

**345 CALIFORNIA CENTER  
EMERGENCY PLAN**

**Approved by San Francisco Fire Department**

**TABLE OF CONTENTS**

Preface..... i

Emergency Telephone List..... ii

Building Safety Features .....2

Building Safety Organization.....5

    Director of Security and Safety.....5

    Assistant Fire Safety Director.....5

    Floor Wardens .....5

    Safety Wardens .....6

    Emergency Response Team.....6

Fire Emergencies.....11

    Fire Prevention Tips .....11

    If You Discover A Fire .....12

    Fire Relocation Procedures.....13

    Relocation Procedures for Persons With Disabilities.....15

Earthquake .....16

Bomb Threat .....21

Power Failure .....22

Medical Emergencies .....22

Civil Disorder.....23

Armed Intruder .....23

# **345 CALIFORNIA CENTER EMERGENCY PLAN**

## **PREFACE**

California Center is committed to providing a safe environment for its tenants and has prepared this plan for your safety. It should be used in conjunction with any emergency procedures established by your company.

You are in a 48-story, first-class office building with many advanced safety features designed for your protection. In the event of an emergency, Building occupants should follow the instructions contained on the following pages in conjunction with any verbal instructions given by the Building's Director of Security or the floor's Emergency Response Team. These procedures are designed to minimize the loss of life and property during emergency situations. Since earthquakes, power failures, fires and other emergencies occur without warning, we recommend that all tenants read this plan carefully and keep it in a readily accessible location.

Certain summary pages contained in this emergency plan are designed to be distributed to all employees. Building Management strongly recommends that you copy and distribute all sections describing correct response of Building occupants to emergency situations.

**345 CALIFORNIA CENTER**

**EMERGENCY TELEPHONE LIST**

Security	415-434-7745
Building Management Office	415-434-7747
Fire	911
Police	911
Paramedics/Ambulance (City/County)	911
Poison Control/Information	911 or 415-476-6600

## **BUILDING SAFETY FEATURES**

Following is a brief overview of the safety features that have been included in the Building for your protection.

California Center is equipped with a sophisticated life safety system of which its components and features include:

- Computer-based life safety system
- Automatic sprinkler and standpipe system with on site reservoir
- Manual fire pull stations
- Smoke and heat detection system
- Smoke Control system
- Automatic door release system
- Elevator recall with Firefighter override
- Emergency communication systems
- Emergency power backup for life safety system
- Fire Command Center

These features are described as follows:

### **LIFE SYSTEM**

The life safety system (LSS) monitors and controls all fire detection and notification systems for the Building. The life safety system consists of eight (8) Johnson Controls AM 3030 computers located in the Fire Control Center adjacent to the main lobby and throughout the tower. The system is monitored via remote terminals located in the Security office, the Engineering office, the Fire Command Center and by our offsite alarm system monitoring agency. Override control panels located in the Fire Command Center allow instant command of the smoke control system when manual operation is required.

### **AUTOMATIC SPRINKLER AND STANDPIPE SYSTEM**

California Center is equipped with a fully automatic sprinkler system that covers the entire property. Sprinkler heads are designed to operate when surrounding temperatures reach 165 degrees. Electrically powered pumps (or diesel-powered backup pumps in case of power failure) supply water to the sprinkler system from either a city fire main or from the Building's 30,000-gallon water reservoir located adjacent to the fire pump room. Standpipes located in each of the two main stairwells, with access locations on each floor, provide fire hose connections, sprinkler service and test valves. Any water flow detected on a given floor by the supervised water-flow switches will trigger audible and visual devices on that floor as well as one floor above, and two floors below. All fire alarms initiate emergency notification of Building personnel and the Building's outside alarm monitoring service.

## **MANUAL FIRE PULL STATIONS**

Four manual fire pull stations are located on each floor: one next to each of the two emergency stairwell entrances, one in the passenger elevator lobby and one in the freight elevator lobby. Activation of these devices immediately triggers the alarm on that floor, the floor above, and two floors below. The LSS alerts Building personnel and the outside alarm monitoring service.

## **SMOKE AND HEAT DETECTION SYSTEM**

Smoke and heat detecting devices are located throughout the Building in tenant spaces, common areas, and mechanical rooms. Activation of any of these devices triggers an audible and visual alarm signal on the affected floor, the floor above and two floors below and notifies both Building personnel and the outside monitoring agency..

## **SMOKE CONTROL SYSTEM**

Specialized fan systems keeps stairwells, their vestibules, and fire egress paths pressurized and clear of smoke. Smoke control is triggered automatically upon receipt of any fire alarm. Smoke on the floor is purged to the outside.

## **AUTOMATIC DOOR RELEASE SYSTEM**

This system will automatically close all emergency exit doors, stairwell doors, and elevator lobby doors to isolate fire and smoke. In the event of an alarm, all stairwell and emergency egress doors will close throughout the Building. Elevator lobby doors will automatically close on the alarm floor(s) to limit the spread of smoke.

