



Occupant Emergency Procedures Manual



201 Spear Street

San Francisco, CA 94105

November 2015





Table of Contents

TABLE OF CONTENTS	1
EMERGENCY CONTACTS	2
FIRE PROCEDURES	5
EVACUATION PROCEDURES	10
SAFE REFUGE AREA MAP	12
EARTHQUAKE PROCEDURES	19
MEDICAL EMERGENCIES	21
BOMB THREAT	22
BOMB THREAT CHECKLIST	23
POWER OUTAGES	25
CIVIL DISTURBANCES	26
FLOODING	28
CHEMICAL/ ENVIRONMENTAL THREAT	29
LEGAL REQUIREMENTS	30



Emergency Contacts

First Responders

Emergency – Fire, Police, Paramedics	911
Police Department – Non Emergency	415-553-8090
Fire Department – Non Emergency	415-558-3200
Paramedics	415-558-3200

Building and Client

Jill Vivanco	Office	415-543-3101
Property Manager	Cell	415-519-5128

Alice Smith	Office	415-543-6530
Chief Engineer	Cell	415-518-7908

Ryan Wagerman	Office	415-543-5698
Security	Cell	415-470-1956

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



Vendor

Elevator – Vintage Elevators	Dispatch	650-832-1345
Additional Information:	Cardenas	650-826-7514
Greg Cardenas & Gerry Rodriguez	Rodriguez	650-826-7514

Electrical – CBF, Inc.	Cell	415-495-3085
Additional Information:		
David Sellards		

Fire Systems – Bilcor	Cell	415-822-2688
Additional Information:		
David Miranda		

HVAC Repairs – City Mechanical	Office	800-698-6380
Russ Will	Cell	415-716-3911
HVAC BMS System – Siemens	Office	510-783-6000
John Lumetta	Cell	510-579-4052

Janitorial – Metro Services	Office	415-543-6336
Additional Information:	Cell	415-310-0760
Martin Larios		

Parking- Ace Parking	Cell	415-726-5556
Additional Information:		
Christina Cruz		



PG&E	Office	415-973-8007
Additional Information: Shannon Bell	Cell	650-339-6523

Poison Control	Office	1-800-222-1222
-----------------------	---------------	-----------------------

San Francisco Water, Power, Sewer	Dispatch	415-550-4911
--	-----------------	---------------------



After Relocation to the Safe Refuge Area

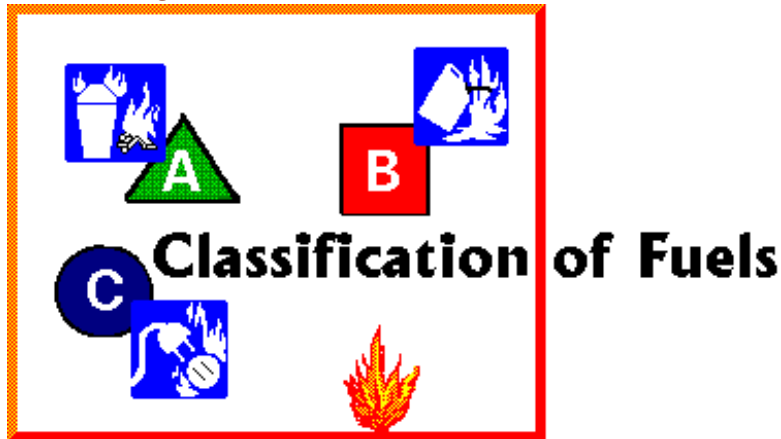
- Assemble all persons at the safe refuge area and make an accounting (head count).
- Notify authorities of the number of persons accounted for.

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.)

