

Emergency Response Plan Model Apartment Buildings

**SAN DIEGO COUNTY
APARTMENT ASSOCIATION**

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ACKNOWLEDGEMENTS

**SAN DIEGO COUNTY APARTMENT ASSOCIATION
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EMERGENCY RESPONSE PLAN MODEL FOR APARTMENT BUILDINGS

INTRODUCTION

The emergency planning process is comprised of four separate but interrelated phases, Hazard Identification/Mitigation, Preparedness, Response and Recovery. The Response phase should include procedures and actions for the protection of persons and property.

The following document is a model for assisting apartment owners and managers with implementing those portions of the Response phase that address the protection of employees and residents as well as buildings and facilities during an emergency.

The document has been written for apartment buildings to include Evacuation Routes Schematics and Assembly Areas. Samples of Assembly Areas have been included. This document is comprised of three sections:

Section I consists of planning guidelines for development of a Site Emergency Response Plan.

Section II includes sample forms and schematics.

Section III consists of a simplified ready reference on emergency response procedures for the on-site staff and can be included in a separate section of a Property Telephone Directory. This resource is intended to advise employees as to the immediate steps to be taken if they are confronted with an emergency condition. This reference covers:

Fire	Evacuation
Earthquake	Power Outages
Flooding	Rolling Blackouts
Medical and First Aid Emergencies	After Hours Emergencies
Explosion	Violence in the Workplace
Bomb Threats	Light Search and Rescue
Domestic Terrorism	

Note: At no time is the staff or the residents to endanger themselves in rescue operations. If a situation is dangerous, they must wait until the appropriate public agency can provide assistance.

SECTION I

EMERGENCY RESPONSE PLAN GUIDELINES FOR APARTMENT BUILDINGS

A. GENERAL OPERATING POLICY

It is the policy of the Owner/Manager of XYZ Apartments to establish a strategic plan which provides uniform standard operating procedures for response to emergency conditions within Company-owned or managed buildings. These standard procedures are designed to ensure the maximum protection of employees, residents and property in the event of an emergency; and to ensure the preservation of organizational communications during emergency conditions.

The objective is to have a practiced plan for any emergency or likely disaster. Although public agencies are responsible for public safety, because of their limited resources, and our inherent responsibilities to our residents, owners and managers, we must consider ourselves first responders to any situation.

Additionally, our plans must provide a focal point on a property for communications between the staff, the residents, the owners/managers, and public safety officials. We are responsible to take actions necessary to prevent fires and other preventable disasters, assist residents as needed, and to provide a continuation of leadership during a disaster. To this end, each apartment property should organize its staff to be responsible for certain actions and activities. Each staff member must know and understand his/her responsibilities accordingly.

Once notified of or once an employee becomes aware of a disaster affecting the property they are assigned to, they should report to work after they have made certain their families are safe. If conditions prevent them from reporting in, they should call their supervisor to report their situation.

At each site, certain emergency equipment should be on hand and stored specifically for emergencies and should include:

- Emergency shut off maps
- Gas valve wrenches
- Yellow caution tape
- Large first aid kit
- Sets of work gloves
- Water purifying equipment
- Fluorescent lanterns
- Flashlights and fresh batteries
- A foot locker for storing equipment
- Spade, axe, pry-bars, crowbars, etc.
- Safety helmets (with lights)
- Camper grill with propane gas cylinders
- Tarpaulins
- Large pots
- Dehydrated soups, coffee, tea, etc.
- Ropes
- Spare elevator keys (if appropriate)
- Clipboards with lined paper tablets
- Sharpened pencils

Emergency conditions generally come under the following definitions:

- Fire
- Earthquake
- Flooding
- Medical and First Aid Emergencies
- Explosion
- Bomb Threat
- Domestic Terrorism
- Power Outages
- Rolling Blackouts
- After Hours Emergencies
- Workplace Violence

Any other condition as defined by the Owner/Manager or Site Emergency Coordinator.

This Site Emergency Response Plan (SERP) Model has been developed to assist Site Emergency Coordinators (SEC) in the development of site specific Emergency Response Plans. This document is also designed to serve as an aid to all on-site and off-site supervisors in the execution of Site Emergency Response Plans (SERPs) and in the training of their staffs in emergency preparedness and response procedures.

B. SERP DEVELOPMENT RESPONSIBILITY

Upon receipt of the Site Emergency Response Plan (SERP) guidelines, the Property Manager will be responsible for developing, updating and implementing site-specific emergency response plans.

In large communities which have the benefit of specialized departments, the Property Manager will designate a "lead" department head to be responsible as the Site Emergency Coordinator and for the development and implementation of the site-specific emergency response plan for the property.

Upon completion of the site-specific emergency response plan, each Site Emergency Coordinator is to retain a copy of the plan at the site pursuant to Title 8 of the California Code of Regulations (CAL/OSHA). In addition, a copy of the plan is to be provided to the Owner/Manager's "home-office". All site-specific plans will then be filed to provide centralized information on emergency procedures.

C. PROPERTY MANAGER'S RESPONSIBILITIES

1. Normally, as the Site Emergency Coordinator (SEC), selecting or recommending the Emergency Response Team Representatives.
2. Updating the Personnel Roster Form (Attachment 2) on a semi-annual basis and forwarding to the SEC.
3. Ensuring that the organizations vital records, cash, negotiable items and other valuable documents as well as office equipment, are secured/locked prior to evacuation, safety and time permitting.
4. Ensuring that employees become familiar with the SERP and review the document on an annual basis.
5. Ensuring that staff participates in any drills.

