

# EMERGENCY RESPONSE GUIDELINE

&

## TENANT FLOOR WARDEN RESPONSIBILITIES



**1 1 0 0 B r o a d w a y , O a k l a n d**



## Emergency Contact List

### **FIRE**

Oakland Fire Department	911
Oakland Fire Department Direct Line	(510) 444-1616
Non-Emergency Fire Department	(510) 444-3322
Oakland Fire Department Alternative Line	(510) 238-4000

### **POLICE**

Oakland Police Department	(510) 238-4000
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### **PARAMEDICS**

911

Poison Control Center	1-800-222-1222
East Bay Municipal Utility District (Water)	1-866-403-2683
PG&E (Electricity)	1-800-743-5000

### **HOSPITALS**

Kaiser Permanente 3600 Broadway Hospital operator	(510) 752-1000
TTY (For hearing and speech impaired)	711

### **URGENT CARE**

City Health Urgent Care	(510) 984-2489
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### **PUBLIC TRANSPORTATION**

BART Police Department	(510) 464-7000
Road Conditions (Cal Trans)	1-800-427-7623
Emergency Sirens & Alerts	1-800-427-7623
Suicide Prevention Center	1-800-273-8255
Taped Earthquake Information	(510) 642-2160
Property Management Office	(510) 564-8989



## INTRODUCTION

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Management has developed this manual to help ensure the life safety of the occupants in the building.

The function of the Emergency Response Guide is to apprise each tenant of the established procedures to be implemented should an emergency occur. The manual will explain the building emergency organization and address situations such as fire, earthquake, bomb threats, loss of power and civil disturbances.

This guideline is issued to each tenant's Emergency Response Coordinator, or Floor Warden. It is to be read thoroughly and updated as additional procedures are developed. No manual can hope to cover all instances and events that may occur in a disaster situation. However, the materials contained herein, if properly utilized, along with education and training of all occupants will provide a basis for the decisions and judgments that are necessary to minimize personal injury and property damage.

Certain material in this manual is required by law. Additional procedures outlined for earthquake, medical emergency, bomb threat, power failure, civil disturbance, and so forth are recommendations only. For additional legal interpretation and information concerning the above-mentioned situations, please contact the appropriate agency.

This manual and its contents shall remain at the property of building and shall be returned upon tenant exit.



## **THE SYSTEMS AND EQUIPMENT**

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1100 Broadway has a fire control center located on the first floor. The building is equipped with fire alarms and strobes, fire sprinklers and fire extinguishers located on every floor.

The building is equipped with a public address system so emergency information can be broadcast to every floor.

The elevators are designed to react to emergencies in a specific manner. If a fire alarm is activated, the elevators will recall to the first-floor lobby. During an earthquake, the elevators will go to the nearest floor, the doors open, and they stay there until reset. In the event the building loses power, all the elevators will initially recall to the lobby. Then one elevator will continue to operate on emergency power.

## **THE EMERGENCY PLAN**

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In addition to equipping the building for your safety, we have also developed an emergency plan of action because systems are not the only things we should rely on in an emergency.

The plan calls for Floor Warden Teams on each floor. These are volunteers whose job is to serve as the contact for each floor. Suite/Floor Wardens are also responsible for supervising an evacuation if necessary.

The plan also depends on our tenants knowing what to do BEFORE....DURING.....and AFTER.... such an event. We hope you will take the time to review this brochure from time to time so you will know what to do in case of an emergency.

## **AUTHORITIES, RESPONSIBILITIES & DUTIES**

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### **AUTHORITY**

The authority to move persons from offices, suites and the building in the event of a fire emergency rests primarily with the tenant companies. In a fire situation, evacuation will begin immediately and normally prior to the arrival of the Fire Department.

### **BUILDING MANAGEMENT RESPONSIBILITIES**

Building management, working with the local Fire Department and Oakland Fire Inspectors, has established a plan with procedures to minimize the danger to occupants in the building and reduce property damage to the extent practical in the event of fire or other emergency.

Semi-annual and annual inspections are conducted throughout 1100 Broadway as required by code to maintain proper condition of life safety systems and equipment and to correct any deficiencies.

## **TENANT RESPONSIBILITIES DURING & AFTER HOURS**

Tenants are fully responsible for the education and training of their personnel for emergency situations during and after hours in the event of an emergency.