## **ELEVATOR RECALL AND FIREFIGHTER CAR SERVICE**

Elevators are dangerous during a fire and should never be used for fire escape. Heat and fire may cause damage to the elevator control system, making it possible for elevators to malfunction and even stop on a fire floor. For this reason, elevator lobbies and elevator shafts are equipped with smoke detectors. In the event of fire or smoke in elevator areas, all cars in the affected bank of elevators will be recalled to the ground floor. Control of elevator systems is then released to professional fire personnel, who have the option of operating individual cars manually via a key switch override.

## **EMERGENCY COMMUNICATION SYSTEMS**

A public address system is part of the life safety system. In the event of an emergency, instructions and pertinent information will be communicated to tenants via this system.

Red emergency intercoms are located every fourth floor (floors 4, 8, 12, 16, 20, 24, 28, 32) in the Building's two stairwells. No dialing is necessary; press the button and wait for a Security officer to answer and lend assistance. Each elevator is equipped with an alarm button. In the event of malfunction or emergency, Building Security can be contacted by pushing that button. Security will open verbal communications with elevator passengers on receipt of the alarm signal and will provide instruction to the elevator passengers.

In addition to the portable communications equipment used by the Fire Department, a system of telephone jacks has been installed in stairway vestibules and elevator lobbies on each floor for emergency personnel use. Handsets for these stations are stored in the Fire Command Center.

### **EMERGENCY POWER BACKUP FOR LIFE SAFETY SYSTEM**

A diesel-powered emergency generator serves as a secondary electrical source in the event of loss of utility power. This system starts automatically and will restore emergency electrical service in less than 10 seconds. Emergency power serves the fire and life safety systems, emergency egress lighting, and one elevator in each bank.

### **FIRE COMMAND CENTER**

The Fire Command Center is located on the ground floor adjacent to the lobby. This is the focal point for control of emergency conditions. Its systems include:

- telephone communications lines
- elevator location indicators and emergency elevator override controls
- fire alarm annunciator panel used to identify the floor reporting an alarm, and the alarm type
- firefighters' override panel used to manually operate Building life safety fans and systems
- emergency public address system used for emergency announcements
- telephone console for use in communications with remote jack system
- central computer system for control of entire life safety system

## **BUILDING SAFETY ORGANIZATION**

One of the California Center's goals is to ensure the emergency preparedness of each of the Building's occupants, both Building staff and tenants' employees, for fire, earthquake, power failure or other emergencies. These preparations require the cooperation and participation of all Building occupants. Preparedness begins with planning and continues with training and daily observation.

In any Building emergency, the responsibility for the safety of Building tenants and their employees falls upon the people who are trained to deal with such emergencies. The chain of command and a brief overview of the basic function of each position are as follows:

### **1. CIVIL AUTHORITY**

When the San Francisco Fire Department (SFFD) or San Francisco Police Department (SFPD) responds to an emergency in the Building, their authority is absolute upon their arrival on the scene.

### **2. GENERAL MANAGER**

The General Manager and the Director of Security work with the SFFD to establish a pre-emergency plan to minimize danger to Building occupants and damage to property. The General Manager also ensures an adequate program of testing and maintenance to provide for the ready use of fire pumps, emergency generators, lighting systems, smoke detectors, ventilation controls and alarm systems. The authority to direct Building occupants to relocate in an emergency rests primarily with the Director of Security and the General Manager.

### **3. DIRECTOR OF SECURITY**

In conjunction with the General Manager, the Director of Security establishes a pre-emergency plan in the event of a fire, earthquake or other threat to the safety of Building occupants. The Director conducts drills and emergency training programs for Building personnel and tenants on an ongoing basis and conducts response activities during emergencies.

### **4. ASSISTANT FIRE SAFETY DIRECTORS**

The San Francisco Fire Department requires that an Assistant Fire Safety Director be appointed to implement the emergency plan in the absence of the Director of Security. California Center currently has four trained and certified Fire Safety Directors who can direct emergency response in the absence of the Director of Security.

### **5. FLOOR WARDENS**

Floor Wardens coordinate all emergency response activities on their respective floors. They are responsible for selecting the Emergency Response Teams (ERTs), and for ensuring that the team

members are properly trained. Floor Wardens maintain up-to-date lists of persons on their floor who may require assistance in case of relocation and conduct daily inspections of the public area of the floor to ensure that corridors are unobstructed and fire doors are operable. In an emergency the Floor Warden is the spokesperson for the floor with the authorities.

## **6. SAFETY WARDENS**

On multi-tenant floors, each tenant designates a Safety Warden who is responsible for training that tenant's employees in emergency preparedness, response and relocation procedures. Safety Wardens inspect tenant premises to determine that exit doors are operable and unobstructed, supply the Floor Warden with lists of persons who may require relocation assistance, and report to the Floor Warden during drills and emergencies.

## **7. EMERGENCY RESPONSE TEAM (ERT)**

In drills or emergencies requiring relocation, the ERT is responsible for searching areas to determine that everyone has vacated, monitoring stairs and elevators, and assisting any persons who have difficulty relocating.