D. SITE EMERGENCY COORDINATOR

The Site Emergency Coordinator (SEC) is responsible for the development of the Site Emergency Response Plan (SERP) and for coordinating the Plan with all Departments and other businesses at the site. The primary concern of the Site Emergency Coordinators is **the safety of all residents, and personnel visitors. Site Emergency Coordinators and Emergency Response Team Members should always err on the side of safety.** The SEC is also responsible for:

1. Coordinating operations with local fire/law enforcement officials, i.e., verifying that the fire department has been notified, etc.
2. Selecting, training, and organizing an Emergency Response Team (ERT) for conducting emergency operations.
3. Assignment of responsibility for shutdown of utilities to appropriate personnel and their alternates.
4. Directing and supervising the activities of residents during an emergency.
5. Collecting updated Personnel Roster Forms on a semi-annual basis and distributing to appropriate ERT Reps.
6. Conducting a minimum of one building rehearsal drill per year. Note, this can be done in conjunction with an annual fire alarm systems check. (See Attachment 1, Evacuation Drill Observation Report)

During an emergency situation, the SEC will determine action necessary to immediately control any dangerous areas or conditions and shall work closely with the ERT. This may include:

1. Calling 911.
2. Fire suppression (only if fire is small and only if safe to do so).
3. Fire confinement (closing all doors near or around location of fire).
4. Evacuation
5. Coordination of the shutdown of utilities through the cooperation/assistance of the building Maintenance Personnel, if available.
6. Requests for medical attention.
7. Supervising light rescue and first aid teams (see page 33 for Light Search and Rescue Guidelines).
8. Erecting barriers as necessary and securing the building.
9. Documentation via photographs/video.
10. Prepare for media inquiries and respond as directed by the owner or management company.

E. GENERAL SITE EMERGENCY RESPONSE PLAN FORMAT

The following Site Emergency Response Plan guidelines enumerate the general content and elements that are to be included in each Site Emergency Response Plan. It is the responsibility of owner or

management company, to apply each element to a site specific emergency response plan for facilities within their organization.

The Site Emergency Response Plan should be structured according to the following format. Each section is further detailed below.

- I. Building Specifics
- II. Plan Activation
- III. Evacuation Routes
- IV. Assembly Areas
- V. Emergency Response Team Responsibilities
 - A. General Responsibilities
 - B. Specific Responsibilities
- VI. Attachments
 - 1. Emergency Response Team Listing
 - 2. Emergency Call List
 - 3. Evacuation Routes Schematic(s)
 - 4. Assembly Areas

I. Building Specifics

- A. The building address and/or addresses.
- B. Number of floors in building
- C. Number of elevators, if applicable, and their location(s) as well as the number of stairwells and location for each building. Include a statement that the elevators are not to be used during an emergency.
- D. Statements as to the quantity and location of: fire alarms; smoke detectors; sprinklers; and/or fire hoses.
- E. Building Utilities: A description of the utilities in the building, their shut-off location and which individual, by position, will assume responsibility for shutdown of these utilities.

II. Plan Activation

Write a description as to how the Plan will be initiated and communicated to ERT Rep's and department heads, i.e. The Site Emergency Coordinator will normally make the decision to evacuate the building; the manner in which this information will be communicated to the Emergency Response Team (ERT) members and department heads (telephones; 2-way radios; runners, etc.). Notification to team members will include information regarding the nature of the problem, whether or not time is available to secure valuables and the location of the assembly area.

Also include within this section procedures on how physically challenged persons will be assisted during emergencies.

III. Evacuation Routes

- A. Number of Exits in each building and their locations
- B. Number of Stairwells and their locations
- C. Designated exits/stairwells to be used for evacuation

IV. Assembly Areas

Include a description of primary and alternate assembly areas where residents can safely assemble after evacuating a building. Assembly areas should be easy to locate under low or no visibility conditions.

V. Emergency Response Team Responsibilities

The Emergency Response Team (ERT) consists of the Site Emergency Coordinator; a specific number of ERT Rep's; and **alternates** for each of the aforementioned.

The size of the building will property staff will dictate how many ERT Rep's are required, the rule of thumb being that any evacuation orders should be completely disseminated and the building cleared of all residents as rapidly as possible while, at the same time, controlling panic. The designated number of team members and alternates should be listed in this section.

A. Responsibilities for the Emergency Response Team Representatives (ERT Rep's) include the following functions:

1. Situation Assessment; calling 911; and Notification to Site Emergency Coordinator (SEC). **Note: Team Members should always err on the side of safety.**
2. Alert/Warning to building residents by voice, pull-stations, knocking, etc.
3. Directing of occupants to exits/stairwells.
4. Assisting Physically Challenged Persons.
5. Search by Floor and door-to-door for any remaining occupants.
6. Ensuring shutdown of utilities, if necessary.
7. Rent roll check at Assembly Area and notification to SEC of any residents not accounted for. (See Attachment 2, Resident Roster Form)

B. The following **GENERAL** Responsibilities should be included at a minimum:

1. Be completely familiar with each buildings plan and arrangement, the location of keys, the location of residents that will require evacuation assistance, the location of floor exits, stairwells and where they lead.
2. Maintain current file of Personnel Roster
3. Take necessary action to prevent panic.
4. Assure that all residents on the floor are notified of the emergency and are relocated to assembly areas.

C. **SPECIFIC** Responsibilities for each ERT Rep should be developed according to the layout of the building and the number of ERT Reps assigned.

NOTE: Consider assigning letters to ERT Reps for identification purposes, for a garden style mid-sized property, if you have two Reps, they would be identified according to their assigned responsibilities such as Rep A (building 1-5) and Rep B (buildings 6-10). If you have mid or high-rise buildings you may also want to assign Reps with specific floor responsibilities, they would be identified as: Building #1, Floors 1-3: Rep A-1; Floors 4-6: Rep A-2, etc.

Example:

Rep A-1

1. Upon receiving the evacuation order from the SEC, will proceed to

- Building #1, top floor, and announce the evacuation order to all employees and residents.
2. Will clear elevators (if appropriate) and direct all persons to a designated exit.
3. Will direct residents to an exit door (**IDENTIFY WHICH EXIT IT IS**) and direct all persons to the assembly area.
4. Will go door-to-door and ring doorbells, knock, or open the front door announcing the evacuation. After each apartment has been evacuated, a yellow construction tape is to be tied to the door knob.
5. After the all residents have been evacuated, the Rep will proceed to Building #2, etc. and finally, to the assembly area and assist the SEC.

Rep A-2

1. Upon receiving the evacuation order from the SEC, will proceed to Building #6, top floor, and announce the evacuation order to all employees and residents.
2. Will clear elevators (if appropriate) and direct all persons to a designated exit.
3. Will direct residents to an exit door (**IDENTIFY WHICH EXIT IT IS**) and direct all persons to the assembly area.
4. Will go door-to-door and ring doorbells, knock, or open the front door announcing the evacuation. After each apartment has been evacuated, a yellow construction tape is to be tied to the door knob.
5. After the all residents have been evacuated, the Rep will proceed to Building #7, etc. and finally, to the assembly area and assist the SEC.

