

TENANT EMERGENCY GUIDE

343 SANSOME STREET

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CALIFORNIA CODE OF REGULATIONS

TITLE 19 SECTION 3.09;

FIRE MARSHAL BULLETIN 01-02

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EMERGENCY PHONE LIST

FIRE – POLICE – MEDICAL – AMBULANCE	9-1-1
From a cell phone	415-553-8090
AMBULANCE non-emergency.....	415-431-2800
SECURITY	415-730-2809
BOMB THREAT.....	9-1-1
BUILDING MANAGEMENT OFFICE.....	415-434-0343
POLICE non-emergency.....	415-553-0123
FIRE DEPARTMENT non-emergency	415-558-3300
Night/weekends/holidays.....	415-861-8020
POISON CONTROL CENTER.....	9-1-1
PACIFIC GAS & ELECTRIC.....	800-743-5000
SAN FRANCISCO PUBLIC UTILITIES.....	3-1-1
TOXIC ACCIDENT OR SPILL.....	9-1-1
HOSPITALS	
San Francisco General.....	415-206-8000
St. Francis Memorial.....	415-353-6000

When reporting an emergency, be brief and give the following information:

- Your name
- Your exact location (building name, street address, floor, and suite number)
- Brief description of emergency situation
- Your telephone number

**LOCATION OF THE NEAREST STREET ALARM PULL BOX:
350 SANSOME & SACRAMENTO STREET**

(The pull box is a stand that is red with a square box and a triangle top. There is a square opening with a lever in the middle that is to be pulled in case of an emergency.)

INTRODUCTION

343 Sansome is a 15-story, approximately 256,985-sq. ft. office building located in the financial district of San Francisco. The building was completely renovated and re-opened in 1990.

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 to become familiar with that information, and participate in evacuation drills and training sessions.

Throughout the following sections we will refer to the safety/evacuation director, evacuation team, floor wardens, area searchers, and various monitors. These are people in the building who have been assigned specific duties to perform during an emergency situation. Please refer to the **Evacuations** section of this manual for more information on the responsibilities of each of these positions.

AUTHORITY

The authority to move persons from offices, suites and entire buildings in the event of a fire emergency rests primarily with the tenant representatives (and if time permits, with the advice of building management). In a fire situation, relocation or evacuation will begin immediately and normally prior to the arrival of the Fire Department.

TENANT RESPONSIBILITY DURING AND AFTER-HOURS

Tenants are fully responsible for the education and training of their personnel for emergency situations. Tenant Facilities Managers or Office Managers should work with Building Management and the local Fire Department in setting up the necessary pre-fire plans in order to assure the safety of their personnel.

Tenants are responsible for the education of all their employees working during and after hours in the event of an emergency.

If you have any questions about the procedures and plans in this manual, do not hesitate to contact the management office at 415-434-0343.

PURPOSE OF PLAN STATEMENT

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

EMERGENCY LINKS

www.SF72.org

www.redcross.org

www.fema.gov

www.cdc.gov

BUILDING'S LIFE SAFETY FEATURES

Although fires are rare occurrences in office buildings, everyone who works in an office building must be prepared to act quickly in an emergency. Response procedures must be planned carefully and communicated to office workers. At the very least, all building inhabitants must know the location and use of fire exits.

To increase your understanding of the life safety system at 343 Sansome, we have included a description of the various components and a sequence of events that occur when an alarm is activated.

Life safety systems are incorporated in the building for the protection of life and property. These include a combination standpipe-sprinkler system, a multiplexed alarm system, and back-up emergency power via a standby diesel generator. A tank holding 15,000 gallons of fire-protection water is located on lower level 2 of the building.

Located on the lobby level in the Fire Command Center, a Siemens MLX fire life safety system is used at 343 Sansome. All addressable devices are continuously monitored by Bay Alarm for fire indication. These devices and their locations are:

- Smoke Detectors, located in the elevator lobbies, north and south corridors, electrical and telephone closets, mechanical rooms, air handling unit ducts, and adjacent ceiling near vestibules.
- Manual Building Fire Alarm Pull Station, one device is located in the Fire Command Center.
- Sprinkler Water Flows, located on the main sprinkler risers, two per floor. The valves are protected by Tamper switches.

SEQUENCE OF OPERATION

After any alarm initiation of these devices, the following will begin:

- 1) A four-zone alarm, affected floor of incidence, floor above, and two floors below will have the following:
 - The sound of the fire alarm is a loud, slow whoop.
 - Strobe lights will flash.
 - Elevator lobby door locks and their magnets are de-energized and the doors close.
 - Automated public address system announcements will play. Security will proceed to the main fire panel to confirm announcements are playing by verifying indicator lights for appropriate floors. If indicator lights are not on, security will make announcements.
 - Only for the incident floor: Outside air and exhaust dampers close, all air handlers and zone fans are deactivated to prevent smoke from traveling.
- 2) Stairway pressurization fans, vestibule supply fans, and vestibule exhaust fans are activated.
- 3) Toilet exhaust fans are deactivated.

