



# Floor Warden Emergency Procedures Manual



201 Spear Street  
San Francisco, CA 94105



## Introduction

The Fire Safety Director is appointed by the Building Owner, and typically is the Building Manager or their designee. The Fire Safety Director is responsible for the content of this manual and updating it as changes occur. It shall be kept current at all times. Universal Fire Life Safety Services has collaborated with the Fire Safety Director to develop this manual.

The main purpose of the fire manual is to save lives. Always remember that the fire manual is written for the real fire situation, not the fire drill.

Without a guide, training would be inconsistent and leave many in doubt as to what they are responsible for actually doing in an emergency. The manual brings a standard of accountability. This can only be maximized by proper training and participation in fire drills, which are required annually by fire code. (Reference: California Code of Regulations, Title 19, Section 3.09.)

The material in this manual pertaining to the California Code of Regulations, Title 19, is required by law. Additional procedures outlined are recommendations only.

The provisions of Sections 3.09 and 3.10, California Code of Regulations, Title 19, require that persons responsible for new and existing high-rise buildings comply with the Emergency Pre-Fire Planning and Evacuation Requirements as set for therein. Owners, Managers, Operators, Administrators, and Tenants of each high-rise building in the City of San Francisco shall comply with these requirements or be subject to prosecution and penalties, including fines, as set forth in the California Code of Regulations.

This manual and its contents shall remain the property of the building and be made readily available to members of the San Francisco Fire Department



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## Emergency Contacts

### First Responders

<b>Emergency – Fire, Police, Paramedics</b>	<b>911</b>
<b>Police Department – Non Emergency</b>	<b>415-553-8090</b>
<b>Fire Department – Non Emergency</b>	<b>415-558-3200</b>
<b>Paramedics</b>	<b>415-558-3200</b>

### Building and Client

<b>Tracy Sharp</b>	<b>Office</b>	<b>415-543-3101</b>
<b>Senior Property Manager</b>		

<b>Winnie Liao</b>	<b>Office</b>	<b>415-543-3101</b>
<b>Senior Assistant Property Manager</b>		

<b>Shawn Leamy</b>	<b>Office</b>	<b>415-543-6530</b>
<b>Chief Engineer</b>		

<b>Daniel Beal</b>	<b>Office</b>	<b>415-543-5698</b>
<b>Security</b>		<b>415-470-1956</b>

<b>Christian Arno</b>	<b>Office</b>	<b>415-926-6411</b>
<b>Universal Protection Service</b>	<b>Cell</b>	<b>925-963-7594</b>
<b>Address</b>		
<b>545 Sansome Street, 6<sup>th</sup> Floor, San Francisco, CA 94111</b>		



**Vendor**

<b>Elevator – Vintage Elevators</b>	<b>Dispatch</b>	<b>650-832-1345</b>
<b>Greg Cardenas</b>	<b>Cell</b>	<b>650-826-7514</b>
<b>Gerry Rodriguez</b>	<b>Cell</b>	<b>650-826-7514</b>

<b>Electrical – CBF, Inc.</b>		
<b>David Sellards</b>	<b>Cell</b>	<b>415-495-3085</b>

<b>Fire Systems – Bilcor</b>		
<b>David Miranda</b>	<b>Cell</b>	<b>415-822-2688</b>

<b>HVAC Repairs – City Mechanical</b>	<b>Office</b>	<b>800-698-6380</b>
<b>Russ Will</b>	<b>Cell</b>	<b>415-716-3911</b>
<b>HVAC BMS System – Siemens</b>	<b>Office</b>	<b>510-783-6000</b>
<b>John Lumetta</b>	<b>Cell</b>	<b>510-579-4052</b>
<b>HVAC – Matrix HG</b>	<b>Office</b>	<b>925-459-9200</b>
<b>Cameron Edwards</b>	<b>Cell</b>	<b>925-826-7817</b>

<b>Plumbing – Ayoob &amp; Peery</b>	<b>Office</b>	<b>415-550-0975</b>
<b>John T McHugh</b>		

<b>Janitorial – Metro Services</b>	<b>Office</b>	<b>415-543-6336</b>
<b>Martin Larios</b>	<b>Cell</b>	<b>415-310-0760</b>
<b>Marcela Osorio</b>	<b>Cell</b>	<b>415-385-2317</b>

<b>Parking- Ace Parking</b>		
<b>Christina Cruz</b>	<b>Cell</b>	<b>415-726-5556</b>



<b>Glass &amp; Door Repair – United CA</b>	<b>Office</b>	<b>415-824-8500</b>
<b>Ken Vernon</b>		
<b>Lock &amp; Keys – Complete Security</b>	<b>Office</b>	<b>415-543-1660</b>
<b>Matthew Slayter</b>		
<b>Security Cameras – Microbiz</b>	<b>Office</b>	<b>415-777-1151</b>
<b>Marco Escobar</b>	<b>Cell</b>	<b>415-760-0356</b>
<b>Metal Maintenance</b>	<b>Office</b>	<b>650-652-9440</b>
<b>Dana Foote</b>	<b>Cell</b>	<b>650-504-8846</b>
<b>Roof Inspection – Waterproofing Associates</b>	<b>Office</b>	<b>650-504-8846</b>
<b>Jose Orpeza</b>		
<b>General Contractor – Peacock Construction</b>	<b>Office</b>	<b>415-217-5095</b>
<b>Michael Findley</b>	<b>Cell</b>	<b>415-370-6957</b>
<b>Remediation – Habro</b>	<b>Office</b>	<b>510-887-8500</b>
<b>Remediation – Ideal Restoration</b>	<b>Office</b>	<b>800-379-6881</b>
<b>PG&amp;E</b>	<b>Office</b>	<b>415-973-8007</b>
<b>Shannon Bell</b>	<b>Cell</b>	<b>650-339-6523</b>
<b>Poison Control</b>	<b>Office</b>	<b>1-800-222-1222</b>
<b>San Francisco Water, Power, Sewer</b>	<b>Dispatch</b>	<b>415-550-4911</b>



### Physically Impaired List

Persons requiring assistance must make a request in writing to building management. This list is not made available to the general public. However, it is accessible and no guarantee of privacy is given. This list is for emergency use only. Any abuse of this policy is cause for disciplinary action.

Name	Floor/Suite	Phone	Assistance Required (Temp or Perm)	Monitor Names





## Fire Procedures

### If you Discover a Fire or Smoke

1. **Safety of Life:** Remove everyone in immediate danger and confine the fire or smoke by closing doors as you leave the area
2. **Notification:** Activate the Manual Pull Station
  - If safe, notify the Fire Department. Do not hang up until the emergency operator does so first. Dial 911, if a problem occurs, then dial the Alternate Number **415-558-3200**. Give them the following information.

Building Name	<u><b>201 Spear Street</b></u>
Address	<u><b>201 Spear Street</b></u>
Nearest Cross Street	<u><b>Howard</b></u>
Floor or Suite Number	_____
Nature of Emergency	_____
Your Callback Number	_____

- If time permits, notify Building Management at **415-543-3101** or Building Security at **415-543-5698**.
3. **Firefighting (Optional):** If safe to do so, have people who are properly trained use fire extinguishers. (If the fire is extinguished, notify the Fire Department and Tenants.)
  4. **Evacuation:** Begin your assigned duties.

### If you hear an alarm or are advised of an alarm

- Assume all alarms are real.
- Grab your employee list, flashlight and identification (vest) if possible. Before opening any door, feel the door to see if it is hot. If not hot, open cautiously. Stand behind the door; be prepared to close the door quickly.
- If there is no smoke present, verify presence of Monitors at areas of responsibilities. If not present, assign occupant.
- Direct all occupants to stairwell to begin evacuation procedures. Search Monitors are responsible for checking the floors; Floor Wardens should verify Search Monitors have cleared the floor. (Note: If your safety is threatened, immediately begin evacuating the floor.)
- Unless instructed otherwise, all occupants will exit the building and walk to the Safe Refuge Area.



