

580 CALIFORNIA

FACILITY

EMERGENCY PLAN

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PART I

Emergency Telephone Numbers

Police Department:	911
Fire Department:	911
Ambulance / Paramedic:	911
Building Management:	(415) 392-0624
Lobby Security Guard:	(415) 291-5475

The nearest San Francisco Fire Alarm Box is located at the corner of Kearny Street & Sacramento Street.

Please make sure these telephone numbers are readily available in the event an employee requires emergency medical care or the building is experiencing an emergency situation.

PART II

A. STATEMENT OF PURPOSE

As required per California Code of Regulations, Title 19 (Public Safety) and the San Francisco Fire Code, an emergency plan shall be prepared, implemented and maintained.

This manual is designed to help you before and during an emergency. The material presented here is concise, simple, and instructional. In an emergency, you will be backed up by a knowledgeable, well-trained network of “Building Life-Safety Teams” that go into immediate action. As the first link to the occupants in your suites, it’s important for you to know and follow the procedures outlined here.

Your first job is to read this manual and learn the procedures. Then, familiarize yourself with your work place environment, the people who work in your space and your company’s own emergency preparations and procedures. Take the precautions necessary to provide for the services mentioned in this manual and test them *before* you need them. Discuss the contents of this manual with your coworkers. Better yet, have a rehearsal, and walk through the procedures.

A critical aspect during an emergency is your own common sense - every situation is different, which means, your response will have to differ. Of course, this manual can’t cover every set of circumstances that may develop, just ones that are most likely to occur. But, the more familiar you are with the procedures in this manual, the more likely you will be able to respond appropriately during whatever emergency you may face. Use your own initiative, intuition, and good judgment to assure your own safety, and that of your coworkers.

If you have questions, suggestions, or you suspect an unsafe practice, please contact Building Management.

B. DESCRIPTION OF BUILDING

Type I Fire Resistive Building

Rentable Square Feet:	322,434
Gross Square Feet:	357,616
Year built:	1984
Number of floors:	23
Number of floors below street:	2
Number of elevators:	8
Height of building:	350 ft

C. LOCATION OF UTILITY DISCONNECTS

Main sprinkler valves: Located in the fire pump room on LL-2

Floor sprinkler valves: Located on each floor in stairwell 1 & 2 vestibules.

Note: To secure floor sprinklers, both stairwell isolation valves must be shut.

Main gas valve: Located in the gas meter room on LL-1.

Main water valve: Located in the water meter room on LL-1

Main electrical: Located in the main electrical room on LL-2

Nearest street fire alarm pull box: Located at the corner of Kearny Street and Sacramento Street.

D. FIRE SAFETY FEATURES

580 California Street is fully sprinkled and equipped with a complete fire detection and alarm system, as well as an emergency pressurization and ventilation system. All life safety systems are linked to an emergency control station, located in the Fire Control Center.

The building's sprinkler system is fed by an electric fire pump, and backup diesel fire pump.

Smoke detectors are provided in all building lobbies, common hallways, stairwell entrances, electrical rooms, telephone closets, mechanical rooms, and return air ducts.

A central fire control panel monitors fire alarm conditions, system troubles and building status. Emergency standby power is provided for critical building systems.

Fire Department phone jacks are located at each stairwell; standpipes are located in each stairwell as well.

Each stairwell and stairwell vestibule is pressurized and exhausted when a fire alarm is activated. Each stairwell vestibule is equipped with firefighter hose hookup.

PART III

A. EMERGENCY RESPONSE TEAM

The Emergency Response Team (ERT) is made up of building management staff and tenant employees. They assist in implementing emergency management procedures that help ensure everyone's safety during a crisis.

Fire Safety Director - Emergency Duties:

1. Immediately assume role of leader.
2. Make certain Fire Department and / or appropriate public safety agency has been notified.
3. Establish communications with security, engineering, and management.
4. Move to Fire Control Center as soon as possible for liaison with SFFD incident commander.
5. Ensure the following tasks have been performed by security or engineering staff:
 - a. Emergency floor has been located.
 - b. In case of fire, elevators are returned to the 1st floor lobby.
 - c. For emergencies other than fire, an elevator is on hold in the lobby for emergency responders.
 - d. A person is on standby in front of the building to guide emergency responders.
 - e. Necessary public address announcements have been made, i.e. evacuation or relocation.
 - f. Keys, lists of disabled locations, emergency phones, floor plans, fire binder are ready for hand-off to emergency responders.
 - g. Report activation of life safety systems to incident commanders.
 - h. Assign security for clearance and crowd control.

