuation. It is the responsibility of each employee to know his/her company emergency leader and alternates.

DO'S

- Keep calm
- Follow instructions of your company emergency leader
- Close the door of your office as you leave.
- Form evacuation line – two abreast.
- Use enclosed stairwell for evacuation.
- Keep talking to a minimum.
- No smoking
- Use handrails in enclosed stairwells.
- Listen for instructions and follow them.
- The company emergency leader will coordinate evacuation of handicapped.

DON'TS

- Do not go to the elevators – they will not respond.
- Once you have left your area, do not return for coats, purses, etc.
- Do not run or create panic.
- Do not return to the office until “**ALL CLEAR**” is given.

Please review the attached evacuation plan. Identify multiple exit routes from your workspace. Practice evacuation drills periodically. Treat all alarms as a true emergency.

Chapter V – Life Safety Equipment

Life Safety Equipment on Site

Each building is equipped with different types of fire protection devices. These devices vary based on the size of the building and the jurisdiction in which it is located. Your building is reviewed annually for safety violations. The fire protection systems are inspected and tested in conjunction with local codes and regulations.

Your building may be equipped with....

Automatic Sprinkler System - Each sprinkler head is individually heat activated. Entering the mechanical room typically accesses the sprinkler shut-off valves.

Local Fire Alarm - A local fire alarm typically consists of multiple manual pull stations distributed throughout the building. One is typically located near each exit. By pulling any one of the manual pull stations a fire alarm will activate notifying the occupants of an emergency. This alarm may or may not notify the fire department.

Smoke Detectors - In the event that a smoke detector is activated, it will sound an alarm. This alarm may or may not notify the fire department.

Fire Extinguishers - Fire extinguishers are typically mounted in special holders on the walls throughout the occupancy. These can be used on small fires if the operator is trained in their use and operation.

Safety Bulletin #1

Emergency Evacuation Drill - Educational Information

The intent of this page is to provide information to you and your employees that will aid in conducting a successful emergency evacuation drill. Please take time to review the material provided and relay it to your co-workers.

By actively participating in the emergency evacuation drill everyone will become more comfortable in dealing with an emergency if one does occur. The following are some key concepts that apply to any emergency situation:

DO NOT PANIC. In some situations, panic may pose a greater threat to your safety than the emergency itself. Remember to remain calm at all times.

NEVER ASSUME AN ALARM SIGNAL IS FALSE. In some cases, alarms may turn out to be false, but you should never make that assumption. In the event of a real emergency, time is of the essence. Evacuate the building in a safe and efficient manner.

PERSONAL SAFETY. No one expects you to place your self in harms way during an emergency situation. The first priority during an emergency situation is your safety and the safety of your co-workers.

COMMUNICATION. During an emergency, communications becomes critical. Relay to co-workers only the information that you know to be factual and reliable. Do not speculate.

PREPARATION. The key to an effective emergency evacuation is preparation. Familiarize yourself and co-workers with emergency plans and exercise those plans periodically.

The following are some basic steps to follow when conducting an emergency evacuation drill:

RECOGNIZE the emergency situation

ALERT the building occupants

EVACUATE the building

GATHER in one place

ACCOUNT for everyone

Thank you for taking the time to review the emergency evacuation information and helping to make your drill a success.