- At the Safe Refuge Area, take a head count. Ask if anyone knows if anyone is missing. Review your employee list. If anyone is missing, report it to the Fire Safety Director, Security, or the Fire Department Personnel. Also report the location of the physically impaired (if applicable).
- Keep occupants grouped, quiet, and calm. Remain with occupants and await further instructions.
- Follow instruction from Emergency Personnel.
- If you encounter smoke, crawl on your hands and knees along the wall to your emergency exit. Evacuate and proceed to a safe refuge area.

#### After Relocation to the Safe Refuge Area

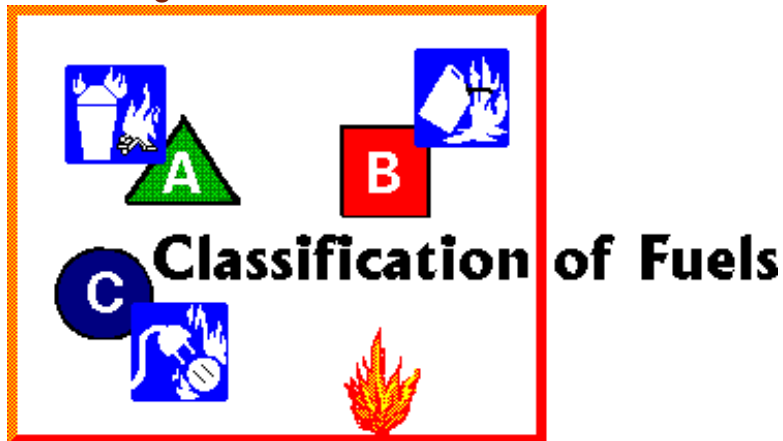
- Assemble all persons at the safe refuge area and make an accounting (head count).
- Notify authorities of the number of persons accounted for.

#### Smoke Detectors

**Smoke detectors are provided for your personal safety. Anyone who willfully and maliciously tampers with, damages, breaks or removes any required smoke detector shall be guilty of a misdemeanor. Any person who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire is guilty of a misdemeanor.**



## Fire Extinguisher Use



Not all fires are the same, and they are classified according to the type of fuel that is burning. If you use the wrong type of fire extinguisher on the wrong class of fire, you can, in fact, make matters worse. It is therefore very important to understand the four different fire classifications.



### **Class A - Wood, paper, cloth, trash, plastics**

Solid combustible materials that are not metals. (Class **A** fires generally leave an **A**sh.)



### **Class B - Flammable liquids: gasoline, oil, grease, acetone**

Any non-metal in a liquid state, on fire. This classification also includes flammable gases. (Class **B** fires generally involve materials that **B**oil or **B**ubble.)



### **Class C - Electrical: energized electrical equipment**

As long as it's "plugged in," it would be considered a class C fire. (Class **C** fires generally deal with electrical **C**urrent.)

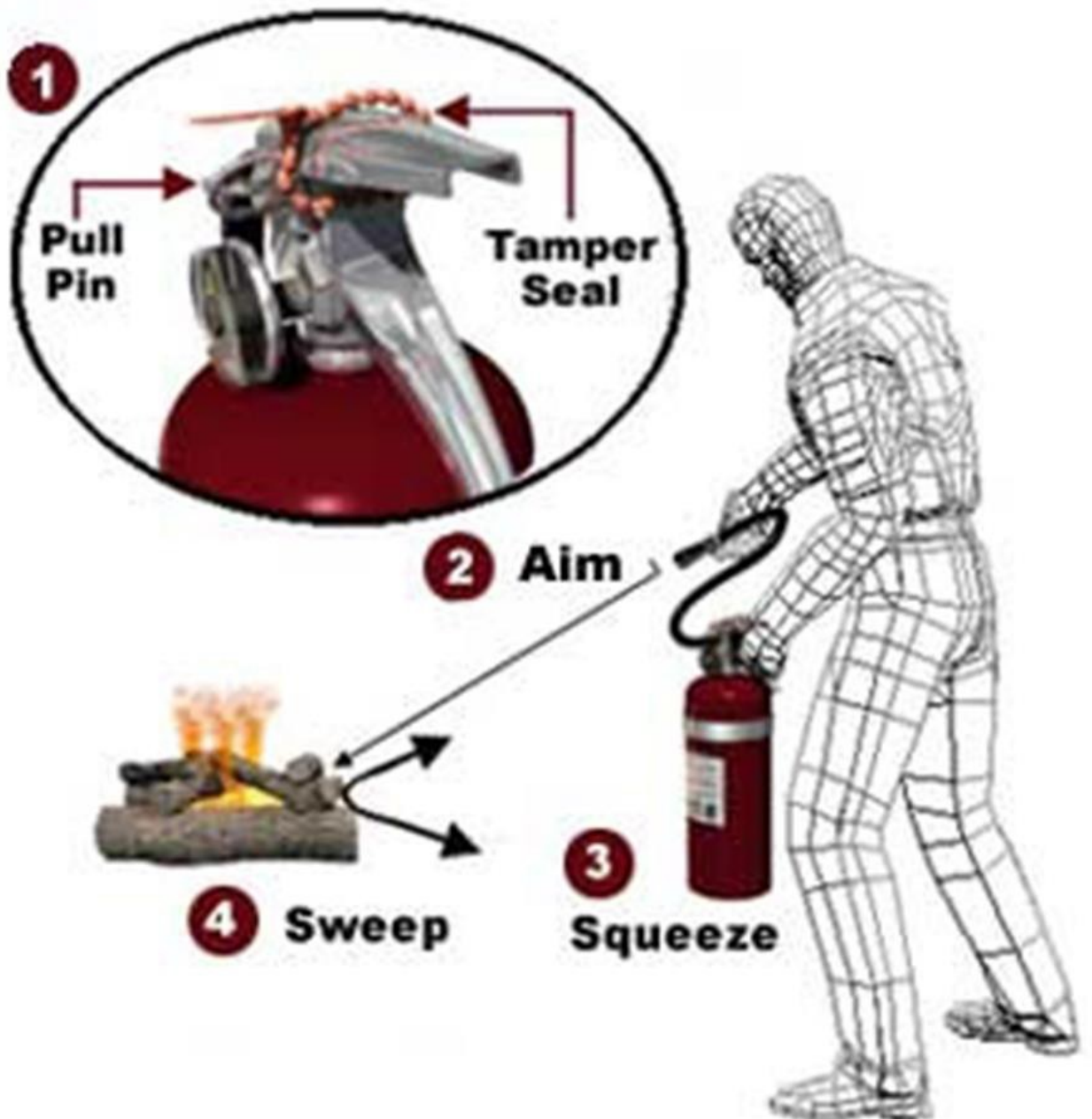


### **Class D - Metals: potassium, sodium, aluminum, magnesium**

Unless you work in a laboratory or in an industry that uses these materials, it is unlikely you'll have to deal with a Class D fire. It takes special extinguishing agents (Metal-X, foam) to fight such a fire.



It's easy to remember how to use a fire extinguisher if you can remember the acronym **PASS**, which stands for **Pull**, **Aim**, **Squeeze**, and **Sweep**.





## Types of Fire Extinguishers



**Dry Chemical** extinguishers are usually rated for multiple purpose use. They contain an extinguishing agent and use a compressed, non-flammable gas as a propellant.



**Wet Chemical** extinguishers are for fires involving cooking oils and fat such as lard, olive oil, sunflower oil, maize oil, and butter. The wet chemical knocks the flames down, cools the burning oil, and forms a soap like solution that seals the surface preventing re-ignition.



**Water** extinguishers contain water and compressed air and should only be used on Class A fires (ordinary Combustibles)



**Carbon Dioxide** extinguishers are most effective on class B and C fires (liquids and electrical). These extinguishers are only effective from 3-8 feet. The carbon dioxide is stored as a compressed liquid in the extinguisher. Continuously apply the agent after the fire is out to prevent re-ignition.



## Evacuation Procedures

### Specific Evacuation Procedures

In some conditions, **"Defend in Place"** may be the only option if fire or smoke is outside the exit door. To "Defend in Place," protect yourself where you are until the Fire Department arrives.