- i. Head-count from floor wardens and inform incident commander of results.

Fire Safety Director - Pre-emergency Duties:

1. Prepare in writing, an Emergency Plan for approval of the local fire authority per California Code of Regulations, Title 19; Section 3.09.
2. Make the Emergency Plan available to all building occupants.
3. Maintain the approved Emergency Plan.
4. Assign a responsible person to the position of Assistant Director and actively seek responsible Floor Wardens from management of the company, tenant group, or residents.
5. Train and educate the Deputy Director, Floor Wardens, Searchers, Elevator Lobby Monitors, Exit Monitors, and Aides for the Disabled.
6. Develop and implement a training program to instruct all the occupants of the building in the provisions of the Emergency Plan. Include all potential emergencies.
7. Train the building fire control console or panel operators, i.e., the security officers, building engineers, or Deputy Director in the operation of the console or panel.
8. Develop and implement a program of inspection and scheduled servicing to provide for the ready use of fire pumps, emergency generator, emergency lighting systems, elevator return system, public-address system, HVAC system, standpipes, sprinkler system, fire alarm system, and other life safety features.
9. Train all building occupants or tenants to identify hazards and to report them for correction to the Safety Director.
10. Conduct fire drills with in-house staff and emergency organization. Conduct fire drills for all building occupants, and retail spaces.
11. Conduct earthquake take-cover drills. Include pre-earthquake and post-earthquake safety, including building system recovery.
12. Recommend to all tenants, earthquake supplies for on-site storage.
13. Develop a program for the training of new building occupants or employees in the Emergency Plan.
14. Organize an emergency committee of building staff.

Duties of the Deputy Fire Safety Director:

Perform all tasks as assigned in Emergency Plan in the absence of the Fire Safety Director.

Floor Warden - Emergency Duties:

The Floor Warden is of vital importance to the total fire and emergency program for the building. He / she is the person on the scene to take command and control of the occupants of the floor. It is the Floor Warden, who every day, works or lives on the floor, who knows the people who populate the floor. The Floor Warden knows who is mobility-impaired. The Floor Warden, who is trained for an emergency, will react in a positive, correct manner.

1. Maintain open & good communications with occupants.
2. For earthquakes, make certain occupants duck and cover under desks and tables away from glass and overhead objects. The concern is to protect head & body. Prepare for aftershocks. If the building is safe, advise occupants to stay inside. The core areas of floors (elevator lobby, restrooms, common hallways, etc.) are the best locations to assemble after earthquakes.
3. Direct occupants to exits, if necessary.
4. Determine safe availability of exit stairways; if unsafe, use alternates.
5. Control occupants if not directed to relocate/evacuate, and direct to safe locations.
6. Be prepared to communicate vital information to the lobby or Fire Department.
7. If relocated or evacuated, communicate to lobby your arrival at refuge area.
8. Determine by head count any missing or injured occupants, and relay to the Fire Safety Director or Fire Department.

Floor Warden - Pre-emergency Duties:

1. Know the location of all fire and emergency related equipment on the floor or in the area of responsibility.

2. Know the use of all fire and emergency related equipment on the floor or area of responsibility.
3. Train the floor occupants in safe fire exit, and defend in place procedures.
4. Appoint Area Wardens if the floor is extremely large and beyond the control of one person.
5. Be completely familiar with the floor arrangement, the number of floor occupants, and the location of exits.
6. Be fully aware of the existing procedures of the building as they relate to the Floor Warden's floor.
7. Train the floor occupants in fire prevention and earthquake safety.
8. Make sure that people checking fire floors are in pairs.
9. Select and train the following to assist during emergencies:
 - Assistant Floor Warden
 - Searchers
 - Elevator Lobby Monitors
 - Exit Monitors
 - Aides for the disabled, guests/visitors, children, and elderly.

