

ONE FRONT STREET

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SAN FRANCISCO, CALIFORNIA

FACILITY EMERGENCY PLAN



Revised 09-2020

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FACILITY EMERGENCY PLAN

Floor Wardens
Assistant Floor
Wardens
Search Monitors
Elevator
Monitors
Stairwell
Monitors
Disabled Person Assistants

The Floor Warden Team above shall acquaint themselves with the procedures prescribed in this manual.

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EMERGENCY PHONE LIST

FIRE	EMERGENCY ONLY	9-1-1
POLICE	EMERGENCY ONLY	9-1-1
MEDICAL/AMBULANCE	EMERGENCY ONLY	9-1-1

FOR EMERGENCY CALLS MADE BY
CELLPHONE: 415-553-8090
BUILDING SECURITY – 24 HOURS A DAY: 415-421-3058
PROPERTY MANAGEMENT OFFICE: 415-391-4445
FIRE SAFETY DIRECTOR: Michael Taylor 347-259-8034

BUILDING HOURS: Monday – Friday 7:00 AM – 6:00 PM
Saturday 9:00 AM – 1:00 PM
Sunday CLOSED

POLICE DEPT. NON-EMERGENCY NUMBER: 415-553-0123
FIRE DEPT. NON-EMERGENCY NUMBER: 415-558-3300

HOSPITALS: **St. Francis Hospital** 415-353-6000
900 Hyde Street
San Francisco General Hospital 415-206-8000
1001 Potrero Avenue

IN THE EVENT OF A CITY-WIDE DISASTER:

Mass Care Facility: Moscone Convention Center
Howard Street between 3rd & 4th Street

LOCATION OF THE NEAREST STREET FIRE ALARM PULL BOX:

1. Pine Street & Front Street at 101 California
2. California Street & Battery Street
3. Battery Street & Bush Street

PURPOSE OF PLAN

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

INTRODUCTION TO ONE FRONT STREET

This manual is a tool designed to assist you before, during and after an emergency. Familiarize yourself with your workplace environment, the people who work there, the building and your company's emergency preparations and procedures. Take precautions necessary to provide for the services mentioned in this book and test them before you need them. Every situation is different which means your response will have to differ.

This manual is not a substitute for common sense. If you have a question, suggestion, or concern contact your Floor Warden, Supervisor, or the Building Office. Discuss the contents of this manual with your co-workers. Rehearse and walk through the procedures.

What you "need to know" in an emergency is reinforced by a network of Engineering, Security and Life Safety Teams that go into action once emergency procedures have been initialized. You are the first link. That is why it is so important for you to cooperate and follow procedures.

Every reasonable effort has been undertaken to ensure the accuracy and completeness of this manual. However, every emergency is different. In an emergency, use good common sense. Always use your initiative, intuition, and good judgment to assure your own personal safety.

It is very important that each tenant have an established set of internal procedures in addition to the information provided herein. These should include:

- Contact procedures for after-hours incidents
- Emergency supplies
- List of CPR/First Aid certified personnel
- Internal bomb threat notification list and procedure

Material presented in this manual is intended to be simple and instructional. Please read it and know it. It does not cover every set of circumstances that may develop, only ones that are likely to occur. It is the duty of every employee to know what action to take before, during and after an emergency.

BUILDING DESCRIPTION

One Front Street was constructed in 1979, out of reinforced steel with clear anodized aluminum exterior panels. The building has a total of 651,000 square feet of retail and commercial space, 38 stories with one basement. One Front Street also consists of a 2-story annex building with rooftop as well as an onsite five-level parking garage on 36 Battery Street.

The property is fully sprinklered with an automated Fire Life Safety System. A smoke evacuation system isolates contamination between floors. The use of hazardous materials is very specific and limited to isolated parts of the building.

LIFE SAFETY FEATURES

Sound of Fire Alarm

When there is an alarm, "**A LOUD, THREE-TONED SOUND**" or a warbling tone will be heard from the speakers and strobe lights will also flash on the affected floors, followed by an automated PA announcement.

Occupancy of areas with non-existent or lacking Alarm Notification Appliances

There are locations within the One Front Street Building where alarm notification appliances are either not present or do not meet the visual notification or audible requirements of State or Local Fire Code. Access to these areas are strictly forbidden except by qualified personnel meeting the following requirements:

- Building Management, Engineering, or Security staff carrying a two-way radio capable of communicating with the Lobby Security Console with access to the Fire Alarm Control Panel on the ground floor.
- All contractors or visitors to these areas must be accompanied by a member of the Building Management, Engineering, or Security staff carrying a two-way radio capable of communicating with the Lobby Security Console with access to the Fire Alarm Control Panel on the ground floor.

