

**UNIVERSITY OF CALIFORNIA  
OFFICE OF THE PRESIDENT**



**BUILDING OCCUPANT  
*EMERGENCY PROCEDURES***



**FRANKLIN BUILDING  
1111 FRANKLIN ST.  
OAKLAND**

**AUGUST 2013**

**revised**

***FIRE  
POLICE  
AMBULANCE***

**9 1 1**

**Or Using Cell Phone**

**777-3211**

***BUILDING SECURITY EMERGENCY: 987-9790***

<b>BUILDING SECURITY NON-EMERGENCY:</b>	<b>987-0601</b>
<b>POLICE DEPARTMENT NON-EMERGENCY:</b>	<b>777-3333</b>
<b>FIRE DEPARTMENT NON-EMERGENCY:</b>	<b>238-4000</b>
<b>POISON CONTROL CENTER:</b>	<b>(800) 876-4766</b>

**UCOP EMERGENCY INFORMATION: (866) 272-9009**

# TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>1</b>
UCOP EMERGENCY INFORMATION.....	1
<b>BUILDING LIFE SAFETY FEATURES.....</b>	<b>2</b>
FIRE ALARM AND SMOKE DETECTORS.....	2
SPRINKLER SYSTEM .....	2
FIRE STANDPIPES & HOSES.....	2
FIRE EXTINGUISHERS .....	2
LOBBY DOOR RELEASE SYSTEM.....	3
ELEVATOR RECALL AND EMERGENCY SERVICE .....	3
STAIRWELLS.....	4
EVACUATION PLAN SIGNS .....	4
PUBLIC ADDRESS SYSTEM .....	4
EMERGENCY POWER AND LIGHTING.....	4
FIREFIGHTER PHONE JACKS .....	4
<b>EMERGENCY ORGANIZATION.....</b>	<b>5</b>
LIFE SAFETY DIRECTOR.....	5
BUILDING SECURITY .....	6
FLOOR WARDENS.....	6
UCOP STAFF EMERGENCY ROLES.....	7
<b>EVACUATION &amp; RELOCATION PROCEDURES.....</b>	<b>8</b>
<b>FIRE EMERGENCY PROCEDURES.....</b>	<b>9</b>
WHAT TO DO IF YOU SEE FIRE.....	9
WHAT TO DO IF YOU HEAR THE FIRE ALARM .....	10
WHAT TO DO IF YOU SMELL SMOKE.....	10
HOW & WHEN TO USE FIRE EXTINGUISHERS .....	11
<b>EARTHQUAKE PROCEDURES.....</b>	<b>12</b>
WHAT TO DO WHEN THE SHAKING STARTS.....	12
WHAT TO DO WHEN THE INITIAL SHOCKS HAVE SUBSIDED.....	12
FLOOR WARDEN EARTHQUAKE PROCEDURES .....	13
EARTHQUAKE PREPAREDNESS .....	13
<b>MEDICAL EMERGENCIES .....</b>	<b>14</b>

<b>BOMB THREAT .....</b>	<b>15</b>
<b>CIVIL UNREST/TERRORISM INCIDENTS.....</b>	<b>19</b>
<b>HAZARDOUS MATERIALS RELEASES.....</b>	<b>20</b>
WHAT TO DO IF YOU SUSPECT A HAZARDOUS MATERIALS RELEASE.....	20
WHAT TO DO IF A PERSON IS CONTAMINATED BY A CHEMICAL .....	21
WHAT TO DO IF YOU ARE TOLD TO SHELTER IN PLACE (OUTDOOR RELEASE) .....	21
<b>POWER FAILURE .....</b>	<b>22</b>
<b>EMERGENCY ASSISTANCE FOR THE DISABLED.....</b>	<b>23</b>
<b>SEVERE WEATHER.....</b>	<b>24</b>
SEVERE THUNDERSTORMS .....	24
TORNADOS/HIGH WIND WARNINGS .....	24
<b>FIRE PREVENTION .....</b>	<b>25</b>
COMMON-SENSE FIRE PREVENTION.....	25
FIRE DRILLS .....	25
<b>WORKPLACE VIOLENCE .....</b>	<b>26</b>

## INTRODUCTION

**THIS MANUAL IS A TOOL** designed to guide you in the event of an emergency. We have taken every reasonable effort to ensure the accuracy and completeness of the information in this manual. We have attempted to make the material concise, simple, and instructional; therefore it covers only the most common emergencies, not every potential event. In an emergency it is imperative to use good common sense. **Always use initiative, intuition and good judgment to assure your own personal safety.** Since every situation is different, your response will depend on the particular circumstances of the emergency.

It is *every employee's responsibility* to know what action to take before, during and after an emergency. Please read this manual and practice the procedures outlined within. Familiarize yourself with your workplace environment, other employees who work nearby, and emergency preparations and procedures. Discuss the contents of this manual with your co-workers and test them before you need them. Have a rehearsal and walk through the procedures. Take the necessary precautions mentioned in this manual.

Safety should be everyone's concern.

## UCOP EMERGENCY INFORMATION

Call **(866) 272-9009** for recorded messages related to UCOP emergencies or closures.

In the event of a major emergency, tune into KCBS (740 AM), KGO (810 AM), or KNBR (680 AM) for updated Bay Area emergency information.

