

Emergency Preparedness Information

EMERGENCY CONTACT

In case of an emergency, dial 911. Immediately after dialing 911, please contact the Management Office. If the Management Office is closed, contact the on-call maintenance engineer.

ACTIVE SHOOTER

The Department of Homeland Security (DHS) recommends that when an active shooter is nearby, the best course of action would be to RUN, HIDE or FIGHT.

[RUN. HIDE. FIGHT.® Surviving an Active Shooter Event - English - YouTube](#)

RUN

- Be aware of your environment.
- Know the nearest exits and leave the building if possible. Take others along while you exit. If others disagree, evacuate alone and run/walk to a safe location.
- Leave your bag and other belongings behind.
- Prevent people from entering the premise.
- Call 911 as soon as you think it is safe.

HIDE

- If the shooter is nearby, or if exiting is not an option, hide in a place where you are not visible. If you are in a hallway or lobby, run to a room.
- Secure your hiding place. If you are in a room, lock it from inside, switch off the lights and block the entrance with heavy furniture.
- Be Silent! Put your cell phone on silent mode immediately. A ring or a vibration will give away your location.

FIGHT

- This should only be done as the last resort. If running or hiding is not possible or if your life is in imminent danger and you have no other option, you can use physical force to try to take down the shooter.
- Try to incapacitate the active shooter.
- Yell at the attacker and throw things. Use any physical force available/possible to stop the shooter and defend yourself or others.

WHAT TO SAY WHEN YOU CALL 911

Dial 911 as soon as you think it is safe. Remain calm and give the following information:

- Location of the active shooting incident.
- Number of active shooters.
- Shooter's physical description.
- Type of arms used in the incident.
- Number of victims or potential victims present.



WHAT TO DO WHEN LAW ENFORCEMENT ARRIVES

- Stay calm and follow the instructions given.
- Put down items that you are carrying.
- Raise your hands and spread your fingers.
- Keep your hands visible always.
- Do not make any quick movement towards officer for safety or other reasons.
- Do not shout or yell.

Find this and additional safety information in the leaflet provided by Securitas Inc. More information and resources are available [here](#).

BOMB THREAT

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device
- Time set for explosion
- Description of the device
- Reason the caller has placed the bomb
- Exact words used by the caller

Keep this information as confidential as possible.

After notifying the Police Department by calling 911, notify the Management Office.

Once the Management Office has been notified, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the building, please move away from the building so as to allow unfettered access to emergency personnel. Do not re-enter the building until the Management Office, the Police, or the Fire Department have given clearance.

MAIL BOMBS

Letter bombs are usually sent through the mail addressed to a specific individual in the company, often disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope ¼" to ½" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles – Chairman, President, Manager, Security Officer, etc. – rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25-foot radius around the package.
- Notify the police at 911 and the Management Office.
- Do not handle it under any circumstances.
- Do not attempt to deactivate it yourself.



CIVIL DISTURBANCE

Should a riot or civil disturbance start outside the building, security will immediately lock all entrances to the building. The police will be notified and we will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

EARTHQUAKE

Keep an earthquake preparedness kit on hand. Include the following:

- Food and water – at minimum, a 3-day supply (a 7-day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape, and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

- Remain calm, do not panic.
- Stay in the office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves, and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor Wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors, which when activated, will automatically stop the elevator at the nearest floor; if they are occupied at the time, inhabitants should exit immediately, and follow instructions issued by the Floor Warden.

After an earthquake:

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Management Office or Security immediately.



- Check immediate location – make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency; ensure that all telephone receivers are properly mated to their cradles.
- Conserve, and responsibly ration food and water.

For more information on earthquake preparedness and response, visit: <https://www.ready.gov/earthquakes>

EVACUATION

If the fire alarm sounds or you are otherwise notified to evacuate the building, exit via the stairwells. Exit at Floor 1 and rendezvous with your employees at the location you have designated. Ensure that all employees and visitors are accounted for.