**While it is usually advisable to go downward in a building during an alarm, there are times when it may become necessary to go to an upper floor or to the roof. This should only be done if lower floors are hazardous due to heat or smoke, or if directed by Building Staff or the Fire Department.**

The Floor Warden and Suite Monitors are responsible for taking a head count using a roster of occupants. Once this is accomplished, they meet the Fire Safety Director at the designated safe refuge area and deliver a report for their floor/suite.

**Outside refuge area** - This is a designated place, outside of the building, at least 300 feet away. See diagram in this Section.

### Defending in Place

- Close as many doors as possible between you and the fire.
- If possible, wedge cloth material along the bottom of the door to keep smoke out. Immediately call the Fire Department. Dial "911", if a problem occurs, dial **415-558-3200**.
- Tell them you cannot get out.
- Provide the address and suite number.
- Provide **Howard** as the nearest cross street.
- Give them the phone number that you are calling from (your call back number which the Fire Department may need to call you back on to get more information.)
- Stay where you are.
- Break the window only as a last resort, as it will become impossible to close it if necessary.

### If you must leave the room due to immediate fire danger

- Do not use the elevator.
- Feel the door before opening it.
- Go to your nearest, safe stairwell, enter onto the landing area.
- Keep the stairwell door closed.
- Make sure everyone who goes down the stairs to tell the Fire Department what floor you are on.



## Safe Stairwell Procedures

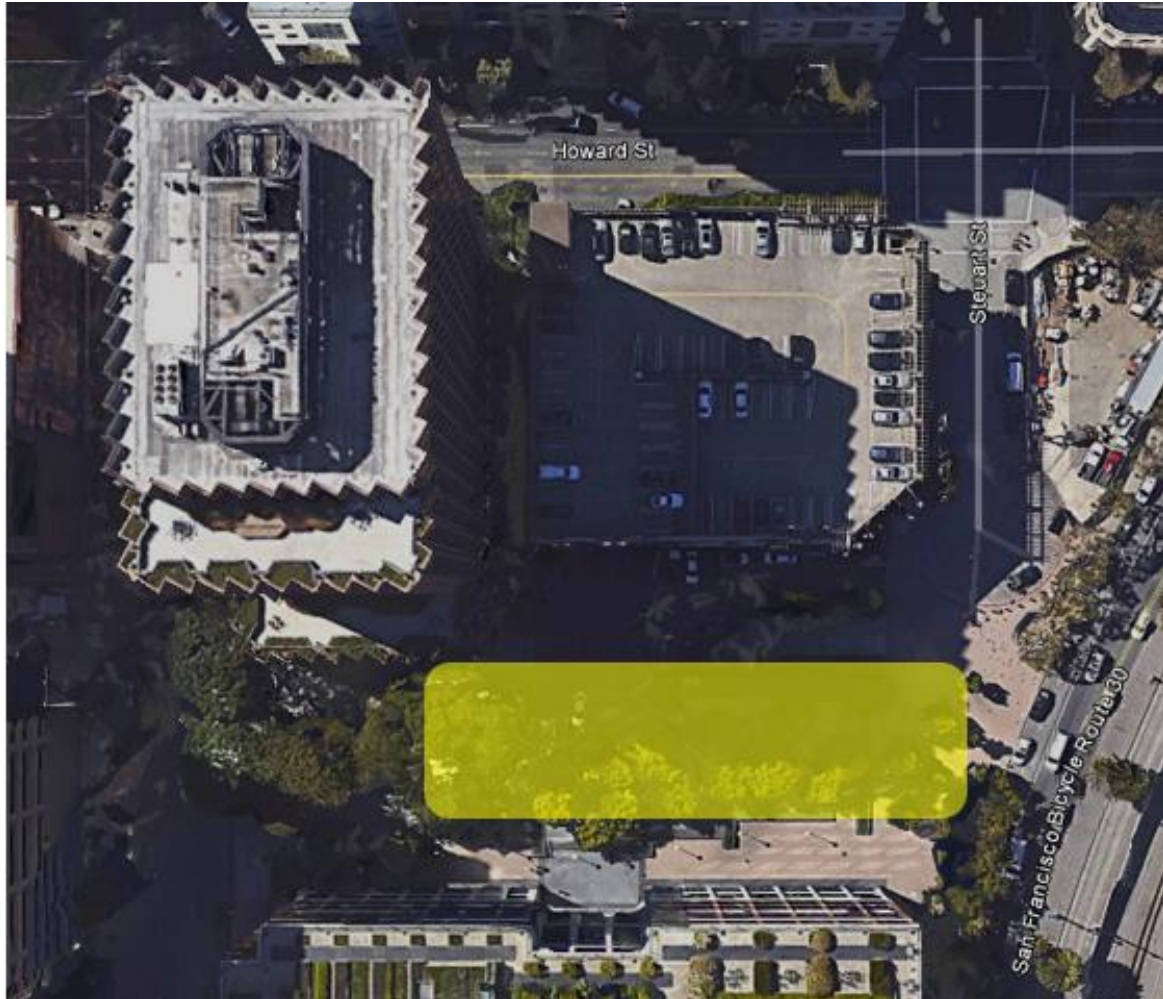
If evacuation is necessary move immediately to the nearest, safe stairwell!

During evacuation, it is important for all occupants to follow safe stairwell procedures:

- Remain quiet and calm.
- Remove high-heeled shoes to avoid tripping (carry them with you.)
- Use handrail that is most continuous (usually center.)
- Keep to one side. Walk in single file. Emergency Personnel will be coming up the stairs.
- Move quickly, but do not run.
- Allow others to enter into stairwell flow, but do not unnecessarily hold up traffic.
- Provide assistance for those who are slower moving or physically impaired.
- Evacuate and proceed to a safe refuge area.
- All injuries should be treated at stairwell landings when required and safe to do so.
- Do not smoke.
- Do not spread false information, rumors, etc.
- Complete evacuation. Do not congregate in stairwell.
- Do not carry food and/or beverages into the stairwell as they may spill and cause a slip and fall hazard.



## Safe Refuge Area Map



**In the event of a bomb threat or earthquake that requires an evacuation, a safe refuge area will be designated at that time.**





## Physically Impaired Evacuation

The Fire Department requires that an updated list indicating the name, location and nature of disability of each physically impaired person be kept available at all times in the Building Manager's office and the Fire Control Room. For the purpose of this procedure, any person with a physical limitation that would require them to get assistance during an evacuation is considered physically challenged.

### Physically Impaired Includes:

- Persons confined to wheelchairs.
- Persons dependent on crutches, canes, walkers etc.
- Persons recovering from surgery.
- Pregnant women.
- Persons with significant hearing or sight impairment.
- Extreme cases of obesity.

Physically impaired could be further defined as anyone who without the assistance of another person would have difficulty evacuating or relocating to a safe location either inside or outside the building, or slow down evacuation of other occupants within the building. Every individual placed on a physically impaired evacuation list must be assured that information provided to building management/staff will be kept confidential and is to be used only to provide safe and quick evacuation in emergency conditions.

### Assistance Monitors

During an emergency evacuation, pre-assigned Assistance Monitors escort ambulatory people in evacuation down the stairs. People who cannot walk down the stairs will remain on the top of the stair landing on their floor with the monitors until the Fire Department arrives to rescue them. The monitors remain with the people as long as it is safe to do so. The Floor Warden is responsible for reporting the location of the monitors and people in need of assistance at the safe refuge area.

### Two Options: Assistance Monitors and the physically impaired

1. Send someone to advise the fire department of your location and await further assistance.
2. Once all floors involved have moved past your location take the person to the designated safe refuge area.



