

600 CALIFORNIA STREET

TENANT EMERGENCY RESPONSE PLAN

**Jones Lang LaSalle
Office of the Building
600 California Street, Suite 510
San Francisco, CA 94108
Phone: 415.391.3471
Fax: 415.391.2955**

TABLE OF CONTENTS

Overview

Emergency Phone Numbers	1
Building Safety Features	2
Fire Disaster	4
Fire Drill Schedule and Procedures.....	4

In-House Fire Safety Organization

Building Staff.....	5
Fire Safety Director.....	5
Deputy Fire Safety Director	5
Security.....	5
Engineering.....	5
Management.....	5
Floor Warden.....	6
Deputy Floor Warden	6
Searcher	6
Stair/Exit Wardens.....	6
Elevator Safety Monitors	6
Mobility Impaired Aides	6

Fire Prevention Measures and Emergency Procedures

Fire Prevention Measures	7
In the Event of a Fire	7
Consideration for People Who Need Assistance.....	8
Relocation.....	8
Garage Evacuation Procedures.....	9
Evacuation/Safe Refuge Map.....	10
Authority to Relocate	11
Communications.....	11

Earthquake Emergency Procedures

Earthquake Preparedness Measures.....	11
In the Event of an Earthquake.....	12
After the Earthquake.....	12
Gas	12
Electricity	12
Water	13
Positive Leadership Guidelines	13

Bomb Threats and Threats of Violence Emergency Procedures

Bomb Threats	13
Receiving a Bomb Threat.....	14
Bomb Threat Information Sheet.....	15
Bomb Threat Checklist	17
Other Threats of Violence.....	18

Workplace Violence Emergency Procedures

Workplace Violence.....	18
Workplace Violence Witness Details Log.....	20

Other Emergencies

Medical Emergencies	21
Toxic Emergencies	21
Civil Disturbances.....	21
Terrorism Alerts/Threat Level Definitions.....	21

EMERGENCY RESPONSE PROCEDURES
600 CALIFORNIA STREET

OVERVIEW

600 California Street is a 20 story office building located in the Financial District of San Francisco. It is constructed of steel and concrete with an exterior of granite and glass. There are two penthouse levels above the 20th floor and three parking levels below the lobby level.

Emergency Phone Numbers

San Francisco Fire Department	911 or 415-558-3200
San Francisco Police Department	911 or 415-553-0123
Building Security (24 Hours)	415-391-3471 415-583-7667 (Cell)
Building Office (Mon. - Fri., 8:00am - 5:00pm)	415-391-3471
Ambulance	911
Hospital: St. Francis (Emergency)	415-353-6300

Building Safety Features

600 California Street is equipped with state-of-the-art fire/life safety systems as follows:

Fire Alarm Pull Station

If you spot smoke or fire, pull down on the fire alarm pull station located at each stairwell exit and elevator lobby. This triggers the alarm to sound and alerts the monitoring station which will contact the Fire Department.

Smoke Detectors

Smoke detectors are located on the ceiling throughout tenant spaces and corridors. When activated, they trigger the alarm to sound and automatically alert the monitoring station which will contact the Fire Department.

Sprinklers

The building is fully sprinklered. Sprinkler heads will activate with a significant rise in temperature.

Speakers

Speakers are located throughout the tenant floors and will sound a whooping tone when an alarm is activated. They are also used to transmit information.

Strobe Lights

Strobe lights located throughout the tenant floors will flash on and off when an alarm is activated. The strobe lights are intended for the hearing impaired.

Elevator Recall

Elevators are recalled to the ground floor during any alarm. Please do not use the elevators in the event of an alarm. Use the stairs to relocate or evacuate the building when you hear the alarm or see the strobes activated.

Emergency Lighting

In the event of a power outage, the emergency generator will power the emergency lighting for exiting.

Stairwells / Exiting

The exit stairwells are pressurized and act as a safe haven in the event of a fire. There are two (2) exit stairwells in the building – North & South.

North Stairwell – exits North onto Sacramento Street. Tenant's using the North stairwell to evacuate should proceed North onto Kearny Street to Portsmouth Square Park.

South Stairwell – exits West onto the plaza between 650 California and 600 California. Tenant's using the South stairwell to evacuate should proceed West onto California Street to Saint Mary's Square Park.