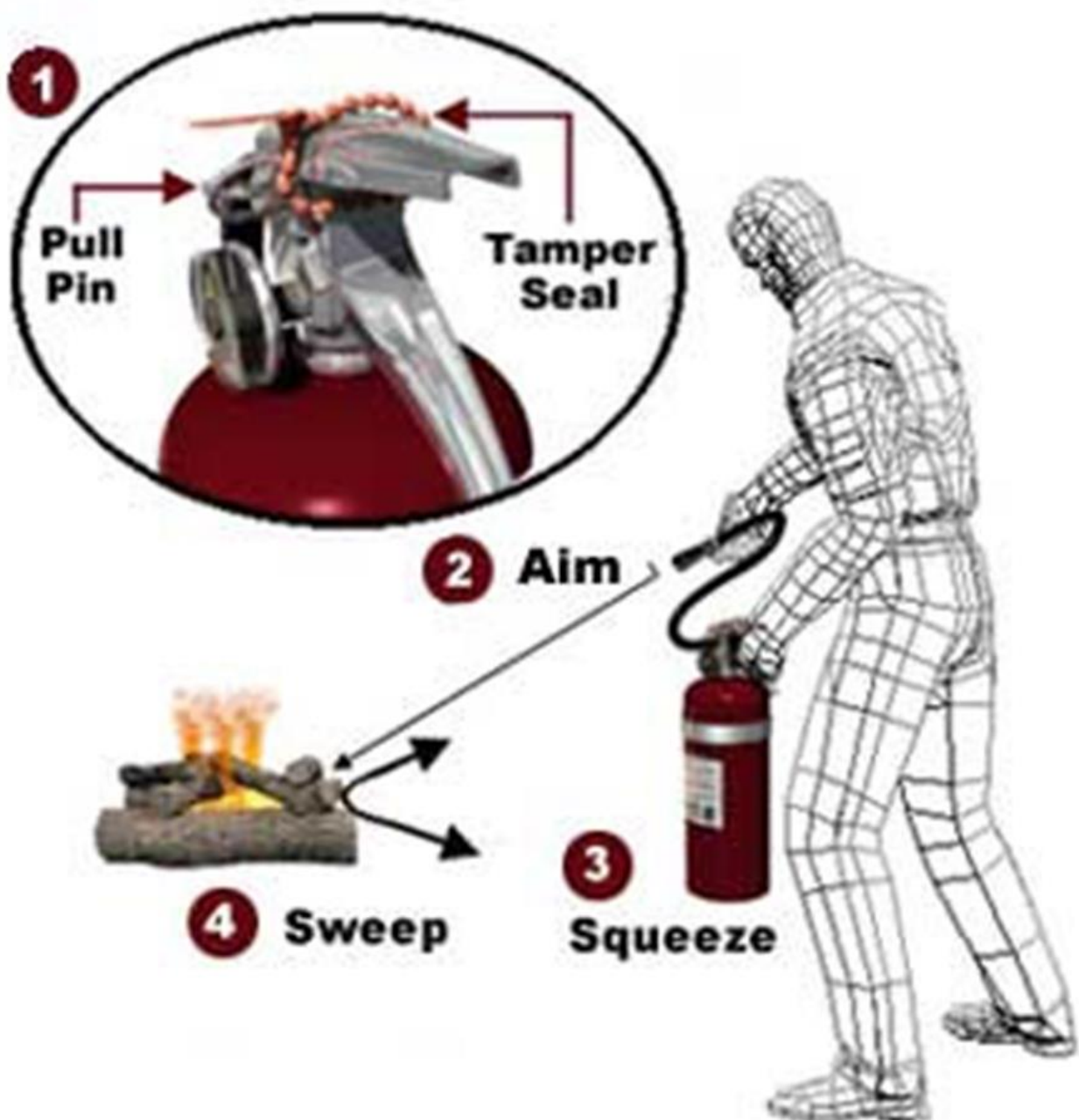


Class D - Metals: potassium, sodium, aluminum, magnesium

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 **P**ull, **A**im, **S**queeze, and **S**weep.





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

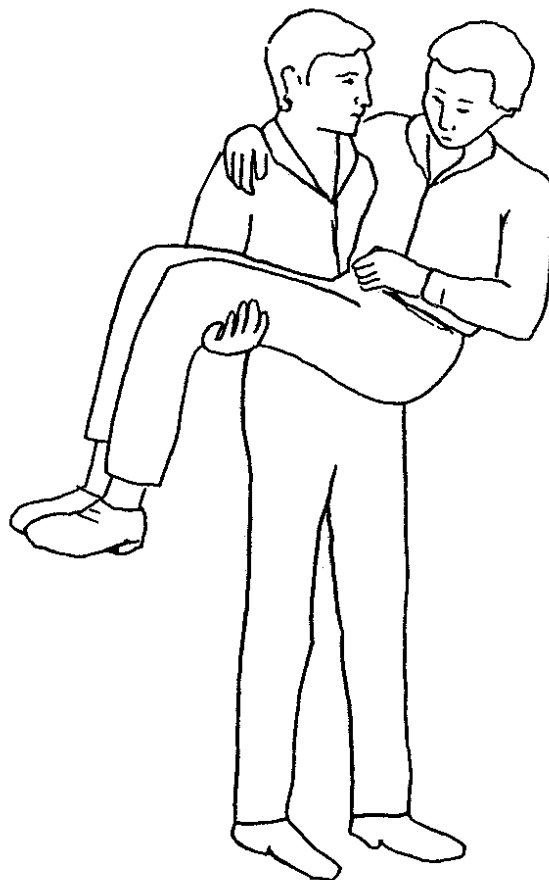
One-Person Arm Carry

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.