More detailed descriptions of the duties of each position and the procedures to be followed in an emergency are provided on pages 8-14. Please distribute copies of these procedures to the appropriate persons in your company. These listings should be treated as supplementary guidelines to the training received from the Director of Security and any other emergency training.

## **RESPONSIBILITIES OF THE DIRECTOR OF SECURITY**

The Director of Security conducts fire and earthquake drills and designs and implements emergency training programs for Building personnel and tenants. The Director implements proper procedures when emergencies occur. Duties and responsibilities consist of the following:

### **Before an Emergency**

1. Educate the Floor and Safety Wardens in their responsibilities.
2. Train building staff in their emergency response duties.
3. Establish and maintain a system to ensure that Floor Wardens, Safety Wardens and Emergency Response Team (ERT) members are assigned and maintained with alternates by tenants.
4. Assign enough Assistant Fire Safety Directors and ensure that they are properly trained and certified in the emergency duties of the Director of Security.



5. Design and implement a fire prevention program for the Building.
6. Conduct drills for Building staff and tenants to familiarize them with the alarm signals, announcements and relocation procedures.
7. Establish and supervise a program for checking the readiness of fire extinguishers and ensuring that fire and smoke doors are operable and exit corridors are unobstructed.
8. Establish a program to train responsible persons in the use of fire extinguishers.
9. Ensure the distribution of information concerning the Life Safety Plan and what each occupant should do in an emergency.
10. Maintain communications with fire and police authorities. Encourage participation by the SFFD in Building drills and cooperate with the requirements of the police and fire departments for high-rise emergency response training locations.

### **During an Emergency**

1. Ensure that proper agencies are notified.
2. Advise the ranking or senior SFFD or SFPD official in charge concerning HVAC system operation, other equipment, or other applicable information pertaining to the Building, and assist as necessary.
3. Direct relocation or other emergency procedures as necessary or as instructed by the authorities.

### **ASSISTANT FIRE SAFETY DIRECTORS' RESPONSIBILITIES**

An Assistant Fire Safety Director directs emergency response and performs the duties of the Director of Security in his absence. An Assistant Fire Safety Director completes an SFFD class to become certified as a Fire Safety Director; training includes response to emergencies such as fire, earthquake and bomb threat.

### **FLOOR WARDENS' RESPONSIBILITIES**

Each floor, whether multi-tenant or single-tenant, has one Floor Warden who is responsible for emergency preparedness and response of all floor occupants under the direction of the Director of Security and this plan. On multi-tenant floors, the Floor Warden acts as Safety Warden for his particular employer, as well as performing other Floor Warden duties. On single-tenant floors, one person performs the duties of both the Safety Warden and the Floor Warden.

### **Before an Emergency**

1. Select suitable members (and alternates) for the ERT from among floor occupants. On a multi-tenant floor, coordinate with other tenants' Safety Wardens to assure that all ERT positions are assigned and ERT members or their alternates are available at all times. Keep updated charts listing all ERT members and give copies to the Safety Wardens and the Director of Security.
2. Hold ERT meetings as necessary to assure that all Team members are fully aware of and trained in their duties.
3. Examine daily all public areas of the floor to determine that all fire and smoke doors are operable and that no exit doors or corridors are obstructed or inoperable.
4. Maintain an up-to-date list of all floor occupants with physical disabilities or injuries who would require assistance in relocation and ensure that arrangements have been made to assist these individuals as necessary during relocation.

### **During an Emergency**

Certain emergencies, such as a fire, will require relocation of some floors (see pages 15-19 for a description of fire relocation procedures). In these emergencies, a Floor Warden's responsibilities depend on whether the floor is relocating or is hosting a relocating floor.

#### *When Relocating*

1. Wear Floor Warden identification during all emergencies and take necessary action to keep employees calm and relocation orderly and quiet.
2. Ensure that all ERT members or their alternates are at their posts and performing as instructed.
3. As searchers report, assign them other tasks as necessary or instruct them to relocate.
4. When all searchers have reported, instruct the elevator monitor and both stair monitors and any other remaining Team members to relocate. The Floor Warden should be the last to relocate.

5. Upon arrival on the host floor, proceed immediately to the host Floor Warden or other predetermined area to telephone Building Security at 434-7745. Give your name and floor number and state that you are the Floor Warden. Report that your relocation is complete and state whether any employees are waiting in the stairwell for assistance (give the names and indicate which stairwell).
6. Rejoin your group and keep them calm and orderly until further instructions are received from the SFFD.

#### *When Hosting*

1. Assist visiting Floor Warden in reporting to Security by telephone (434-7745). If phones are inoperable, the call can be placed from a red emergency telephone located every fourth floor in the emergency stairwell. If these are not operable, designate a runner to take the visiting Floor Warden's report to the Security office.
2. When the Floor Warden's floor is hosting to Building occupants relocating from above, put on Floor Warden identification and prepare to receive visiting Floor Warden in predetermined area. Ensure that ERT members direct visitors from stairwells to predetermined areas.