Fire Extinguishers

Multi-purpose dry chemical fire extinguishers are located throughout each floor. These should only be used in the event of a small trash can fire. They weigh approximately twelve (12) pounds and are easily handled ONLY if you are trained and knowledgeable in the use of extinguishers. Please do NOT attempt to use a fire extinguisher unless you have proper training. Never attempt to “control” a fire.

- Do NOT use the extinguisher if the fire is spreading beyond the immediate area.
- Do NOT use an extinguisher if the fire could block your escape route.

Fire Valves and Standpipe Connections

Fire hose and standpipe connections are for use by the San Francisco Fire Department. Fire hose connections are located on all floors in each exit stairwell. Standpipe connections are located outside the building on the corner of California and Kearny (on the Kearny Street side) and on the corner of Sacramento and Kearny (on the Sacramento Street side) and are used by the Fire Department to connect their hoses to fight a fire if water pressure is lost from the City.

Fire Doors

All exit doors at stairwells are fire rated doors. Please never prop these doors open.

Fire Alarms

The alarm system will sound only on the emergency floor, one (1) floor above, and two (2) floors below. Initial instructions to evacuate will be broadcasted over the Public Address System to only those four (4) floors. If necessary, additional evacuation instructions will be made by the San Francisco Fire Department’s Officer in Command or the building’s Life Safety Director. The instructions will be transmitted over the Public Address System to the rest of the occupants in the building.

Public Address System

Announcements will be made over the Public Address System in the event of an emergency.

Emergency Generator

The emergency generator is designed to power the emergency equipment in the building in the event of a power failure. The system is designed to give us eight (8) hours of electricity to provide operation of our life safety equipment, emergency lighting and power to operate one elevator in each bank elevator bank.

Fire Disaster

The plan is to establish a safe, orderly method of moving people away from the fire area, or entirely out of the building to a safe location.

The authority to move people from offices and entire floors in the event of a fire emergency rests with the FIRE SAFETY DIRECTOR and FLOOR WARDENS. The San Francisco Fire Department has total authority to relocate people and to evacuate all or part of the building upon their arrival.

Fire Drill Schedule and Procedures

Each area of 600 California Street will experience at least one fire drill each year. This will consist of hearing the alarm, activating the emergency team members and relocating as trained previously by the floor wardens. During the relocation procedures, each floor proceeds down four floors via the stairwells and re-enters the building. The drills will be timed by the Fire Safety Director to ensure that the relocation is taking place correctly and in a timely manner. The San Francisco Fire Department is invited and may elect to attend these fire drills.

IN-HOUSE FIRE SAFETY ORGANIZATION

Building Staff

Reina Hugh, General Manager
Gloria Lau, Assistant General Manager
Tiffany Yeh, Property Administrator
Scott Thomas, Property Accountant

Carl Black, Chief Engineer
Steve Nissen, Assistant Chief Engineer
Saw Gay, Stationary Engineer
Tony Gaeth, Utility Engineer

Fire Safety Director

The Fire Safety Director is directly responsible for the preparation, implementation and maintenance of a Fire Safety Plan for 600 California Street. This includes the responsibility of assigning and training responsible people for positions as Deputy Fire Safety Director, Floor Wardens, Investigation Team, Engineering, and Security. The Fire Safety Director also conducts annual fire drills with the tenants as well as in house staff. Annual re-training is also the responsibility of the Fire Safety Director. A log of all training seminars and drills is maintained in the Building Office.

In the event of a fire or other emergency, the Fire Safety Director will activate the Fire Safety Plan and stand by to assist the Fire Department.

Deputy Fire Safety Director

The Deputy Fire Safety Director assumes all duties of the Fire Safety Director in his/her absence.

Security

Prepares the building for the arrival of the Fire Department, including setting out the fireman's phones, bringing the elevators to the lobby, and making the relocation announcements.

Engineering

Two engineers will make up the investigation team. The engineers go two floors below the fire floor and walk up the stairs to determine what the problem is and relay that information to the lobby for the Fire Department. Engineers then stand by to assist the Fire Department as necessary.

Management

Chief duty is to ascertain that all duties are being carried out as instructed. If not, assign people to carry out instructions or take care of problems personally. Also stand by to provide information to the Fire Department as necessary.