## **TENANT FLOOR WARDEN RESPONSIBILITIES & DUTIES**

Tenant Floor Wardens are responsible for:

- Training and supervising their designated assistant/searchers/monitors for their floor
- Directing the evacuation of their occupants to the safe refuge area.
- Maintaining a current Physically Impaired Evacuation Log (P.I.E) with a copy on file in the Property Management Office.
- A P.I.E Log should be completed and a copy forwarded to the Property Management Office even if the physical impairment is temporary, include the following information if available:
  - Disabled individuals name and general daily location
  - Persons with a history of health problems, such as heart conditions, diabetes, etc.
  - Other persons needing assistance for any reason (broken foot, pregnant etc.)
- Maintaining a check-in list of their occupants for the refuge area.
- Wearing their emergency vest for emergency team identification.

## **SEARCHERS**

- Helps sweep the floor and direct occupants to nearest Exit

## **SPECIAL ASSISTANTS**

- Assists all persons with disabilities evacuate the tenant space

## **STAIRWAY MONITORS**

- Will go to their assigned exit areas and ensures that everyone exits into the stairwell without liquids or equipment to prevent slip and fall safety hazards.

## **ELEVATOR MONITORS**

- Ensures that no one uses the elevators unless assisted by the fire department.

## **ALTERNATES**

- Fulfills the duties of a specific position in the absence of the principal person assigned.



# EMERGENCIES

Report all emergencies to the appropriate local authorities first, by calling **911** for fire, police and/or ambulance, then to the Property Management Office at o) 510-564-8989, c) 510-630-9212

When calling this number, please provide the following information:

Building Address: 1100 Broadway

Suite number \_\_\_\_\_ Floor \_\_\_\_\_

Tenant name \_\_\_\_\_

Person calling \_\_\_\_\_ Phone number \_\_\_\_\_

The nature of the emergency \_\_\_\_\_

Below are some procedures that should be followed in almost every type of emergency.

- Remain calm. Panic can cause more damage and/or injury in many cases than the emergency itself.
- Contact the appropriate party immediately and relate all pertinent information such as the exact location of the emergency, name and nature of emergency, etc.
- Do not add to the situation by exaggeration or by relating irrelevant or unsubstantiated statements.
- Do not become a spectator. Head away from, not toward, the problem area. Avoid getting in the way of emergency personnel.
- Follow the directions of those in charge.
- Remember, if it is decided to evacuate, use the appropriate areas designated for this purpose, remain calm and be courteous to others.

We strongly recommend that each tenant establish an internal procedure for handling emergency situations. Appropriate representatives should be appointed and given the responsibility of coordinating emergency procedures in cooperation with the management office. All occupants should understand what your Floor Warden's role is during emergency situations. Notify the Property Management Office of current Floor Wardens and their contact information.



# FIRE EMERGENCY PROTOCOL

## BEFORE a FIRE

- Know your Suite/Floor Warden, keep emergency numbers by the phone and know where emergency exits are located.
- Know where to locate and how to operate fire extinguishers located on your floor
- Post the enclosed floor plan near your work station.
- Know the building address and suite number you are in.

## IF YOU HEAR an ALARM

- Take your keys and identification, and go to the safest stairwell.
- Before opening doors, check to see if the door is hot using the back of your hand. If it is hot, do not open it. If it is not hot, open slowly and check the corridor for smoke.
- Begin to evacuate unless told to do otherwise by building staff or the Fire Department.
- If you are physically impaired, wait for help from your assigned assistance monitor. Go to the safest stairwell and have your floor warden notify security of your location.

## IF YOU DISCOVER a FIRE

- Immediately call the Fire Department at 911 and tell them:  
Building Name: 1100 Broadway, Building Address: 1100 Broadway, Oakland, 94607  
Your Phone #: \_\_\_\_\_ and your exact location.
- Notify Property Management at 925 788 6487 or 415 930 1437
- Call out to co-workers to evacuate the immediate area.
- If the fire is small and you are trained, use a fire extinguisher.
- Otherwise, go to the safest stairwell, closing all doors behind you and begin to evacuate unless told to do otherwise by building staff or the Fire Department.

# BUILDING EVACUATION

## EVACUATING INSTRUCTIONS

- Your Suite/Floor Warden will instruct you to leave the floor via the stairs.  
\*DO NOT USE THE ELEVATORS\*
- In a fire evacuation, stay to the right of the stairs in a single file line to allow fire personnel a clear path up the stairwell.
- Go down the stairs quickly but, DO NOT RUN. Remove high heeled shoes to avoid tripping.
- Searcher should sweep the floor directing people to stairwell exits, closing checking and closing doors to offices, break rooms and restrooms to make sure everyone is evacuated.
- Relocate to pre-designated **refuge location**.