### **SAFETY WARDENS' RESPONSIBILITIES**

On multi-tenant floors, each tenant designates a Safety Warden who is responsible for emergency preparedness and response of all employees of that tenant on the floor. On each multi-tenant floor, one Safety Warden will also serve as Floor Warden supervising the activities of the other Safety Wardens and performing all the duties of the Floor Warden as described above. Duties of the Safety Wardens are as follows:

#### **Before an Emergency**

1. Educate all employees in emergency preparedness, response and relocation procedures, and promote full participation by employees in emergency drills.
2. Ensure that all employees know the location of both exit stairwells, all fire extinguishers and manual pull stations.
3. Select employees and alternates to assume ERT positions and train them in their duties. Ensure availability of ERT members or alternates at all times. Prepare a chart listing the company's ERT members and post it in a conspicuous place. Provide a copy to the Floor Warden.
4. Attend all semi-annual Floor and Safety Warden training meetings conducted by the Director of Security.

5. Examine and determine daily that all fire and smoke doors are operable throughout the tenant premises, and that no exit doors or corridors are inoperable or obstructed.
6. Maintain an up-to-date list of all persons within the premises who would require assistance in relocation due to physical disabilities or injuries and give a copy to the Floor Warden. Make sure that persons requiring assistance have designated a Relocation Assistant and alternate in case relocation becomes necessary.

### **During an Emergency**

Certain emergencies, such as a fire, will require relocation of some floors (see pages 15-19 for a description of fire relocation procedures). In these emergencies, a Safety Warden's responsibilities depend on whether the floor is relocating or is hosting a relocating floor.

#### *When Relocating*

1. Wear Emergency Response Team identification during all emergencies. Take necessary action to keep employees calm and relocation orderly and quiet.
2. Report to the Floor Warden once your premises have been vacated. Report the names and locations of any persons awaiting special assistance by the SFFD.

#### *When Hosting*

1. When the Safety Warden's floor is host floor to tenants relocating from above, join the ERT in directing visitors as described in Emergency Response Team's Responsibilities "When Hosting" on page 1

## **EMERGENCY RESPONSE TEAM'S RESPONSIBILITIES**

The ERT is comprised of the Floor Warden (and Safety Wardens if a multi-tenant floor), First Aid Responders and others (with alternates) as assigned by the Floor Warden and Safety Wardens.

### **When Relocating**

When the occupants of the floor are instructed to relocate, ERT members put on their identifying arm bands and perform the following tasks as assigned. ERT members report completion of their tasks to the appropriate Floor or Safety Warden.

#### *Searchers*

Searchers check every room within a specified area to ensure that everyone has vacated. All areas including offices, conference rooms, kitchens, closets and restrooms must be searched. Searchers close doors of searched rooms. When finished searching the assigned area, report to Floor Warden or Safety Warden as instructed.

#### *Stair Monitors*

A stair monitor stands in the corridor next to each stairwell entrance to direct people, to point out the

relocation symbol, and to remind people of their relocation destination. The stair monitors relocate when so instructed by the Floor Warden.

#### *Elevator Monitor*

The elevator monitor reports to the elevator lobby to ensure that no one attempts to get on the elevators. All persons passing through the elevator lobby or getting off the elevators are directed to the stairwell entrances.

#### *Relocation Assistants*

Each person who may have difficulty relocating due to injury, pregnancy or physical impairment will select his own Relocation Assistant and alternate. Relocation Assistants ensure that the individual has gone safely to the predesignated area and then so report to the Floor Warden. Mobility-impaired employees will be taken inside the stairwell to await assistance from the SFFD. Persons with other disabilities are assisted to the relocation floor.

### **When Hosting**

When hosting tenants relocating from floors above, ERT members put on their identifying armbands and direct visitors away from stairwells to an area pre-designated by the host floor occupants. Visiting Floor Wardens and Safety Wardens are directed to the host Floor Warden or other pre-designated location where the relocating Floor Warden is assisted in placing a telephone call to Security.

## **FIRE EMERGENCIES**

### **FIRE PREVENTION TIPS**

Good housekeeping within your office and work area is the best means of preventing a fire. Cluttered papers on desks and in wastebaskets provide fuel for fires. Loose papers should be put away in a closed drawer or cabinet.

Cigarettes and other smoking materials are among the most common causes of fires. In accordance with the provisions of San Francisco Ordinance No. 359-93 effective February 1, 1994, smoking is not permitted within California Center.

If you work with flammable liquids of any type, be sure to store them in proper airtight containers. Any oily cloths used should be stored in approved closed metal containers. Use and/or storage of these materials **MUST** be reported to the Building Management Office.

Improper use of electrical circuits and cords is another main cause of office fires. Never overload a circuit by trying to plug all of your electrical equipment into it using 2-way or 3-way plugs. If you need additional electrical outlets, the Building Management Office can arrange to have them installed.