**If the floor of occupancy does not have a population to provide a full complement of floor emergency staff, then attempt to provide a Floor Warden and Deputy to assist.*

10. Divide the floor population into groups and formulate the traffic patterns to be followed to exit via emergency stairways.
11. Daily, throughout the floor, conduct an inspection of exits, exit pathways, exit lighting, extinguishers, and door closures. Report deficiencies to the Fire Safety Director and Building Management.
12. Maintain an up to date list of all mobility impaired persons on floor; include usual break and lunch times and locations.
13. Establish a system of replacements for floor emergency organization because of vacations, sick or disability leave, promotion, etc.

Assistant Floor Warden Duties:

1. Shall assume the duties of the Floor Warden in his / her absence.
2. Perform all tasks as assigned by the Floor Warden.

Searcher Duties

1. Search for occupants who may not have heard the alarm, and assist those who may not know how to respond to a fire alarm. Search remote floor areas, restrooms, computer rooms, break rooms, cubicles, and copier rooms, etc. Direct persons found to closest exit.
2. If a room is cleared of people, close the door, and place a yellow “Post-it” low on the door. This will slow the spread of fire, and alert the emergency responders that the room is clear.
2. Maintain calm and keep others calm by example of your composure.
3. Know where the fire extinguishers, alarms and exits are located, and their use.

Elevator Lobby Monitor Duties:

1. Assist the Floor Wardens in any way directed.
2. Act as a crowd control monitor - directing people away from the elevators and to the nearest stairwell for relocation or evacuation. Report to Floor Warden before exiting.
3. Maintain calm and advise others to do the same.

Duties of Exit Monitors:

1. Test the exit door assigned for heat with the back of your hand before allowing entry.
2. Verbally instruct exiting occupants about the correct stairwell procedures and floor of refuge.
3. Ensure that automatic door closer acts correctly and refrains from blocking door in an open position.
4. If exit stairway becomes violated with smoke or heat, direct occupants to alternate exit.

5. Report to Floor Warden before exiting.
6. Maintain calm and advise others to do the same.

Duties of Aides to the Disabled:

1. The disabled person must be allowed to select their assigned aides.
2. The aides shall have knowledge of the exact location of the building's safest exit, i.e., stairwells.
3. The aides and disabled person shall be familiar with the assigned exit.
4. In a fire emergency, the disabled person shall be assisted by the aides to their assigned exit location. When on site, they shall place disabled person in location away from the normal path of travel of exiting occupants and await the arrival of the Fire Department.
5. The disabled aides shall remain with their charge until relieved by direction of a Fire Officer.

Building Security - Emergency Duties:

1. Upon notification of alarm, report to the Fire Control Center, and await arrival of the Fire Safety Director or Fire Department. If two (2) officers are on duty, the other shall station themselves at the entrance of the building, and perform crowd control. During an alarm condition, do not allow anyone into the building, except emergency responders.
2. Report fire emergency information to building staff using portable radios, and contact the management office.
3. Use the public address system to inform building occupants of the situation using the scripted messages that are posted in the FCC room, or any other information that the Fire Safety Director or Emergency personnel require.
4. Direct and assist occupants in exiting.
5. Direct Fire Department personnel to their key lock box, and the location of the firefighter portable phones.
6. Assist Fire Safety Director and/or Fire Commander.

Building Security - Pre-emergency Duties:

1. Know Emergency Plan duties.
2. Train temporary staff in Emergency Plan duties.
3. During patrol, report any fire related equipment deficiencies found, in writing, to the Fire Safety Director.
4. Correct, on sight, any blocked exits found.
5. Establish liaison with the local fire investigating unit.
6. Know operation and use of fire extinguishers.
7. Know operation and use of firefighter's elevator return system.
8. Be knowledgeable in fire and earthquake rescue practices.
9. Be capable of understanding the operation of the fire console.
10. Know the use of the building's public address system and be aware of the exit announcement script's location.

Building Engineers - Emergency Duties:

1. Investigate floor of alarm, and report situation to the Fire Control Center.
2. Assist Fire Officer at fan/damper control panel.
3. Report activation of all automatic fire equipment to Fire Officer.
4. Continued fuel level check of emergency equipment.
5. Assist as required.

Building Engineers - Pre-emergency Duties:

1. Know Emergency Plan duties.
2. Inspect all fire-related equipment.
3. Test all fire related equipment.

4. Maintain all fire equipment.
5. Educate all engineering staff in duties and equipment.
6. Report fire related equipment repair through channels.
7. Know operation and use of fire extinguishers.
8. Know operation of Firefighter's elevator return system.
9. Be trained in fire and earthquake rescue practices.
10. Be familiar of complete operation of Fire Control Center.