## Carries

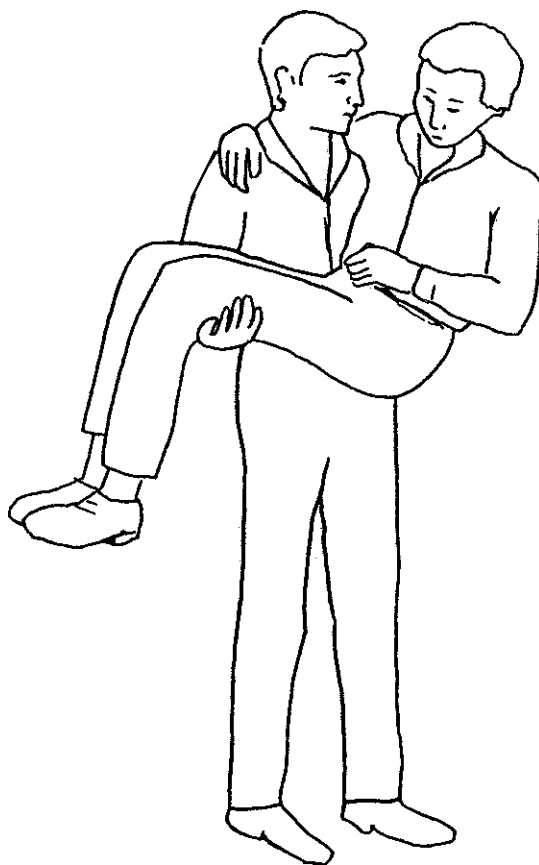
### One-Person Arm Carry

If the rescuer is physically able and the victim is small, he or she may use the one-person arm carry to lift and carry the victim by:

1. Reaching around the victim's back and under the knees.
2. Lifting the victim while keeping the rescuers back straight and lifting with the legs.

### **One-Person Arm Carry, which shows the rescuer holding the victim around the victim's back and under the knees**

**Note:** Consider the size of the victim and the distance he or she needs to be carried before using this carry.



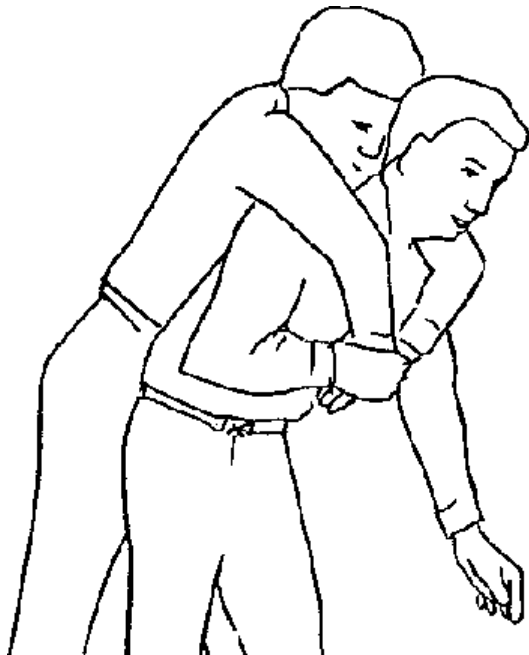


### Pack Strap Carry

Another way for a single rescuer to lift a victim safely is by using the one-person-pack-strap carry. Using this method, the rescuer should follow the steps outlined below

1. Stand with his or her back to the victim
2. Place the victim's arm over the rescuer's shoulders and grab the hands in front of the rescuers chest
3. Hoist the victim by bending forward slightly, until his or her feet just clear the floor.

**One-Person Pack-Strap Carry in which the rescuer places the victim's arms over his or her shoulder and grabs the victim's hands over his or her chest, then hoists the victim by bending over slightly.**





### Two Person Carry

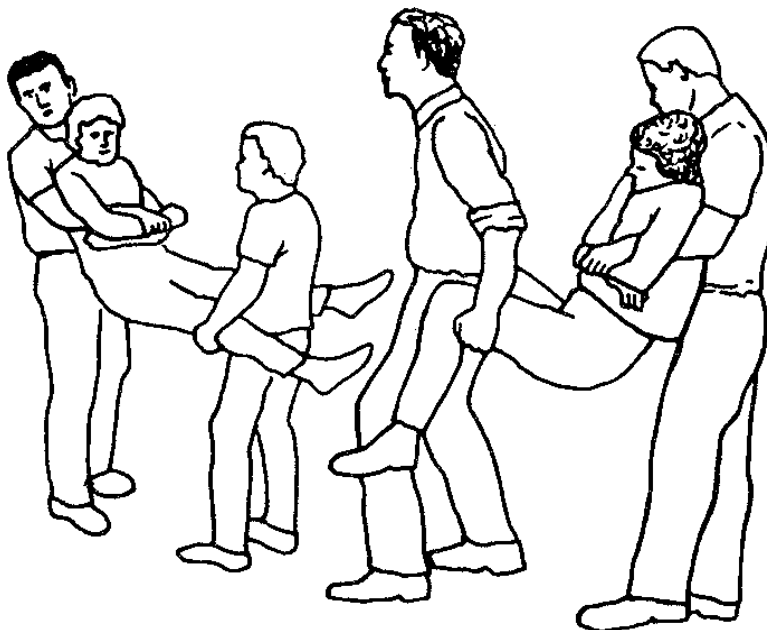
Victim removal is easier when multiple rescuers are available. With two rescuers, a victim may be removed using a two-person lift.

**Rescuer #1:** Square at the victims head and grasp the victim from behind around the midsection. Each under the arms and grasp the victims forearms

**Rescuer #2:** Squat between the victims knees, facing either toward or away from the victim. Grasp the outside of the victims' legs at the knees.

**Both Rescuers:** rise to standing position, keeping backs straight and lifting with the legs. Walk the victim to safety.

**Two-Person Carry in which rescuer 1 squats at the victim's head and grasps the victim from behind at the midsection. Rescuer 2 squats between the victim's knees, grasping the outside of the knees. Both rescuers rise to a standing position. As an alternate, rescuer 2 may hold both the victims legs to the side near the hip.**





### Chair Carry

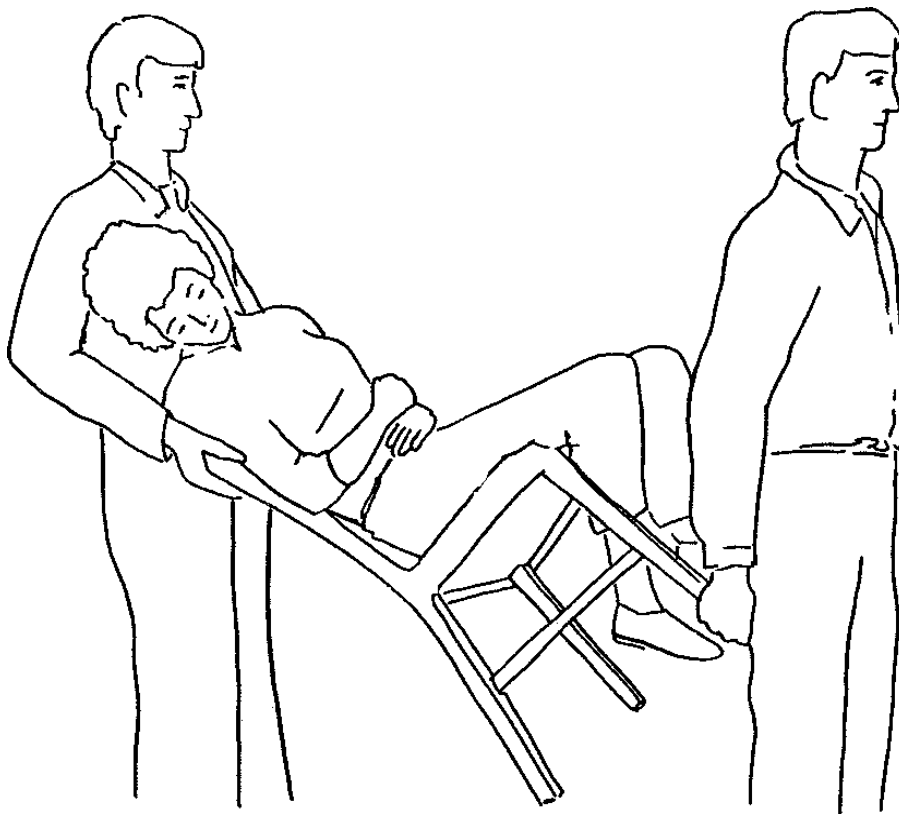
Two Rescuers can also remove a victim by seating him or her on a chair. This technique may also be used for people in a non-motorized wheelchair.