- 4) All door hold open magnets and stairway locks are released.
- 5) Elevators are recalled (Phase 1) to main lobby if device initiated is the smoke detector in any elevator lobby.

Note: Activation of the main lobby smoke detector will initiate a Phase 1 alternate recall that will send all elevators to the 2nd floor. The Garage elevator will go to LL1.

FIRE SPRINKLER SYSTEM

Only sprinkler heads, which are activated by heat, will go off and will then activate the fire alarm.

The building uses a combination standpipe system feeding two main risers located in the stairwells. An electric fire pump, backed by a diesel engine-driven fire pump, supplies fire protection water to these risers. Floor loops are then connected to the risers, in a redundant fashion, with shut-off valves to feed sprinklers out on the floors.

Main shut-offs are located on Lower Level 2 on the West Side of building.

STAIRWELLS AND VESTIBULES

Two stairwells provide direct access to the street level from all the tenant floors. Each stairwell is pressurized and each landing sprinklered. Each vestibule leading to the stairwell is also pressurized, exhausted, and likewise is sprinklered for safe egress. In the event of power loss to the building, exit signs and emergency lighting in stairwells is powered by emergency power.

FIREDOORS

Fire-rated doors are installed in the vestibules, stairway landings, and elevator lobbies to provide safe enclosed exit paths.

Elevator lobby doors and stairway doors are equipped with locks that release under fire alarm condition.

FIRE EXTINGUISHERS

A-B-C type fire extinguishers are located in cabinets adjacent to both vestibule doors throughout the building and every 75 feet along path of egress.

Activation of an area smoke detector will:

- Provide alarm indication at FACP and remote annunciator
- Activate strobes and strobe/horns on that floor
- Close smoke/fire dampers in areas covered by smoke detectors
- Send alarm signal to dialer which calls the off-site monitoring company

Activation of a water flow device will:

- Provide alarm indication at FACP and remote annunciator
- Activates strobes and strobe/horns on that floor

- Send alarm signal to dialer which calls the off-site monitoring company

Activation of an elevator lobby smoke detector will:

- Provide alarm indication at FACP and remote annunciator
- Activate strobes and strobe/horns on that floor
- Recall the elevators
- Send alarm signal to dialer which calls the off-site monitoring company

To assist with emergency exiting, green exit signs are located throughout the entire floor and above the stairwell exits. These exit signs will direct tenants to the nearest stairwell exit. To further assist evacuating tenants, evacuation signs are posted in every elevator lobby and at each stairwell exit. These evacuation signs indicate the locations of the stairwell exits. During an emergency use the stairwells; **DO NOT ATTEMPT TO USE THE ELEVATORS**. The elevators will be recalled to the ground floor to be used by the fire department if necessary.

PUBLIC ADDRESS SYSTEM

Building wide announcement system

EVACUATIONS

General Information

Each tenant is obligated to follow the Emergency Preparedness and Evacuation Plan established by Building Management. The tenant shall provide responsible personnel to assist the management office and be responsible for controlling the movement of tenant employees during an evacuation of the building.

The Emergency Preparedness and Evacuation Plan includes the following people (Emergency Response Team):

- The Property Manager, who monitors the procedures and the specific responsibilities of those assigned in the plan.
- Floor wardens and tenant wardens to ensure that an evacuation team is in force in all occupied portions of the building and public areas (i.e. lobbies, corridors, exits) during an evacuation.
- Sufficient searchers and monitors assigned to appropriate areas of the building, to ensure that all employees are evacuated from remote areas, and that the evacuation takes place in an orderly and safe manner.
- Sufficient alternates assigned for each position specified in the plan, so that a principal or alternate is in the building at all times during working hours to supply leadership under the plan.
- An assigned person to assist disabled employees and one alternate.

Tenant Responsibilities

Each tenant should establish an emergency team based on the positions described above. A floor warden serves as the contact between the Property Management Office and the tenant's employees, ensures that every employee of the tenant is aware of all emergency procedures and plans, and coordinates tenant response in an emergency.

The emergency team for each floor consists of the floor warden, searchers and monitors.

Evacuation Drills

- The management team conducts emergency evacuation drills annually in accordance with the approved plan.
- All occupants of the building are required to participate in the emergency evacuation drill. The occupants may be required to relocate to another floor or fully evacuate the building and assemble in an area designated by the floor/tenant warden.
- A written record of the drills are kept on the premises and readily available for inspection by the fire department.

EVACUATION DEFINITIONS

Relocation: In a high rise building, In-Building Relocation is the controlled movement of building occupants from an endangered area of a building to a relocation area within the same building.