Building Engineers - Post-emergency duties:

1. Reset fire alarm.
2. Reset fire-extinguishing system.
3. Inspect fire extinguishers for usage.
4. Inspect fuel levels for fire pump and emergency generator; refuel if necessary.
5. Inspect all fire equipment used during the emergency.
6. Submit Equipment Use Report to Fire Safety Director for evaluation.
7. After an earthquake, inspect for natural gas, water, and electrical damage. Check all shut-off's.

PART IV

A. FIRE ALARM SYSTEM

Type of system:

The life safety system at 580 California includes a complete fire detection and alarm system (NOTIFIER 2120), a smoke evacuation system, fire sprinklers throughout the building, an emergency communication system and an emergency control station with computerized monitoring of the entire building. All systems are monitored 24 hours a day.

The NOTIFIER 2120 panel is located in the Fire Control Center off of the main lobby, behind the security console. An alarm will sound at the security console that will alert the officers to any activation of the NOTIFIER system. The main panel contains alarm location information, alarm silence button, and an alarm reset button. An operation manual for the 2120 is located within the FCC room.

Alarm and detection devices:

- **Building Fire Alarm Station:** These devices are located at each stairwell entrance, and in every elevator lobby. Activate the building fire alarm station by pulling the lever down to put alarm in service/operation.
- **Smoke Detector:** These devices are located in elevator lobbies, stairwell entrances, telephone rooms, electrical rooms, mechanical rooms, and all air vents.
- **Fire Sprinkler Water Flow Switches:** Water flow in the sprinkler system will activate the fire alarm system.

Activation of any of the above mentioned devices will:

- Set off the alarm on the floor of incident, the floor above, and two floors below. The alarm will have a high-pitched intermittent whooping tone, which is broadcast over the building's PA system.
- All fire doors that are magnetically held open will be released to contain smoke and fire.
- All stairwell doors, and any locked lobby doors will automatically unlock.
- The building's pressurization/evacuation fan systems will be activated.

- The central station, which monitors the building's Life Safety system, will automatically call the fire department.

Elevator Recall:

Elevators automatically recall when a smoke detector in an elevator lobby is activated, or manually recalled using a key switch located in the FCC room. Upon recall, the elevators move to the first floor, and the doors will open. They will stay at this position until reset by the Fire Safety Director, or Fire Department.

B. PUBLIC ADDRESS SYSTEM

Description:

Initial emergency instructions are given over the emergency public address system throughout the building. Emergency instructions will come from the Fire Control Center which is located in the building lobby. This system can be broadcast to the entire building by depressing the "ALL CALL" button on the panel or to individual floors, stairwells, or elevators by depressing the separate call buttons on the panel. Emergency instructions are relayed via this system.

Scripts:

All call –

Note: Read slowly & clearly

Attention. Attention. Attention. We have an alert signal on floor ____, which is being investigated. Please stand by for further instructions.

For evacuating floors –

Note: Read slowly & clearly

Attention. Attention. Attention. We have an alert signal on floor ____. Floors ____, ____, ____, and ____ proceed to the nearest stairwell exit. Follow these stairwells down and exit the building. Do not attempt to use the elevators. Do not re-enter the building unless instructed to do so.

For relocation floors only –

Note: Read slowly & clearly

Attention. Attention. Attention. We have an alert signal on floor _____. Floors _____, _____, _____, and _____ proceed to the nearest stairwell exit, walk down four floors and re-enter the building. Do not use the elevators.

For receiving floors –

Note: Read slowly & clearly

Attention. Attention. Attention. We have an alert signal on floor _____. Floors _____, _____, _____, and _____. Be prepared to receive persons on your floor from the floors above. Please ensure stairwell doors are unlocked and clear.

C. OTHER COMMUNICATION SYSTEMS

Emergency phones: These phones are located every fourth floor in each stairwell, penthouse mechanical rooms, and in the central plant. They have a direct line to the FCC room. The Fire Safety Director, Floor Wardens, Security, staff, and all emergency team members need to be familiar with emergency phone operation.

Firefighter’s Dedicated Phone Jacks: Portable phones are located in the FCC room, and are for use by the firefighters. They have a direct line to the FCC room.