**Rescuer #1:** Facing the back of the chair, grasp the back uprights

**Rescuer #2:** Facing away from the victim, reach back and grasp the two front legs of the chair.

**Both Rescuers:** tilt the chair back, lift, and walk out.

**Chair Carry in which the victim is placed in a chair and tilted backward as rescuers lift the victim. This carry requires two rescuers.**

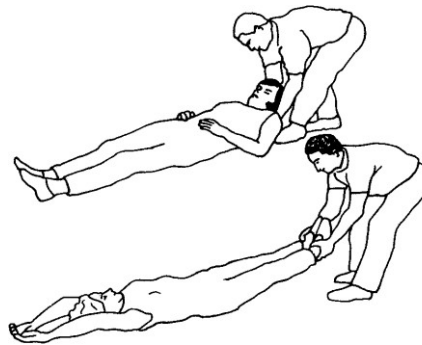




## Drags

Rescuers can also drag a victim out of a confined area by grasping either under the arms or by the feet and pulling across the floor. However, unless there is no other way to remove the victim and the victim's removal is time critical, you should not use this drag when debris may cause additional injury

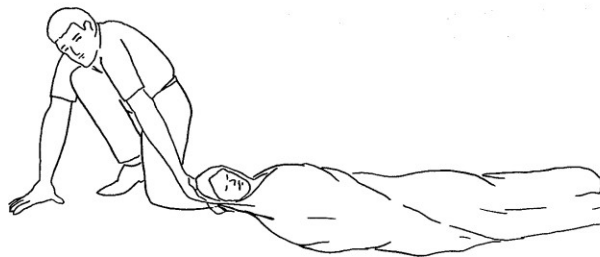
**Correct Drag Technique, showing the rescuer grasping the victim by either the feet or shoulders and dragging him or her clear of the hazard.**



When necessary, one rescuer can use the blanket drag by following these steps:

1. Wrap the victim in a blanket.
2. Squat down and grasp an edge of the blanket.
3. Drag the victim across the floor

**Blanket Drag, showing the victim wrapped in a blanket with the rescuer squatting at the victim's head. The rescuer grasps the blanket behind the victim's head and drags him or her clear of the hazard.**





## Earthquake Procedures

### Before

Determine in advance all stairwells and alternate exits from your location and the route you will follow to reach that exit in the event an evacuation is necessary.

Occupants may evacuate if they wish; however, unless there is fire or smoke, the Building Staff shall not give evacuation instructions to Occupants. It is usually best for people to remain where they are until the media reports are evaluated.

### During

During an earthquake you will usually be safer inside the building than you are outside.

#### If you feel a tremor:

- **DUCK** - Duck or drop down to the floor.
- **COVER** - Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.
- **HOLD** - If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the shaking stops and it is safe to move.
- DO NOT USE ELEVATORS. Walk, DO NOT RUN, and keep noise to a minimum.
- DO NOT push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail) if you encounter emergency personnel. Move to the designated safe refuge area unless otherwise instructed. Check doors for heat before opening.
- Assist non-ambulatory, visually impaired and hearing-impaired people.
- Be prepared for aftershocks. If you are outside, do not return to the building until it has been surveyed for safe access routes by a qualified official.

### After

- Check for damage and potentially dangerous areas if aftershocks occur.
- Limit telephone use. Leave phones for emergency personnel as much as possible. Rely on information provided by emergency personnel or staff.
- Check for injured or trapped persons and treat as necessary. Do not move victims unless absolutely necessary.
- Alert staff or security members of anything that may need their attention.
- A battery powered radio is recommended to keep up with information and important instructions.
- Discourage the spread of rumors. Misinformation can cause confusion and panic.



## Earthquake Evacuation

### WHEN CAN OCCUPANTS GO HOME?

It is best that in the event of an earthquake or community wide disaster during normal working hours, all occupants remain at work. It may be too dangerous or improbable to attempt to go home right away. Encourage occupants to listen to radio reports for areas and roads that have sustained damage. Discourage leaving until they know roads are undamaged and traffic is moving. Encourage occupants to assist Wardens as necessary.

You should determine in advance the routes available to your for emergency evacuation. Be sure to identify all routes that you may use as alternatives to your primary evacuation route.

- Do not evacuate until instructed to do so by emergency personnel or building staff or unless danger is imminent.
- Follow instructions given by emergency personnel
- Remain calm and evacuate in an orderly manner
- Do not use Elevators
- Always check doors for heat before opening
- Move to your designated evacuation area or to an alternate area as instructed by emergency personnel.
- Assist any physically impaired persons as necessary.

**Building engineers will check the stairwells for safety immediately following an earthquake. Wait until they advise you that the stairwells are safe before evacuating.**

**Do not re-enter the building until advised that it is safe to do so by emergency personnel or building management.**

### If you are in an elevator

- Sit on the floor, against the wall and wait for the shaking to stop.
- The elevator will stop temporarily then move to the nearest floor and stop, the doors will open and elevator will then stop working.
- The elevator will not fall or run out of breathable air.





## Medical Emergencies

### When notified of a medical emergency

**1. Obtain the following information**

- The victim's name
- The victim's location
- The nature of the emergency
- A call back number

**2. Notify the Paramedics 9-1-1 or if there is a problem with 9-1-1 dial alternate Paramedic's telephone number **415-558-3200** and give the following Information, do not hang up until the Operator does first:**

Building Name	<u><b>201 Spear Street</b></u>
Address	<u><b>201 Spear Street</b></u>
Nearest Cross Street	<u><b>Howard</b></u>
Floor or Suite Number	_____
Nature of Emergency	_____
Your Callback Number	_____

- 3. Notify the Management office at **415-543-3101** or Building Security at **415-543-5698**. Building staff should reserve an elevator for use by the Paramedics.**
- 4. Building Staff should reserve an elevator for use by Paramedics.**
- 5. Any additional Building Personnel should go to the victim's floor to assist.**
- 6. Floor Wardens will meet the paramedics at the elevator. Give the arriving Emergency Personnel all pertinent information and escort them to the victim's location**



## Bomb Threat

All bomb threats must be taken seriously even though the majority of them are false. If you receive a bomb threat:

Keep the person on the line and have someone call 911 or **415-553-8090**. This number should only be used if you encounter problems with the 911 number

- Have someone notify building management and security
- Ask when the bomb will go off
- Keep the caller on the line as long as possible
- Utilize the bomb threat check list
- Document the whole conversation VERBATIM
- **Do not hang the phone up even if the caller hangs up**
- Notify your management for further instructions they may decide to:
  - Take no further action
  - Search the floor without evacuating
  - Partially evacuate the area and search or not
  - Completely evacuate the floor and search or not

## Search procedures

- Do not turn on any electrical switches if they are off
- People familiar with the area should be involved
- Work from the walls to the center of the room and from the floor to the ceiling
- Do not pick up or move suspicious objects found during the search
- Listen carefully during the search

## If a suspicious package is discovered

- Do not use hand held radios or cell phones and do not permit them to be brought into the area
- Be sure that it is not moved, covered or disturbed
- Note the description and exact location for future reference
- Notify the Police Department at 911 or **415-553-8090**.
- Keep building management advised
- Control entry into the area until cleared by the Police Department
- Begin evacuation of the floor
- Assist the Police as required



## Bomb Threat Checklist

Name of person receiving call \_\_\_\_\_

Date of call \_\_\_\_\_ Time \_\_\_\_\_ ( ) am ( ) pm

### Questions to ask:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?

### Origin of call:

Local ( ) Long Distance ( ) Phone Booth ( ) Internal ( )

### Identity of Caller:

#### Voice:

( ) Loud ( ) Soft ( ) Fast ( ) Slow ( ) other \_\_\_\_\_

( ) High Pitch ( ) Deep ( ) Distant ( ) Distorted  
( ) Raspy ( ) Pleasant ( ) Stutter ( ) Good  
( ) Nasal ( ) Poor ( ) Intoxicated ( ) Foul