Floor Warden

Floor Wardens are appointed by the tenant. The following is a list of duties each floor warden must assume:

1. Appoint area wardens.
2. Be completely familiar with the floor arrangement, number of occupants, and the location of the exits.
3. Divide the floor population into groups and formulate traffic patterns to be followed when relocating via emergency stairwell exits.
4. Appoint Searchers, Stair Exit Wardens and Elevator Safety Monitors for emergency relocation or evacuation.
5. Daily, throughout the floor, examine and determine that all Fire Doors to stairwells are properly maintained and that no exit doors are obstructed, blocked open, or inoperable.
6. Maintain an up to date listing of all personnel with physical disabilities who cannot use the stair exits unaided and provide this list to building office. Make arrangements to have these people assisted when evacuation of their area is necessary.
7. Take necessary action to prevent confusion.
8. Assure that all people on the floor are notified of a fire or other emergency and that all are relocated to a safe area, if necessary.

Deputy Floor Warden

The Deputy Floor Warden will assume the duties of the Floor Warden in his/her absence.

Searcher

The Searcher will be under the direction of the Floor Warden. Duties to include searching all rest rooms, offices, conference rooms, storage rooms, etc. to ascertain that all people are off the floor.

Stair/Exit Wardens

Under the direction of the Floor Warden, the Stair/Exit Wardens will assist in directing persons along the pre-planned evacuation route. Monitor stairs and exits to see that all personnel are proceeding in the proper direction, downward. Reassure all personnel to avoid panic.

Elevator Safety Monitors

Under the direction of the Floor Warden, Elevator Safety Monitors will make sure that no one uses the elevators, except under the direction of the Fire Department or the Fire Safety Director.

Duties of the Aides for Disabled/Mobility-Impaired

Disabled persons should be allowed to select their assigned aides. The aides should have knowledge of the exact location of the Building's safest exit.

The aides and disabled persons should be familiar with the assigned exit.

In a fire relocation emergency, the disabled or mobility impaired persons should be assisted by the aides to their exit location. When there, they should place disabled person in location AWAY from the normal path of exiting occupants and await the Fire Department's arrival.

The disabled aides shall remain with their charge until relieved by direction of the Fire Officer, unless it is necessary for the aide to go and alert the Fire Department of their location.

FIRE PREVENTION MEASURES

Do not accumulate discarded files and paper trash in your office or storage areas. Pay special attention to housekeeping in areas which produce a lot of trash, such as duplication machine areas and mailing rooms.

Keep your electrical appliances and electrical cords in good repair. Inspect all electrical cords for damage and do not overload electrical circuits. Do not store large quantities of flammable solvents and duplication fluids. Store all flammable fluids in a cool location and in approved containers.

In areas where there is an increased danger of fire, install additional fire extinguishers.

FIRE EMERGENCY PROCEDURES

In The Event of a Fire

Any person seeing or smelling smoke is to warn all persons nearby. Report the fire to the San Francisco Fire Department by calling 911 from a safe location. Operate the nearest manual pull station fire alarm located in the elevator lobbies or the entrance to either stairwell. DO NOT ASSUME someone else has or will report the fire.

UPON HEARING A FIRE ALARM - RELOCATE

An intermittent high pitched warbling tone and the flashing of strobe lights is the indication that a manual pull station, smoke detector, or water flow switch as been activated on your floor. The siren and strobe lights will remain on until the cause for setting off the alarm has been removed and the system has been reset. The strobe lights and siren will sound only on the floor of incidence and the floor above and two floors below.

Floor Wardens are first to make sure that the fire has been properly reported, and then to supervise the immediate relocation of persons near the fire, then the relocation of the entire floor. Persons familiar and trained in the use of fire extinguishers should attempt to extinguish SMALL MANAGEABLE FIRES only. DO NOT let the fire get between you and a means of escape.

REMAIN CALM. Follow the instructions of your floor warden. LISTEN for emergency communications through our public address system. Follow these instructions from the Fire Department or Fire Safety Director. Do not use the elevators! Walk to the stairwell exits and relocate down four floors.

NOTE: There are four exceptions to this procedure.

If you are on the 3rd, 4th or 5th floors on the SOUTH side, walk down to the street level and exit the building.

If you are on the 2nd floor on the SOUTH side, you must walk UP one flight of stairs to the street exit door and then exit the building.

If you are on the 3rd, 4th or 5th floors on the NORTH side, walk down to the ground level, then walk UP to the street level and exit the building.

If you are on the 2nd floor on the NORTH side, you must walk DOWN to the ground level, then walk UP to the street level and exit the building.