The UCOP website and broadcast e-mail or phone messages may also be used to provide emergency information and instructions to UCOP staff.

- If you have any questions about the contents of this manual, you may contact:

Life Safety Director (Building Management): 587-6100  
or via e-mail: [BuildingManager@ucop.edu](mailto:BuildingManager@ucop.edu)

UCOP Building Services (Work Management Center): 987-0600

- Floor Warden lists will be posted in kitchen areas on each floor and on the UCOP emergency preparedness webpage:

<http://www.ucop.edu/facil/pd/emergprep/welcome.html>

## **BUILDING LIFE SAFETY FEATURES**

The Franklin Street UCOP Headquarters Building, located in downtown Oakland, was constructed in 1998 of concrete and steel to withstand major earthquakes. The building is twelve stories high with each floor approximately 26,800 square feet in size. The first floor includes the main lobby reception area and public entrance on Franklin Street, with separate parking garage entrances for the public and employees on 12<sup>th</sup> Street. Office occupancy begins on the building's fifth floor, with the parking garage located below.

Building life safety features include a fire/smoke detection and alarm system, public address system, elevator recall system, and fire control panel. The fire control panel monitors the emergency equipment located on every floor of the building. All floors are equipped with pull stations, audible alarms and strobes, voice notification speakers, illuminated exit signs, fire extinguishers, wet standpipes with fire hoses, and emergency lighting. Each floor has posted evacuation floor plan placards that show exit routes and identify the location of all fire equipment. The entire building has overhead sprinklers.

### **FIRE ALARM AND SMOKE DETECTORS**

Fire alarm pull stations and smoke detectors are located throughout the building. Manual pull stations are located at stairwell entrances and in elevator lobbies. Activation of the alarm will send an audio/visual signal to the firefighter's control panel identifying the location and cause of the alarm, and the affected floor will be notified by a loud audible whooping alarm with flashing strobe lights.

### **SPRINKLER SYSTEM**

This building has an automatic sprinkler system equipped with water flow detectors that monitor building conditions. Activation of any sprinkler head will cause an alarm to sound on the affected floor and will summon security and engineering personnel.

### **FIRE STANDPIPES & HOSES**

Water is pumped to every floor through wet standpipes accessible by the Oakland Fire Department ("OFD").

### **FIRE EXTINGUISHERS**

All-purpose "ABC" dry chemical fire extinguishers are located on every floor in the building, usually near kitchens, copy rooms, or restrooms. If you use or discharge an extinguisher for any reason, please notify Building Management so we can recharge or replace the extinguisher immediately.

## **LOBBY DOOR RELEASE SYSTEM**

Doors surrounding the elevator lobbies are equipped with magnetic devices to hold them open during normal building operations. If a smoke detector is tripped, the magnetic devices will release and close the doors on that floor, impeding the spread of fire and/or smoke.

## **ELEVATOR RECALL AND EMERGENCY SERVICE**

Elevators are a dangerous place to be in a fire. The heat and damage caused by a fire can register a false “call” on the floor where the fire is burning, causing the elevators to reroute to that floor. Accordingly, the following systems have been installed to prevent people from using or attempting to use the elevators during a fire. **Do NOT use the elevators during a fire.**

### **Automatic Recall**

If any of the smoke detectors installed in the elevator lobbies sense smoke, the automatic elevator recall system is activated immediately. All elevator doors will close and the cars will return to the ground floor, where they will remain with doors open until released by building or OFD personnel. This system may also be activated or manually bypassed from a key switch located in the main lobby.

### **Emergency Firefighter Service**

After the elevators have been recalled to the ground floor, firefighters may put them into emergency use. A key switch located in each car allows manual operation using the “open door” and “close door” control buttons.

### **Elevator Earthquake Response**

When an earthquake occurs, a seismic switch in each elevator car gauges the severity of the motion and causes the elevator to stop if this motion exceeds a preset maximum. The elevator then moves in the opposite direction from its counter-weight, stops at the next floor, and opens its doors. The elevator will remain in this condition until it is thoroughly examined and put back into service by an elevator mechanic.

**If an elevator malfunctions, a passenger should press the alarm button located on the lower right hand panel of the elevator cab** and alert the elevator company dispatcher who will then summon a trained technician.



## **STAIRWELLS**

As part of emergency evacuation preparation, all employees should know the location of building stairwells. Each floor has **two stairwells** which are located on the north and south sides of the building (11<sup>th</sup> and 12<sup>th</sup> Street sides). The building's fire-rated doors and stairwell wall construction afford occupants protection during emergency evacuation. Both stairwells are equipped with emergency lighting and a wet standpipe outlet on each floor for fire department use.

There are emergency evacuation "stair chairs" located in the stairwell Areas of Refuge on all EVEN floors. These stair chairs enable the evacuation of injured or disabled persons up or down stairwells in an emergency when the elevators cannot be used (see Evacuation & Relocation Procedures).

**During a fire, occupants will use both stairwells and adjacent vestibules (Areas of Refuge) to exit safely from their floor.** All occupants should exit down the stairwell, staying to the right side if possible.

## **EVACUATION PLAN SIGNS**

Evacuation Plan signs located at elevator lobbies and stairwell entrances provide emergency instructions and evacuation procedures and contain a floor plan showing exits and fire equipment locations.