343 Sansome is a relocation building. When a floor goes into alarm, the occupants of that floor must relocate 4 floors down. Floor 5 and below always fully evacuate and exit the building.

Full Building Evacuation: Complete exit of the building. In this instance you would not relocate 4 floors down but completely exit the building instead.

343 SANSOME PROCUEURES

If the fire alarm is activated on your floor:

1. Listen for the public address (PA) announcement
2. Calmly walk to the nearest exit on your floor & relocate 4 floors down
3. Check-in with your floor warden so they can account for you
4. Wait for further instructions over the PA system

If you get to the relocation floor and that floor is also in alarm continue down the stairs and fully evacuate the building

Other floors relocating to your floor

At times there may be an alarm on a floor above you that requires those occupants to relocate

1. You will hear a public address announcement informing you to prepare to receive people from floors above

2. Assist in providing an area for those people to gather
3. Wait and listen for further instructions

Special Instructions for Assisting the Disabled/Mobility Impaired

Persons with disabilities must be identified and considered prior to any emergency evacuation.

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. During a fire or other emergency where evacuation is called for, escorts should be assigned to physically impaired individuals. Once occupants on their floor have moved into the stairwell and are proceeding to the relocation area, the escorts should move these individuals near the stairwell.

Proceed to send the stairwell or elevator monitor to advise the Fire Department of your location and the nature of the persons disability. The Fire Department will send personnel to move the individual to a safe area.

Note: *Do not leave the individual alone. Do not leave wheelchairs or other items inside the stairwell.*

Emergency Evacuation Team Responsibilities

Property Manager

1. Be familiar with the written Emergency Preparedness and Evacuation Plan.
2. Ensure the availability and state of readiness of the evacuation team.
3. Organize, train and supervise the floor/tenant wardens and tenant wardens.

Chief Engineer

1. Be familiar with the written Emergency Preparedness and Evacuation Plan.
2. Designate members of the evacuation team to report to the lobby level of the evacuation stairway, the fire command station and the main pump room.

Floor Wardens

Floor Wardens and their alternates should be selected for their decision-making ability, calm demeanor in emergency situations, and their availability to provide coverage during the normal business day. They should be available for initial and on-going training. Floor warden's duties include:

- Know the physical layout of the floor.
- Appoint stairwell, elevator and area monitors as needed.
- Compile a list of physically impaired individuals on assigned floor and provide a copy to building management.
- Educate new employees on your emergency plan. Re-educate all employees on a regular basis.
- Direct evacuation/relocation efforts of occupants on assigned floor.
- Train floor occupants in Fire Prevention measures.

- Work in conjunction with Emergency Response Team and/or Fire and Police personnel to control or alleviate an emergency situation.
- Assist as needed in fire suppression and/or medical emergency.
- Communicate initial damage assessment in assigned area, which may include injuries or structural and non-structural damage to building management.
- Direct employees to safest areas on assigned floor (i.e., stairwell, core area of building away from windows or other dangerous situations).
- Conduct a final search of assigned area.
- Conduct regular inspections of assigned floor to ensure fire extinguishers and fire alarm devices are maintained properly.
- Conduct search of tenant suite for suspicious objects/packages in conjunction with building management personnel who will conduct a search throughout the common areas within and surrounding the building.
- Be on the lookout for signs of distress on the part of building occupants. Comfort and escort them in a similar manner as the disabled.

Each tenant on every floor shall designate at least one responsible person as a **Floor Warden** and one person as an **Alternate Floor Warden**. In cooperation with the Fire Safety Director or Property Manager, Floor Wardens shall oversee and ensure the safe and complete evacuation or relocation of occupants during a fire drill, actual fire, or other emergency. Additional assistance may be needed to accommodate the number of occupants on a given floor and to assist in the supervision of related emergency tasks.

The following personnel should be pre-selected for the specified duties noted. Alternates for these positions shall also be assigned.

Lead Floor Warden - Duties and Responsibilities

This warden is responsible for gaining the attention of employees/occupants in the event of an emergency and directing them out of the tenant suite to the nearest stairwell exit and on to the relocation/safe refuge area.

Alternate Floor Warden - Duties and Responsibilities

Alternate Floor Wardens shall assume the same duties and responsibilities in the absence of the Lead Floor Warden.

Area Searchers - Duties and Responsibilities

These monitors conduct a systematic and thorough search of all floor areas, including restrooms, conference rooms, staff rooms, store rooms and private offices to instruct occupants to proceed to the nearest stairwell exit. Conduct searches in the following manner:

- Direct orderly flow during drills and emergencies.
- As the search is being conducted, close all doors behind you to reduce the spread of heat and smoke.

- As you close the doors, mark them with a colored Post-It® Note to signify the room has been searched.
- After the entire floor has been searched and marked, report to the Floor Warden with the “All Clear” status and proceed to nearest stairwell to evacuate the floor.
- Look out for signs of distress on the part of building occupants. Comfort and escort them out in a similar manner as the disabled.