Check electrical cords for fraying. A frayed cord could cause shocks or start a fire. Electrical cords should not be hung over nails or furniture edges and should never be placed under a carpet or chair pad.

Check coffee makers nightly to be sure they are turned off.

Do not use extension cords in the Building.

Do not use space heaters in the Building.

Do not block sprinkler heads by stacking boxes too close to the ceiling. There must be at least 18 inches between the ceiling and any other object, including shelving units.

Ceiling tiles act as a barrier to smoke and fire. Please report missing ceiling tiles to the Building Management Office.

## **IF YOU DISCOVER A FIRE**

- Remain calm.
- Don't try to put out the fire unless you are sure you can do it safely. Fire extinguishers are located in the corridors near the stairwells.
- Go immediately to one of the manual fire alarm pull stations located near each stairwell entrance and in each elevator lobby. **PULL THE LEVER.** This will notify the San Francisco Fire Department and Building Staff. You will activate the system and hear loud intermittent alarm tone, automated voice message, and see flashing strobe lights.
- Notify your Safety Warden, who will begin relocation procedures.
- Call Security at 434-7745. State your name, company name, floor, and the location and severity of the fire.
- Relocate according to procedure.

## **FIRE RELOCATION PROCEDURES**

In case of fire, relocation instructions will be given over the public address system. Floor Wardens and ERT's will assist employees in relocating in an orderly fashion to designated relocation areas. ERT members can be identified by red vests.

California Center's fire procedures call for the relocation of occupants from the fire floor and one floor immediately above and two below it. Typically, occupants from these four floors will locate down 4 floors as depicted on page 17. Occupants of the floor immediately above the fire are relocated because this would be the path of the fire if it were to spread. The occupants of the two floors below are relocated to allow for use of the area by the SFFD for command and staging. Please refer to the chart below to find the designated relocation area for your floor.

The California Center building is designed to prevent the spread of fire and smoke from one floor to another; full evacuation out of the building is not necessary. Do not go farther than your designated relocation area. Do not relocate to an upper floor. If the way down is blocked, go to the other stairway and continue down to the next floor displaying the same relocation symbol as the floor you vacated.

Relocation symbols are posted at the stairwell entrances. If you are instructed to relocate, look for an identifying symbol as you enter the stairwell from your floor: a blue star, green square, red circle or brown triangle. Proceed down the stairs until you come to another floor with the same symbol. Enter that floor, move away from the door to allow room for others entering after you, and listen for further instructions. Upon arrival, check to see that no one from your group is missing.

### RELOCATION CHART

Blue Star Floors			Green Square Floors			Red Circle Floors			Brown Triangle Floors	
From	To		From	To		From	To		From	To
35	31		34	30		33	29		32	28
31	27		30	26		29	25		28	24
27	23		26	22		25	21		24	20
23	19		22	18		21	17		20	16
19	15		18	14		17	13		16	12
15	11		14	10		13	9		12	8
11	7		10	6		9	5		8	4
7	street		6	street		5	street		4	street
3	street									

Floors 32 will host Hotel guests in the event of Hotel evacuation/relocation from above.

**Should relocation of your floor be required:**

- Remain calm and walk. DO NOT RUN.
- DO NOT USE THE ELEVATORS. Walk down the emergency stairs.
- In the event of a fire, all stairwell doors will automatically unlock. REMEMBER: use only the emergency stairwells for relocation.
- Unless you see immediate danger, wait for instructions given over the public address system. You will be kept informed.

- In a fire situation, feel any door for heat before you open it. Use the back of your hand and check the entire length of the door.
- When walking down the stairs keep to the right and walk single file. Allow room for firefighters on their way up to the fire floor.
- Mobility impaired persons should be assisted to the stairwell by their co-workers. The Fire Department will then assist in their relocation as circumstances allow. Wheel chairs should be left behind so as to avoid stairwell obstruction.
- High-heeled shoes should be removed to avoid tripping in the stairwell.
- ERT members will be wearing red vests. Follow their instructions.

### **Visitor Safety**

It is important that visitors to California Center be advised of the Building's emergency plan and procedures to follow in the event of an emergency.

Prior to any large meeting, advise attendees of the location of stairwells. Instruct them that in an emergency they should follow instructions given over the public address system or by the floor's Emergency Response Team.

## **RELOCATION PROCEDURES FOR PERSONS WITH DISABILITIES**

### **Mobility Impaired**

Standard relocation procedures for mobility impaired persons provide that such persons will select a Relocation Assistant and alternate to take them into the stairwell following the general relocation to await assistance from the SFFD. Following relocation to the stairwell, a report is made by the Relocation Assistant to the Floor Warden who informs Security, who in turn informs the SFFD official.

As an alternative to this procedure, California Center provides four emergency chairs. Two are kept in Stairwell One (west stair) on floors 12 and 23, and two are kept in Stairwell Two (east stair) on floors 19 and 27. These can be used to carry a mobility impaired person safely to a relocation floor. This procedure may be implemented as a matter of preference on the part of the mobility impaired person or may be necessary in serious emergencies if assistance from outside agencies is not available.