Public Address

This system allows one-way communication to any combination of floors, elevators, and stairwells. The PA system will be used during emergencies and non-emergencies to provide relocation/evacuation instructions, false alarm, and additional emergency and non-emergency information. (See "Announcements in an Emergency" later in this document).

Any public address announcement will be accompanied by flashing strobe lights and a loud tone. It is crucial to stop and listen to the message being given. **DO NOT** automatically evacuate.

Fire Alarm

The "Fire Control Center" or "FCC" is in the main lobby. The life safety system, a Honeywell Notifier NFS2-3030 system and annunciator panel is in the FCC, monitored 24 hours a day, 7 days a week by the alarm monitoring company and the Security officer on duty. Fire alarm pull stations are located by the stairwells and the elevator lobbies. The smoke detectors are located throughout the floors and in the elevator lobbies. Activation of those devices will send an audio/visual signal to the firefighter's control panel (lobby level) identifying the location and type of alarm activated in the system. The firefighters' control panel is in the FCC room is on the ground floor, main lobby.

****Remember to always pull a pull station where there is a fire. The Fire Department must also be called by dialing ‘9-1-1’.**

Emergency Power and Lighting

There is one emergency generator located on the roof that operates automatically during a power failure. There are two diesel tanks, one 300-gallon day tank and one 10,000 gallons main tank used to fuel the emergency generator. The emergency generator powers all life safety equipment, emergency lighting, and elevators. One elevator will continue to operate in each bank on emergency power once all other elevators have been recalled to the lobby. Emergency lighting is provided for egress in the hallways and stairwells.

Emergency Evacuation and Relocation Maps

These maps are in the elevator lobbies and at the stairwells on each floor.

Stairwells

There are two stairwells servicing the building. Fire rated doors and wall construction within the stairwells affords occupants required exit protection. The stairwells are pressurized with air and the stairwell air is exhausted out from the top of the building. A two-way communication station is located on every fifth floor ending in 3 and 8. Stairwell doors automatically unlock during a building alarm. Emergency stairwell exits are located on the north-west corner and the center core of the building.

Lobby Door Release System

Certain doors surrounding the elevator lobbies and located in fire-rated walls are equipped with magnetic hold-open devices. If a smoke detector in the building is activated, these devices will release the doors on all floors, impeding the spread of fire and/or smoke.

Extinguishers

ABC fire extinguishers are located throughout the building. If you use an extinguisher that is in a public hallway, notify the building management office so that a full replacement can be provided.

Standpipes

Standpipes are in both stairwells running up the entire building.

Sprinkler Systems and Fire Pump

One Front Street has an automatic sprinkler system, a 15,000-gallon cistern tank, and one (1) electric and one (1) diesel fire pump located in the basement to provide the system pressure. Activation of any sprinkler head will sound an alarm on the affected floor and will summon the security and engineering personnel.

Elevator Recall and Emergency Service

There are seventeen traction type elevators in the building.

Num.	Elevator Bank	Floors Served
1	Freight	B-37
5	High-rise	G, 2, 25-36
6	Mid-rise	G, 2, 13-25
5	Low-rise	G-13

Elevators are automatically recalled upon activation of an elevator lobby smoke detector. A relay in the base of a lobby smoke detector will recall all elevators within the elevator bank and any elevators common to the floor. For this reason, the freight elevator will always be recalled since it is common to all floors. Similarly, the thirteenth floor since it is common to both the low and mid-rise elevator banks will recall all elevators in both banks. The twenty-fifth floor, a transfer floor to the mid and high-rise elevators will recall all the mid- and high-rise elevators. Since the second floor is also a common floor to all elevators, all the building's elevators will be recalled. A second recall landing is utilized when one of the ground floor lobby smoke detectors is activated. All elevators will recall to the second floor.

Elevators may be recalled from both the security console elevator control panel and the FCC elevator control panel.

Emergency (Firefighter's) Service: After an elevator recall has occurred, the elevators may be put into emergency service by using a key switch located in each car. This will allow operation of the car by using the "open door" and "close door" control buttons. This service is for use by the fire department for purposes of firefighting.

Elevator Earthquake Response: When a moderate or severe earthquake occurs, a seismic switch for each elevator car in the basement senses the motion of the building. If this motion exceeds a preset maximum, the elevator stops. It then moves in the opposite direction from its counterweight, stops at the next floor, and opens its doors. It will remain in this condition until it is thoroughly examined and put back into service by an elevator mechanic.

EMERGENCY ANNOUNCEMENTS

Fire Alarm Relocation (Floors 8 and above)

May I have your attention please. May I have your attention please. A fire emergency has been reported in the building, please proceed to the nearest stairwell, and walk down to your assigned relocation floor.