## IF YOU ARE TRAPPED/EXIT ROUTE IS BLOCKED

- If you are trapped in a room, close the door.
- Stay calm and stay low to the floor to avoid smoke.



- If smoke begins to seep under the door, take drapes, clothing or any material and stuff it under the door in and in the cracks. Soak this material with water if possible.
- Do not break windows. This can draw poisonous smoke into the room.

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*All occupants should familiarize themselves with the location of fire extinguishers and exit stairs. Occupants should recognize the sound of the fire alarm and notify the fire department.*

## **BUILDING EVACUATION-REFUGE PLAN**

Upon hearing the fire alarm system, immediately evacuate the building in an orderly manner, using the designated evacuation routes and stairwell exits. When exiting, avoid crowding or undue haste. A fall or injury can greatly slow the evacuation process for those who follow. Descend the stairs carefully. When you reach the ground floor, exit in an orderly fashion. Please *Do not run or use any elevators! Do not call security or Property Management Office!* If the alarm is found to be false, you will be notified immediately.

All disabled personnel should select an aide to help them evacuate the building or obtain assistance for them. Floor Wardens should notify the Engineer and Management of all disabled persons and persons who may require assistance regularly (e.g. pregnant occupants, occupants in casts, occupants recovering from a recent illness, etc.) so that we can account for these occupants after the building is evacuated or notify a fire fighter of their locations in the building.

The disabled employee(s) or a person needing assistance is to remain in the stairwell, if he/she requires a trained fire fighter to carry him/her down the stairs and out of the building. The aide should notify the fire fighters of locations of all persons requiring assistance in stairwells.

When out of the building, occupants should remain on sidewalk and stay clear of the building entrance to allow access by fire department personnel.

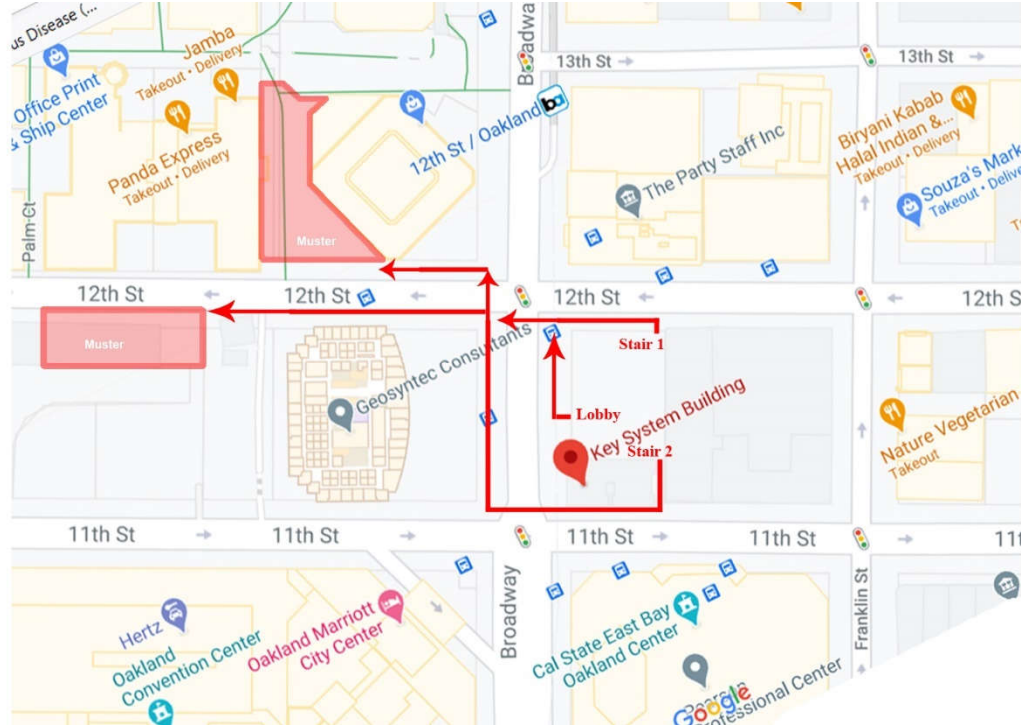
### **All Clear Signal**

The fire department will inform the Building Engineer when it is safe for occupants to return. The Building Engineer will give an “all clear” signal and notify the occupants that they may return to the building. Please re-enter the building in an orderly fashion.