Stairwell Monitors - Duties and Responsibilities

When alerted, proceed to nearest stairwell to assist in building evacuation by:

1. Having occupants line up in single file, adjacent to the stairwell door. Do not use elevators.
2. Admit occupants into the stairwell. Never block the door with a device such as a wedge, etc. Be prepared to stagger the entry of occupants with existing traffic from other floors.

Provide safety instructions and guidance as follows:

- To prevent injury, instruct occupants to remove high heels or slippery soled shoes.
- Instruct each group of occupants to grasp the handrail and stay to the right side of the stairwell.
- Direct occupants to proceed to safe refuge areas out of the building.
- Have physically impaired individuals and their escorts wait at the stairwell for assistance. This will ensure a safe and orderly evacuation for them by fire department personnel.
- Dispel any false information, rumors, etc. To reduce panic, refrain from using the word “FIRE”.
- When all occupants have left the floor, close stairwell door behind you and proceed to safe refuge area.

Elevator Monitor - Duties and Responsibilities

Elevators should be monitored to ensure that no one attempts to use an elevator for evacuation. Anyone entering the elevator lobby should be directed to the nearest stairwell exit.

Assisting Persons with Disabilities

1. Mobility-impaired persons should NOT be evacuated by untrained personnel unless the situation is life-threatening. It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
2. If people with mobility impairments cannot exit, they should relocate at the emergency stairwell to the Area of Refuge. Someone should remain with them and another person should go and inform first responders of the location the individual.
3. Police or fire personnel will decide whether people are safe where they are, and will evacuate them as necessary.

CONCLUSION

After completing their jobs and all staff have evacuated, all Evacuation Team members should gather at a predetermined area selected by your company and have a tenant roster or employee list so they can account for everyone. Once all are accounted for Team member should locate building management or SFFD to confirm that their suite is completely evacuated and all people are accounted for.

It is very important that each member of your team has a clear definition of his/her position and responsibility, and that they understand how it relates to the overall emergency structure.

All team members should be familiar with the exits and location and use of fire extinguishers.

FIRE

Fire Prevention

An ounce of prevention is worth a pound of cure. Fire prevention is a task that must be addressed continually. Any time a hazard is discovered, it should be corrected immediately. If correction is not possible by the tenant, the problem should be reported to building management immediately.

This facility is a non-smoking building.

Stockrooms and storage areas should be maintained in an uncluttered condition. In an effort to prevent fires from occurring, the following should be observed:

Do not overload electrical outlets. Only use UL listed surge protectors. Extension cords and space heaters are not to be used. Surge protectors should not be used in series.

Do not block aisles, corridors and/or exits.

Maintain supplies/files in a neat and orderly manner.

In an area that is not protected by a sprinkler system, do not store any materials within 36" from the ceiling.

In an area that is protected by a sprinkler system, do not store any materials within 18" from the sprinkler head.

Maintain 44" clearance in corridors, hallways and aisles.

Strive to keep your work area free of excess files and paper. At night, eliminate that one extra unnecessary fire hazard by placing those papers and files in closed drawers or file cabinets.

An office machine left “ON” (i.e., computer, calculator, coffeemaker, photo-copier, etc.) could overheat and burn out at any time and serve as an ignition point for a major fire. Whenever you leave your immediate work area, observe the area to be sure that all of your machines are in the “OFF” position. The last person leaving the area at night should also take time to verify that all machines are in the “OFF” position. Please do not set automatic start clocks for coffee makers.

Watch for electrical equipment that does not appear to be working correctly or that is giving off a foreign odor. Report any strange odors from appliances as this could be the first indication of a potential fire hazard.

Fire Safety

DO'S

- Become familiar with your work area(s)
- Eliminate extension cords
- Check electrical equipment
- Know the location of fire extinguishers
- Know the location of stairwell exits
- Keep areas clean
- Keep exits clear
- Keep exit paths clear
- Keep fire equipment clear
- Report problems to the Building Management

DON'TS

- No Smoking in building
- Do not over use extension cords, unplug small appliances when not in use
- Do not block doors in open position
- Do not block fire equipment or exiting paths
- Do not block sprinklers
- Do not store combustible materials
- Do not stack anything within 18” of the ceiling
- Do not use an open flame for light
- Do not use unauthorized appliances such as space heaters, rice cookers or hot plates
- Do not allow trash or boxes of paper to accumulate in storage or other enclosed areas

Actions of Anyone Who Smells Smoke or Finds Fire

In This Order:

- Call 9 – 1 – 1 from a safe location.
- Assist others in exiting if it is safe to do so.
- Extinguish small fires if it is safe to do so.
- Evacuate and restrict the spread of fire by closing all doors behind you.

- Follow the directions of the Floor Warden, Emergency Response Staff or Fire Safety Director.
- Do not re-enter the building until the San Francisco Fire Department approves.