Fire Alarm Receiving (Floors 4 through 34)

Attention, Attention, a fire emergency has been reported in the building. Please be prepared to receive personnel relocating to your floor.

Fire Alarm Evacuation (Floors 7 and below)

May I have your attention please, May I have your attention please. There has been a fire alarm reported in the building. There has been a fire alarm reported in the building. Please proceed to the stairways and exit the building. Do not use the elevators but proceed to the stairways and exit the building.

Emergency Evacuation

May I have your attention please, May I have your attention please. There has been an emergency reported in the building. There has been an emergency reported in the building. Please proceed to the stairways and exit the building. Do not use the elevators but proceed to the stairways and exit the building.

Fire Department “All Clear” Notification

Attention, Attention, May I have your attention. The Fire Department has responded to the emergency on floor ## and determined it is safe to re-occupy the building. Thank you for your cooperation.

False Alarm

Attention, Attention, May I have your attention. The emergency on floor ## was a false alarm. Building staff has responded and the building fire alarm has been reset. Thank you for your cooperation. You may now return to your floors. Regular Security identification procedures will be in effect.

Life Safety System Testing (Beginning)

Attention, Attention, May I have your attention. We will be conducting testing of the buildings Life Safety Systems. During this time audible and visual alarms will be occurring. Please disregard these alarms until further notice. Thank you for your cooperation.

Earthquake Announcement (If possible, During Event)

Attention, attention, please! Duck and cover. Move under a desk or a solid object. Move away from the exterior glass windows. Remain in place and prepare for aftershocks.

Earthquake Announcement (After Event)

Attention tenants, please remain on your floors. We will be inspecting elevators and the buildings infrastructure. If you require assistance, please reach out to your tenant administrator or floor warden team member.

EMERGENCY DUTIES OF THE LIFE SAFETY DIRECTOR

Life Safety Director

The Life Safety Director is the person responsible for coordinating the efforts of police and fire departments while on the property. The Life Safety Director is the highest-ranking member of security. The Assistant Life Safety Director is the Watch Commander of the Shift.

Duties during an emergency:

1. In the event of an emergency, put into effect the Life Safety Plan.
2. Ensure that the fire department has been notified via the 9-1-1 system.
3. Ensure elevators have been recalled grounding level if advised or necessary.
4. Make emergency announcements to begin relocation/evacuation procedures and activate floor warden system.
5. Direct staff to secure building entrance for responding emergency units.
6. Meet the Fire Department with information regarding the emergency, the location of the alarm, and all required equipment (keys, etc.) Inform SFFD on the location of the Fire Control Center and relocation procedures in progress.
7. Notify Fire Department if anyone is trapped in elevators or if disabled persons on stairway landings need assistance.

Assistant Life Safety Director

Assume the responsibilities of the Life Safety Director in his/her absence or aid the Life Safety Director in performing the required duties.

EMERGENCY FLOOR WARDEN SYSTEM

The following job positions and responsibilities are critical for an effective Emergency Response Team.

Floor Wardens

Floor Wardens and Assistants link the effort to the employees. Employees of tenants on every floor are designated as Wardens and are responsible for a specific area. They recruit fellow employees who are given special assignments in emergency management. Assistant Floor Wardens relieve Floor Wardens in their absence and assist at all other times. Other emergency roles include searching the floor, appointing persons to regulate the use of stairways and elevators in times of emergency and assisting the disabled during relocation. Each floor must have an emergency team charged with the following responsibilities:

1. Know the physical layout of the floor and adjacent floors.
2. Know the location of the nearest stair exit, alternate stair exits and the direct route to each.
3. Know the location, condition, and usage of the Fire Extinguishers.
4. Know the names and work locations of persons with physical disabilities. Floor wardens should encourage the disabled person to choose their assistants rather than have them assigned. Provide a list of all disabled persons to the Fire Life Safety Director and Building Management. Update list monthly.
5. Know emergency telephone numbers and procedures.
6. Know how to assume control, maintain calm and prevent panic.
7. Instruct co-workers in their emergency roles.
8. Know how to notify Fire Life Safety Director of:
 - a) The location of disabled persons.
 - b) Adverse conditions on the floor.
9. Prepare a fire emergency relocation plan for their assigned space. Post the list of emergency team members and relocation plan in an obvious location.
10. Know the location of the nearest building two-way communication speaker in the stairwells and how to use them. Two-way communication speakers are located on Floors 3, 8, 13, 18, 23, 28, 33, 38

Assistant Floor Wardens

1. Assume the responsibilities and duties of the Floor Warden in his/her absence.
2. Aid the Floor Warden in performing the required duties.

The **floor wardens or assistant floor wardens** will ask fellow employees for assistance in assuming the following roles in an emergency. These team members should be identified on the floor by signs or team list postings. Members must wear the provided vests or arm bands. Team members will meet quickly at the elevator lobby to assemble and then perform the following four duties. Wait no more than 30 seconds. If there are not sufficient team members, recruit volunteers.