Do not open hot doors. Before opening any door, touch it near the top to see if it is hot. A fire on the other side will blast through the slightest opening with tremendous force and heat. **CLOSE ALL DOORS ALONG THE EXIT ROUTE.**

Consideration for People Who May Need Assistance

Physically challenged individuals may need assistance during an emergency. Any person who may need assistance of another to effectively evacuate during an emergency is considered physically challenged. The impairment may be permanent or temporary.

At least two (2) persons are assigned to assist personnel to the stairwell vestibule. Close the door behind you. The vestibule has two hour rated walls and provides 90 changes of fresh air per hour. Do not attempt to move them down the stairs. One person should notify building staff or fire department personnel of the location. One person should be assigned to stay with any handicapped person for support. The Fire Department will relocate these people to a safe area.

Remain Calm. Help is on the way. The Fire Department's first priority is rescuing people.

Do Not Use The Elevators. In a fire emergency, the elevators will be recalled to the lobby and shut off. The elevators then can be restarted for use by the Fire Department only.

Use The Stairwells. The stairwells are designed to resist fire penetration for two (2) hours and are pressurized to keep smoke from infiltrating this area.

Relocation

Traditionally, the way to avoid a fire is to walk, not run, down the stairs to the outside of the building. In a high rise building, that tradition is replaced with relocation to a safe place within the building. Only a certain number of people can pass down a flight of stairs and through an exit at the bottom within a given period of time. The number of people in a high rise building is too great to allow everyone to leave without danger, and the stairs will be needed for fire fighting operations.

The San Francisco Fire Department, Fire Safety Director, or Floor Warden will inform you if relocation is necessary. This will include the fire floor, one (1) floor above and two (2) floors below. You will be instructed to walk down the stairwell four (4) floors then re-enter the building. A message over the public address system will say:

"May I have your attention, please. May I have your attention, please. An emergency situation in the building requires this floor to relocate down four floors using the stairwells. Do not use the elevators." (This message will be repeated.)

NOTE: There are four exceptions to this procedure.

If you are on the 3rd, 4th or 5th floors on the SOUTH side, walk down to the street level and exit the building.

If you are on the 2nd floor on the SOUTH side, you must walk UP one flight of stairs to the street exit door and then exit the building.

If you are on the 3rd, 4th or 5th floors on the NORTH side, walk down to the ground level, then walk UP to the street level and exit the building.

If you are on the 2nd floor on the NORTH side, you must walk DOWN to the ground level, then walk UP to the street level and exit the building.

For your convenience, each stairwell door has a symbol; circle, star, square, or triangle, on either side. When relocating, note the symbol on the door of the floor you are leaving and walk down the stairwell until you find a door with the same symbol and re-enter the building

Starting at the lobby and continuing on every 5th floor there are red emergency phones in the stairwells that are a direct connection with the lobby security officer. Use this telephone if you need help or assistance.

If full evacuation of the building is necessary, personnel should report to pre-designated company assembly areas to be counted. The following map shows possible assembly areas:

Garage Evacuation Procedures

In the event of a fire alarm on any or all of the three garage levels, please follow these procedures:

1. Do not attempt to drive your vehicle out of the garage.
2. Proceed immediately (do not run) to the nearest emergency exit stairwell. Do not use ramps. There are two stairwells, one at the south end (#1) behind garage elevators and one at the north end (#2) by exit ramps.
3. Follow signage in the stairwells and walk up to street level exits. The south exit is on California St. and the north exit is on Sacramento St.
4. Do not return to the garage or your vehicle until an all clear announcement has been made by authorized personnel.

In the event of a fire, smoke collects rapidly due to the low ceilings. It is very important to exit the garage via the stairwells as quickly and safely as possible.

600 California Street Evacuation Map

South Evacuation Route: ■■■■■■■■■■

Exit Stairwell and cross California Street and proceed West on California Street to Saint Mary's Square Park.