V. Attachments

1. Emergency Response Team Listing
2. Emergency Call List
3. Evacuation Routes Schematic(s)
4. Assembly Areas

SECTION II

The SERP model includes the following sample forms/documents for your reference and use.

- Attachment 1 - Evacuation Drill Observation Report
- Attachment 2 - Resident Roster
- Attachment 3 - Emergency Response Team Listing
- Attachment 4 - Emergency Call List
- Attachment 5 – Uniform Evacuation Symbols
- Attachment 6 – Sample Evacuation diagram for a Multi-Story Building
- Attachment 7 – Sample Assembly Area Sites for Single Building
- Attachment 8 – Sample Assembly Area Sites for Multiple Buildings
- Attachment 9 – Sample Assembly Area Description

ATTACHMENT 1

Drill Observation Report

Property Name		City/State	Observer			
Date of Drill		Floor/Area Observed	Designated Assembly Area			
Timing	Alarm Sounded	Evacuation Order Received	Building cleared	Last arrival at Assembly Area	Rent Roll check Completed	"All Clear"
Critique Points						
1. Method(s) used to summon Response Team						
2. Method(s) used to alert residents						
3. Cooperation of residents						
4. Property team's control of residents						
5. Property team's execution of responsibilities						
6. Effectiveness of communications						
7. Areas where alarm system was not heard						
8. Exits/hallways blocked?						
9. Elevators cleared & elevator key used?						
10. Utilization of equipment (team member equipment, etc.)						
11. Fire doors closed?						
12. Laundry rooms checked?						
13. Underground parking checked?						
14. Storage or other common rooms checked?						
15. Efficiency of rent roll check and teams response for "unaccounted for residents"?						
16. Effectiveness of scenario, if applicable?						
17. General attitude of participants?						
General Observations/Problems Encountered						

EMERGENCY CALL LIST

PROPERTY NAME: XYZ APARTMENTS
ADDRESS: 77 SUNSET STRIP
HOLLYWOOD, CA 92101
213 555-1212

IN CASE OF EMERGENCIES CALL:

Site Emergency Coordinator	_____	Phone
Alternate Coordinator	_____	Phone
Site Command Center (Location):	_____	Phone
Alternate Command Center	_____	Phone
Local Police		Phone
Fire Department		Phone
Emergency Ambulance		Phone
Hospital		Phone
Bomb Team (Sheriff/Police Department)		Phone
Maintenance Manager		Phone
Risk Administration		Phone
Loss Prevention		Phone _____
Industrial Medical (Workers Comp.)		Phone _____

**UNIFORM EVACUATION
SYMBOLS**

For purposes of uniformity throughout all locations, the following symbols should be used in preparing schematics of floor plans, etc.

ELEVATOR:



EVACUATION ROUTE:



FIRE ALARM:



FIRE EXTINGUISHER:



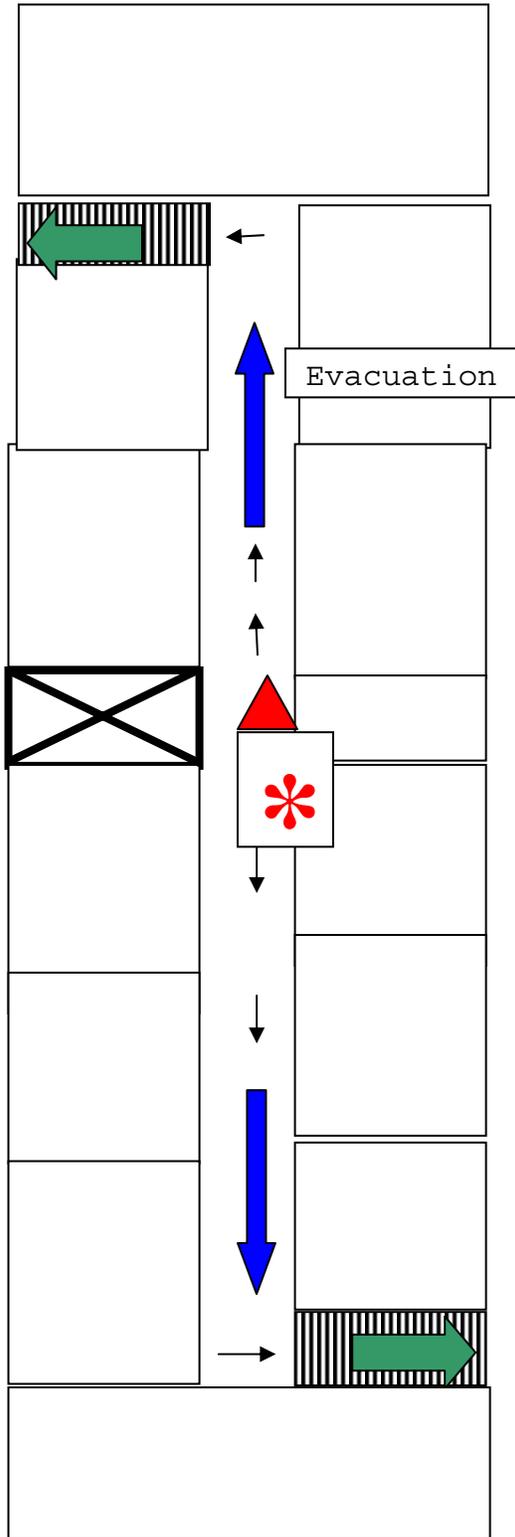
STAIRWELL/STAIRWAY:



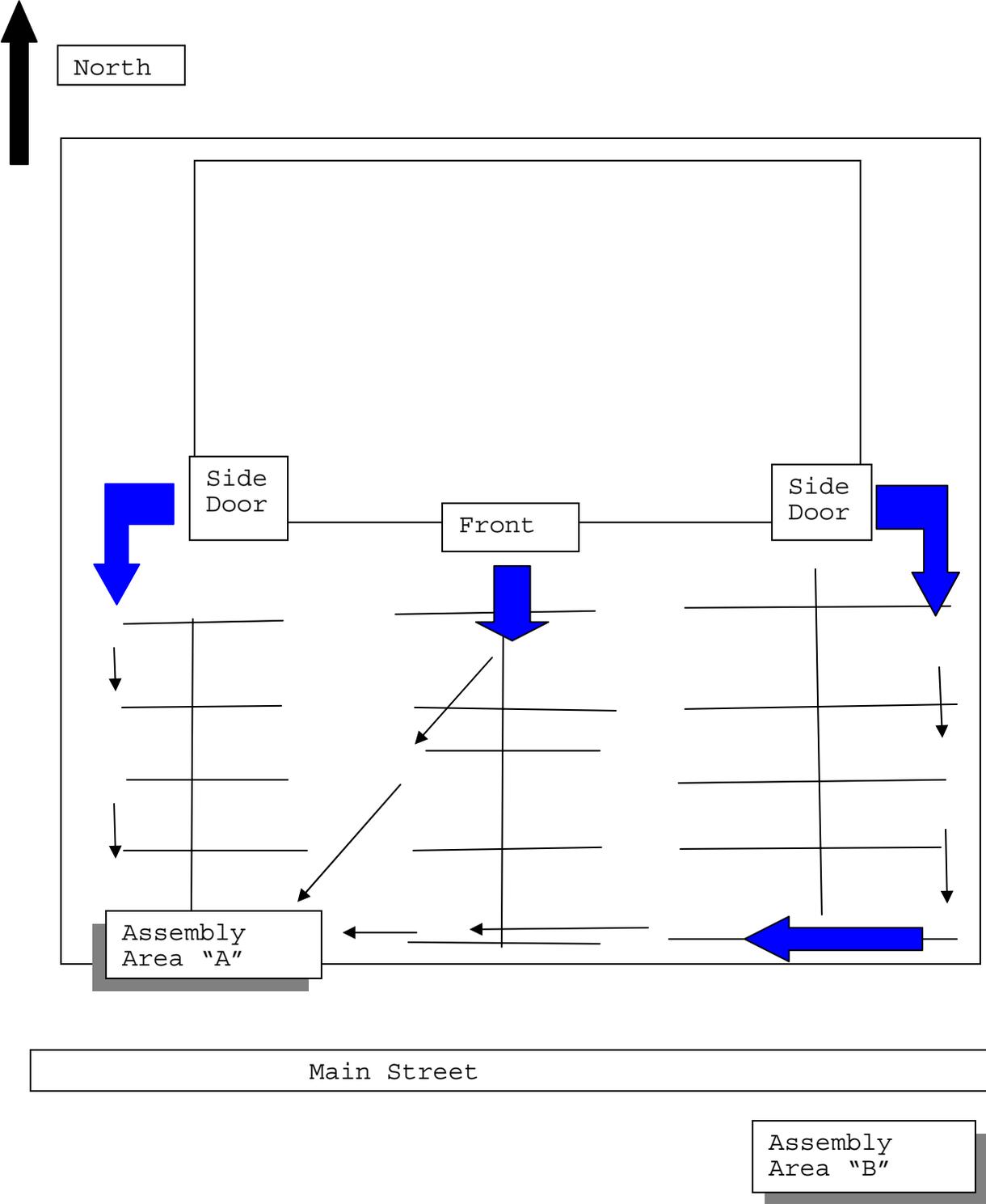
SURVIVAL SUPPLIES:



SAMPLE PLAN FOR MULTI-STORY APARTMENT BUILDING



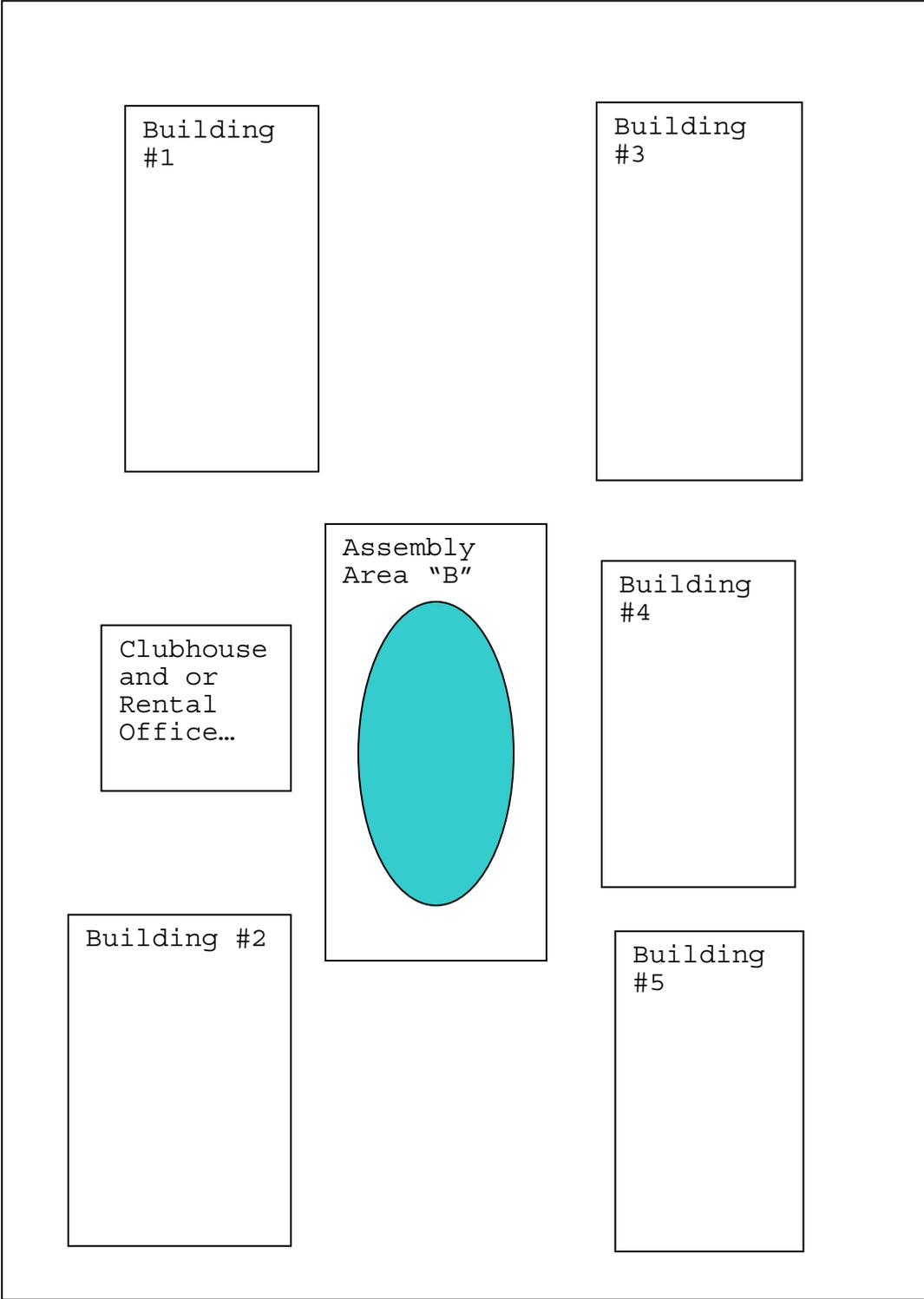
SAMPLE FOR HIGH RISE APARTMENT BUILDING



SAMPLE ASSEMBLY AREA SITES FOR MULTIPLE BUILDINGS



North



SAMPLE ASSEMBLY AREA DESCRIPTION

RESIDENTS OF BUILDING:	LOCATION
Building #1	Clubhouse/Rental Office
Building #2	Clubhouse/Rental Office
Maintenance Staff	Maintenance Office
Leasing & Administrative Staff	Rental Office
Building #1 – Alternative “B”	Swimming Pool Area
Etc.	

- DO NOT STAND IN ROADWAYS -

SECTION III

In addition to the Site Emergency Response Plan Model described above, a simplified ready reference on emergency response procedures for the general work force is included below. This resource is intended to advise employees as to the immediate steps to be taken if they are confronted with an emergency condition.

EMERGENCY RESPONSE PROCEDURES
(For Quick Ready-Reference)
(A copy of these procedures should be part of new employees orientation)

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EMERGENCY RESPONSE PROCEDURES
FOR EMPLOYEES IN COMPANY FACILITIES

A. FIRE

Upon discovering a fire (or smoke) employees should:

1. Remove anyone in immediate danger and confine the fire by closing door(s).
2. Sound Alarm by using the “pull-station” *.
3. Attempt to extinguish the fire **only** if it is small and **only** if safe to do so.
4. If the fire cannot be immediately extinguished, commence evacuation procedures notify the Site Emergency Coordinator of action. Evacuate all areas of the building affected by smoke or fire.
5. **Notify the Fire Department. (Dial 911) Use a resident’s phone. Give the following information:**
 - a. Name of the Community.
 - b. Street and address number.
 - c. Building number (if applicable), unit number, etc.
 - d. What is burning (electrical, trash, kitchen, etc.)
 - e. **Do not hang up!** Let the person you are talking to, end the conversation. Other information may be needed.
6. Remain calm - avoid panic
7. Know location of exits - do not use elevator(s).
9. Make sure, once all apartments on a floor are evacuated, that main hallway and fire doors are closed to prevent further spread of fire.
10. Don't break windows or open doors to vent smoke.

B. EARTHQUAKE

In the event of an earthquake:

1. If inside a building, stay there.
2. Take shelter under a sturdy table; or move to an inside corner, inner wall or hallway. Protect your head and neck with your arms.
3. Avoid dangerous locations such as kitchens or areas near windows, wall-units, bookcases, skylights and overhead fixtures.
4. Keep calm and await emergency instructions. DO NOT PANIC.
5. DO NOT USE TELEPHONE UNLESS YOU ARE REPORTING A LIFE-THREATENING emergency.

IF EVACUATION IS ORDERED:

1. Evacuate as instructed by Emergency Response Team Reps.
2. Beware of falling debris or electrical wires as you exit.
3. Proceed to assembly area.
4. Take precautions against aftershocks.
5. Follow emergency instructions.

C. FLOOD EMERGENCY PROCEDURES

DURING THE STORM

-Avoid areas that are subject to SUDDEN FLOODING.

-Do not try to CROSS a FLOWING stream where water is above your knees. Even water as low as 6 inches deep may cause you to be swept away by strong currents.

-Do not try to DRIVE over a flooded road. This may cause you to be both stranded and trapped.

-If in your CAR AND IT STALLS, ABANDON IT IMMEDIATELY and seek higher ground. Many deaths have resulted from attempts to move stalled vehicles.

-DO NOT TRY TO ENTER FLOODED AREAS BLOCKED OFF BY LOCAL AUTHORITIES.

-Avoid unnecessary trips. If you must travel during the storm, dress in warm, loose layers of clothing. Advise others of your destination.

-Use the telephone ONLY for family emergency needs or to report dangerous conditions.

-Tune to local radio or television stations for emergency information and instructions from local authorities.

AFTER THE STORM

-DO NOT TURN GAS BACK ON YOURSELF. Rely on utility crews.

-Do not use fresh foods or canned goods that have come in contact with flood waters.

-Follow local instructions regarding the safety of drinking water. If in doubt, BOIL or PURIFY water before drinking.

-Avoid disaster areas; your presence could hamper rescue and other emergency operations, and you may be in danger.

-DO NOT HANDLE LIVE ELECTRICAL EQUIPMENT in WET AREAS. If electrical equipment or appliances have been in contact with water, have them checked before use.

-AVOID DOWNED POWER LINES and broken gas lines: Report them IMMEDIATELY to the electrical or gas company.

-Use flashlights, NOT lanterns, matches or candles to examine buildings; FLAMMABLES may be inside.

-Stay tuned to radio or television for information and instructions from local authorities.

D. MEDICAL AND FIRST AID EMERGENCIES

In the event of serious illness or injury:

1. Call **911** to obtain the Fire Department, Paramedics, or ambulance service. If unavailable, due to region-wide disaster, request assistance from any on-site medical personnel, if available.
2. Notify the Site Emergency Coordinator.
3. Do not move victim unless absolutely necessary.
4. Personnel trained in first aid, should initiate first aid action as necessary.
5. Notify Owner and/or Management Company, Human Resources, Risk Management.

In the event of minor injuries:

1. Initiate immediate first aid action as necessary.
2. Summon assistance and request first aid from the Site Emergency Coordinator.
3. Have the injured report to:
 - a. The closest medical provider
 - b. Emergency Room, nearest Hospital

In the event of any injury, follow Company procedures for reporting injury.

E. EXPLOSION

In the event of an explosion in a/the building, employees and residents should take the following actions:

1. Take cover that will give protection from flying glass or debris.
2. Notify the Fire Department.* (Dial 911)
3. Notify Site Emergency Coordinator.
4. After the effects of the explosion have subsided the Site Emergency Coordinator will determine if evacuation is necessary.
5. Upon leaving the building, proceed to assembly area(s) and await instructions.
6. Make certain building is secured if the order is given to vacate the premises.