## Evacuation/Refuge Diagram



*Please read the information below from the Oakland Fire Department*

### FLOOR WARDENS RESPONSIBILITY CHECKLIST

- Floor Wardens are determined or assigned by the Tenant and are responsible for the safety of their own occupants and for visitors to their work areas during an emergency.
- Ensure the safety and evacuation of staff and visitors within their suite or office.
- Coordinate staff training on the building's Emergency-Evacuation Plan.
- Ensure that evacuation routes are posted on bulletin boards and other strategic locations throughout the area or department.
- Search areas as assigned or assign Searchers to assist.
- Receive reports from Searchers (if additional searchers are used.)
- Notify the building staff or Fire Department of any persons needing assistance and their location.
- Exit building to predetermined relocation area.



## **STAIRWAY MONITORS RESPONSIBILITY CHECKLIST**

- Respond to assigned stairways, opening doors, and expediting control and safe flow of personnel in stairway.
- Instruct personnel to stay to the right side of the stairway to allow for firefighter's, police or medical personnel's access.
- Prevent personnel from running.
- Direct personnel to alternate stairways if unsafe.
- Exit building to predetermined relocation area.

## **ELEVATOR MONITORS RESPONSIBILITY CHECKLIST**

Respond to elevators and allow only designated officials to use the elevators. (Designated officials being police or firefighters and medical personal

## **SEARCHERS RESPONSIBILITY CHECKLIST**

- Search restrooms and other areas as assigned.
- Close doors to empty rooms and put Post-it on door – this indicated the room has been checked and is empty.
- Notify the Floor Warden of any persons needing assistance.
- Exit building to predetermined relocation area.

## **PERSONS WITH DISABILITIES MONITORS RESPONSIBILITY CHECKLIST**

- Make prior arrangements to locate and identify which disabled persons working in the building would need assistance during an evacuation.
- Two monitors should assist person needing assistance; one should exit and notify building staff or the Fire Department of the person needing assistance' location, the other monitor should stay with the person at the exit stair vestibule until additional help arrives.



All occupants shall observe the following fire prevention rules:

- Keep stairwell doors closed at all times except during evacuation to minimize spreading of fire from the “chimney” effect. Stairwells are to be used for emergency egress only.
- Keep aisles clear of obstacles. Do not store equipment in aisles or block doorways. Do not block exits.
- Safeguard all flammable materials.
- Do not plug in an excessive quantity of electrical equipment. Overloaded plugs or power strips should be avoided. If circuit breakers repeatedly trip, then the circuit is probably overloaded. Request an electrician through the Management Office to determine the possible deficiency.
- Maintain good housekeeping in all areas of the building, since this is one of the most effective means of preventing fire.
- Unauthorized installation and operation of coffee makers, heating plates, microwave ovens, personal fans, and similar items must be avoided. Electric space heaters are prohibited.
- There is no smoking in any areas of the building. Obey “No Smoking” signs.
- Do not use trash cans or paper disposal areas for cigarette ashes or butts.

## EARTHQUAKES

### BEFORE an EARTHQUAKE

- Know the safe refuge areas in your office.
- Secure heavy, unstable objects. Keep a clear area under your desk.
- Maintain an earthquake survival kit, including:  
*First aid kit, walking shoes, flashlight, batteries, jacket, transistor radio, enough food and water for 72 hours, personal identification and an extra pair of eyeglasses.*
- Talk over an emergency plan with your family. Agree ahead of time to call an out of state contact to report your condition and check on each other.
- Keep emergency phone numbers nearby.

### DURING an EARTHQUAKE

- Move away from windows, glass partitions and tall furniture.
- Get under your desk or a table. **DUCK, COVER and HOLD** until the shaking stops.
- If you are in a hallway, crouch down and brace yourself against the wall. Stay still and keep your head covered until the shaking stops.
- **STAY INSIDE** the **BUILDING**. It is safer than going outside.

### AFTER an EARTHQUAKE

- Refrain from placing non-emergency calls.
- Remain in place and await further direction from building staff or Fire Department.



- Floor Wardens can check for injured personnel, accounting for everyone in your suite.
- Administer first aid, if you are qualified.
- Be prepared for more shaking.