Building Security will conduct practice drills in the proper use of the emergency chairs upon request by any tenant.

### **Sight Impaired**

Persons with impaired vision select a Relocation Assistant and alternate to accompany them to the



relocation floor. Upon arrival, the Relocation Assistant reports to the Floor Warden.

### **Hearing Impaired**

Persons with impaired hearing select a Relocation Assistant and alternate to ensure that they understand whenever there is an alarm. If there is an emergency and the floor occupants are instructed to relocate, the Relocation Assistant will explain all announcements and ensure that the relocation instructions are understood. The Relocation Assistant accompanies the hearing-impaired person to the relocation floor. Upon arrival, the hearing-impaired person reports to the Floor Warden.

## **EARTHQUAKE**

Your company should prepare for the next major earthquake. Each tenant in the Building should be ready to provide food and water for its employees. It is important not to expect that help will be immediately available from the City or from the Building. In a major earthquake, San Francisco's downtown streets may be filled with several feet of glass. Aftershocks will make the streets even more dangerous due to falling debris. Major routes to the city, particularly the bridges, could be impassable. The Police and Fire Departments will be in demand by everyone. Access and emergency assistance resources will be limited, and priority will be given to schools and hospitals. It could be days before outside help is available. A three-day supply of stores is recommended.

### **BUILDING STAFF**

The Building's Security and Engineering staffs, if they are on site and uninjured, will have many duties to perform in the event of a major earthquake, and must not be relied on to lend assistance to tenants. Among other duties, they will try to maintain communications and to keep the Building's emergency and life safety systems operating. We will not know immediately the status of the Building's condition, however building-wide damage and operational assessment will commence once the earthquake(s) subsides. Full staff may not be available for an immediate survey, and transportation and lighting in the building may be limited. We will rely on you to provide us information concerning your floor, and we will advise you of information as we receive it.

#### **Security will attempt to:**

- monitor the life safety functions of the building
- collect information from tenants about any injuries, damage, or dangerous conditions on their floors
- maintain communications with any trapped elevator passengers until the elevator mechanic can arrive and safely release them
- assist the Fire Department or medics as requested should they arrive
- maintain communications with tenants via the public address system, advising tenants of news received or conditions observed

- designate a runner to exchange information with other buildings and outside agencies

A specially designated Emergency Response Team will assemble at the Building to provide manpower and emergency assistance.

**Engineering will attempt to:**

- turn off the gas supply
- assist Fire Department as requested should they arrive
- investigate fire alarms, sprinkler flow alarms, etc. activated during the earthquake
- ensure that the emergency generator is functioning and that the Building's life safety systems are operating
- inspect all mechanical equipment
- maintain communications with Security
- survey the building for gas leaks, water, plumbing and electrical problems or other hazards
- survey entire building for structural damage (could take several days)

**COMMUNICATIONS**

Communications may be a significant problem in an earthquake. Outside telephone lines may be down, or so overloaded that connections cannot be made. As the exchange of information will be crucial, we offer the following suggestions regarding communications:

**From Security to Tenants**

Security will communicate with all floors via the public address system if it is operable. Security officers will be very busy at first and will have little information to convey. As information is collected, announcements will be made. If the public address system should fail, runners will be designated, personnel permitting, to disseminate information.

**From Tenants to Security**

***It is very important that you report your conditions to Security. Your condition report should include:***

- the number of people on your floor
- the number of injured people on your floor, with a brief description of the injuries
- a brief description of any apparent structural damage or hazardous conditions on your floor

Try using your telephone to report to Security at 434-7745. If the phone is busy, keep trying. If you don't get a dial tone, the lines may just be overloaded; the phone may not really be dead. Wait a minute to see if you get a dial tone. If you succeed in getting through, keep your call short. Many others will also be trying to contact Security.

If your telephones are not working, use the red emergency phones located at every fourth floor in the stairwells (floors 4, 8, 12, etc.). These connect directly with the Security office. Please keep your report brief. If you cannot get through, designate a runner to deliver your conditions report to the Security office, which is located next to the loading dock on the Pine Street side of the Building. Choose someone healthy; this building has a lot of stairs.

If you should see a member of the Building staff, that person may be able to assist you in reporting by two-way radio.

### **With the Outside**

Tune in a battery-operated radio and listen for information. Do not allow your employees to tie up the telephone lines with personal calls.