For emergency purposes, the names of those persons who have physical limitations that would require assistance in the event of an emergency should be kept on file with the Management Office. In the event of a true emergency, those names would be given to the proper emergency personnel who would assist in their evacuation. Additions or corrections to this list should be submitted to the Management Office on a periodic basis.

Disabled employees should evacuate to the nearest stairwell and wait for either the all-clear announcement or fire department personnel to assist them with evacuation from the building.

Please do not call the Management Office to ask if an alarm is real. Unless your office has been notified in advance by the Management Office via email or phone, if you hear an alarm, you can assume there is an emergency in the building and should evacuate immediately. Building maintenance and emergency personnel will silence the alarm as soon as the emergency situation is under control. False fire alarms do occur from time to time. The Management Office is unaware of whether an unexpected alarm is an actual alarm or a false alarm. This determination is not made until the source of the alarm is investigated by a maintenance engineer. Assume that all unannounced alarms are true alarms and proceed with evacuating your staff and visitors.

FIRES

TO PREVENT A FIRE

- Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as copy machines, mailing, and receiving rooms.
- Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.
- Keep electrical appliances in good repair. Report unsafe conditions to the Management Office.
- When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches, or anything that could become a combustible item. Such furnishings should be flameproofed.
- Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.



IN CASE OF A FIRE

- Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
- Call 911 from a safe location.
- Evacuate or relocate and assist others in the immediate area.
- Close doors behind you to isolate fire.
- Proceed to stairwells and listen for instructions. Never use the elevators.
- Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
- If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

MEDICAL EMERGENCY

In the event that an accident or illness befalls one of your employees or visitors:

- Call 911.
- Provide the dispatcher with the following information:
 - Your name
 - Your building's name and address
 - Your specific floor number and exact location of the emergency
 - Any pertinent details of the accident or illness
- Do not move the injured/ill person. Attempt to make them as comfortable as possible.
- If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
- Call the Management Office. Inform them that you have called 911 and briefly describe the nature of the emergency. The emergency unit will be with you shortly to administer medical assistance.
- Determine, if possible:
 - Name, address, and age of injured/ill person
 - The nature of the problem, as best you can surmise
 - All known allergies and current medications taken by the individual
 - The person's local doctor

POWER FAILURE

In the event of a power outage, most buildings are serviced with emergency power to select power outlets and fixtures through an emergency power generator. If a building is without power for more than two hours or an extended period of time, all tenants should evacuate the building. Tenants are not permitted to conduct business in their suites if the building is expected to be without power for an extended period of time. Emergency lighting is in place in the common area corridors and in the stairways, but the lighting has limited power supplies designed only to allow tenants and visitors to evacuate the building in a timely manner. Evacuation is required to avoid possible injuries.



If a power outage occurs, please follow these procedures:

- Turn off all electrical equipment in your suite such as computers, copy machines, coffee makers, etc. to lessen electrical load on circuits and in the building when power is restored.
- Evacuate the building by using the building stairways. Elevators are inoperable during power outages.
- If an extended power outage occurs after normal business hours, please call the on-call maintenance engineer if you have phone service.

SEVERE WEATHER

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two classifications: a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by the Management Office, but rather by each tenant company.

In the event these conditions do exist, follow these guidelines:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this may provide protection from broken glass).
- Do not panic.
- If evacuated, lock desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

Additional severe weather preparedness resources are available here:

<https://www.osha.gov/dts/weather/tornado/index.html>

<http://www.ready.gov/tornadoes>

<http://www.ready.gov/hurricanes>

TOXIC HAZARDS

If there is a toxic spill or exposure:

- Proceed immediately to an area where you are no longer exposed.
- Call 911.
- Provide the building's address, your floor and phone number, and also what type of spill has occurred.
- Take appropriate action to contain the hazard: close doors behind you, and always follow all safety procedures when working with toxic materials.