Exiting Procedures:

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

Fire Extinguisher:

To use a fire extinguisher:

- Ensure that the alarm has been sounded
- Alert your neighbors
- Check the fire extinguisher. Make sure that it is the proper type and in good condition.
- Carry the fire extinguisher to the fire: Remember the acronym PASS
- PULL the pin
- AIM at the base of the fire
- SQUEEZE the handle
- SWEEP side to side at the base of the fire
- REMEMBER TO KEEP SPACE BETWEEN THE FIRE AND YOUR EXIT DOOR.

Persons in Need of Evacuation Assistance:

The individual(s) assigned as Disabled Aide(s) shall assist people in need of evacuation assistance to an area of refuge or area of evacuation assistance. (Enclosed stairwell or assist to defend in place).

Defend (or shelter) in Place:

- Seal doors with wet towels if possible
- Call 9 – 1 – 1 to report location and condition
- Open window for fresh air if possible. Do not break windows unless you are in absolute danger of smoke inhalation
- Hang a bright object from the window
- If possible, breathe through a wet towel and stay low

If Trapped in Smoke Filled Room or Corridor:

- Crawl on your hands and knees to a safe area
- Try to get to an enclosed stairwell or get in a smoke free room and defend in place

FIRE PREVENTION INSPECTION REPORT

Housekeeping/Maintenance

OK NOT N/A

- | | | | | |
|----|---|--------------------------|--------------------------|--------------------------|
| 1 | All NO SMOKING regulations being observed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Proper ashtrays, receptacles being used (outside building). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Combustible waste placed in proper/approved containers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Trash/rubbish removal made on a regular basis. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Flammable liquids safely stored in approved containers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | “NO SMOKING” signs posted in above areas. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Proper/approved ventilation provided in above areas. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | All electrical plugs, switches and cords legal and in good repair. No extensive use of cords from outlet (octopus). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Adequate clearance maintained at all subpanels (3 feet). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Electrical devices turned off when not in use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Be sure to maintain 18” ceiling clearance on high shelves in sprinklered areas. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Fire/Life Protection Systems

OK NOT N/A

- | | | | | |
|----|---|--------------------------|--------------------------|--------------------------|
| 12 | Adequate lighting in corridors, exits and stairwells. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | EXIT signs illuminated as required. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Evacuation signs adequately posted. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Fire doors in operable condition - none wedged or blocked open, especially at stairwells. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Stairwells free of obstacles, storage, refuse, etc. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | Corridors and exits maintained unobstructed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | Fire sprinkler heads clean and unobstructed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | Adequate clearance (3 feet) for all fire extinguishers / hoses. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | Floor Warden System personnel updated, fully staffed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 | Tenants/new employees instructed on emergency plans. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 | Other observations: | | | |

Report Submitted By: _____ Date: _____
Suite Number: _____

EARTHQUAKES

A study conducted by the United States Geological Survey in 1999, reports that there is a 90% chance of another earthquake the size of the Loma Prieta (7.1) earthquake centered in Northern California during the next 30 years. There is also a sizable risk of seismic activity in the Pacific Northwest region that could affect other West Coast areas.

Studies indicate that following a quake of high magnitude, our emergency service agencies (Fire Department, Police, Emergency Medical Services, etc.) will be severely overwhelmed and may not be able to respond to local areas for at least 72 hours. In addition, a severe earthquake may cause interruption in transportation and/or communications, as well as damage to gas and/or power lines, sewer and/or water mains.

Each tenant should train to be self sufficient for at least 72 hours with regard to water, food, and first aid capabilities. The following procedures provide specific information for rendering assistance, ensuring the safety of personnel and the protection of property during and following an earthquake.

Definitions

- ***Aftershock*** - Earthquakes of similar or lesser intensity related to and following the main earthquake.
- ***Earthquake*** - The shaking or trembling of the crust of the earth, caused by underground volcanic forces and/or the breaking and shifting of rock beneath the surface of the earth.
- ***Earthquake Fault*** - A zone of weakness in the earth's crust, where two crystal blocks or rock formations part.
- ***Epicenter*** - That point of the earth's surface directly above the center of the earth's movement.
- ***Richter Scale/Earthquake Magnitude*** - The energy released by the earthquake as expressed on a scale measured in terms of magnitude.

BEFORE

Earthquake proofing:

- Secure larger shelves or furniture to wall or floor
- Laminate glass which can shatter
- Lower heavy objects or displays which could fall and injure or block exit ways
- Keep drawers and cabinets latched
- Secure TV's, computers, monitors, and other expensive electronics to their bases

Supplies:

- The building office only provides emergency supplies for the building staff. Each tenant is responsible for providing emergency supplies for their employees. For a complete list of recommended supplies, please see the enclosed list following this section.