### **PREPARE NOW**

- Be prepared to provide food and water for your employees for up to three days.
- Stock first aid supplies such as:

gauze pads	roller gauze
band-aids	steri-strips
hydrogen peroxide	tweezers
triangular bandages	trauma dressing
elastic bandages (3" and 4")	safety pins
water purification tablets	aspirin and non-aspirin
first aid book	Pacific Bell's First Aid and Survival Guide (white pages)



- Stock emergency supplies such as:

battery operated radio	rope
flashlights and extra bulbs	plastic sheeting
extra batteries	duct tape
light sticks	36" crowbar
broom	work gloves

adjustable wrench  
dust masks  
blankets

screwdriver  
sanitation supplies

- Inspect your office. Secure bookshelf wall attachments and heavy appliances. Remove plants, pictures or other items which may cause injury by falling from bookshelves or the tops of file cabinets or furniture partitions.
- Have a plan. Provide some of your employees with first aid training. Designate a place within your premises for your people to gather after the earthquake. Know where you will assemble the injured and keep the first aid supplies there. Establish a separate area for fatalities. Make sure everyone knows not to leave the building until outside conditions are known. Encourage your employees to keep at work an emergency supply of any vital medication, a comfortable change of clothing and shoes, and to have emergency plans ready at home.
- **WHEN THE EARTHQUAKE STRIKES**
- **IF YOU ARE INSIDE:**
  - **STAY INSIDE!! RESIST THE URGE TO PANIC!!!**
  - **Drop, Cover and Hold** under a desk or table.
  - At a desk or table near a window get under it and pull your chair in
  - **If you are not at a desk or near a table**
    - **Drop** to the floor against an interior wall and **Cover** your neck and head with your arms and hands
    - Stay away from windows, books cases, cabinets or other objects on top that could fall
  - **If you are in a stairwell:**
    - **Drop and Cover** your neck and head with your arms and hands next to an interior wall
    - Remain there until the shakes stop
  - **If you are in a wheelchair:**
    - Lock your wheels near an interior wall
    - Stay away from windows, books cases, cabinets or other objects on top that could fall
    - **Cover** your neck and head with your hands and arms
  - **If you are in a restroom:**
    - Remain there
    - **Cover** your head and neck with your arms and hands
  - **If you are in an elevator:**
    - **Do not panic!!**
    - Elevators are equipped with seismic sensors. The elevator will stop then after few seconds will go to the nearest floor and open the doors. Exit the elevator immediately and stay on the floor you are and prepare for after shakes.

- If the elevator does not move contact security by pushing the  button, provide your name, company and the floor you were on and where you were going to. Pushing the  will only ring the alarm in the elevator.
- **IF YOU ARE OUTSIDE:**
  - **STAY OUTSIDE!!**
  - Resist the urge to run in the building, instead find an open area away from overhead powerline, building façade, windows or exterior decorative ornaments.
  - **Drop, Cover and Hold**
- **IF YOU ARE DRIVING:**
  - Gradually decrease your speed, pull over and stay in the vehicle until the shakes stop.
  - **DO NOT STOP UNDER BRIDGE OR OVERPASS**
  - Turn on the radio and listen for advisory
  - Do not begin to drive again until authorities said it is safe to do.

### **Floor Wardens and Emergency Teams**

- Put on your Emergency Team vest and gather the occupants of your floor together at the prearranged place, preferably the floors core area . Account for all personnel and provide a count to Security.
- Get out the flashlights. Even if the power is still on, it may not stay on long.
- Institute a thorough search of your floor, checking stairwell vestibules, restrooms, elevator lobbies, closets, etc. Check for leaks or flow in the sprinkler system, fire hazards, etc. Ensure that hallways and exit paths are clear.
- Attend to injured people, who should be moved to a separate room. Begin administering first aid. If you have seriously injured people, report this to Security immediately at 434-7745.
- Turn on a battery-operated radio. Assign someone to keep track of outside conditions.
- Prepare a condition report for your floor and report it to Security (see "Communications From Tenants To Security," page 21).
- Take inventory of your emergency supplies. Remember, you may be staying in the building for a few days, so conserve.
- The Building staff will do its best to communicate with each floor and to provide information and direction for possible relocation. Unless you observe unsafe conditions, it is likely that you will be safer staying on your floor than leaving the building. Please remain on your own floor until enough information is available to make a decision as to whether it is safe enough to leave.

## **Building Occupants**

- **DUCK, COVER, AND HOLD.** Get under a desk or heavy table and stay there until the movement is over. Protect your head and neck.
- **WATCH OUT:** injuries may result from falling furniture or light fixtures, broken glass, or objects flying from shelves. Stay away from the windows, glass doors, and partitions.
- Expect after-shocks.
- Unless you see immediate danger, stay inside the building. The building is designed to resist earthquakes and will likely be safer than the street. There may be a lot of glass in the streets, as well as falling debris. Wait until information is available on outside conditions.
- Follow instructions given over the public address system or by your floor's Emergency Response Team.
- If you are in an elevator during an earthquake, wait for the doors to open and then exit immediately. For safety, the elevators are designed to stop at the nearest landing, open their doors, and shut down.
- Stay calm and try to reassure others.
- Gather with the other occupants of your floor as directed by the Floor Warden. Help the Floor Warden account for all employees.
- Check for injuries and give first aid if you are trained.
- **DO NOT** use the telephone except for extreme emergencies.
- **DO NOT** use the elevators under any circumstances.