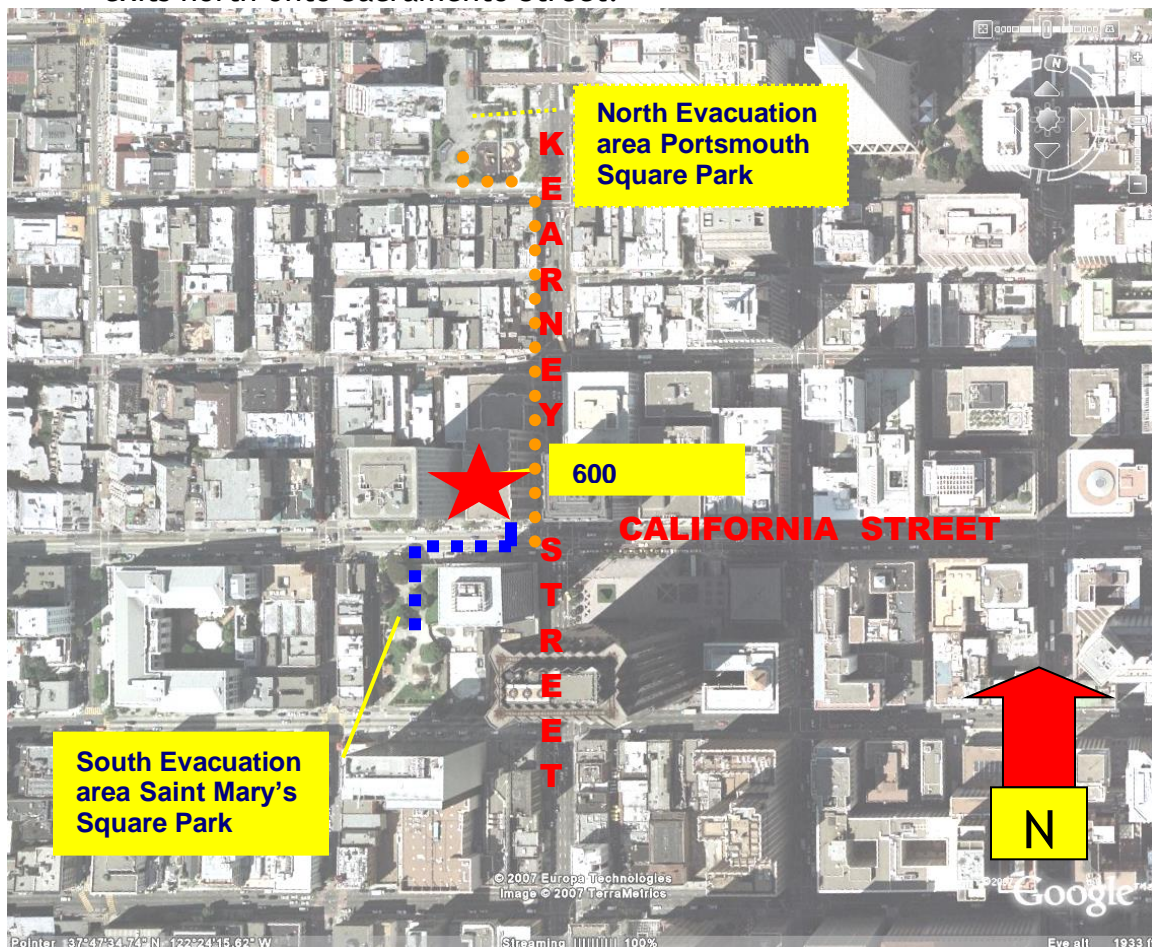
North Evacuation Route: ●●●●●●●●

Exit Stairwell and proceed North on Kearney Street to Portsmouth Square Park.

Specific Stairwell Information

The building has 2 enclosed stairwells:

- South Stairwell connects all 20 levels and 3 subterranean garage levels and exits west onto the plaza between 650 and 600 California Street.
- North Stairwell connects all 20 levels and 3 subterranean garage levels and exits north onto Sacramento Street.



Authority to Relocate

The Fire Department and the Fire Safety Director have total control of who and when to relocate floors other than the emergency floor. The occupants of the floor of incidence should be relocated by the Floor Warden or the Fire Safety Director. The Fire Safety Director in accordance with the Fire Department will have total control over issuing and enforcing this kind of order.

Communications

In addition to your regular telephone system, on every floor we have a public address system to communicate with you in an emergency. In the stairwells there are red public emergency phones for your use. The elevators are equipped with an intercom system. The Fire Department has hand-sets for internal emergency communications. The Building Management has portable radios for the use of their personnel.

The above systems will keep you informed and provide directions for your safety.