* Provide the following information:

1. Name of the property.
 2. The Building's address and nearest cross street.
 3. The floor number, unit number.
 4. Describe the condition clearly and accurately.
7. **Don't hang up!** Let the person you are talking to, end the conversation. Other information may be needed.

F. BOMB THREAT

If a bomb threat is received by **phone**, use the **Bomb Threat Checklist** on Page 26 and attempt to get information from the caller by asking:

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

TRY TO KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE!

Using the attached **Bomb Threat Checklist**, record the following information:

- | | |
|---------------------------|------------------------------|
| 1. Time of call. | 4. Age, sex, adult or child. |
| 2. Date of call. | 5. Speech pattern, accent. |
| 3. Exact words of person. | 6. Background noises. |

Employees receiving a bomb threat should then **notify the Site Emergency Coordinator**.

If a bomb threat is received by **mail** the employee should:

1. Not handle the letter, envelope or package.
2. **Notify the Site Emergency Coordinator**.
3. Site Emergency Coordinator will preserve the evidence for law enforcement officials.

WHEN A BOMB THREAT IS RECEIVED! ! !

1. Be CALM and COURTEOUS, **DO NOT** interrupt the caller.
2. If possible notify someone else by prearranged signal to listen in on the conversation while the caller is on the line.
3. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the caller. Ask the caller why he/she is doing this and ask the caller their name they may just tell you.
4. If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask him/her for this information.

5. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent persons.
6. Pay particular attention to peculiar background noises such as motors running, background music and any other noise which may give a clue as to the location of the caller.
7. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, fill out the form and then report to the person designated by management to receive such information. Since Law Enforcement personnel will want to talk firsthand with the person who received the call, they should remain available until officers arrive.
8. Report this information immediately by dialing 9-1-1.

If a suspicious object is discovered the employee should:

1. Never attempt to touch, move or open the object.
2. **Notify Site Emergency Coordinator.**
3. If a decision is made to evacuate the area/building, everyone should keep calm and **all** employees should search their immediate work area prior to exiting the building.
4. Attempt to find possible owner of object.
5. Await further instructions from law enforcement officials.

BOMB SEARCH

It has been found that the safest method for handling a bomb threat is to institute a search by the occupants immediately after the receipt of threat. While the occupant search is progressing, the Emergency Response Team (ERT) will search evacuation routes in order to assure safe passage of occupants from the building in the event evacuation is necessary.

THE EMPLOYEE SEARCH IS THE ONLY METHOD BY WHICH IT MAY BE DETERMINED IF THERE IS A SUSPICIOUS OBJECT IN THE AREA. LAW ENFORCEMENT OFFICIALS CANNOT DETERMINE WHAT BELONGS IN YOUR WORK AREA AND WHAT DOES NOT, I.E., WHICH BOX/BRIEFCASE, ETC., SHOULD BE CONSIDERED SUSPECT AND WHICH SHOULD NOT. DURING A SEARCH YOU ARE ONLY LOOKING FOR SOMETHING THAT SHOULDN'T BE THERE AND IF SOMETHING IS FOUND, THERE IS ONLY ONE REQUIREMENT:

REPORT THE LOCATION OF THE SUSPICIOUS OBJECT TO THE SITE EMERGENCY COORDINATOR.

Building maintenance personnel will search those areas assigned to the building maintenance, such as mechanical equipment rooms, roof tops, elevator shafts, and grounds and will report results to the Site Emergency Coordinator.

Management, administrative, and leasing personnel are responsible for searching only their immediate work areas and will report results of their search to ERT Rep's who will direct office searches.

Emergency Response Team Reps are responsible for searching all public areas to include rest rooms, storage rooms, lunch rooms, lobbies, hallways, stairwells, elevators, and evacuation routes.

WHAT TO LOOK FOR:

Explosives can be packaged in a variety of containers.

Most likely, it will be camouflaged. The container is likely to be a common article, such as a box, a grocery bag, athletic bag, briefcase, suitcase, flight bag, mail bag, etc. Look for the unusual or alien surroundings.

Anything that does not belong, or whose nature and presence cannot be adequately explained, is a suspicious object.

When a suspicious object is located, **DO NOT** touch, move or disturb the object in any manner.

1. Get a good description of the object:
Size, color, markings, is it ticking?
2. Get exact location of object:
Building, floor, room number, and location within the room.
3. **Call the Site Emergency Coordinator** for further instructions and stand by to assist the ERT in clearing all people from the immediate area. The Site Emergency Coordinator will notify Bomb Squad, Police, and/or Sheriff.

After each assigned area has been searched, the Emergency Response Team will report to the Site Emergency Coordinator.

Words and phrases such as BOMB, BLOW-UP, EXPLOSION, ETC., can produce panic. To clear visitors from a building, more acceptable phrases should be used, such as --- "we have an emergency in the building, it is necessary that everyone move out according to plan, right away - this is not a drill" or "please clear the building immediately, we have an emergency - this is not a drill."

BOMB THREAT CHECKLIST

Exact time of call:

Exact words of caller:

QUESTIONS TO ASK:

1. When is bomb going to explode? _____
2. Where is the bomb? _____
3. What does it look like? _____
4. What kind of bomb is it? _____

5. What will cause it to explode?

6. Did you place the bomb? _____
7. Why? _____
8. Where are you calling from? _____
9. What is your address? _____
10. What is your name? _____

CALLER'S VOICE (circle):

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If the voice is familiar, whom did it sound like? _____

Were there any background noises? _____

Remarks: _____

Person receiving call:

Telephone number call received at: _____

Date:

Report call immediately to your local law enforcement.

G. DOMESTIC TERRORISM

Each of us needs to be prepared for the possibility of a terrorist incident in the community in which we work. Employees need to report any suspicious activities to the FBI office

Response to a terrorist attack is dependent upon the type of attack.

1. Explosion with a resulting fire:

Remain calm. Take cover under a desk or sturdy table if ceiling tiles, bookshelves, their contents, etc. begin to fall. Exit the building as quickly as possible.

If there's a fire:

- Stay low to the floor at all times and exit the building as quickly as possible. Heavy smoke and poisonous gases collect near the ceiling first.
- Use a wet cloth to cover your nose and mouth.
- Use the back of your hand to feel closed doors. If the door is not hot, brace yourself against the door and open it slowly. Do not open the door if it is hot. Seek another escape route.
- Use appropriate fire exits, not elevators.