Communications:

Individual, tenants, or employees should prepare:

- Emergency Phone List which includes but is not limited to family, work, school, day care and friends
- Long distance message check-in phone number
- If possible, carry a cell phone

Company:

- Compile an emergency list of vendors to minimize downtime
- Compile an emergency list of employees.

Drill:

- Know safe, take-cover locations.

DURING

The first priority during an earthquake or aftershock is to protect yourself from falling glass or debris. At the first indication that an earthquake is occurring:

Remain calm – do not panic.

Act quickly, moving away from windows and/or glass partitions.

Take cover and protect yourself from falling glass and debris. Get underneath a sturdy desk or table and hold on to it. If you are unable to get underneath a sturdy object, move to an interior wall and sit with your back against it. Lean forward and cover the back of your head and neck with your hands to protect yourself.

Stay put, remain in the “take cover” position for a few minutes until you are sure that the earthquake is over.

If you are outside when the earthquake occurs and cannot immediately get to a safe place, move away from buildings, broken glass from buildings, walls, power lines, lamp post, etc., or any other object that could fall and injure you.

Don't rush. Many injuries result from hasty attempts to take cover.

Do not run outside during the shaking or use the stairways or elevators. There is the hazard of injuries just outside of buildings from falling bricks and other debris.

If you are driving when an earthquake strikes, move to the shoulder of the highway and away from bridges, overpasses, power lines and large buildings as quickly as is safe. Stay in your car and wait for the shaking to stop.

Stay put, remain in the "take cover" position for a few minutes until you are sure that the earthquake is over.

AFTER

Damage Assessment

There is always the potential for a fire occurring after any earthquake. This can be caused by a ruptured gas line, electrical shorts, flammable liquids, overturned appliances and hazardous materials, etc. If a fire occurs, all available resources, personnel and firefighting equipment should be used to extinguish the fire.

Survey around your floor for dangerous conditions and potential safety hazards. Check for the following:

- Fires or fire hazards
- Smoke
- Loose wires
- Ruptured pipes
- Toppled furniture
- Hanging ceiling tiles
- Structural damage
- Light fixtures

Triage

If occupants are injured, a triage area will need to be established. This is an area to sort and prioritize the treatment of those injured. If a person is seriously injured, they should be treated where they are.

Once the order of treatment has been determined, first aid should begin immediately. Follow the instructions of the emergency team members and provide assistance as needed.

Sanitation/Maintenance

In the event roads are out of use and you are unable to leave the premises for an extended period of time and plumbing and sewage services are damaged or inaccessible, occupants should secure infectious waste plastic bags around the rims of the toilets. After use, the bags should be secured and placed in lined infectious waste containers. The infectious waste containers should contain spill proof lids to secure containment of infectious waste materials.

The infectious waste containers should be removed three times per day and disposed of in the trash bins outside the building to be permanently removed by the sanitation company. Tenants are responsible for maintaining their own sanitation, hygiene and emergency supplies.

When the situation begins to stabilize, clean up operations should begin. The first priority should be the removal of glass and debris which may cause a threat during an aftershock. These items should be piled in a specific location on each floor for removal at a later time.

Note: There is a great need to assess the damages and to prepare documentation (when safe to do so), before clean-up operations begin. If clean-up begins too soon, useful information can be easily lost. Examples of good documentation may include the use of pictures or better yet, a video recorder to collect accurate damage information.

EMERGENCY SUPPLIES
Suggested minimum quantity for 25 people
(Emergency supplies are tenant's responsibility)

<u><i>Dressings</i></u>	<u>Amount</u>
Adhesive Tape	3 rolls (1-1", 2-2")
Band-Aids - 1"	50
Bandages, elastic	3
Bandages, gauze (sterile)	12 (5-1", 5-3", 2-4" Kerlix)
Eye pads (sterile)	5
Gauze pads (sterile)	20-3x3", 10-4x4", 10-2x2"
Sanitary napkins	6
Triangular bandages	5
<u><i>Orthopedic Devices</i></u>	
Ice Packs	5
Splints	2 (18" cardboard)
<u><i>Medicinal</i></u>	
Alcohol Preps	50
Anti-diarrhea tables	1 pkg. (24)
Bicarbonate of Soda	1 box
Pain Reliever (non aspirin)	1 bottle
Saline Solution	1 bottle
<u><i>Instruments</i></u>	
Scissors (5-1/2" bandage)	2 pairs
Tweezers	1
<u><i>Miscellaneous</i></u>	
Standard First Aid Book (Red Cross)	1
Duct Tape	3 rolls
Dust Masks	10
Emergency Blankets	12
Facial Tissue	10 individual packs
Flashlights & Batteries	2
Light sticks	8 (4-12 hr, 4-30 min.)
Plastic Bags (utility 3' x 6')	10
Prybar	1 (36")
Radio & Batteries (AM/FM)	1
Rope	1 (3/4" 50 ft.)
Safety goggles	5 pairs

Sanitation bags	20
Wash & Wipe Towelettes	50
Work gloves	5 pairs
Water (medicinal)	64 foil packets

MEDICAL EMERGENCY

Time is extremely important in the case of a medical emergency. Building 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.