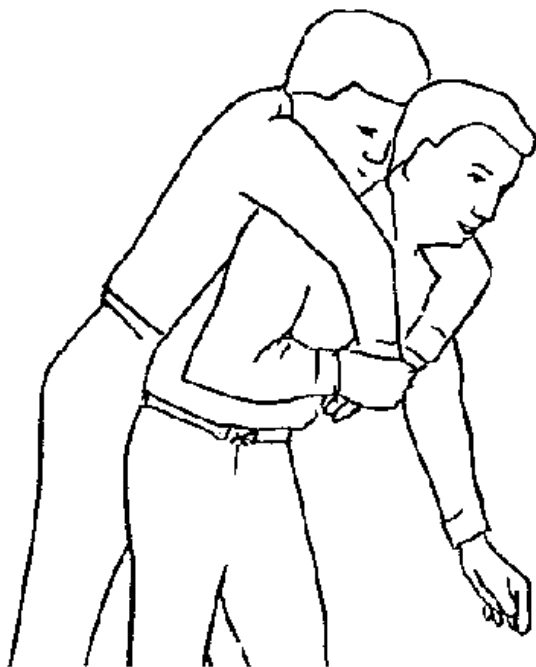


Pack Strap Carry

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

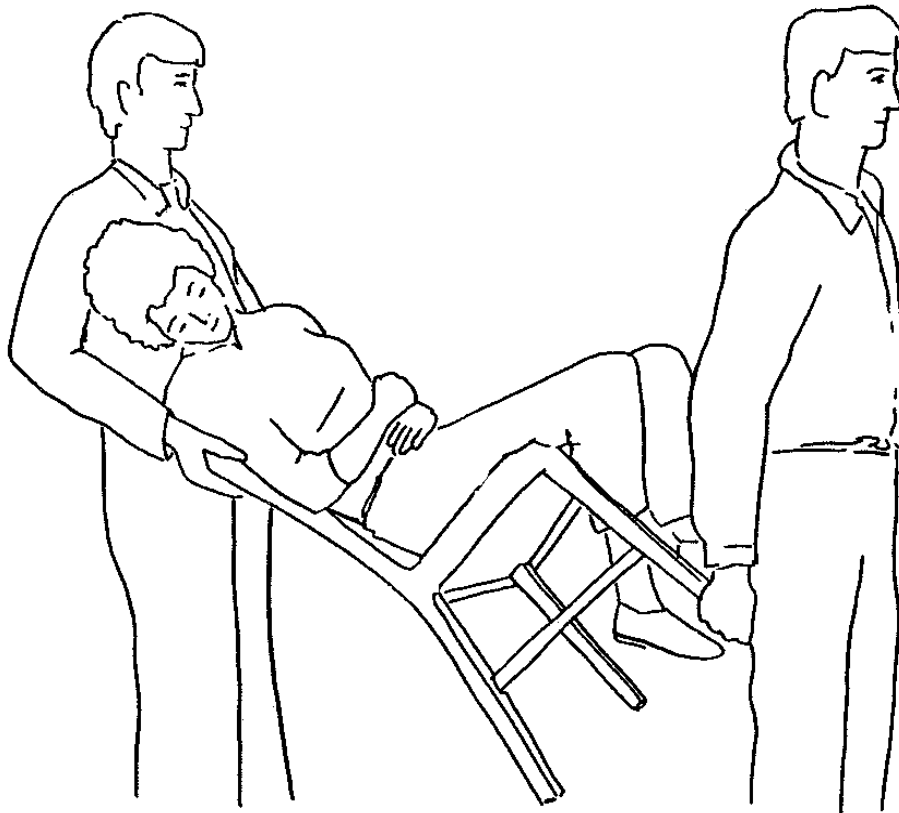
Two Rescuers can also remove a victim by seating him or her on a chair. This technique may also be used for people in a non-motorized wheelchair.

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.

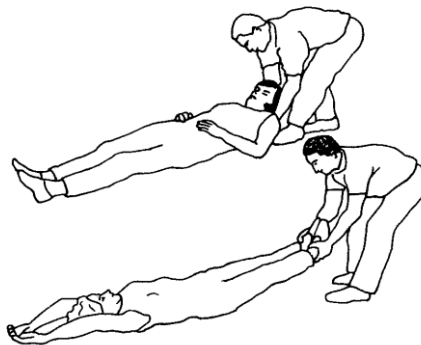




Drags

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 victims' removal is time critical, you should not use this drag when debris may cause additional injury

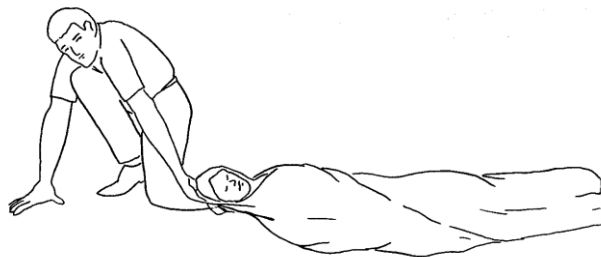
Correct Drag Technique, showing the rescuer grasping the victim by either the feet or shoulders and dragging him or her clear of the hazard.



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. Wait and listen to radio reports for areas and roads that have sustained damage. Discourage leaving until you know roads are undamaged and traffic is moving.

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.



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.



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.