2. If you are trapped in debris:

- If possible, use a flashlight or whistle to signal rescuers regarding your location. Stay in your area so that you don't kick up dust. Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are.
- Use a whistle if one is available. Shout only as a last resort—shouting can cause a person to inhale dangerous amounts of dust.

3. If there is a **chemical attack, evacuate the building and then call 911.**

4. If there is a suspected **biological attack, such as an envelope containing a powdery substance, follow the procedures listed below:**

- a. Don't panic.
- b. Do not shake or empty the contents of any suspicious envelope or package.
- c. Place the envelope or package in a plastic bag (such as a plastic trash can liner) or some other type of container to prevent leakage of contents.
- d. If you do not have a plastic bag or container or if the contents have spilled, cover the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove the cover. Leave the room and close the door and keep others away from the area.
- e. Wash hands with **soap and water** to prevent spreading any powder to your face.
- f. Call 911 and report the incident to the Site Emergency Coordinator.
- g. If the powder has spilled on you, remove contaminated clothing as soon as possible and place in a plastic bag or other container that can be sealed. This bag of clothing should be given to emergency responders for proper handling.

- h. **Shower with soap and water** as soon as possible. *Do not use bleach or other disinfectant on your skin.*
- i. List all people who were in the area when the suspicious letter or package was recognized. Give this list to local public health and law enforcement officials for follow-up investigations.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following...

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

PROTECTIVE ACTIONS

Protective actions are actions we take to safeguard our family members and ourselves from harm. The most common emergency protective actions are evacuation and shelter-in-place. Evacuation means to leave the area of actual or potential hazard. Shelter-in-place means to stay indoors. This includes additional precautions such as turning off air-conditioning, ventilation systems and closing all windows and doors.

WHAT SHOULD YOU DO?

Remain calm. Be aware of your surroundings and stay informed. If an evacuation is ordered, follow the instructions of local officials regarding evacuation routes and the location of shelters. If shelter-in-place is recommended, local officials will provide instructions on necessary actions. Do not leave your sheltered location or return to the evacuated area until it is deemed safe to do so by local officials.

H. EVACUATION

1. When evacuation is determined necessary by the Site Emergency Coordinator or local authorities, employees will evacuate the building or portions thereof, in accordance with the Site Emergency Response Plan (SERP). All building occupants should evacuate in a quiet manner, using the predesignated exits in the SERP or as advised. Maps on bulletin boards and other locations shall indicate designated exits and evacuation routes.
2. Evacuation of physically challenged personnel will be given the highest priority in all emergencies. They will be evacuated by the most expeditious and safe means available and as specified in the SERP, Section II - Plan Activation. This could mean holding a small

group of physically challenged personnel at or near the stairwell or elevator until emergency help arrives, or it may become necessary to move them away from the immediate area to a safer location.

3. When evacuating, employees and visitors should walk, remain quiet, use handrails and follow all other emergency instructions from the ERT. Women wearing high heels should use extra caution when evacuating via stairwells.
4. Upon exiting the building, residents will proceed to their predetermined assembly areas or as otherwise instructed. Site maps of the building should specify assembly areas.
5. After evacuation is completed, predesignated ERT Reps will proceed to the assembly area and begin a Rent Roll check and report status to the Site Emergency Coordinator. The Rent Roll check will assist in determining if anyone has been left in the building.

ERT Reps will prevent entrance into the building until after the emergency is over by instructing all persons at the assembly area to remain until an "all clear" signal has been issued by the Site Emergency Coordinator.

6. When the emergency is concluded, the Site Emergency Coordinator will issue an "all clear" signal and the ERT Reps will notify employees to return to the building. An "all clear" signal generally indicates that all personnel have evacuated the building, roll call has been completed and that it is now safe for employees to re-enter the building.

EVACUATION CHECKLIST:

Make certain that:

1. Notification of the emergency has been communicated. This would include notice to the Site Emergency Coordinator, Fire or Police Departments, Maintenance, answering service, etc.
2. Exitways are clear at all times and properly signed or marked, and that emergency lighting will be sufficient any time the building is occupied.
3. Everyone leaves the building and is accounted for. Strict adherence to the Site Emergency Response Plan (SERP) is necessary in order that the maximum number of people can be safely moved from the building in the shortest possible time.
4. All valuables are secured and that doors are closed. In case of building abandonment, all outside doors should be locked.
5. Your posted SERP includes a lay-out of your section of the building, showing all exits, fire extinguishers, and alarms if you have a manual alarm system.

After the Evacuation

When the emergency is over, the Site Emergency Coordinator, will advise employees (first) and later the public, when it is safe to re-enter the building. This determination will be made in consultation with the police, fire department, department head, or other Company officials.

In the event the building cannot be "safely" occupied after an emergency, employees will wait for instructions from their department heads regarding alternate reporting locations or release from reporting.

I. POWER OUTAGES

The delivery of electrical power to the property could be interrupted at any time. Depending on the circumstances, a loss of electrical power may or may not become an emergency situation. Regardless, the building's Site Emergency Coordinator should be contacted. A determination should be immediately made about the outage so that the proper persons are notified and certain safeguards are taken. The following steps should be taken:

1. Check to see if one or all buildings are without power or just certain sections are involved.
2. If the entire property is without power, check to see if neighboring buildings have electrical power.
3. Contact your Gas and Electric Company if your property and others around you are without electricity and try to determine how long the outage will last.
4. If the problems are internal in your building, contact the building maintenance section and the Safety Office.
5. The Emergency Response Team (ERT) is to check all sections of the building for persons that may be unable to exit certain areas because of insufficient lighting.
6. Have employees stand by in a "safe zone" until it is known how long the power outage is expected to last.
7. Do not panic - Do not use an open flame.

Elevator Procedures During Power Outages

1. ERT Rep(s) are to check all elevators to determine if anyone is trapped in a car.
2. If any riders are trapped, the ERT Rep notifies the Site Emergency Coordinator by messenger of location of stopped elevator, how many riders trapped, and any known injuries, and if building maintenance staff or the Fire Department is needed, etc.
3. If car is stuck at floor level:

ERT Rep may call maintenance staff for assistance, or if unavailable, request assistance from additional ERT Rep's to open the door with the elevator key or, attempt to pry the door open to release riders.
4. If car is stuck between floors:

ERT Rep should wait for and assist Fire Department personnel in removing riders from between floors.