Phone jack locations:

- Elevator lobbies
- Elevator cabs
- Fire pump area
- Exit ways
- Guard desk
- Every stairwell landing

Stairwell Emergency Phones: There are emergency phones located in each stairwell every four floors. These phones connect directly to the Building Security

Console & Fire Command Center. Phones are located on floors 23, 19, 15, 11, 7, and 3 in each stairway.

Portable radios:

580 California management, engineering staff, and security maintain a working set of portable two-way radios.

Telephone system

The building telephone system provides for phone service between the building management office on the 20th floor, the main lobby security console and the engineer's office on LL-2.

PART V

A. EVACUATION & RELOCATION

When a fire alarm is activated on your floor, follow the instructions listed below:

1. Remain calm.
2. No talking, listen carefully for instructions from the building PA system or your floor warden(s).
3. Gather at the nearest stairwell exit.
4. Your suites emergency response team should begin their tasks.
5. If you are instructed to exit over the PA system, or from your floor warden, or if you observe the fire situation, keep calm and walk quickly to the nearest stairwell exit. Stairwell exits are located at the north and east sides of the building. Never use the elevators for exiting during an alarm situation.
6. Platform or high-heeled shoes should be removed and carried.
7. Follow the directions of your floor wardens. They can be identified by orange vests.
8. Close the doors behind you as you leave to slow the spread of fire to other rooms. Do not lock the doors as you leave.
9. Feel the surface of every door with the back of your hand prior to opening it. If it feels hot, proceed to another exit.
10. If smoke is present, stay low and crawl with your body against the wall. The clearest air is near the floor. If forced to make a dash through smoke or flames, hold your breath and cover your mouth.
11. Calmly enter the nearest stairwell exit, single file. Stay to the right on your way down the stairs to allow a clear path for fire department personnel.
12. **Evacuation Floors:** Floors 1 through 7 will evacuate outside the building. Stairwell #1 (north stairwell) will exit onto Kearny Street, and Stairwell #2 (east stairwell) will exit onto Spring Street. Head north to Sacramento Street, and wait there between the corners of Kearny Street and Spring Street. **Do not wait outside the front or sides of the building.** Falling glass and other debris can be a hazard.

13. **Relocation Floors:** Floors 8 through 23 are relocation floors. Enter the stairwell, walk down four floors, and re-enter the building. Gather near the corridor you just entered, and wait for further instructions. It may become necessary to evacuate the entire building. If you are instructed to do so, follow the directions for “**Evacuation Floors**” above.
14. If you are unable to exit down the stairwell due to fire, smoke, or damage, attempt to return to your office, and defend in place (see “**ACTIONS TO TAKE WHEN TRAPPED ON A FIRE FLOOR**”). As a last resort go up to the roof. Stairwell #1 (north stairwell) has the only roof access. Use the fire phone located in the stairwell to inform the Fire Command Center of your situation.

B. PROCEDURES FOR PHYSICALLY DISABLED PERSONS

Ambulatory: Move them to the nearest stairwell exit. Stand by until the stairwell is clear, and then go down four floors and re-enter the building. If you are on floors 1 through 7, exit the building, and meet on Sacramento Street between the corners of Kearny Street and Spring Street.

Non-ambulatory: Move them to the nearest stairwell exit, have the aid to the disabled contact the FCC room with your situation, and await fire department personnel. If the conditions on the floor are untenable, move them into the stairwell when clear of all traffic, and await fire department personnel.

All disabled persons should have aides from their office assigned to assist them during an emergency. At no time should disabled persons be left alone.

When conditions prohibit removal from an area because of smoke or fire conditions, a room that is safe & clear should be selected. Move to that area and defend in place. Call 911 (speak calmly & clearly) and provide location, conditions, and the fact that a disabled person is trapped.

C. FIRE

At the first sign of a fire, follow these steps:

1. Operate the nearest fire alarm pull station. Manual pull stations are located at each stairwell entrance, and in the elevator lobby.
2. Call 911 from a safe distance.
3. Inform the Floor Warden, and others in the immediate area.
4. Evacuate and assist others, and listen.
5. Listen for any instruction given over the PA system. During these announcements stop whatever you are doing, pay close attention, and respond to any updated announcements
6. If the fire is small enough, extinguish the fire. Fire extinguishers are located inside each stairwell exit. When using an extinguisher on a fire, keep yourself between the fire and the exit. Remember that fires grow very rapidly. Never attempt to fight a fire that appears to be out of control.
7. Close doors behind you as you evacuate, but do not lock doors.