Search Monitors

At the direction of the Floor Warden begin a search of the area. **Always work in pairs** and search all work areas, coffee rooms, supply rooms, and rest rooms to confirm that everyone heard the Fire Alarm and is beginning to relocate. Be certain that no one is left on the floor. Close all doors as you proceed. If a person refuses to leave, make a note of name and location, and advise the Floor Warden, fire department or Fire Safety Director. Advise the Floor Warden when the floor is vacant.

Elevator Monitors

At the direction of the Floor Warden, assume a position outside the elevator lobby to direct people away from the elevators and to the exit stairwells.

Stairwell Monitors

At the direction of the Floor Warden, assume a position at the stairwell door instructing employees to walk single file down the stairs on the right-hand side of the stairway and go down to your designated floor and re-enter the building. If on the seventh floor or below, persons will exit the building. Do not hold the stairwell doors open. Keeping them closed will prevent smoke from entering the stairwell.

Disabled Person Assistants

At the direction of the Floor Warden, assist disabled persons. Disabled persons unable to negotiate the stairs are to enter the stairwell with their assistant once it is safe to do so and stay there for relocation by the SFFD. One assistant is to be assigned to each disabled person and remain with them in the stairwell. A second person is to notify a firefighter or Life Safety Director as to the location of the disabled person. This can be done by using the two-way communication system in the stairwells or notifying them directly if leaving the building. Disabled persons may also include expecting mothers, etc.

LIFE SAFETY DIRECTOR – NON-EMERGENCY DUTIES

The Life Safety Director shall maintain and ensure the following aspects of the Fire/Life safety system throughout the year.

1. Maintain a floor warden system including annual training.
2. Implement a program of general fire prevention for the building.
3. Assure regular inspections, maintenance, testing and re-certification of all fire and life safety equipment and apparatus.
4. Conduct annual fire drills in cooperation with the fire department.
5. Maintains and updates the Facility Emergency Plan.

FIRE SAFETY DO'S, DON'T'S & TIPS

1. Do not accumulate discarded files and paper trash in your office or storage areas. Pay special attention to housekeeping in areas that produce lots of trash such as storage areas, copy rooms and kitchens.
2. Do not overload electrical outlets with multi-plugs or extension power strips.
3. Keep electrical cords in good condition. Inspect periodically and report frayed cords to your office management.
4. Flammable solvents **are not** allowed on your floors.
5. In areas with sprinklers, there must be at least an 18-inch clearance from the bottom of the sprinkler head to the top of any object underneath the sprinkler head.
6. In areas with electrical panels or subpanels, there must be 36 inches of clearance around all boxes.
7. Keep all hallways free of boxes and trash. They must be kept open and unobstructed to provide for a quick exit.
8. Blocking fire doors open is a direct violation of the Fire Code and will cause smoke and fire to spread throughout the floor.
9. Check all electrical equipment at the end of the day to make sure it is turned off. This includes copiers, coffee pots, computers, and printers.
10. Vehicles parked in the loading dock or garage must be turned off to prevent accumulation of gases.
11. Do not place electrical cords under carpets or between a door and its frame.

ANYONE WHO SMELLS SMOKE OR FINDS FIRE

IF YOU SMELL SMOKE:

- Call Security at **415-421-3058**.
- Investigate, look around your area and report any findings to Security.

IF YOU HEAR A FIRE ALARM:

- Listen closely to announcements and follow instructions from the public address system.
- Do not set off a pull station unless you see a fire.
- If instructed to do so, begin the relocation procedures below.
- If no visible or audio cues are taking place on your floor, there is no need to respond unless otherwise announced on your floor.

IF YOU FIND FIRE:

- Pull the fire alarm (fire pull station).
- Call the Fire Department at **9-1-1** from a safe area. Call Security at **415-421-3058**.
- Assist others in evacuating if it is safe to do so.
- Use an extinguisher only if it is a small fire and you are trained to do so. Restrict the fire by closing doors.

Begin relocation procedures:

- All Floor Wardens: Assemble team at the elevator lobby. Wait no more than 30 seconds for team members to assemble. If there are not sufficient members, recruit volunteers.
- Search Monitors: Work in pairs and sweep the floor to make sure everyone is out. Check all enclosed spaces such as bathrooms, storage closets and break rooms. Leave with the Elevator Monitors as you exit.
- Elevator Monitors: Stand by the elevator lobby doors reminding everyone not to use the elevators or enter the elevator lobbies. Direct them to the stairwells.
- Stairwell Monitors: Assume a position at the stairwell door instructing everyone to walk slowly, single file down the stairs, stay to the right and go down four floors then re-enter the building. Assist disabled persons into the stairwell when finished. (If you are on the seventh floor or below, instruct them to exit the building and go to the pre-designated area).
- Disabled Person Assistants: Move the disabled persons to the stairwell. If he or she can go downstairs, wait for the stairs to clear, and then begin down. If unable to manage the stairs, stay with the person in stairwell and send another person to inform the SFFD, Life Safety Director or Security of the situation. The fire department will assist with the disabled persons. Report status of floor to Floor Warden, then the Fire Department or Security.