If you need medical help:

- Immediately inform the closest person to call 9 – 1 –1 and summon medical help.
- If no one is around, immediately call 9 – 1 – 1 and request medical help.
- **GIVE THE BUILDING ADDRESS, FLOOR AND SUITE NUMBERS, and YOUR PHONE NUMBER.**
- If possible, call Property Management at 415-434-0343 and report the arriving medical units. Give your location and your phone number.

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

- Immediately call 9 – 1 – 1
- **GIVE BUILDING ADDRESS, FLOOR or SUITE, and PHONE NUMBERS**
- Make the ill person as comfortable as possible
- Make a call to the Property Management at 415-434-0343
- Give location and phone number
- If possible, get victim as close to the elevator as you can
- Or send someone to wait at the elevator to guide the arriving medical units.

The front desk or other building staff upon receiving information that someone in the building is in need of medical help:

- Call 9 – 1 –1 to ensure medical response
- Prop open front doors
- Recall one elevator for the responding medical units
- If possible, guide the medical units to the victim.

Medical tips:

- Check breathing; clear airway
- Stop bleeding; apply direct pressure

Note: This is intended to provide basic tips only. Please consult a first aid professional for details.

BOMB THREATS

General Information

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 set off.
2. Valuable work time is lost during building evacuations.

The Management staff will endeavor to control unauthorized access to this facility. The success of the preventive strategy requires full cooperation from all tenants. All suspicious individuals or situations should be reported at once to the Management Office at 415-434-0343.

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 office area for suspicious objects.
3. Develop a Bomb Threat Search Plan to be executed upon receipt or notification of a threat and select people to participate in it.

Building Staff Responsibilities

The Property Manager will:

1. Assist tenants who have received a bomb threat. Requesting:
 - Specifics of the threat.
 - If 9-1-1 has been called. (If not, the Property Manager will call 9-1-1.)
 - If a bomb search has been initiated. (Since the Property Manager is unfamiliar with the daily intricate set-up of a tenant's space, we will remind the tenant that it is their responsibility to search their own leased space for suspicious packages.)
 - If employees have been notified of the threat.
2. Notify the floor wardens, security and the evacuation team.

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 the management office at 415-434-0343.

- 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.

Procedure

The person who receives the bomb threat call should:

- Get as much information from the caller as possible using The Bomb Threat Checklist as a guideline. (A copy of this checklist is at the end of this guide.)
- Dial 9-1-1 and reports the threat to the local police or fire department.
- Call the Property Management Office at 415-434-0343.

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, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, instructions to do so will be provided by building management or the local police and/or fire department.

Tenant wardens notify employees 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 to (the emergency stairwell or floor [x]). This is not a drill.”

Conducting a Search

For optimum effectiveness, the search should be conducted by individuals familiar with the area involved. Floor wardens should search their suites and building facilities personnel should search common areas and equipment rooms.

1. Two way radios or cell phones should **not** be used as they can activate a detonator.
2. Don't rush your search, you may miss something.
3. Remember, you are looking for anything “out of the ordinary” or that which “does not belong”.

Search from:

- Floor-level to waist-level (then re-search the area from)
- Waist-level to eye-level (then re-search the area from)
- Eye-level to ceiling-level

Begin the search by circling your area and working toward the center of the room.

Look for anything “out of the ordinary” or anything that “does not belong”. For example:

- Packages
- Package of cigarettes
- Boxes (lunch, shoe, etc.)

- Pieces of pipe
- Suitcases
- Books
- Briefcases
- Flashlights
- Purses/wallets
- Thermos bottle/flask

Finding a Suspicious Object

If a suspicious object is found, do not touch it! Clear all personnel from the area immediately and notify the Police Department and the building manager, and prepare for building evacuation.

Do not evacuate your suite/floor until building management has conducted a search of the stairwells and cleared them for use. Do not use an exit located near a suspicious object. Use an alternate exit.

Once outside, proceed to the safe refuge area to avoid interfering with Police Department activities and to avoid being hit by flying glass or debris.

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

Suspicious Packages

I. Identifying a suspicious package/mail:

- Origin – Postmark or name of sender is unusual, unknown, or no further address is given.
- Postage – Excessive or inadequate postage.
- Balance – The letter is lopsided or unusually thick.
- Weight – The letter or package seems heavy for its size.
- Contents – Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)
- Writing – Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
- Rub-on block lettering

II. Handling a suspicious package/mail:

- Do not excessively handle or open a suspicious package.
- Immediately segregate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect's package size and shape.)
- If the letter or parcel remains suspect, call the Property Management Office at 415-434-0343 and 9-1-1.