D. ACTIONS TO TAKE WHEN TRAPPED ON A FIRE FLOOR

If you are unable to exit due to flames or smoke, follow these instructions:

1. Find the safest office to defend in place.
2. Close the door behind you, and seal the door with any types of material you can find (tape, cloth, newspaper, paper, carpet, etc.). This will help to keep smoke out, and slow the spread of fire.
3. Call 911, and give them as much information as possible on your location (the floor are you on, and your location on the floor).
4. If you are in a room with sinks, tubs, showers, or any type of water source, turn on the water and let it overflow.
5. Stay as low as possible.

E. URBAN FIRES

Not all fires will be internal to the building. On some rare occasions, fires may originate from neighboring buildings, or events taking place on the surrounding streets. Depending on the extent of the event, it may be safer to remain inside the building. However, it may become necessary to evacuate. In most instances, the fire department will be onsite long before we are aware of the situation, and they will make determinations for evacuation of surrounding properties.

Let's assume the building across from Spring Street has fire leaping out some windows at the midway point up the building, and the fire department has ordered the evacuation of 580 California. There are two stairwells at 580 California for evacuations. Stairwell 1 exits onto Kearny Street and Stairwell 2 exits onto Spring Street. In this scenario, we would not want occupants exiting onto Spring Street due to the fire next door.

Building Security: The building staff will make PA announcements informing all occupants NOT to use stairwell 2. Only use stairwell 1 for evacuations. Continue this announcement. Evacuate through Stairwell 1 if it becomes unsafe to remain.

Floor Wardens: Have one of your assistants monitor the entrance to Stairwell 2, and direct occupants toward Stairwell 1. Have your Emergency Response Team lead all occupants down Stairwell 1, exit onto Kearny Street, and head north towards Sacramento Street, Gather your staff together, and take a head count. Notify the fire department if anyone is missing and/or assumed to be still in the building.

Engineering: Engineering will monitor building life safety systems as they would during any fire alarm situation, including maintaining communications with the fire department. Evacuate towards Sacramento Street if it becomes unsafe to remain.

PART VI

A. EARTHQUAKE PREPARATION

The best defense for an earthquake is to be prepared for one. Have a system in place for pre-earthquake inspections and planning. After a large earthquake, you may have to spend a minimum of 72 hours in this building. **Be prepared.** Have enough supplies on hand for all your office personnel.

1. **Determine emergency source of water:** Humans require a minimum of three quarts of water a day.
 - Soft drink machines
 - Ice cubes
 - bottled water
2. **Determine emergency food needs. Humans require 1500/1700 calories a day:**
 - Canned foods - don't forget to have a can opener
 - Dried foods
 - Vending machines
3. **Determine emergency equipment needs:**
 - First-Aid kit
 - Flashlights
 - Portable radio or television
 - Spare batteries
 - Small tools and rope
4. **Make sure your equipment is secured:**
 - Secure bookcases and cabinets to the walls
 - Secure all wall attachments, i.e., pictures, etc.
 - Secure heavy appliances, i.e., copy machines, computers, etc.
 - Remove heavy objects from atop bookcases and cabinets
 - Install small lip in front of bookcase shelves

B. DURING AN EARTHQUAKE

1. At the first moment of an earthquake, take cover under a sturdy table or desk. *Do not take cover in a doorframe.* Doors will swing violently during an earthquake. Stay clear of windows, glass doors, mirrors, etc. If in a corridor or elevator lobby, sit on the floor and brace your back against the wall. Wherever you are, always protect your head and shoulders.
2. If you are in an elevator during an earthquake, do not panic. The elevators are equipped with a seismic switch, which if activated, automatically reduces the speed of the elevator and lowers it to the next floor. The doors will open, and the elevator will shut down. Exit the elevator, and remain in the elevator lobby.
3. The key to survival of the initial shock is **“DUCK, COVER, AND HOLD”**.