## **BOMB THREAT**

Bomb threats demand a quick, clear response. The person receiving the call must be prepared to deal with the caller, record accurate information, and assist authorities in identifying the perpetrator. The use of a bomb threat report form (enclosed) will ensure that all pertinent facts are obtained and recorded. Please distribute copies of this form to all telephone users.

If you receive a bomb threat, remain calm and get as much information from the caller as possible. Ask about detonation time, floor, location, kind and size of bomb, reason placed, etc. Try to pass a note to a co-worker to notify Security at 434-7745 and a supervisor in your company. Then notify police at 911.

Designate a team to search the premises. You can search your premises more efficiently than anyone else, as you are familiar with what belongs there. As you search, remember the following:

- Look for anything out of the ordinary or in a place other than its usual location.
- Look both high and low, not just at eye level.
- Begin at one end of your work area and work methodically to the opposite end; do not rely on random searches.

If a suspicious object is found, **do not touch it**. Suspect objects will be examined by trained police officers. Inform the police and Security immediately and clear the area. Do not use the elevators; use the emergency exit stairs.

When California Center receives or is advised of a bomb threat, the first priority is to advise tenants of the known facts. The Building Management Office will attempt to contact one of the persons designated on your emergency contact list. If none is available, we will advise someone else within your company. Please advise receptionists to put the call through to a senior company official immediately should a Building Management representative phone stating that "This is an urgent call."

If a location is specified by the caller, we will notify the tenants in that vicinity first and then notify all other tenants. The notification will include all known facts and must be kept brief so that all tenants can be notified as quickly as possible. Each tenant must decide based on the known facts whether to evacuate its employees. The call is advisory in nature and will not include an instruction to evacuate, as there is no sure way to determine the validity of the threat.

Simultaneously with tenant notification, the police are contacted, and California Center Security officers begin investigating common areas for suspicious objects. If your company decides to remain in the building, designate a team to search your premises using the techniques described above.

Tenants will be advised either by phone or public address system, depending upon urgency, if further information is discovered which would affect your decision to evacuate. Because neither the police nor Security can perform a comprehensive building-wide search, it is not possible to identify a moment when the threat has passed. Therefore, an "all clear" notification will not be given.

## **POWER FAILURE**

California Center is equipped with an emergency generator which will start automatically in the event of commercial power failure. The emergency power system operates the life safety systems, including the public address system, emergency lighting, and one elevator in each bank.

If a power failure should occur, turn off all electrical equipment in your area to reduce the load on the building when power is restored.

Building Management will announce over the public address system any available information on the incident concerning cause or duration of the failure.

AVOID ELEVATOR USE during the power failure if at all possible.

## **MEDICAL EMERGENCIES**

In case of a medical emergency:

1. Call either 911 or the San Francisco Emergency Ambulance at 431-2000.
2. Give the exact location and describe as fully as possible the apparent nature of the emergency and condition of the victim. Wait for the dispatcher to end the call. You must be the last person to hang up.
3. Report to Building Security at 434-7745. Security will put an elevator on standby service for immediate use by ambulance personnel and their equipment and will escort them directly to the emergency scene.
4. If possible, position someone in the elevator lobby on your floor to direct the responding emergency teams to the victim(s).

For optimum preparedness, California Center recommends that tenants advise employees to wear medic alert identification or to inform their employers of chronic medical problems and allergic reactions to medications.



## **CIVIL DISORDER**

Security will attempt to:

- lock the front doors
- recall all elevators to the ground floor to restrict access to tenant areas
- notify the police and inform tenants via the public address system

If a demonstration should occur within your premises or on your floor, be courteous and do not exacerbate the situation. Call 911 if necessary, and notify Security, who will assist police upon their arrival.

In case of a demonstration in the neighborhood, tenants should avoid the area to prevent possible incident or injury. Employees within the Building should stay away from windows.

## **ARMED INTRUDER**

All tenant employees and Building staff share responsibility for the security of California Center as a work place. The Building Management and Security staffs try to provide tenants with a secure work environment, yet there is no guarantee of safety. The unpredictable nature of any violent situation makes it impossible to create a detailed plan of response; however, there are a few precautions which should be taken to prepare for and minimize exposure to a dangerous intruder:

- NEVER prop exit stairwell doors open. Under normal circumstances, access to tenant floors is impossible from inside the exit stairwells if the doors are closed.
- Know ahead of time how to communicate with Security:  
Security office phone number: 434-7745  
Red intercoms in exit stairwells every 4 floors (4, 8, 12, etc.) connect to Security office  
Alarm buttons in all elevators enable two-way communication with the Security office
- If instructed to lock your doors, do so immediately for your own safety. Do not explore to see what is happening or attempt to leave the Building. Follow any instructions given over the public address system by Building Management staff or the local authorities. Information and instructions will be updated as appropriate.
- Do not attempt to exit via the Building stairwells. The exit stairwells may be perilous if a dangerous intruder is present.
- Do not attempt to exit via the elevators. Once the presence of an armed intruder is reported to Security, elevators will be recalled to the ground floor lobby where they are available for police and rescue operations and unavailable to an intruder.