#### Accent:

( ) Local ( ) Foreign  
( ) Regional \_\_\_\_\_(type)

#### Manner:

( ) Calm ( ) Angry  
( ) Rational ( ) Incoherent  
( ) Irrational ( ) Emotional  
( ) Coherent ( ) Deliberate  
( ) Nervous Laugh ( ) Self-Righteous

### Background Noise:

( ) Office Machines ( ) Trains  
( ) Factory Machine ( ) Music  
( ) Animals ( ) Quiet  
( ) Airplanes ( ) Voices  
( ) Street Traffic ( ) Other \_\_\_\_\_



**Details:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Whom did you inform about the call?** \_\_\_\_\_  
\_\_\_\_\_

**If the caller seemed familiar with the building, or operation, indicate how?** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**As best as you can, write what the caller said:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE***



## Power Outages

Should a power outage or “rolling blackout” occur do not panic. Refer to the following instructions:

- Open all shades and blinds to optimize outside light
- Locate flashlight to have on hand in darkened areas.
- Inform building management at **415-543-3101** and building security at **415-543-5698** of your situation and area of outage.

**\*It is important to notify building management as the outage may not affect the entire building but just your area.**

- Turn off all appliances and computers to prevent overload when the power is restored.
- Await help of building engineers to assess your area and situation.
- If you are informed to evacuate the building due to extended outages, do so via the nearest stairwell and proceed out of the building to **the safe refuge areas**.
- Call your operations personnel to learn when you will be able to return to the building to resume work.

### NOTE

The emergency generator will supply power to the following systems in the event power emergency:

- One passenger, one freight, and one shuttle elevator
- All Life-Fire Safety Systems: Fire Pump, Emergency lighting in common areas, Emergency exit lights, Emergency lighting in elevators and lobbies, limited lighting in tenant spaces, stairwells, and the supply and exhaust fans.

**Be Prepared: Keep flashlights and spare batteries accessible.**



## Civil Disturbances

Civil Disturbances may take place in a variety of forms, such as: pickets, marches, riots, and sabotage efforts. Whether planned or not, there is always the possibility of escalation to a point of major catastrophe. Many serious situations can be minimized or avoided by prompt implementation of a plan. Pre-planning is essential for the protection of people, property, and assets.

### Pre-Planning

There is a possibility that you could receive advanced warnings of a possible disturbance from sources such as: posters, handouts distributed in the area, local law enforcement, or the media. This information can be used to estimate the probability of escalation, the duration of the anticipated disturbance and the likelihood of your involvement.

### Avoid Overreacting

Keep abreast of current developments so that any action required can be implemented in a timely and orderly manner. Fire Extinguishers and first aid supplies should be periodically inspected to ensure their availability in an emergency.

### During the Disturbance

Avoid contact with individuals involved. Unnecessary conversation could lead to an argument which could possibly cause you or your organization to become a target for violence.

If Demonstrators outside begin rioting or weapons are seen, immediately lock all doors. If the decision is made to evacuate, notify the Police Department and Property Management.

If violence occurs and you are unable to evacuate, move away from windows and close all draperies and blinds. Move to the safest area in your suite, taking fire extinguishers and first aid kits with you. Immediately contact the Police Department and Property Management.

If demonstrators enter your suite, immediate steps must be taken to protect employees, visitors, and property. Request the individuals to leave the facility. Immediately contact the police Department and Building Management



### After the Disturbance

If you are questioned by the press, refer them to the Building Management Office. Any statement could invite retaliation by those individuals involved.

An inspection of your suite should be conducted immediately. If danger is found that appears to be a direct result of the disturbance, notify the Police Department and Property Management.



## Flooding

Whether caused by severe weather, a broken water pipe, or sprinklers inside the building, flooding is a serious problem that must be dealt with immediately. If severe weather is the cause, there will usually be advanced warnings which will give building staff time to limit the potential damage. If a broken water line is the cause, immediate action must be taken to mitigate the impact of water damage to the building

### Advanced Warning

Areas equipped with computer equipment and telecommunication equipment should have plastic sheeting available ahead of time to protect equipment from water damage. Turn off electrical equipment protected under plastic covers.

If possible, move material and equipment away from potential danger areas such as doors, windows, and basement areas. The greatest hazard to personnel will be electrical grounding of equipment and power lines.

### During Flooding

Assess the severity of the flooding. If a water pipe has ruptured, the flow of water must be stopped immediately. Notify Property Management immediately.

If the flooding is caused by a rainstorm, maintain a constant watch on the area and keep property management informed on the status of the flooding. Move to the safest area of your suite and take fire extinguishers, first aid kits, and all other necessary equipment with you.





## Chemical/ Environmental Threat

### External to the Building

Upon notification by authorities of a credible chemical/environmental threat, the building will be secured and the air circulation stopped, minimizing the induction of exterior hazards. If such a threat is widespread, municipal emergency agencies may be unable to respond to specific locations. Building occupants should be prepared to shelter in place until the specific threat has subsided and an all clear given by authorities.

### Tenant Responsibilities

1. Listen to PA announcements and follow all instructions
2. Activate your company Emergency Response Team
3. Floor Wardens will initiate 'Shelter in Place' procedures
  - Tenants should go to internal office areas that are away from windows and that have limited air movement
  - Close all available doors within the suite or office.
4. Do Not call Property Management unless you have a critical emergency
5. Remain in place until 'all clear' announcement is given via PA system.
6. Rumors are dangerous:
  - Speak only facts that you know
  - Emphasize positive things. Your attitude will affect the attitudes of those around you.

### Internal to the Building

Upon notification by authorities of a credible chemical/environmental threat, the building will be secured and the air circulation stopped, minimizing the induction of exterior hazards. The building will begin a staged and orderly evacuation, beginning with the areas or floors immediately threatened.

### Tenant Responsibilities

1. Listen to PA announcements and follow instructions
2. Activate your company Emergency Response Team
3. Floor Wardens will hold their tenants on the floor until the evacuation announcement is given for their floor.
4. Do Not call Property Management unless you have a critical emergency.
5. Rendezvous at your off site meeting location. Do not enter the building until given approval to do so by Property Management.
6. Rumors are dangerous:
  - a. Speak only facts that you know
  - b. Emphasize positive things. Your attitude will affect the attitudes of those around you.



## Building Systems and Equipment

201 Spear Street is located at the corner of Spear and Howard Streets. Constructed in 1985, the 18 story, Type 1, High Rise building, consists of approximately 252,961 rentable square feet of office space. Amenities include valet parking, walking distance to retail shops, financial and banking services, dry cleaning, Starbucks coffee, and onsite restaurant space.

### Stairwells:

There are two stairwells that are designated as stairwell 1 and stairwell 2. Stairwell one is located at the north of the building and exits on Howard Street, Stairwell 2 is located on the east of the building and exits to the rear courtyard. Both stairwells are locked at all times when there is not an alarm activated in the building. Both stairwells are pressurized and have emergency telephones on floors 2, 6, 10, 14, 18.

### Elevators:

There are five passenger, one freight, and one shuttle elevator that services the garage and the first floor lobby only. Elevators will recall when a smoke detector is activated in an elevator lobby.

### Fire Control Room:-

The fire control room is located on the first floor and has the annunciator panel and PA system.

### Sprinklers:

The building is fully sprinklered. Floor shut off valves are located in the stairwells at each floor. Main shutoff is located in the basement of the building, Spear St side. Fire Pump is located in the basement mechanical room.

### Fire Department Lock Box:

Is located in the main lobby Fire Control Room.

### Manual Pull Stations:

Manual pull stations are located at each elevator lobby and adjacent to stairwell exit doors.

### Smoke Detectors:

Smoke detectors are located in the elevator lobby, common corridors, tenant spaces, electrical, telephone equipment, elevator machine rooms, and in the return air ducts.