C. POST EARTHQUAKE

1. Be prepared for aftershocks.
2. Do not leave the building unless directed to evacuate. Experts believe that you are safer in a building than on the street. People outside suffer most metropolitan earthquake injuries - not inside. If you do leave the building expect falling glass, building parts, and other types of debris. Also, be aware of downed power lines, and any other possible obstacles.
3. Move to the core (center) of the building. This is the elevator lobby area.

Floor Warden Organization Duties:

- Gather employees to core of building
- Control employees
- Move heavy tables to core (center) of building
- Begin search, rescue, and head count
- Conduct first aid on any casualties
- Survey for damage
- Establish a communication system for the floor, to the Fire Control Center, and outside the building if possible. Use runners for a line of communication to the Fire Control Center.
- Close the blinds
- Gather all fire extinguishers
- Select a separate room to administer first aid on any injured
- Move any fatalities to separate closed room
- Set up a strict rationing system for food and water

- Keep employees mentally active by assigning tasks, job duties, etc.

PART VII

A. MEDICAL EMERGENCIES

1. Call 911, and then call building management at 392-0624.
2. Give your name, location, phone number, and a brief description of the situation.
3. Do not move the injured person(s) unless necessary.
4. If necessary, and if you are trained, administer first aid.
5. Building management will have an elevator on standby for ambulance personnel.

B. BOMB THREATS

If you receive a bomb threat:

1. Talk to this person as if you were speaking to an upset friend.
2. Try to get as much information as possible from the caller, such as detonation time, specific location, voice characteristics of caller, what kind and size of bomb, what is the reason for placing it, etc.
3. Immediately notify building management at 392-0624.
4. Immediately call the police department at 911.
5. Building management will notify the tenants on the floor specified, as well as the tenants on the floors above and below the suspected floor. If the threat is not floor specific building management will call all tenants in the building, and advise them of the threat.
6. The decision to evacuate will be made by each individual company.
7. If directed to evacuate, do not use the elevators. Use the stairs to exit the building, and meet on Sacramento Street, between the corners of Kearny and Spring Streets.

Remember, you can search your area faster and more thoroughly for a suspicious package, as you know your area better than anyone else. The building staff will search the common areas.

If you discover a suspicious package:

1. **DO NOT TOUCH OR MOVE IT!**
2. Notify the police department at 911, your supervisor, and building management at 392-0624.

C. CIVIL DISTURBANCES

For any dangerous civil disturbance that puts life or property in danger, call 911, and building management at 392-0624.

Please provide the following information:

1. Your name, location and phone number.
2. Brief description of what is wrong.
3. Location of situation.
4. Location of any victim(s).

D. HAZARDOUS MATERIALS INCIDENTS

For hazardous materials incidents, call 911, and building management at 392-0624.

Please provide the following information:

1. Your name, location and phone number.
2. Brief description of what is wrong.
3. Location of situation.
4. Location of any victim(s).

E. POWER FAILURES

Power outages usually occur for only a short time. When a power outage occurs:

1. The building emergency generator will automatically start.
2. There will be lighting to emergency fixtures throughout your space.
3. There will be lighting in all stairwells.
4. The building Life Safety System will have power.
5. The elevators have emergency lighting. They are designed to return to the lobby, and the doors will open automatically. One elevator for each bank will remain in operation.
6. Listen for instructions over the buildings PA system.
7. Use the stairwells if instructed to relocate or evacuate.

F. ELEVATOR ENTRAPMENT

Elevators are one of the safest forms of mechanical transportation. However, there are times when they may stop running.

If you become trapped:

1. Remain calm. You are in a safe environment.
2. Each elevator has a phone located near the bottom of the left-hand floor indicator panel. This phone will give you a direct line to the security console of the building. At nights, and on weekends, there is only one security officer on duty. If no one answers the phone, try again within 10 minutes. Someone will be there shortly.
3. Inform the security officer of your situation, what elevator you are in (inside the phone panel the number of the elevator is noted), and what floor you think you are on.
4. Security will contact the building elevator vendor. They will dispatch a technician to the building as soon as possible.
5. Stay on the line with the security officer. They will keep you informed.

G. STORMS

The likelihood of a hurricane wind force is highly unlikely. The main concern in case of a storm is window breakage. Matter, rocks from roof coverings and unsecured materials, can be thrown into the exterior window panels causing breakage. Due to the elevation of the building 550 feet, falling glass can be propelled by gravity and wind velocity causing a cascading life threatening effect.