J. ROLLING BLACKOUTS

When the power is out for an extended period of time, citizen requests for fire, police, medical, and other public services will begin to mount. At some point, the increased demand for services could result in delayed response times. For this reason, all employees should learn to be self-reliant in an emergency. And even though power outages may only last a few hours, we should be prepared to be without assistance for 72 hours or longer.

1. See if the lights in the area are off. Contact the local electric utility to report an outage.
2. Power Lines. If you can see any power lines on the ground, stay at least 10 feet away from them as electricity might still be flowing through the lines.
3. Sensitive Appliances. Protect appliances from possible power surges when electricity is restored. Unplug appliances and computers, if possible, and turn off non-essential lights.
4. Keep Food Cold. Keep refrigerator and freezer doors closed as much as possible to help prevent food spoilage. Refrigerated foods should remain safe to eat for four hours. Food in a closed freezer can stay frozen for up to two days. If in doubt, throw it out.
5. Water. Discontinue non-essential water usage. Do not drink cloudy or dirty water. Don't be alarmed if chlorine level is higher than normal. Notify water officials of low or no water pressure.
6. Stay Cool. During hot days, stay cool indoors and drink plenty of fluids.
7. Generators. Check with the Building Maintenance Department on establishing independent, short-term power supplies such as generators or battery-operated devices. Determine from General Services their procedures for operating generators at your building/facility.
8. Monitor Radio and Television. Monitor battery operated radio or television for current information on the outage.
9. Anticipate Traffic Delays. Intersections should be treated as four-way stops when traffic lights are out. Anticipate long traffic delays in areas where the power is out.

K. AFTER HOURS EMERGENCIES

In the event an emergency occurs during the evening, nighttime, or holidays, notify the Property Manager, the Site Emergency Coordinator and the local police or fire department, if appropriate. Each property should have an after hours emergency contact list as well as reporting procedures for staff.

L. VIOLENCE IN THE WORKPLACE

Violence in the work place is increasing and must be considered carefully as to what type of threat leads to what type of response. There are two basic categories of threats, one is "Implied" the other is "Real".

1. IMPLIED THREAT: A threat of a return promised visit to "get even" or to harm.
 - a. This type of threat should be evaluated very carefully as to the emotions at the time of the threat or the cause of the threat. This type of threat could easily escalate into violence. Precautions should be taken to avoid a one on one confrontation after a threat is received from a potentially dangerous individual. Always notify your supervisor and department management of personal threats.
 - b. If appropriate, your personnel section may request an evaluation of the "aggressor's" personal employment history from the Department of Human Resources to assist in departmental evaluation of the incident. A senior supervisor or manager should

interview the people who work directly with the potential aggressor to acquire information such as: Does the person have ready access to weapons; has the individual been openly vocal about personal problems or work problems or been making open threats. If the threat is considered to be real, law enforcement should be notified immediately by the Department Personnel Officer. Personnel should provide the Police with as much information as possible about the person making the threat and why. Local law enforcement should be notified by your personnel section if it is felt there is immediate danger and protection is required for Company staff.

2. **REAL THREAT**: You are physically confronted by an employee or client with intent and ability to do bodily harm. A person finding themselves in this situation has very few options readily available to them.

a. You must stay very calm and try to calm the person down verbally. Agree with the person, even if you disagree; it is safer to agree than to force a quick confrontation.

Do not do anything to escalate the situation. Try to notify other staff of the situation without being obvious.

Try to get a telephone call into the police by calling 911, leaving the line open if you cannot talk directly. Emergency operators may be able to listen and trace the call's origin in most cases.

If you can get a call into 911, emphasize key words to tip the police to your circumstance: weapon, bomb, hostage, location; and keep talking on the phone as long as you can.

b. Ask questions that will direct the anger away from you. Do everything you can to direct the person's anger to someone or something that is in another location. You need to take as much time as you can, try to remove yourself from the threat or buy time to allow help to arrive. Volunteer to go get the person they are really angry at.

The person you are dealing with may or may not be rational. Be very careful not to make any sudden moves or show excitement in your voice. Be patient and calm. Discussing the cause of the hostility may allow you to defuse the situation or provide you the opportunity to escape.

M. LIGHT SEARCH AND RESCUE GUIDELINES

Search and rescue operations in severely damaged buildings requires individuals with highly specialized training and equipment and should only be undertaken by trained Urban Search and Rescue (USAR) Teams. After a major earthquake or other disaster that causes region-wide damage, employees may be on their own for the first 72 hours or longer. In this situation, SERP Emergency Response Team members should initially try to determine whether employees are missing and may be trapped in the building by using the Personnel Roster forms. If a building search is warranted, light search and rescue should be considered only when damage to the building appears to be minor and limited in scope and only by Emergency Response Team members. Team members should observe the following guidelines:

- a. Never conduct a search alone. Work with a partner. Plan your search; do not wander. Never use candles, matches or lighters for illumination.
- b. Feel the top and bottom of the front door with the back of your hand before you enter. Do not enter if it is hot. Cautiously open the door if it is cool. Repeat this at every closed door.

- c. Check the door jams, the walls and the ceilings for cracks and splinters. Also check for other hazards. Broken glass and bowed structures, including windows, could indicate that the building is near collapse. **Do not enter if it appears unsafe. Prepare for aftershocks.**
- d. While you're in the lobby or entry way, sniff for the odor of natural gas. If you smell gas, open the front and back doors and as many windows as possible without going inside. Enter the structure only when the odor of gas is gone.
- e. While still in the lobby or entry way, loudly call out, "Is anyone here?" Listen for a response. If someone answers, ask where they are and the type of help needed. If you don't hear anything, ask that anyone trapped make some kind of noise. Listen for cries, moans, thumping, banging or other indications that someone needs help.
- f. If it's dark, slowly sweep each room with your flashlight before entering. Check the floor and ceiling for holes, fallen beams, glass and other hazards.
- g. Systematically search each room. Check in offices, under desks, inside closets, storage rooms, restrooms. Stay with your partner and communicate often.
- h. Maintain contact with the wall if it's dark. Follow the wall to return to the original door if you become confused about your location.
- i. If you find an injured person, determine, to the best of your ability, the nature of his or her injuries. Do not move a person whose limb is under a heavy object; immediately seek qualified first aid and advanced life-support assistance if he or she cannot move on his or her own.