### Utility Shut Off locations:

<u>Gas:</u>	Gas Meter Room on the garage level
<u>Water:</u>	West wall on the garage level
<u>Electricity:</u>	Switchgear Room on the garage level



## Floor Warden

The definition of a Floor Warden, as required and outlined by Title 19, is as follows:

“A responsible person on each floor of every high-rise building shall be designated as the Floor Warden. In cooperation with the Fire Safety Director, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assume Floor Warden duties when necessary. Floor Wardens must attend the annual training prior to the annual evacuation. Exemptions to this regulation may be granted only upon a written request approved by the Chief.”

### Responsibilities include:

As the number of occupants on any given floor increases, the more need a Floor Warden will have for additional assistance in supervision or related emergency tasks. The following personnel and/or tasks should therefore be pre-identified for the specified duties noted.

### FLOOR WARDEN

This person is often designated by responding first to a situation. Directs the other members of the emergency evacuation team in their assigned duties and coordinates response procedures. All others will make status reports to the Floor Warden who will then report the information to Building Security or arriving emergency personnel.

### STAIRWELL MONITORS

When alerted by the sounding of the first alert message over the public system that "an emergency condition is being investigated", take up positions at EACH stairwell as soon as possible and assist in occupant relocation/evacuation.

### ASSISTANT FLOOR WARDEN

This person would be selected to assist evacuees to the designated Safe Refuge Floor or Safe Refuge Area, and keep the group together at this location for a head count.

### TELEPHONE MONITOR

In certain less critical crises and only if safety conditions permit, Telephone Monitors may be assigned to the Floor Warden's telephone to answer return calls from emergency personnel.



### SEARCHERS

Will perform a systematic and thorough search of all floor areas including restrooms, break rooms, libraries and copy rooms.

- After areas are searched, close all doors to reduce the spread of heat and smoke.
- Mark doors of all areas searched with post-its. Mark the searched doors on lower portion of door.
- After the entire floor has been searched, report to the Floor Warden with status report and proceed to the nearest stairwell to evacuate.

### SUITE MONITORS

Suite Monitors should be assigned for floors with multi-tenant occupants and represent each suite. These floors may take a longer period of time to effectively search and direct occupants to the nearest stairwell due to the layout of multiple suites. Suite Monitors will assume the same responsibilities as Searchers for their area and report to the Floor Warden.

### PHYSICALLY IMPAIRED ASSISTANCE MONITORS

A minimum of two persons, properly trained, should be assigned to physically impaired individuals (see Physically Impaired Roster) down the stairwell to a safe refuge location.

- Ask individual(s) how they can be best helped.
- Be prepared to carry those who are confined to a wheelchair down the stairwell.
- Use approved methods of evacuation whenever possible.
- Leave wheelchair(s) on the evacuated floor outside the stairwell. Also, so as not to congest the evacuation lines these individuals and their monitors should enter ...the stairwell last.

### ELEVATOR MONITOR

Elevators should be monitored to assure that no person enters an elevator evacuation. Persons entering the elevator lobby should be directed to the safest stairwell exit. Do not use the elevators!

### if an evacuation to a safe refuge area is called for

Assure that Floor Warden Team members are properly positioned and that emergency procedures are being put into effect through:

- Stairwell monitoring and supervision.
- Assistance for anyone who may have difficulty in a stair evacuation.
- A systematic final search routine.



### AFTER RELOCATION TO OTHER FLOORS OR OUT OF THE BUILDING

Assemble all personnel and perform a head count. The method determined appropriate and most effective for this head count should be identified in the pre-planning phase. Suggestions include using pre-printed employee lists, company telephone directories, in/out tablets at reception, or the buddy system.

Once relocated and personnel are accounted for, Floor Wardens should give a status report. i.e.: "*Floor number \_\_\_\_\_ has been evacuated*", to the Fire Safety Director.

Evacuees should never return to their floor or the building until Building Management or the Fire Department instructs them that it is safe to do so. This announcement will be broadcast over public address system or via bull horns.

### **Documenting Fire Drills**

Title 19 requires a minimum of one fire drill annually on individual floors. Participation is MANDATORY.

The Fire Safety Director shall maintain documentation of all fire drills. Three to five floors may participate at the same time. All occupants should physically relocate to their designated outside Safe Refuge Areas using the stairwells or their floor relocation.

The first fire drill should be announced in advance. This will help to uncover weaknesses. All drills should simulate as closely as possible actual emergency conditions. Fire drills should be a practice of the building's emergency procedures.

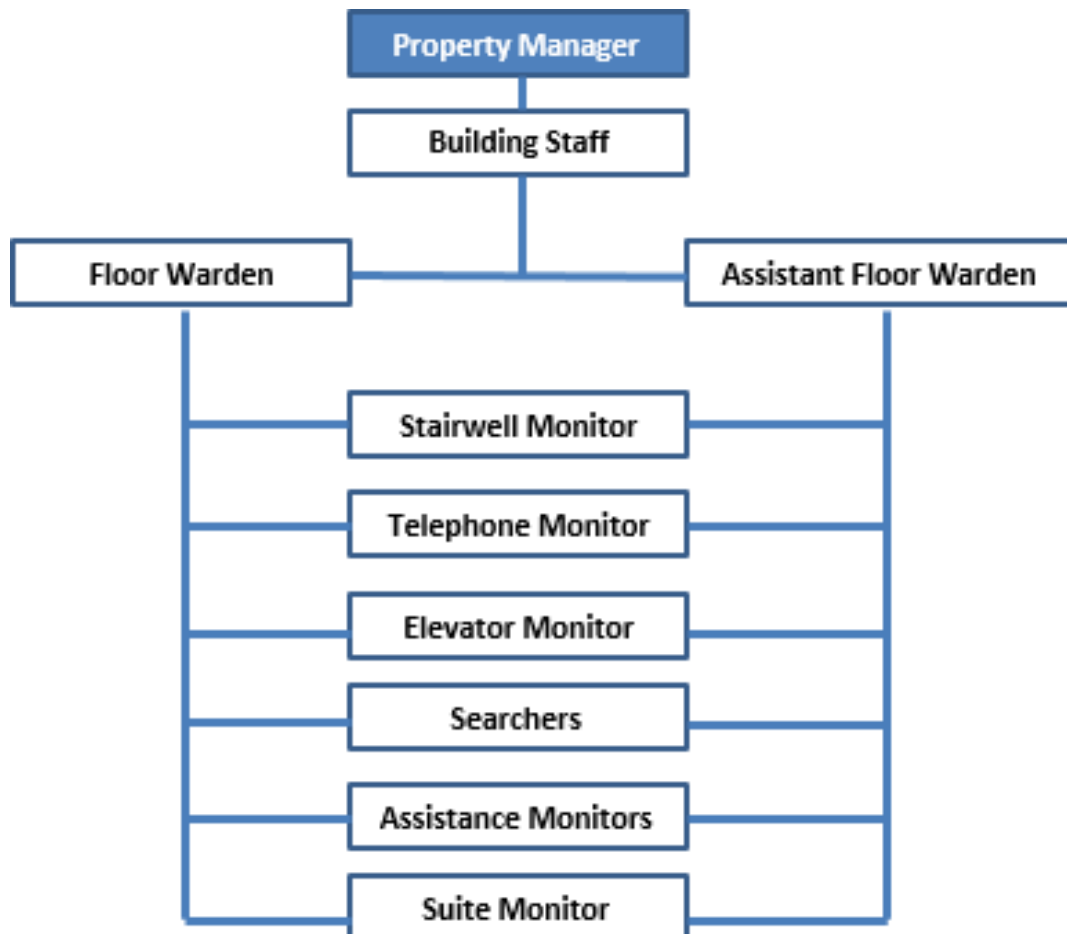
The purposes are to instill in the minds of all occupants the correct procedures necessary to ensure safety of life, and the joint testing of building emergency equipment and staff duties.

The responsibilities associated with the positions of Fire Safety Director, Floor Wardens and Suite Monitors are numerous. The persons assigned these positions must have management's full support and cooperation. They should have authority and this authority should be clearly defined and understood by their associates. They should be provided means of identification so that everyone will know whom they are.