- Before a windstorm, all exterior offices must be isolated from the interior office areas by closing the individual office entrance doors.
- Exterior drapery should be closed to reduce glass impact into the space. The Individual floor warden team members will do this during occupied hours with security performing this on the night and weekend.
- During a storm, stay inside; do not wander around the exterior of the building. In case of a broken window, security will contact Engineering and Property Management. Progress Glass is the preferred Glazing Vendor (415) 285-5000
- Get people away from the floors with broken glass.
- Do not attempt to remove pieces of broken glass from the window frame the high wind velocity can carry you out the window opening. If multiple windows are broken, call the police department 911 so that they can assist in blocking off streets surrounding the area.

Have disaster supplies on hand:

- Flashlight with extra batteries
- Portable, battery operated radio and extra batteries
- First aid kit
- Emergency food and water
- Non-electric can opener
- Essential medicines
- Cash and credit cards
- Sturdy shoes

H. MEDIA INQUIRIES

When a major crisis occurs that is likely to draw media and public attention to the property, the Property Management Team must be prepared to provide honest, accurate information to the media in a timely manner. The Property Management Team will also be prepared to assist the media in every way possible, but not to the extent that such assistance infringe on a Tenant's rights or hinders the Team's ability to handle the crisis at hand.

The Property Manager will have primary responsibility for dealing with the media. He/she will deliver all public statements and conduct all interviews once he/she has final approval from management's corporate communications individuals. Tenant's should refer all inquires to the Property Manager. If the media inquiries pertain specifically to a Tenant and their operations, then the Tenant should follow their internal policies and procedures. The Tenant should notify Property Management immediately on how to respond to the media inquiries.

As soon as possible after a crisis occurs, the Property Manager will gather the necessary facts concerning the incident and draft a statement of facts. This statement will then be provided to regional management, corporate communications and legal counsel. While this process is occurring, the Property Manager will assist and monitor the media at the incident site.

Once a statement is approved, the Property Manager will release it to the media only if they specifically request the information. As new or updated information is received, the Property Management Team should review it with Corporate Legal Counsel and the Regional Manager and, if appropriate, release it to the media. In the days and weeks following a crisis, the Property Management Team will consult with the Legal Counsel and Corporate Communications regarding the subsequent release of information to the media.

All media inquires for information should be forwarded to the building management office at (415) 392-0624.

Any occupant specific inquires should be directed to your manager of company information officer.

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Appendix A - Warden Information Sheet

Date: _____

Company name: _____

Suite #: _____

Floor Warden(s):

Assistant Floor Warden(s):

Searcher(s):

Elevator Lobby Monitor(s):

Exit Monitor(s):

Aide(s) to the Disabled:

NOTE: Each tenant will have one (1) floor warden. Generally, a tenant occupying approximately 7,000 square feet should have two (2) floor wardens. Each floor warden shall appoint all persons for the above noted positions, except aides to the disabled. Aides should be selected by the person requiring assistance. For tenants that only have a few employees, the floor warden will take on all roles noted above (except aide for the disabled). As changes in personnel occur, this sheet must be updated by the floor warden and forwarded to the building management office.

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Appendix B - Persons with Disabilities

Company name: _____ Date: _____

Suite #: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Name of Aide: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Name of Aide: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Name of Aide: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Name of Aide: _____

NOTE: Disabilities include temporary conditions such as pregnancy, broken arm, sprained ankle, medication dependency, or anyone who would have difficulties during an emergency situation. As changes in personnel or physical conditions occur, please forward an updated copy of this form to the building management office.

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Appendix C - Bomb Threat Checklist

Time and Date Reported: _____ How Reported: _____

Exact Words of Caller: _____

Questions to Ask: (stay calm, speak slowly request comments if you don't understand, and talk to the person as if you were speaking to an upset friend)

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

Description of Caller's Voice:

Male/ Female Young _____ Middle Age _____ Old _____ Accent _____

Tone of Voice: _____

Is voice familiar? _____

If so, who did it sound like? _____

Other Voice Characteristics: _____

Background Noise: _____

Time Caller hung up: _____

Remarks: _____

Name, address and telephone number of recipient: _____

Telephone number that call was received at: _____

(A copy of this page should be distributed to all employees.)