## **POWER FAILURE**

Interruption of electrical service to the Building that results from another emergency occurring within or remote from the Building, or as a result of excess demand, transmission problems, or repair operations of the utility company.

Where advance notice of a power failure (black-out) or reduction in service (brown-out) is provided by the utility, steps should be taken to shut down electrical equipment, particularly computers and copiers, to reduce the likelihood of damage from power surges or voltage drops.

1100 Broadway is equipped with an emergency generator for emergency systems only. This will provide power for the fire life safety system, emergency lighting, one elevator at a time, fire pumps, exit stair air pressurization. If you are caught in an elevator when a power outage occurs, stay calm, elevators will return to the lobby.

Most power failures will be fairly short in duration and will not require any special procedures. If evacuation is determined to be necessary, either because the failure will be of extended duration or the failure is a symptom of another incident, the Building evacuation may be implemented.

## **MEDICAL EMERGENCIES**

In the event that there is a medical emergency in your office:

- Call Emergency at 911.
- Give Emergency Dispatcher the following information:
  1. Your name
  2. Building name and address: 1100 Broadway, Oakland CA 94607
  3. Floor number and location of emergency on floor
  4. Any details of accident or illness
  5. Stay on the line as long as 911 requests until help arrives
- Designate one person to stay with the medical emergency until help arrives.
- Designate another person to go down to the building lobby and await arrival of emergency medical technicians or Fire Dept.; lead help back to location of medical emergency.
- Try to make them as comfortable as possible without moving the person.



- ☑ Seek a Suite/Floor Warden who is first aid and or CPR trained person for assistance until emergency personnel arrive.
- ☑ The Suite/Floor Warden should provide information about the medical emergency to Property Management. Call 510-564-8989
- ☑ The Suite/Floor Warden or a designee will meet arriving emergency personnel at the freight elevator on the floor of the incident and will direct them to the location of the medical emergency.
- ☑ Contact the Property Management Office between the hours of 8:00 a.m. and 5:00 p.m.
- ☑ **If an emergency occurs after hours call 911.**

1100 Broadway Security can be reached at 510-630-9212 or 510-640-3664

Inform them you have called 911 and briefly describe the nature of the emergency.

- ☑ Determine, if possible: Name of injured/ill person, nature of problem

*REMEMBER: at all times, try to remain as calm as possible!*

## **B O M B   T H R E A T**

In the event that a bomb threat is made to your office, there are certain procedures you can follow that will be helpful to Property Management and the Police in determining the appropriate course of action.

Try to remain as calm as possible. Signal to another employee, if possible, to take notes.

### **IF YOU RECEIVE a BOMB THREAT**

- Carefully document everything the caller says.
- Notify each of the following:  
Your Suite/Floor Warden  
Property Management 510-564-8989 or  
Emergency response at 911 Police Department
- Follow the instructions given to you by your Floor Warden, building personnel or Police Department.

### **IF YOU RECEIVE a WRITTEN THREAT**

- Avoid handling the suspicious letter.
- Notify your Suite/Floor Warden and the Property Management at 510-564-8989 or 510-630-9212
- Report any suspicious objects which cannot be accounted for in your area.
- Do not discuss with other occupants.



An appropriate course of action will then be determined for searching and evacuating the building.

*\*Outlined below are questions that should be completed if a bomb threat is received. This form will assist police in identifying the caller\**

### **ATF Bomb Threat Checklist**

**Exact time of call:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Exact words of the caller:** \_\_\_\_\_

#### Questions To Ask

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
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? \_\_\_\_\_
8. Where are you calling from? \_\_\_\_\_
9. What is your address? \_\_\_\_\_
10. What is your name? \_\_\_\_\_

#### **Caller's Voice Characteristics (circle all that apply)**

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, whom did it sound like? \_\_\_\_\_

Where there any background noises? \_\_\_\_\_

Remarks: \_\_\_\_\_

Person receiving call: \_\_\_\_\_  
Telephone number call received at: \_\_\_\_\_  
Reported call immediately to: \_\_\_\_\_



## CIVIL DISTURBANCE

Any indication of civil disturbance such as a riot, demonstration, or picketing should be reported to the authorities immediately. Tenants should report any disturbance originating in their suites to the authorities and to the Property Management Office.