USE OF EXTINGUISHERS

Dry chemical fire extinguishers are located throughout the building and around your floor. They are the first line of defense against fires. Each extinguisher is the proper type for the fire that will most likely occur in that vicinity. Extinguishers should only be used on small fires. Small is defined as no larger than a small office trash can. If a fire is discovered while it is still *small* enough for the extinguisher to be effective:

- Security and the Fire Department should be called before attempting to extinguish any fire with a fire extinguisher.
- Remove the extinguisher from its place and hold it upright. Make sure to position yourself with an EXIT at your back. Stand back 8 to 10 feet from the fire. Follow the acronym **P.A.S.S.**
 - **P**ull the retaining pin.
 - **A**im the nozzle at the base of the flames
 - **S**queeze the handle completely. This will discharge the extinguishing agent at the fire.
 - **S**weep from side to side. Go slightly beyond the fire area with each pass. Once the fire is out wait before leaving the area. You may need to make a further application; in case the fire re-ignites.
- Cover your mouth and nose whenever possible with a wet cloth. When you extinguish a fire, a great amount of smoke may be generated, so be very careful. The smoke may also generate noxious fumes, so exercise caution. Smoke inhalation is the major cause of fire deaths in this country.
- Begin relocation or evacuation procedures if it is not feasible to use an extinguisher. Close as many doors behind you as possible to contain the fire to the smallest area.

BUILDING RELOCATION / EVACUATION

One Front Street is a relocation building from the roof to the 8th Floor. From the 7th Floor through the Basement, One Front Street is a full evacuation building.

- Remain calm.
- Listen to Announcements. The fire alarm and/or announcement over the public address system is notification that a possible emergency exists within the building or floor. Listen carefully and follow instructions.
- If no visible or audio cues are taking place on your floor, there is no need to respond unless otherwise announced on your floor.

- Close all doors as you exit. Do not reenter space for personal belongings.
- Emergency team members shall have and wear a form of identification: i.e. vest, hat, or armband.
- Floor Warden Team members will assemble quickly at a pre-designated area and then perform the following four duties: Search Monitors, Elevator Monitors, Stairwell Monitors and Disabled Person Assistants. (see page 7 & 7A)
- **Use the stairs – Do not use elevators.** Move in an orderly fashion toward the stairs.
- Do not hold fire stairwell doors open. Stairwells must be kept closed to prevent smoke from entering.
- People occupying the fire floor, the floor above the fire, and the two floors below the fire will relocate down four floors within the building. Signs on stairwells below will indicate where you should reenter the building. This applies to the **eighth floor and above only**. The stairwells must be cleared of occupants quickly, thus allowing for a fast and efficient response by the fire fighters to the area of the fire. You will be notified immediately if you are on an affected floor.
- Anyone on the **seventh floor or below will evacuate** out of the building and wait at a pre- designated area. Designate an area for your employees to meet *before* an emergency exists and practice your efforts. **In a complete building evacuation, 101 California Street Plaza has been designated as the One Front Street meeting area.**
- Be prepared to take a head count. No person is to leave the area of the building until they are recognized and accounted for.
- Standby for further instructions. The full-scale evacuation of high- r i s e buildings is not practical due to the large number of building occupants. The on-duty Fire Safety Director and the Fire Department will direct relocation. If the whole building were to be evacuated using the stairwells, the great number of occupants would impede fire fighters from gaining quick access to the fire.
- Disabled persons unable to utilize the stairs are to enter the stairwell once it is safe to do so and stay there for relocation by the SFFD. Notify a firefighter or the Fire Life Safety Director as to the location of the disabled person.
- The floor warden should notify the Fire control Center on the Two-Way Communication call boxes if any person is still on their floor when exiting the floor.

When relocating use caution when you approach a closed door:

- Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the doorknob. If it is hot, go to an alternate exit.
- Brace yourself and open the door slowly if it is cool to the touch. You may need to shut it quickly if you encounter flame or smoke.
- Enter the area carefully and close the door behind you.
- Drop to your hands and knees and keep your face near the floor whenever there is heavy smoke. If it is possible, place a wet cloth over your mouth and nose; this will make breathing easier.
- Follow the wall to the nearest exit and leave the building.