EARTHQUAKE EMERGENCY PROCEDURES

Earthquake Preparedness Measures

Devise plan to provide for your employees in the event of an earthquake or other disaster. We suggest that you have emergency supplies which include, but are not limited to, the following:

- Food and bottled water to last for 72 hours
- First aid kits
- Blankets
- Battery-powered lighting and radios
- Large plastic bags
- Duct Tape
- Scissors
- Sturdy Shoes

Furthermore, we suggest you inspect you office and follow the safety tips listed below:

- Create an earthquake proof area.
- Mount large book cases and file cabinets to the wall.
- Keep cabinet doors latched at all times.
- Tie down appliances and machinery.
- Do not store heavy objects on high shelving.

In The Event of an Earthquake

Most injuries incurred during an earthquake result from falling objects or debris dislodged by the quake. During an earthquake observe the following:

1. Remain Calm.
2. Remain in your office.
3. Take cover under desks, tables, or strong doorways.
4. Keep away from windows and glass doors.
5. Keep clear of file cabinets, shelves, and high stacked material.
6. Check for any injured persons and administer first aid.
7. Do not start or pass rumors.
8. Floor Wardens should check damage and injuries and be prepared to expedite evacuation of the serious injuries.
9. In the event of a fire resulting from an earthquake, follow fire emergency procedures.

Elevators are equipped with seismic detectors and when activated will automatically stop the car on the nearest floor and open the doors. Exit the elevator at this time and follow the directions of the Floor Warden.

After The Earthquake

Remain in the building and be prepared for after shocks. Generally most are smaller than the main shock, but some may be large enough to cause additional damage. If the earthquake is major, you may have to remain in the building for up to three days.

Gas

Should a gas smell occur DO NOT smoke, use matches, candles, or use any open flames. If you smell gas call the Building Management Office immediately.

Electricity

- DO NOT touch fallen or damaged electrical wires
- DO NOT touch any electrical equipment, fixture, outlet or switch while you are wet or standing in water
- DO NOT touch any wet electrical appliance while it is plugged in until you have turned off the main power switch. Unplug the appliance and allow to dry thoroughly before using.

Water

If pipes are broken inside your suite, attempt to notify the Building Management Office. DO NOT flush if sewer lines are broken.

Immediately clean-up flammable liquids, medicines, and other harmful materials which have been spilled. Open closet and storage doors carefully, as objects may fall from their shelves.

TURN ON YOUR RADIO

DO NOT USE THE TELEPHONE EXCEPT TO REPORT EMERGENCIES

DO NOT GO SIGHT-SEEING

Positive Leadership Guidelines

1. Inform your personnel what is expected of them in an emergency.
2. Exemplify strong, competent leadership. Be decisive.
3. Eliminate physical causes.
 - a. Be prepared to remove the injured from view.
 - b. Clear away debris that appears to cut off escape.
 - c. Quickly control fire (if possible).
 - d. Approach any disturbance with calmness.
4. Do not be emotional. Take command and issue calm decisive instructions. Suggest positive action.
5. Provide assurance. Exert positive leadership.
6. Eliminate unrest. Dispel rumors.

BOMB THREAT EMERGENCY PROCEDURES

In The Event of a Bomb Threat

In an emergency plan for bomb threats or bomb incidents, all situations will not be identical and any procedure must be weighed accordingly by good judgment and cooperation from all employees.

Immediate arbitrary evacuation upon receipt of a bomb threat is not recommended. If the Police or Fire Department suggest evacuation, it is important to have your people make a visual search of their own desks and surrounding areas. This is considered the most expedient and safest way of handling a bomb threat. The purpose of this is to locate any unusual items in your area as you would know what is out of place in your area. Suspicious items might be cardboard boxes,

cigarette packs, purses or briefcases left in unusual places. If an item is located, it is important to notify the proper authorities. Do not move, touch or cover any suspicious packages.

In case of evacuation due to a bomb threat, the elevators can be used. However, in case of a bomb explosion or a fire, the elevators cannot be used unless specific instructions are given by the Fire Department or the Police Department. In other words, if a threat becomes a fact and a real emergency occurs, stairwells should be used for evacuation.

Receiving of a Bomb Threat

It is absolutely essential that the person in receipt of a bomb threat call not risk breaking the telephone connection by attempting to transfer the call to another party.

In case a bomb threat is phoned into your office, attempt to obtain a record of as much pertinent information as possible. Use the attached checklist (page 13) regarding the caller. Use the questions at the top of the list to find out as much information as possible.