- In the event of a civil disturbance outside the building, occupants may be instructed to remain in the building.
- Exterior doors may need to be locked with entry and exit prohibited in order to secure the Building. Escorts may be provided for people who need to enter or exit the Building.
- Authorities may be able to assist in limiting access of unauthorized personnel by establishing a perimeter around the demonstration.
- Tenants will be instructed to avoid confrontation with the demonstrators.
- Follow the instructions of the Property Management Office, Floor Warden, or in their absence, other senior management personnel. Occupants will be notified over the public address system when it is safe to leave the building.
- Avoid the area of disturbance. Avoid moving about or leaving the building.
- Floor Wardens should check that all doors are closed and the blinds or drapes drawn.
- Avoid windows.
- Lock all entrance doors to offices.
- Report any suspicious person to 1100 Broadway Security and to the Property Management Office and to the Police Department.
- Security will lock off lobby doors.
- Security will recall the elevators and lock them at the lobby level if the building is entered by unauthorized person(s).

In the unlikely event that it becomes necessary to evacuate due to a civil disturbance, the building evacuation plan will be implemented. A directed evacuation will minimize confrontation with the group causing the disturbance.

## ACTIVE SHOOTER

According to the U.S. Department of Homeland Security, an active shooter is “an individual actively engaged in killing or attempting to kill people in a confined and populated area.” Here is a resource for more information about active shooter. See link below for more information

[https://www.shrm.org/ResourcesAndTools/tools-and-samples/Documents/ActiveShooter\\_SHRM.pdf](https://www.shrm.org/ResourcesAndTools/tools-and-samples/Documents/ActiveShooter_SHRM.pdf)

- Avoid — at the first sounds of gunfire, occupants need to determine it is not fireworks or other noise as quickly as possible.
- Deny — if the shooter is blocking their exit or they are physically unable to escape, occupants should deny the shooter access to them. Find a safe room, preferably with a locking door, shutoff the lights, silence cell phones, and make no noise.



- Barricade the door with heavy objects if it can't be locked.
- Defend — if avoiding and denying aren't possible, occupants should take every effort to defend themselves as a last resort. Use whatever objects are within reach and attack the shooter without hesitating. Don't fight fair, and don't stop until the shooter is incapacitated and disarmed.

Unfortunately, even the best prevention measures cannot stop all acts of violence; however, creating an emergency action plan specifically for an active shooting will ensure all occupants know how to respond.

Some items you'll want to include in the plan are how to:

- Report an active shooter
- Alert other occupants
- Respond after the active shooter incident
- Account for all occupants afterward

When developing your company's emergency action plan, seek input from members of HR, your training team, the owner or property manager of your facility, local law enforcement, and emergency responders in the area.



**FLOOR WARDEN  
ACKNOWLEDGEMENT FORM**

Each tenant is required to observe and cooperate with 1100 Broadway Emergency Procedures and to enforce occupant participation in all related training and drills. It is the tenant's responsibility to review the Emergency Guidelines with all occupants and to ensure that the manual is available for immediate reference in the event of an emergency.

**Confirmation of Receipt**

\_\_\_\_\_ Emergency Guideline Manual                      \_\_\_\_\_ Floor Warden Vest

I hereby acknowledge that the Emergency Procedures Guideline Manual and Floor Warden vests are the property of 1100 Broadway, Oakland, CA. If we vacate 1100 Broadway, the manual and vests are to be returned to the Property Management Office during the move-out process.

By signing this form, tenant acknowledges the receipt of the Emergency Manual; acknowledges that the information provided is clear; and acknowledges the responsibility to share the contents of the guidelines with tenant's entire staff and any new occupants within two weeks of new hire or temporary labor services.

Tenant Company Name: \_\_\_\_\_

Building & Suite Number: \_\_\_\_\_

(Print and Signature)

Authorized Individual/Primary Contact: \_\_\_\_\_

(Print and Signature)

Floor Warden: \_\_\_\_\_

Day Time Direct Phone Line: \_\_\_\_\_

After Hours Phone#: \_\_\_\_\_

Email Address: \_\_\_\_\_

(Print and Signature)

Alternate Floor Warden: \_\_\_\_\_

Day Time Direct Phone Line: \_\_\_\_\_

After Hours Phone#: \_\_\_\_\_

Email Address: \_\_\_\_\_



Emergency Team List

*Team Lists must be completed if there are more than 20 persons working or assigned to your suite.*

Floor Wardens

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Alternates

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Searchers

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Stairway Monitors

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Elevator Monitors

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