What to do if you are trapped in a building

- Stay calm. Try to go to a room with an outside window and stay there. Close the door.
- If there is a working telephone in the room, call the Fire Department, 9-1-1, and tell them 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, use wet clothing, towels, newspapers, etc. to stuff the cracks around the door and cover the air vents.
- Above all, think before you act and be patient until help arrives. Rescue will take time, and rescuers will try to begin with those who are in the most immediate danger.

EARTHQUAKE

BEFORE THE EARTHQUAKE

As recommended by the SF Fire Department, all employees should have stored supplies of the following:

1. Food and water for a minimum of three days
2. Sturdy shoes. No high heels.
3. Warm clothing
4. Duct tape, large and small heavy-duty plastic bags
5. Flashlights with batteries/TV-Radio with batteries
6. Emergency family phone list with long distance phone numbers which will help all family members check in with each other.

Earthquake proof your work area in advance:

1. Large bookcases should be bolted to the wall.
2. Heavy objects should be stored on lower shelves.
3. Strap computers and monitors to desks at their base.
4. Keep cabinets and drawers latched.
5. Do not sit under objects that could fall on you.

DURING THE EARTHQUAKE

Once the shaking starts:

- Stay calm.
- Duck and cover under a hard surface like a table.
- Face away from any windows.
- Stay clear of tall objects that may tilt and topple over.
- **STAY IN THE BUILDING.** Do not run outside. Debris may be falling.
- Do not use the stairwells until they are safety checked and you are notified that they are safe.
- Help others stay calm.

AFTER THE EARTHQUAKE

Once the initial shocks have subsided:

- Remain calm, be prepared for aftershocks. Make sure that you are OK.
- Check your immediate area for safety hazards and report to Floor Warden or Supervisor.
- Check for injuries and give first aid, as necessary. You may voluntarily assist the victim to the degree that you are trained.
- DO check for hazards that may have been caused by the quake.
- DO NOT light matches or flames.
- DO NOT use the elevators.
- DO NOT use the telephone except in extreme emergencies. Place all phones back on their receivers.
- Extinguish any fires if possible and if you are trained to do so.
- DO turn off all electrical devices.
- Turn on a battery-powered radio to find out what is going on in the Bay Area.
- Turn off electricity if necessary.
- Turn off water if necessary.
- Turn off gas if you smell it or see a broken pipe.
- The FCC will keep you informed via the building public address system on the situation inside the building.

EARTHQUAKE FLOOR WARDEN PROCEDURES

- After the quake subsides, get out flashlights. Even if the power is still on, it may not stay on long. Have a dust mask ready to put on.
- Gather the occupants of the building together at your pre-selected gathering place. Determine if everyone is accounted for by performing a head count.

- Institute a thorough search of your floor, checking stairwells, bathrooms, elevator lobbies, closets, etc.
- Attend to injured people.
- Prepare a condition report for your area. This report should contain:
 1. The number of people on your floor.
 2. The number of injured people on your floor, with a brief description of their injuries.
 3. A brief description of any apparent structural damage on your floor, i.e. ceiling collapse, large cracks in core walls, broken glass, if stairwells are usable, persons stuck in an elevator, broken pipes, etc.
 4. Any other immediate needs you have.
- Take out and turn on a battery-operated radio. Assign someone to keep track of what is going on in the rest of the area.
- Take inventory of your emergency supplies. Remember, you may be staying in the building for a few days. Conserve your supplies.
- The Moscone Center (Howard Street between 3rd and 4th.) will be set up by the American Red Cross as a Mass Care Causality Center and will be providing first aid care to the walking wounded as well as shelter and food service.
- If there is a fire in your area, pull a fire pull station.

RECOMMENDED TENANT EMERGENCY SUPPLIES

Tenants must have their own emergency supplies.

An emergency such as a major earthquake could so severely disable emergency response that tenants may have to provide for their own medical care, food, and shelter for a period of up to three days. The following list of supplies would be helpful to have on hand:

- Food for all employees. This could be as simple as granola bars or crackers to disaster survival foods.
- Water for all employees. The bare minimum requirement is 9 ounces of water per person, per day for three days.
- First Aid Kit, the number one injury post-earthquake is cuts and bleeding. Be sure to have adequate dressing and bandage materials and a box of latex gloves.
- Fire extinguishers - ABC type.
- Heavy gloves - leather-palmed.
- Water purifying methods/agents.
- Feminine supplies (can be used for dressings).
- Survival blankets.

- Flashlights, extra batteries, and bulbs.
- Battery powered or solar or crank radio and extra batteries.
- Simple tool kit: Wrenches, hammer, pliers, screwdriver, ax, 36" crowbar.
- Sanitation supplies (if the sewers do not work): Plastic bags, garbage can with a secured lid, disinfectant, toilet tissue, disposable towels.
- Whistle /horn to call for help/attract attention.
- Sheet plastic (paint drops), duct tape (to cover broken windows).