Building management will quickly search the public areas of the building. In addition, they will assist the Police, Fire Department, and Bomb Squad in searching the tenant areas. Whenever possible, each floor should have a representative available to assist with the search of their area.

Bomb Threat Information Sheet

BOMB THREAT

The most common bomb threat is made by telephone call. Historically, most of these calls are only that – threats. However, any threat should be taken seriously and investigated. The safety of building occupants must be the prime consideration in evaluating danger, and in initiating the appropriate response.

Any person receiving a call that a bomb has been placed in your suite or in the building should try to get as much information as possible from the person calling. Whoever answers the phone should attempt to extract the following information:

- 1.) **WHERE** is the bomb located?
- 2.) **WHEN** is it set to explode?
- 3.) **WHAT** does it look like?
- 4.) Keep the person talking. Find out all you can. Even ask the caller's name and where the caller is located. **PAY** particular **ATTENTION** to manner of speech, accent, background noises, etc.

Carefully record all the information received, writing down the exact words used by the caller. Write down the exact time of the call.

Upon Receiving a Bomb Threat:

- 1.) **CALL 911.**
- 2.) Notify your company's management.
- 3.) Notify Building Management at 415.391.3471 – keep them advised.
- 4.) Building Management and/or the SFPD may give the order to relocate from the threatened premises, if necessary. The final decision whether to evacuate your office rests with your office management.

Search Procedures:

- 1.) Floor wardens or a supervisor designated by tenant management should make a complete search of the space. It is important that someone familiar with the particular area assist in the search in order to note something that is unusual or alien to the surroundings.
- 2.) The search process must be organized and conducted in methodical sweeps – checking areas low, middle and high. Check reception areas, restrooms, corridors and wastebaskets. Include accessible vents and all places where strangers might leave an object without being noticed, such as open closets or cabinets.
- 3.) Look for anything unusual or out of place. You are looking for something that should not be there. The container is likely to be a common article such as a shoebox, cigar box, a book, a grocery bag, athletic bag, airline bag, suitcase, attaché case, or briefcase.
- 4.) Anything that does not belong or whose presence cannot be explained is a suspicious object. **DO NOT OPEN OR TOUCH!**

If a Suspicious Object is Found:

- 1.) **DO NOT TOUCH IT!**
- 2.) Contact the Police immediately – **CALL 911**
- 3.) The tenant's designated supervisor should contact Building Management and advise them of the location of the object.
- 4.) A decision to evacuate the tenant premises should be made by that tenant's management, or under the direction of police or other authorities. If that decision is made, follow the evacuation procedures used during a fire evacuation.

Preventative Measures:

The following are general guidelines to decrease the likelihood of bomb placement.

- 1.) Tenants should develop and enforce a positive means of identifying visitors with authorized access. Deny access to unauthorized persons.
- 2.) Ensure that secured areas remain locked at all times.
- 3.) Instruct personnel to be alert to suspicious behavior, and suspicious looking objects.
- 4.) The most secure office has one entry, always manned to screen visitors. Tenant personnel should be trained to challenge strangers – this can be as subtle as a polite "Can I help you". Keep all back doors into the suite locked.

BOMB THREAT CHECKLIST

Try to keep the caller on the line as long as possible to get as much information as you can. Ask as many of the following questions as you can:

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

Note the following characteristics of the caller:

Male Age Length of the call
 Female Race

Emotion State:

Calm Angry Excited Slow Rapid Loud
 Soft Nasal Laughing Raspy Accent Crying
 Deep Lisp Ragged Distinct Stutter Slurred
 Familiar Disguise Out of breath

If the voice is familiar, who does it sound like?

Background Noise:

Street sounds Echo
 Television on Children
 Radio on Clear
 Voices Static
 PA system Animals
 Machinery Office
 Long distance Motor

Threat Language:

Formal Well spoken
 Foul Irrational
 Incoherent Taped
 Message read by caller

Any additional remarks:

Other Threats of Violence – Verbal or Written

All threats of violence (verbal or written) should be reported to police and building management immediately. Tenants should also notify their corporate security if applicable.

Telephone Threats to Staff

- Attempt to keep the threat-maker on the telephone as long as possible and obtain as much information as possible.
- Immediately record the information obtained as accurately as possible.
- Alert police and the building office while the threat-maker is still on the telephone
- If the threat-maker is an employee, distribute his/her photo to site security personnel if available.

Written Threats to Staff

- Secure the written material as evidence by limiting handling and preserving in a folder.
- Alert the property manager or security (where available).
- Call 911 if the threat predicts harm of any nature

WORKPLACE VIOLENCE PROCEDURES

The threat of workplace violence is a possibility anywhere. But as with any crisis situation, preparation and planning can help to minimize chaos and injury.

- It is important to remain calm in any violent situation
- Call 911 in an emergency. If it is safe to do so, remain on the line with 911 until police arrive because needs may change as an event unfolds
- Assign someone to contact the building management office. Provide as much detail as possible.
- **DO NOT** pull the fire pull-alarm as this unlocks all stairwell doors making containment of perpetrator difficult.
- Tenants may be instructed to Evacuate or Shelter In Place as the situation dictates.
- Observe and report details of perpetrator. Witness Details Log is provided below and in floor warden training materials.
- Floor wardens instructed to take accurate head counts or have their employees check-in with them after an event in order to account for all employees. Floor wardens instructed to keep a sign in/sign out sheet for employees who choose to self-evacuate during a shelter-in-place event. A form is provided in floor warden manuals.
- When it is safe to do so, floor wardens should check others for injuries.

The response to an active shooter situation will be determined by the particular circumstances. It is important to assess the situation and make the best choices for the individual event.

If an active shooter enters an office, tenants call 911 and give the location and description of the shooter if possible. Do not attempt to overpower perpetrator with force. Assign someone to notify building management office.

The situation will be assessed by emergency personnel (first responders). If it is safe to do so, an evacuation of the event floor will be put into effect. However, stairwells could be target areas for

potential shooters and a shelter in place may be put into effect. The first responders' priority will be to contain the shooter.

If it is safe, an evacuation of the event floor will be put into place.

- Have an escape route in mind,
- Bring a cell phone when possible
- Keep your hands visible so authorities can identify that you are not a threat
- Do not stop to assist wounded victims or move them. Report the location of any victims to authorities.

If it is determined that there are no safe escape routes, a lock down or shelter in place may be put into place. When sheltering in place on the event floor, attempt to conceal yourself in a locked or barricaded office or conference room. Turn off lights and stay away from doors and windows, creating the impression that no one is in the room. Notify authorities immediately, telling them where you are and who is with you.

When authorities arrive, move slowly, keep your hands visible and follow their instructions.

**WORKPLACE VIOLENCE WITNESS DETAILS LOG
INFORMATION TO BE PROVIDED TO FIRST RESPONDERS**

Location of the active shooter:

Number and type of weapons held:

Number of shooters, if more than one by the shooter/s:

Physical description of shooter/s:

Number of potential victims at the location:

OTHER EMERGENCIES

Medical Emergencies

Have first aid kits located throughout your space for treatment of minor medical emergencies or call the Building Office for assistance. For any larger emergencies, 911 should be called immediately and then notify Building Management. The building will be readied for the arrival of the emergency teams. Until professional help arrives, the person should be kept where they are and be made as comfortable as possible.

Toxic Emergencies

Any and all toxic emergencies should be called into 911 immediately. Notify the Building Management as soon as possible. Know what the toxic substance is or where the problem began. Keep all other people out of the area and stand by for emergency teams.

Civil Disturbances

Stay as far away from these disturbances as possible and do not get involved. All civil disturbances should be reported to Building Management. If the problem is out of control, call 911 and wait for the police to handle the problem.

Terrorism Alerts/Threat Level Definitions

National Terrorism Advisory System – Effective April 2011

Homeland Security will decide whether an NTAS Alert should be issued. A clear statement will be made based on two threat levels as follows:

Imminent Threat Alert

Warns of a credible, specific, and impending terrorist threat against the United States

Elevated Threat Alert

Warns of a credible terrorist threat against the United States.

Sunset Provision

All alerts will contain a sunset provision. An individual threat alert is issued for a specific time period and then automatically expires. It may be extended if new information becomes available or the threat evolves.

Alert announcements will be issued via the official DHS NTAS webpage:

<http://www.dhs.gov/alerts>

Building management is signed up to receive email notification via <http://www.dhs.gov/alerts>

Management and tenants may also monitor alerts via Facebook at <http://facebook.com/NTASAlerts> or Twitter at <http://www.twitter.com/NTASAlerts>.