If the threat is received in the form of a letter, the letter should be preserved for investigation by the Police. To preserve the evidence for possible fingerprinting by Police, minimize any handling of the letter.

POWER FAILURE

General Information

In the event of a power failure, a diesel engine-driven generator provides power to

1. One elevator
2. Emergency lighting
3. Exit lighting
4. Public address system
5. Fire life safety system
6. Garage roll up gate
7. Domestic water booster pump station
8. Management office phones

Procedure

1. The chief engineer contacts the electric company to find out the duration of the power outage.
2. 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 the chief engineer of their location.
3. 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.
4. Stairway monitors report to the elevator lobby on their respective floors. If the floor warden leaves the floor, prepare to evacuate according to the fire procedure.
5. If the power is not restored after 15 minutes, a PA announcement will be made by building staff with instructions.

NOTE: If the electric company does not know how long the power will be out, or if power will be out for longer than one hour, the building may need to be totally evacuated.

Actions to Follow:

- Remain calm
- Keep flashlights with extra batteries in the office
- Do not use the elevators, use stairwell if you must exit
- Turn off or unplug electrical equipment to reduce the load on the building when power is restored and to prevent damage from possible electrical surge.
- Place absorbent materials around the base of refrigerator
- Property Management will attempt to determine the cause and duration of the outage

ELEVATOR FAILURE

If the elevator fails and you are inside:

- Remain calm
- If the garage elevator has stopped due to a power outage, emergency power should come on automatically and bring the car to the main lobby. This may take several minutes. Do not panic. If a passenger elevator has stopped it will remain where it is.
- If the elevator stopped due to a mechanical problem, you will need to call for help.
- To make a call, press the “Call” button. This will connect you with the Elevator Company; the elevator company will then notify Building Security.

TOXIC HAZARDS

In the event of a toxic accident or ruptured gas main, total evacuation of the Building may be necessary. The San Francisco Fire Department will determine a pattern of exit and will issue instructions.

Upon indication of a toxic spill or exposure:

- Immediately get to an area where not exposed, help others
- Call 9-1-1 and inform of what type of spill
- Give building address, floor, suite number and your phone number
- Call the Property Management Office
- Take actions to contain the hazard. Close doors behind you.
- Always follow all safety procedures when working with toxic materials.
- Building staff shall immediately shut down any type of air circulating system.

CIVIL DISTURBANCES

In the event of a civil disturbance or riot, the Building Management Office may find it necessary to limit or restrict access to the Building to protect occupants and property.

General Precautions:

- Do not go through a violent crowd to leave or enter the building
- If participants enter your Office, do not provoke an incident
- Call 9-1-1 and inform of the situation
- Call the Property Management Office
- Keep communication lines open for emergency information

**343 SANSOME STREET
FIRE DRILL REPORT**

PROPERTY NAME: _____

SUITE NUMBER: _____

DATE: _____

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

TIME DRILL WAS STARTED: _____

TIME DRILL WAS COMPLETED BY YOUR FLOOR: _____

DURATION OF TIME TO COMPLETE THE DRILL: _____

COMMUNICATIONS:	YES	NO
Was the fire alarm clearly heard in all areas?		
Was the public address system clearly heard in all areas?		
If applicable, were the fire doors in the stairwell unlocked on your relocation floor?		
Did team members report to their respective stations?		
Did team members carry out all assigned duties?		
EVACUATION/RELOCATION:	YES	NO
Were all corridors and exits clear?		
Did the evacuation/relocation proceed in a smooth and orderly manner?		
Did visitors and all personnel take part in the drill?		

REMARKS AND RECOMMENDATIONS:

SUITE WARDEN'S SIGNATURE: _____

SUITE WARDEN'S PRINTED NAME: _____

<p>343 SANSOME STREET BOMB THREAT CALLER CHECKLIST</p>
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Questions to Ask:

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your address?
- What is your name?

Exact wording of the threat:

Sex of Caller:

Race:

Age:

Length of Call:

Number at which call is received:

Time:

Date:

Your Name:

Position:

Phone Number:

Caller's Voice:

Calm	Laughter	Angry	Raspy
Lisp	Disguised	Crying	Accent
Excited	Normal	Deep	Slow
Distinct	Ragged	Rapid	Slurred
Clearing Throat	Soft	Nasal	Deep Breathing
Loud	Stutter	Cracked Voice	Familiar

Background Noises:

Street Noise	Factory Machinery	Café/Bar	Animal Noises
Voices	Clear	PA System	Static
Music	Local	House Noises	Long Distance
Booth	Motor	Office Machinery	Other:

Threat Language:

Well Spoken (educated)	Incoherent	Taped
Foul	Message read by threat maker	Irrational

Remarks:

REPORT CALL IMMEDIATELY TO 911 & to the Building Office at 415-434-0343

Keep this under your phone for emergencies!