MEDICAL EMERGENCIES

- Stay calm and gather the information.
- Call **9-1-1**.
- Identify yourself and your company name. (Provide address followed by suite number)
- Describe the emergency.
- Call Security at **415-421-3058**. Security will hold an elevator in the lobby.
- Advise fellow employees of the emergency and ask for assistance.
- Assist a victim to the degree you are trained. If blood is present, be sure to have a pair of latex gloves on. Know where latex gloves are kept on your floor. If there are no gloves, use plastic trash bags to prevent fluids from getting on skin.

BOMB THREAT

- Remain calm and keep the caller on the line.
- Ask questions: Who, What, Where, When, Why
- Use the "One Front Street – Bomb Threat Card" to gather information. Determine as much about the caller as you can.
- Listen carefully for background noises.
- Write down the threat as you heard it.
- **Leave the phone off the hook.** Do not use it to make phone calls. Authorities may be able to trace the call back.
- Notify the San Francisco Police **9-1-1**.
- Notify Security at **415-421-3058**.
- Wait calmly for further instructions from Security.
- Do not mention the call to anyone.

ONE FRONT STREET – BOMB THREAT CARD

Questions to Ask:

- 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 name?
- 9) What is your address?

Caller's Voice:

- | | |
|-----------------|-----------|
| Calm | Angry |
| Excited | Slow |
| Rapid | Soft |
| Loud | Laughter |
| Crying | Normal |
| Distinct | Slurred |
| Stutter | Nasal |
| Whispered | Lisp |
| Raspy | Deep |
| Accent | Disguised |
| Clearing Throat | Ragged |
| Deep Breathing | Cracking |
| Familiar voice? | |

Threat Language:

- | | |
|-----------------|------------|
| Well Spoken | Incoherent |
| Foul | Irrational |
| Righteous | Grammar |
| Choice of Words | Taped |
| Message Read | |

Background Sounds:

- | | |
|--------------------------------------|--------|
| Street Noise | Booth |
| Cafe/Bar | Voices |
| PA System | Music |
| House Noises | Motor |
| Animal Noises | Office |
| Clear | Static |
| Long Distance | Local |
| Factory Machinery | Other |
| Any words or phrases that stood out? | |

Exact Wording of the Threat:

Sex of the caller: Race:
 Age: Length of call:
 Time the call ended:
 Date:

Phone number where call was received:

San Francisco Police 9-1-1
Report call immediately to Security
415-421-3058

TOXIC HAZARDS

- Notify Security by dialing **415-421-3058**.
- Report information. Give your name, the exact location of the material released, telephone number and your extension. Report any injuries. Identify the type of materials involved, if known. Describe the effect of the incident, i.e., the activity of the hazardous material and its reaction on the surroundings; describe the colors, smells or visible gases being produced.
- Listen for announcements that will clearly state whether you should shelter-in-place, relocate or evacuate

Outdoor Release - Shelter in Place Instructions

For an outdoor release, people should remain indoors in rooms where outdoor air infiltration is very low.

- Station an ERT member at each stairwell telling people not to go outside. Do not physically attempt to stop anyone. Inform anyone leaving that they will not be allowed back inside.
- Move people to the inner part of the building (no windows to the outside).
- The rooms should have doors that are effective at preventing airflow from the hallways (e.g. they should have no gap or only a very small gap at the bottom of the door).
- Bathrooms are a poor choice, because they often have an exhaust duct that leads directly to the outside. If the exhaust fan is left on the air will be drawn into the bathroom from other parts of the building, which will become contaminated.
- Remain calm.
- Use phones only for emergency calls.
- Listen to the public address system for announcements.

Indoor Release - Evacuate

- Evacuate the building.
- At the direction of the Police or Security, set up evacuation areas upwind of the building.
- Segregate people known to be exposed; to avoid contaminating others via contact with clothes or skin, and tag or mark these people for medical treatment and decontamination.

Suspicious Mail or Package

- Signs include: sloppy package, stamps instead of a postage meter, no return address, heavy for its size, stains, chemical odor, misspelled words, poor handwriting and/or references to "confidential, open only by (name of recipient)."
- If a suspicious mail item contains a powdery or granular substance
 - DO NOT SHAKE OR SMELL THE ITEM.
 - IMMEDIATELY ISOLATE AND COVER IT.
- Call Security **415-421-3058** for any suspicious mail.