## Floor Warden Duties & Team Organization

The state of California Fire Code requires a Fire Safety Director and Floor Wardens with Alternates. Certain occupancies can be exempt from the Floor Warden requirement. Since some floors are too large for one person to manage, floors fully occupied by one company appoint the Floor Warden, Assistant Floor Warden and monitors, as needed. On floors occupied by several tenants, the largest company on the floor is requested to appoint the Floor Warden and Assistant; the remaining tenants on the floor appoint Suite Monitors. Duties for the Stairwell Monitor, Group Leader, Telephone Monitor, Searchers, Fire Equipment Handlers, Assistance Monitors, Elevator Lobby Monitor, Multi-purpose Monitors and Suite Monitor are described in the Floor Warden Manual.





## Stairwells

- Evacuate to the street from all Stairwells (show cross-over exit routes, as applicable)
- Walk all the way to the Safe Refuge Area outside. Identify the exact point where the Floor Wardens will meet to deliver their status reports. Discuss alternative sites, in case this location becomes unsafe during an incident.

## Training of Floor Warden and Assistant Floor Warden

**Minimum Instruction:** Review of Floor Warden Manual and a building tour conducted and documented annually, and as changes occur with new people on the team.

Every Floor Warden and Assistant Floor Warden shall be provided a current Floor Warden Emergency Procedures Manual, and shall complete documentation of having read it.

This training will include emphasis on:

- Fire prevention.
- Fire alarm system functions and operation of manual pullstations.
- Typical floor Life/Fire Safety features and system functions.
- Corridor routes of egress to stairwells, and stairwell features.
- Stairwell locked and unlocked levels.
- Stairwell access to the roof, to the street and to the safe refuge area outside.
- The exact point where Floor Wardens and Monitor deliver their status report.
- Procedures for People Who May Need Assistance.
- Procedures for the Annual Fire Drill.

## Training of Building Occupants

Every Occupant shall be provided a current Occupant Instruction Manual, and shall complete documentation of having read it. (Tenants may be instructed by the Fire Safety Director to duplicate their copy and distribute it to all of their employees, however, the Fire Safety Director is responsible for documentation of this process, and for collecting the required Occupant Instruction Forms, signed by every person, and to keep these on file for Fire Department Inspection.)

## Mandatory Compliance Documentation

The building Fire Safety Director must maintain complete documentation on-site that is readily available for Fire Department inspection. This documentation must verify that the proper training has been done within the proper time frames. It must also include the signature of the Fire Safety Director or Certified Consultant who performed the actual training.



## Supplemental

Practice drills are required annually on all floors and for all Occupants or all high-rise buildings in the City of San Francisco. A full evacuation or a 4 floor evacuation is strongly advised, since Fire Department operations generally focus on these areas. Initial drills should be announced in advance after selected floor personnel have been given proper instruction. The object at this point is to help uncover weaknesses, problems, etc. Subsequent drills may be unannounced and should simulate as closely as possible actual emergency conditions. The joint testing of building emergency systems, procedures of Building Staff and Occupants will ultimately lead to effective life-safety operations..

The responsibilities given to the positions of Fire Safety Director and Floor Wardens are numerous. The persons assigned these positions must have management's full support and cooperation. They should have authority and this authority should be clearly defined and understood by their associates. They should be provided means of identification (vests, arm bands, etc.) so that everyone will recognize their positions.

### Fire Drill Instructions

- The Fire Safety Director or Certified Safety Instructor shall be responsible for administering the entire training program. Fire drills provide the key means of accomplishing this end.
- Training provides not only the opportunity to become proficient at the assigned tasks but also, the opportunity to determine the need for changes or improvements to your emergency organization.
- Fire Drills should be well-planned and of minimum duration. A well-run evacuation drill should normally take 15 to 20 minutes, as a rule, from start to finish.





## Fire Drill Strategy

The drill will start with the activation of the fire alarm system. Observations will be made for the following:

- Search and rescue - check of the fire area and evacuate those in danger
- Proper and safe Confinement of the fire by closing all doors and windows.
- Response with fire-fighting equipment.
- Following the correct evacuation procedures.
- The relaying of "status reports" as required.

### Key areas are to be evaluated:

- Attitude of all participants.
- Status reports relayed after a total search is conducted.
- Appropriate actions taken to meet emergency crews.
- Appropriate actions taken at Safe Refuge Area and engineering areas

### Timing

A drill will be considered complete after: either the staged problem is resolved and/or after relocation of Occupants to a specified safe refuge area (and all status reports are turned in to the Floor Warden and Fire Safety Director).

### CHECK POINTS

Evaluation should be made of ALL personnel at their own individual levels:

- Building Staff response to systems operation and control
- Floor Warden/Building Staff response and Occupant direction
- Actions of evacuees

### DRILL CONCLUSION

A typical drill would generally finish after the Fire Safety Director has received status reports from all Floor Wardens.



### CRITIQUE/EVALUATION OF DRILLS:

Upon completion of drills, some form of critique should be engaged in. (As soon as possible so that evaluations will retain freshness). Evaluation will cover problems encountered/and solutions, hazard areas, and changes needed or ways of improving the program. Originally provided procedures may have to be modified.

### FOLLOW UP

Floor Warden training and repeat drills may be necessary if the emergency plan is not simulated properly during fire drills. Floor Wardens and Monitors shall be informed of problem areas and subsequent fire drills may be unannounced to improve performance.

### Refusals

Since fire drills are mandatory, everyone present when the fire alarm rings must participate. If not, their names shall be taken down and forwarded to the Fire Department for legal action.

### Life/Fire Safety System Malfunctions

If any system malfunctions, it shall be noted, reported to the Fire Department and immediately corrected. The Fire Department shall receive notification when problems have been resolved.



## Legal Requirements

### TITLE 19 REQUIREMENTS FOR HIGH-RISE BUILDINGS

- A. Every new and existing high-rise building owner, manager, operator administrator, and tenant, in cooperation with the local Fire Department, shall establish, implement, and maintain an emergency plan on file for the building which shall include, but not necessarily be limited to, the following:
1. **Management Office:** Assignment of a responsible person as a Fire Safety Director who shall work with the department in the establishment, implementation, and maintenance of the emergency plan. The person shall be employed or reside on the premises or be otherwise approved by the department.
  2. **Occupant Instruction:** All high-rise building occupants shall be instructed annually on the procedures to be followed in the event of fire, earthquake, or other emergency. Documentation of occupant instruction shall be maintained by the Management Office and shall be available for inspection by the Fire Department.
  3. **Floor Wardens:** A responsible person on each floor of every high-rise building shall be designated as Floor Warden. In cooperation with the Management Office, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assist with or assume Floor Warden duties when necessary. Exemptions to this regulation may be granted only upon a written request to the Fire Department.
  4. **Emergency Evacuation Signs:** The preparation of emergency exit plans, procedures, and evacuation signs shall be approved by the Department before posting. Evacuation signs shall be located at every elevator lobby above and below ground floor, and in other conspicuous floor locations as required by the Fire Department. All plans, procedures and signs shall be properly maintained.
  5. **Fire Department Approval:** All emergency plans, procedures, and evacuation signs must be submitted to the Fire Safety Education Unit, of the Fire Department, for inspection and approval prior to implementation. All plans, signs, procedures or training programs formulated by, or purchased from, a "High-Rise Life/Safety Service" shall also be submitted for approval.



- B. **Fire Drills:** A minimum of one fire drill annually on individual floors is mandatory and all building occupants are required to participate. Total building evacuation is not required, but suggested. The Management Office shall maintain documentation of all fire drills on Fire Department approved forms. All building occupants are required to participate in the fire drills. Buildings that have stairwell doors locked for security reasons shall include in the evacuation plan, provisions that will allow safe horizontal egress from the stairwell during a drill or emergency evacuation.
- C. **Persons with Disabilities:** The Management Office shall maintain a current list of persons with disabilities located within the building that would require assistance during an emergency evacuation or relocation. Methods for their safe evacuation or relocation must be established.