## **PUBLIC ADDRESS SYSTEM**

A Public Address ("PA") system allowing one-way paging to any combination of floors, elevators and stairwells will be used during emergencies to provide relocation or evacuation instructions and other critical information.

## **EMERGENCY POWER AND LIGHTING**

During a power failure, an emergency generator operates automatically, powering all safety equipment and emergency lighting. The emergency power system brings one elevator at a time to the lobby, runs the fire pump, and provides emergency exit lighting in common areas, restrooms, and stairwells. Backup battery-powered emergency exit lighting is also installed in the stairwells.

## **FIREFIGHTER PHONE JACKS**

Phone jacks for OFD firefighter emergency use are located at each elevator lobby and interior stairwell landing. Phones sets are located in the fire control room.

# EMERGENCY ORGANIZATION

**THE EMERGENCY RESPONSE TEAM**, composed of Building Management and pre-appointed Floor Wardens, has been designated to perform specific tasks in the event of an emergency. It is important for all building occupants to be familiar with these key personnel and follow their directions in a timely and organized manner.

## **LIFE SAFETY DIRECTOR**

The Life Safety Director for the building is the Chief Engineer, who is responsible for coordinating the efforts of police and fire departments while they are on UCOP property. The Life Safety Director's responsibilities are as follows:

### **Emergency Responsibilities**

- Ensuring that *911* has been called.
- Putting into effect the Life Safety Plan: starting evacuation or relocation procedures and recalling elevators.
- Acting as a liaison between the OFD and UCOP Building Management.
- Meeting with the OFD Incident Commander to provide information about the emergency (status of relocation or evacuation; location of fire, smoke or alarm; location of Fire Control Center ("FCC Room"); location of trapped or disabled persons in need of evacuation, and all necessary emergency equipment (building keys, floor plans, red phones, stair evacuation chairs, etc.).

### **Non-emergency Responsibilities**

- Ensuring that a program of regular inspections, maintenance, testing and re-certification of all fire and life safety equipment is developed and implemented.
- Implementing a general program of building fire prevention, including annual building-wide fire drills conducted in cooperation with the OFD.
- Assuring that Floor Wardens are assigned to each floor, and calling periodic meetings of these personnel to provide information and training about emergency procedures, including evacuation and relocation, emergency care and evacuation of the disabled, and fire prevention. The Life Safety Director will log and record all training provided to Floor Wardens.

## **BUILDING SECURITY**

Building Security staff will perform those duties as described in the Security Instructions Manual and as directed by the Life Safety Director, Building Management and public safety officials. Such duties include but are not limited to:

- Monitoring the fire and life safety systems at all times.
- In the case of fire or fire alarm conditions, immediately notifying the OFD, Building Management and Engineering.
- Unlocking the Fire Control Room, the fire panel, and all ground-floor building doors.
- Promptly notifying Building Management if an OFD official requests routine access to the facility.
- Logging and reporting on a daily basis any potential problems or fire and life safety issues (i.e. - lights out, excess debris, blocked exits, etc.)
- Documenting incidents involving implementation of any part of the Life Safety Plan.
- Assisting as needed in restoring building services following any event requiring activation of the Life Safety Plan.

## **FLOOR WARDENS**

Floor Wardens provide a critical link between building occupants and safety personnel. Wardens are responsible for a specific physical area and are charged with recruiting fellow employees for special assignments in managing an emergency. Floor Wardens have the following emergency and non-emergency responsibilities:

- Knowing the physical layout of adjacent floors as well as the layout of their own floor.
- Knowing the locations of the nearest stairway and alternate stairwell exits, and the direct routes to each.
- Knowing the location and condition and how to operate the nearest fire extinguishers.
- Knowing emergency telephone numbers and procedures.
- Instructing co-workers in various emergency roles; recruiting and training members of the Emergency Response Team.
- Ensuring that new employees have a copy of this Emergency Procedures manual.
- Knowing how to assume control, maintain calm, and prevent panic in the event of an emergency. Communicating information to building occupants during and after an emergency.

- Preparing and practicing an earthquake, fire, and emergency evacuation/relocation plan for their group.
- Knowing the names and work locations of building occupants who may have physical difficulty in evacuating the building, and assigning a fellow employee to assist those individuals during an emergency to the stairwell Areas of Refuge; advising the Life Safety Director of the location of any disabled personnel.
- Advising the Life Safety Director of adverse floor conditions.
- Maintaining a store of emergency equipment and provisions, including a flashlight and spare batteries, battery-operated radio, and food and water for three days.

## UCOP Staff Emergency Roles

Floor Wardens will designate employees to perform the following roles in an emergency:

### **Disabled Assistant**

At the direction of the Floor Warden, a designated employee will assist any individual who may have difficulty evacuating the building due to physical issues. If the individual is able to negotiate the stairs, the Disabled Assistant will help them exit the building. Otherwise, the Disabled Assistant will proceed with the individual to the nearest stairwell Area of Refuge and will remain until the OFD arrives to evacuate the individual using the stair chairs located on all EVEN floors, or will leave the building and immediately report the individual's location to Building Security (complete the form located in each Area of Refuge and hand deliver it to the front entrance).

### **Searchers**

At the direction of the Floor Warden, two individuals will begin a search of the office suite area. These employees will search the office space, including conference rooms, closets, supply rooms, and restrooms to confirm that everyone has responded to a fire alarm or other directions to evacuate the building. Searchers will close all doors and windows as they proceed and tag the doors with a "post-it" note to indicate that occupant(s) have left. Once searchers are **absolutely certain** that no one is left on the floor, they should advise the Floor Warden that the floor is vacant.

### **Elevator Lobby Monitor**

At the direction of the Floor Warden, this individual will assume a position at the elevator lobby to direct people away from the elevators and to the nearest exit stairwell.

### **Stairwell Monitor**

At the direction of the Floor Warden, this individual will assume a position at the stairwell door and instruct occupants to walk quietly in a single file down the stairs, cautioning them to keep to the *right* side of the stairway, advising them to watch out for opening doors, and stay out of the way of OFD personnel.

## EVACUATION & RELOCATION PROCEDURES

**IT IS IMPERATIVE** to practice a building evacuation plan before an emergency occurs. In the event that a fire alarm or public address announcement identifies an emergency situation within the building or floor that requires evacuation, please follow the following procedures:

1. Remain calm and orderly. Walk quickly but do not run. Follow the instructions of your Floor Wardens.
2. Floor Wardens and their designees will perform the following tasks:

**Floor Warden/Assistant Floor Wardens:** Move building occupants to the closest stairwell. Coordinate efforts of all Emergency Response Team members and ensure complete evacuation (including remaining ERT members).

**Elevator Lobby Monitor:** Stand by the elevators and redirect people to the stairwells.

**Searchers:** Search the floor to make sure everyone is out. Check all enclosed spaces such as bathrooms, storage closets and kitchens.

**Disabled Assistant:** Help any person needing assistance to move to the nearest stairwell Area of Refuge. If the individual is able to exit via the stairway, wait for the stairway to clear and then proceed down. If the individual is unable to leave via the stairway, stay with the individual in the Area of Refuge, and send another person down to the front entrance to inform Security or OFD of the situation. A firefighter will assist in evacuating the individual using the stair chairs located in the stairwell Areas of Refuge on all EVEN (12th - 10th - 8th - 6th) floors.

**Stairwell Monitor:** Assume a position at the stairwell door to instruct occupants to walk quietly in a single file down the stairs and to fully evacuate the building. Caution occupants to remain on the *right* side of the stairwell, watch out for opening doors, and stay out of the way of OFD personnel.

3. **DO NOT USE THE ELEVATORS.** Evacuate the building using the emergency stairwells only. Go to the designated relocation assembly area, located at the open grassy area at **12<sup>th</sup> St. @ Broadway, behind the Clorox - Wells Fargo Building.** (*See the Building Evacuation Plan figure on the next page*). Check in with your Floor Warden at the assembly area.
4. Immediately report to Security or OFD the location and condition of any individuals who could not be evacuated/relocated.
5. Stand by for further instructions.

# FIRE EMERGENCY PROCEDURES

## WHAT TO DO IF YOU SEE FIRE

- Activate the nearest fire alarm pull station located in elevator lobbies and stairwells.
- Call **9-911**. Report your exact location (floor/office #) and type of fire. Give your name and phone number – don't hang up until the operator tells you to do so.
- Warn others in the immediate area.
- Call Security at **7-9790**.
- Use an extinguisher only if the fire is small and it is safe to do so.
- Begin evacuation procedures using the stairwells:

**Floor Warden/Assistant Floor Wardens:** Move building occupants to the closest stairwell. Coordinate efforts of all Emergency Response Team members and ensure complete evacuation (including any remaining ERT members).

**Elevator Lobby Monitor:** Stand by the elevators and redirect people to the stairwells.

**Searchers:** Search all offices on your floor to make sure everyone is out. Check all enclosed spaces such as bathrooms, storage closets and kitchens. Tag all closed doors to indicate that they are vacant.

**Disabled Assistant:** Accompany any person requiring assistance to the nearest stairwell Area of Refuge. If the individual is able to exit via the stairway, wait for the stairway to clear and then proceed down. If the individual is unable to leave via the stairway, stay with the individual in the Area of Refuge, and send another person down to the first floor to inform OFD of the situation. A firefighter will assist in evacuating the individual using the stair chairs located in the stairwell Areas of Refuge on all EVEN floors (12th - 10th - 8th - 6th floors).

**Stairwell Monitor:** Assume a position at the stairwell door to instruct occupants to walk quietly in a single file down the stairs and exit the building. Caution employees to remain on the *right* side of the stairwell, watch out for opening doors, and stay out of the way of OFD personnel.

- Report the floor status to the Life Safety Director.

**Use caution when you approach a closed door – there may be fire behind it.**

- Carefully check for heat with the back of your hand by lightly touching the doorframe near the top, and then check the doorknob. Do NOT open hot doors - go to an alternate exit.
- If the door is cool to the touch, brace yourself and open it slowly. You may need to shut it quickly if you encounter flames or smoke.
- If you find yourself faced with an area filled with smoke, enter carefully and close the door behind you.
- If you encounter heavy smoke, *drop to your hands and knees* and keep your face near the floor. If water is available, dampen a cloth and breathe through it to reduce smoke inhalation.
- Follow the wall to the nearest exit and leave the building.

**What to do if you are trapped in the building**

- Stay calm. If safe, proceed to a room with an outside window and stay there.
- If there is a working telephone in the room, dial 9-911 and tell the dispatcher exactly where you are, even if you see fire trucks below.
- To help rescuers find you, stay where they can see you and wave something bright and light-colored to attract their attention.
- To keep smoke out of your refuge area, stuff the cracks around the door and cover the ventilators with clothing, towels or newspapers.
- If water is available, dampen a cloth and breathe through it to reduce smoke inhalation.
- Rescuers will begin with those who are in the most immediate danger, so your rescue may take time. Above all, think before you act and be patient until help arrives.

**WHAT TO DO IF YOU HEAR THE FIRE ALARM**

- Begin evacuation procedures.

**WHAT TO DO IF YOU SMELL SMOKE**

- Call the Work Management Center at 7-0600 or Security at 7-9790.

## **HOW & WHEN TO USE FIRE EXTINGUISHERS**

Dry chemical fire extinguishers are effective on all types of small fires. Extinguishers are generally located near kitchens, copy rooms, or restrooms.

Extinguishers should only be used on small fires (wastebasket-sized). If the fire is discovered while it is still small enough to be contained, take the extinguisher, stand back 8–10 feet from the fire and follow the **PASS SYSTEM**:

**Pull** the retaining pin.

**Aim** the nozzle at the base of the flames.

**Squeeze** the handle completely to discharge the dry chemical on the fire.

**Sweep** the nozzle from side to side. Go slightly beyond the fire area with each pass. Once the fire is out, wait before leaving the area. If the fire re-ignites, you may need to make another application.

Fire extinguishers can generate a great amount of smoke when used, so be careful - smoke contains noxious fumes. Since smoke inhalation is the major cause of fire deaths, cover your mouth and nose with a wet cloth whenever possible.

If it is not feasible to use an extinguisher, begin evacuation procedures at once. Close doors behind you to contain the fire.



# EARTHQUAKE PROCEDURES

## WHAT TO DO WHEN THE SHAKING STARTS

- **Duck, Cover & Hold** in place under your desk, table, or other sturdy object.

OR

- Stand in an interior doorway of a load-bearing wall. Keep the door from swinging. With your back firmly against the doorframe, extend your arms and brace yourself.
- Face away from any windows.
- Stay clear of tall objects that may topple over. Watch for falling objects.
- Stay inside! Do NOT go outside unless directed to do so by the Life Safety Director. Stay out of the stairwells until they have been checked and determined to be safe.

## WHAT TO DO WHEN THE INITIAL SHOCKS HAVE SUBSIDED

- Remain calm and **be prepared for aftershocks**.
- Check for injuries and administer first aid to the degree that you are trained.
- Check for obvious hazards and damage on your floor.
- **DON'T** turn on or off any lighting or electrical devices.
- **DON'T** use the telephone except in extreme emergencies. Make sure the phone is on the hook so you can receive emergency information calls.
- Follow directions given over the building PA system or by your Floor Wardens.
- Use emergency supplies if necessary – first aid and earthquake response kits are located on the 6<sup>th</sup> floor (Work Management Center) and 12<sup>th</sup> floor (reception area). Light rescue equipment is located in the Lobby Fire Control Room.

## **Floor Warden Earthquake Procedures**

- After the quake subsides, get your flashlight if necessary. Even if the power is still on, it may not stay on for long.
- Gather the occupants of the building together at your pre-selected gathering place. Perform a head count to determine that everyone is accounted for.
- Thoroughly search your floor for any missing or injured personnel, checking all stairwells, conference rooms, bathrooms, kitchens, elevator lobbies and closets.
- Attend to injured people to the extent to which you are trained.
- Prepare a condition report for your area and provide it to Building Management as soon as possible. It should contain the following information:
  - The number of people on your floor.
  - The number of injured people on your floor, with a brief description of their injuries.
  - A brief description of any apparent structural damage on your floor (i.e. - ceiling collapse, large cracks in core walls, broken glass).
  - Any immediate needs you might have.
- Turn on a battery-operated radio. Assign someone to keep track of what is going on in the surrounding community. Listen for emergency updates and information.
- Take inventory of your emergency supplies. Remember that you may be staying in the building for a few days. Conserve your supplies.

## **EARTHQUAKE PREPAREDNESS**

In preparation for an earthquake, each Department should maintain one or more kits containing the following supplies:

- Food and water for three days
- First Aid kit
- Flashlights, a battery-operated radio, and spare batteries

Individuals should also keep on hand a pair of walking shoes, essential prescription medications (enough for three days) and personal hygiene supplies.

You can significantly reduce potential earthquake-related injuries and damage by ensuring in advance that large furniture is secured to the wall, that cabinets are latched, and by not placing large or heavy objects on shelves above your head.

## MEDICAL EMERGENCIES

- Stay calm and determine the nature of the medical emergency.

**D I A L 9 - 9 1 1**

- Identify yourself and your exact location, including the floor and office number.
- Describe the nature of the emergency. Take note of any bracelets identifying a medical condition.
- **Call Security at 7-9790** so they can secure an elevator for the emergency medical responders and lead them to the exact location.
- Advise fellow employees of the emergency and request assistance. Secure the belongings of the patient.
- Administer first aid to the degree you are trained.
- Make sure someone stays with the patient. Do not move the patient!

**For medical emergencies involving CARDIAC ARREST (or suspected heart attacks or unconscious/unresponsive persons):**

- **Send a runner to retrieve the AED (defibrillator) from the elevator lobby on your floor (on the 12<sup>th</sup> floor the AED is located in the hallway by the men's restroom).**
- Instruct a co-worker to find a trained AED-CPR rescuer (each floor has trained rescuers denoted by red/white "AED" stickers on their nameplate; a roster is also located with each AED):



- If possible, also instruct someone to call the Work Management Center at 7-0600 to report the incident.

# **BOMB THREAT**

**BOMB THREAT CALLERS** send warnings of possible bombs for a variety of reasons: to make a statement, to create panic or disrupt normal business, to get “free” publicity for a cause, or because they know of a threat and want to alert people to evacuate the building. Rarely does the caller want to injure people; if that were the case, then they would not bother to inform anyone of the bomb.

A bomb threat may be delivered over the telephone (most common), through the mail, by messenger, on a note left in a public place, or even on your computer screen. While statistically most bomb threats turn out to be hoaxes, they must all be taken seriously.

In the case of a bomb threat, immediate notification of building occupants or a complete evacuation of the building is not always the safest way to handle the situation. The confusion and panic associated with a bomb threat may pose greater dangers than the threat itself - if it turns out to be a hoax. A calm and methodical search of the premises is the safest way to determine if the danger is real and if evacuation is necessary.

## **Receiving a Bomb Threat**

The majority of threats are made by telephone. If you should receive the call, remain calm and concentrate on the exact wording used in the message. Focus your attention on the call. Details are invaluable in evaluating the threat. In addition, after the threat has been resolved, the investigators will benefit from as much detail as you can provide. Follow these guidelines:

- Remain calm and try to keep the caller on the line.
- Refer to the Bomb Threat Form on the following pages and ask the caller as many questions as possible; gather as much information as you can.
- Notify Building Security at 7-9790. Security will notify the Police Department.
- Wait calmly for further instructions from Security or Building Management.
- Do not mention the call to anyone else.

## **Bomb Searches**

You know your work area better than anyone else. What may appear commonplace to you may seem out of place to an “outsider” and vice versa. For this reason, Building Security will often ask occupants to search their own workspaces and/or office suites.

- In the event of a bomb threat, Building Security will make appropriate announcements over the PA system. Please pay careful attention to these announcements and follow any instructions given.

- Following the guidelines below, search your own work area if instructed to do so. Verify that your immediate work station or office suite does not contain foreign, unidentified, or suspicious object(s).
- Carefully search a co-worker's space if he or she is absent.
- Take personal belongings with you if and when you evacuate. They may cause unnecessary wasted searching efforts.

**Important Points to Remember while Searching**

If asked to search your area, please follow these guidelines, and remember that your safety comes first - do not take unnecessary risks!

- Be suspicious of anyone unfamiliar loitering in the area or showing overt curiosity.
- Begin at one end of your work area and search methodically to the other end. Search every location. Remember that devices are most readily concealed in areas that have the easiest access.
- Look for anything unusual or out of place.
- Look high and low, not just at eye level. For instance, search an area on three levels: floor to knees; knees to shoulders, shoulders to ceiling.
- Pay particular attention to the following areas:
  - Lobbies
  - Restrooms and locker rooms
  - Trash receptacles
  - Food service areas
  - Public phone areas
  - Closets, hallways, and passageways
  - Drinking fountains
  - Any areas readily accessible to the public
  - Fire extinguisher cabinet
- If you should encounter a suspicious-looking package or a questionable item, ***do not touch it!*** Try to establish ownership of the item in question. If no one claims it, then there is a good chance that it doesn't belong there. Alert others in the immediate area, report it to your supervisor and follow his/her instructions.
- Immediately report the results of your search to the appropriate party, as instructed.

## BOMB THREAT FORM

Try to calmly ask the following questions:

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

**SEE THE NEXT PAGE FOR DETAILED INFORMATION TO  
OBTAIN ABOUT THE CALLER**

**TRY TO DETERMINE THE FOLLOWING:  
(Circle all that apply)**

<b>CALLER'S VOICE:</b>		<b>BACKGROUND SOUNDS:</b>	
Calm	Angry	Street Noise	Booth
Loud	Soft	Café/Bar	Voices
Slow	Rapid	PA System	Music
Crying	Laughing	House Noises	Motor
Excited	Normal	Animal Noises	Office
Distinct	Slurred	Clear	Static
Stuttering	Lisping	Long Distance	Local
Whispering	Nasal Tone	Factory Machinery	Other
High-pitched	Deep	<b>THREAT LANGUAGE:</b>	
Accent	Disguised	Well-Spoken	Foul Language
Clearing Throat	Raspy	Incoherent	Rational
Deep Breathing	Cracking Voice	Righteous	Good Grammar
Familiar Voice	Unfamiliar Voice	Choice of Words	Taped
If familiar, who did it sound like?		Write down as much of the message as you can remember:	

## **CIVIL UNREST/TERRORISM INCIDENTS**

In the event of civil unrest, terrorism threat/attack, or other civil defense emergency, you will be notified via the building public address system.

Please observe the following guidelines:

- Follow the instructions of the Life Safety Director, Building Security, or Building Management. Employees will be notified over the public address system whether to evacuate or if it is unsafe to leave the building.
- Use good judgment, remain calm and stay on your floor unless you are in an unsafe position or are instructed to leave by Building Security.
- Secure all valuable materials in a safe place.
- Cooperate with colleagues and safety personnel. Certain services may be limited during an emergency.
- Access to certain areas may be restricted. Withdraw from the area until it is safe to enter. Your safety should be your primary concern.
- If applicable, follow procedures for hazardous materials emergencies (see next section).



## **HAZARDOUS MATERIALS RELEASES**

**HAZARDOUS MATERIALS RELEASES** occur without warning. The person who initially discovers the release or spill should immediately call Building Security at 7-9790 and give detailed information. After Engineering and the Fire Department make an assessment of the situation, they will instruct building occupants of any actions required to ensure their personal safety. The location and degree of severity of the incident will help determine the appropriate actions to be taken.

OFD will evaluate the incident, and the Incident Commander will determine the appropriate action to be taken by persons in the immediate area. Several factors - such as the wind speed and direction, time of day, and effects of weather - will determine the need for evacuation or other corrective actions. All decisions regarding life safety responses will originate from Building Security, the Life Safety Director, and the Fire Department.

### **What to Do if You Suspect a Hazardous Materials Release**

- Notify Building Security immediately at 7-9790.
- Report information about the incident. Give your name, the exact location of the material released, and your telephone number. Report any injuries. Identify the source, quantity, and nature (liquid, powder, gaseous) of materials involved, if known. Describe the effects of the spill or release (i.e. - the activity of the hazardous material; if it is being dispersed and where; noxious fumes; etc.).
- Assist injured or contaminated persons. Remove them from the area if safe to do so.
- Evacuate the immediate area if necessary and keep others away. If fumes are being produced, restrict access to the area. Move away from the hazard and take your personal belongings. Do not enter a restricted area to retrieve your belongings.
- Avoid spreading contamination.
- Rumors are dangerous. Speak only the facts you know. Emphasize the positive aspects. Your attitude will affect the attitudes of those around you.
- Stay clear of arriving emergency vehicles and personnel. Make yourself available for questioning by Building Security and carefully document all details immediately.

**What to Do if a Person is Contaminated by a Chemical**

- Remove all contaminated clothing.
- Flush skin or eyes with cool water immediately for 15-30 minutes. If necessary, use the showers located in the 9<sup>th</sup> floor men's and women's locker rooms.
- Call Building Security at 7-9790 or dial 9-911 for immediate medical attention.

**What to Do if You Are Told to Shelter-In-Place (Outdoor Release)**

In the event of a short-term chemical release outside of the building, the prudent course of action is to remain inside. Do NOT exit the building. Follow these guidelines:

- Listen to and follow all instructions given over the public address system.
- Building Engineering will turn off all fans and HVAC systems in the building.
- Building Security will control building entry and exit points. Do not enter stairwells or open exterior doors.
- Close all exterior office doors and move to interior offices and common corridors.
- Seal all gaps under office doors and vents with wet towels or tape.
- Stay calm and wait for further instructions from Building Management.
- If you smell fumes, breathe through wet towels.
- Floor Wardens should conduct a head count, assess the need for medical assistance and provide a status report to Building Security at 7-9790 or Building Management at 7-0600.

## POWER FAILURE

**THE FRANKLIN STREET BUILDING** was designed to minimize the risk of a building-caused general power failure. Should a power failure occur, it will typically affect either an isolated area of the building or some larger portion of the surrounding geographic area (a blackout or brownout).

All public areas are equipped with exit signs and emergency lights powered by the building's emergency generator. In addition, the following systems will operate during a general power failure:

- One elevator in each bank
- Fire and life safety equipment
- Fire pump pressurization fans
- Emergency pathway lighting

If a power failure occurs, observe the following guidelines:

- If your phones are in working order, contact Building Security at 7-9790 or the Work Management Center at 7-0600.
- Raise window blinds to let in outside light.
- Check to see if the situation you are experiencing is shared by your neighbors.
- Report all injuries promptly and seek proper medical attention without delay.
- Turn off and disconnect all electrical appliances and lights to prevent damage if there is a power surge once electricity resumes.
- Stay where you are unless told to evacuate. Do not congregate in lobby areas or in the street.
- If you are trapped in an elevator during a power failure, wait for assistance. The elevator will cease operation, but *will not fall*. Do not force open the doors or try to escape through the roof hatch. Do not panic. Elevators will be brought down to the Lobby, one at a time, until all elevators are down and their occupants released.
- Building Management will advise you as soon as possible regarding the duration and cause of the power failure.

## **EMERGENCY ASSISTANCE FOR THE DISABLED**

**WHEN RESPONDING TO ASSIST** a person with a disability or physical condition, identify yourself and your purpose for being there. Allow the individual the opportunity to establish your position before you continue. Describe your actions both before and as you assist them. During an evacuation follow these procedures:

- Floor Wardens will assist in relocating persons needing assistance to a stairwell vestibule Area of Refuge. Emergency evacuation “stair chairs” are located in the stairwell Areas of Refuge on all EVEN (12th - 10th - 8th - 6th) floors.
- Never attempt to evacuate a person in a wheelchair down a stairway. Move the person while in the wheelchair to an Area of Refuge. The Floor Warden must immediately notify Building Management or OFD personnel of this person’s location, so they may be evacuated using the stair chairs located on all even floors.
- A service animal must be evacuated together with the owner.
- Provide verbal instructions and information for people with impaired vision.
- Turn lights off and on to attract the attention of people with hearing limitations. (NOTE: After an earthquake, do NOT turn any switches on or off until you are sure there is no gas leak).
- Keep a calm demeanor. A demand for immediate action can cause insecurity and fear. Keep your focus and concentrate. Be patient. Speak clearly and directly about the emergency.
- Uncertainty and lack of control inherent to emergency situations can be very disorienting. Isolate individuals who are panicking and deal with them in simple, firm, and clear language.

# **SEVERE WEATHER**

## **SEVERE THUNDERSTORMS**

THE NATIONAL WEATHER SERVICE will issue advisories predicting areas of severe thunderstorm activity.

- If you are in the building, STAY INSIDE, do NOT evacuate.
- If you are outside, head for cover. Move to an area away from trees, power lines, and roadways.
- Keep away from windows and the exterior of the building. Move to the center of the building, the elevator lobby, bathrooms or interior offices.
- Assist any disabled persons in the area in moving to a safe place.
- Report any damage, safety hazards or injuries to Building Security at 7-9790.

## **TORNADOS/STRONG WINDS**

THE NATIONAL WEATHER SERVICE will issue a tornado warning confirming a tornado sighting and location (extremely rare in the Bay Area). The Weather Service will announce the approximate time of detection and direction of movement. Winds will be in excess of 75 miles per hour.

- If you are in the building, STAY INSIDE, do NOT evacuate.
- If you are outside, head for cover. Move to an area away from trees, power lines, and roadways.
- Do not use the elevators.
- Keep away from windows and the exterior of the building. Move to the center of the building, the elevator lobby, bathrooms or interior offices.
- Assist any disabled persons in the area to move to a safe place.
- Report any damage, safety hazards or injuries to Building Security at 7-9790.

## **FIRE PREVENTION**

### **COMMON-SENSE FIRE PREVENTION**

- Do not let paper accumulate in your office or in storage areas. Pay special attention to housekeeping in areas where discarded paper accumulates, such as storage areas, copy rooms, or kitchens.
- Make sure electrical cords are in good condition. Inspect them periodically and replace them, or report frayed cords to the Work Management Center at 7-0600. Do not bypass grounded plugs.
- Use surge-protected power strips in place of extension cords.
- Space heaters are not allowed in the building.
- Store all flammable liquids in a cool, safe location. Do not store large quantities of flammable solvents.
- To ensure ease of evacuation in an emergency, keep all hallways and stairwell exits free of boxes and trash.
- Blocking fire doors open is a direct violation of the Fire Code and will allow smoke and fire to spread throughout the floor. Do not block open fire doors at any time.
- Make sure all electrical equipment is turned off before you leave at the end of the day. This includes *coffee pots*, copiers, typewriters, computers, and printers.
- Use care when using microwave ovens to prevent burning food or contents.

### **FIRE DRILLS**

The Life Safety Director will schedule practice fire drills at least once a year. The Life Safety Director is responsible for conducting, documenting, and preparing a critique of each fire drill held.

### **Floor Warden Responsibilities**

- Review the “Fire Emergency Procedures” chapter of this manual with other building occupants and make sure that all functions and responsibilities are carried out during the drill.
- Check individual and team response to the fire area and verify status of occupants.
- Communicate issues or problems to Building Management.

## WORKPLACE VIOLENCE

**Workplace violence can take many forms.** Learn to identify the specific behavior that should be reported to your supervisor:

- Any behavior that is physically threatening to yourself or another person.
- Behavior or actions that a reasonable person would interpret as potentially violent (verbal threats, throwing objects, waving fists, destruction of personal property).
- Any substantial threat to harm another person, destroy property, or in any way endanger the safety of employees.
- Behavior that might signal emotional distress and potential violence (severe mood swings, impulsive or intimidating behavior, yelling).

**If a person's behavior becomes inappropriate or violent:**

- If you feel you are in imminent personal danger, leave the area if possible.

**D I A L 9 - 9 1 1**

- Notify Building Security at 7-9790.

**If a person enters your work area with a weapon:**

- ESCAPE if possible – get out!
- Otherwise go into the nearest room out of sight, and lock and/or block doors.
- Hide under your desk or in a far corner of your office.
- Keep still – stay silent and listen. Look for a chance to escape.

**D I A L 9 - 9 1 1**

- Stay in your hiding place and listen for instructions or rescuers.

**Common-sense rules in a dangerous situation:**

- Trust your instincts. If you are afraid, you probably have a good reason.
- Take all threats seriously.
- Try to create physical space between you and the person threatening you.
- Know your surroundings and pre-plan escape routes.