CIVIL DISTURBANCES

- Should you witness an unruly crowd or one that threatens your safety notify Security at 415-421-3058.
- Remain within the building. Do nothing to antagonize the demonstrators. Inform all other personnel to follow accordingly. Do not travel to other buildings unless you are directed to do so by Security personnel.
- Close all drapes in exterior rooms and then avoid window areas. You could become a target. Lock all doors.
- Report to the core area of the building (away from the exterior of the building).
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Use good judgment, remain calm and stay in your office/department unless you are in an unsafe position or instructed to leave by Security personnel.
- Secure all valuable materials in a vault, safe place or at least out of sight.
- Cooperate. Certain services may be limited during a disturbance. Access will be restricted. Withdraw from the area until it is safe to enter. Your safety is the primary concern.
- If a demonstrator enters the premises, keep calm, be courteous and avoid an incident. Avoid actions or verbal responses that may provoke the situation. Avoid arguments, provocative statements or entering a debate with a participant. They have entered the building to propagandize, confront or agitate the building's occupants. Let them make their point. Frustrating them is dangerous. Do not try to reason with them. Call Security to have the individual removed if you can do so without incident.

WORKPLACE VIOLENCE

If a person's behavior becomes inappropriate:

- If you feel you are in personal danger, if possible, leave the area.
- Notify Security at **415-421-3058**.

Call 9-1-1

If a person enters your workspace with a weapon:

- Immediately seek cover under your desk or work area.
- Do not run, you will become a moving target.
- Take the phone with you under the desk.
- Stay in your hiding place until you hear the all clear.

Call 9-1-1

Identify Behavior Requiring Intervention:

- Any behavior that is physically threatening.
- Behavior or actions that would be interpreted by a reasonable person as carrying potential for violence (verbal threats, throwing objects, waving fists).
- Any substantial threat to harm another individual or in any way endanger the safety of employees.
- Any substantial threat to destroy property.
- Aberrant behavior that might signal emotional distress (severe mood swings, impulsive or intimidating behavior, yelling).

Common Sense Rules in a Dangerous Situation:

- Trust your instincts if you are afraid you probably have a good reason.
- Take all threats seriously.
- Physically give the person personal space.
- Provide for your own personal safety.
- Do not be afraid to ask for help.

EMERGENCY TEAM MEMBERS

Floor Warden

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Alternate FW

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Team Position

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Floor Wardens of Adjacent Floors:

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

BASIC FIRE SAFETY INFORMATION

All occupants of a building should be made aware of situations that can cause both safety and fire hazards. The goal of occupant training is to identify the specific areas and hazardous situations that are most common to the building. When such hazards exist, appropriate personnel should be advised immediately to correct or report the conditions.

Floor Wardens and Building Staff should make periodic checks for such conditions. Listed below are items of concern: (If helpful, this lower section can be copied and used as a checklist.)

Housekeeping/Maintenance

YES NO

- | | | | |
|--------------------------|--------------------------|-----|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. | All no smoking regulations being observed. |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. | Combustible waste placed in proper/approved containers? |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. | Trash/rubbish removal made on a regular basis? |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. | Flammable liquids safely stored in approved containers? |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. | No smoking signs posted in above area. |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. | Proper/approved ventilation provided in above area? |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. | All electrical plugs, switches, and cords legal and in good repair?
Noextensive use of extension cords from outlets? |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. | Adequate clearance maintained at all Sub Panels (3 feet)? |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. | Electrical equipment and devices turned off when not in use? |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. | Portable heaters? (None are allowed in the building). |

Fire/Life Safety Protection

YES NO

- | | | | |
|--------------------------|--------------------------|-----|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. | Adequate lighting in corridors, exits and stairways? |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. | Exit signs illuminated as required? |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. | Evacuation routes adequately posted. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. | Evacuation signs maintained - none defaced or missing? |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. | Fire doors in operable condition. (Doors are not to be wedged
blocked open, especially at stairwells) |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. | Stairwells free of obstacles, storage, refuse, etc.? |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. | Corridors and exits maintained unobstructed? |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. | Fire life safety systems tested as required by code. |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. | Fire sprinkler inlets and shut-off valves visible/accessible? |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. | Fire sprinkler heads clean and unobstructed (minimum 18"
clearance)? |

Fire/Life Safety Protection (contd.)

- | YES | NO | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 11. Adequate clearance (3 feet) for all fire extinguishers/hoses? |
| <input type="checkbox"/> | <input type="checkbox"/> | 12. Fire equipment in proper/legal locations? Fire equipment is in good condition and properly/regularly tested (check tag)? |
| <input type="checkbox"/> | <input type="checkbox"/> | 13. Floor Warden List updated? |
| <input type="checkbox"/> | <input type="checkbox"/> | 14. Tenants/new employees instructed on emergency plans? |
| <input type="checkbox"/> | <input type="checkbox"/> | 15. Other observations: |

Report Submitted By:

Date:

