



Bishop Ranch

Lakeside Tenant Emergency Procedures Manual

2600 Camino Ramon (Central Facilities & Rotunda)

2700 Camino Ramon (East Wing)

3001 Bishop Drive (South Wing)

5001 Executive Parkway (North Wing)

5005 Executive Parkway (West Wing)

San Ramon, Ca 94583

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Emergency Phone Numbers

Fire:	911
Police:	911
Ambulance:	911
Paramedics:	911
Sunset Development Company	925.277.1700

Poison Control Center 800.876.4766

California Office of Homeland Security 916.324.8908

Closest Hospitals and Urgent Care

San Ramon Regional Medical Center 925.275.9200
6001 Norris Canyon Road
San Ramon, CA

Kaiser Permanente Medical Center 925.295.4000
1425 South Main Street
Walnut Creek, CA

Bishop Ranch Urgent Care 925.866.8050
2305 Camino Ramon
San Ramon, CA

Building Life Safety Systems

Bishop Ranch 2600 is a 1.8 million square foot four-story structure. This building consists of a central core, four wings and a 2-story rotunda. There is a basement, which includes lab space, offices, the building central plant and a loading dock. The building addresses are as follows: 2600 & 2700 Camino Ramon, 3001 Bishop Drive, and 5001 & 5005 Executive Parkway, San Ramon, CA. The building is steel frame and concrete, and was constructed in 1985. The following section addresses the life safety systems found in the building.

Sprinkler System

The building has an automatic sprinkler system throughout. Activation of any sprinkler head will sound an alarm in the building and send notification to security and engineering personnel.

Fire Alarm and Smoke Detection

The fire alarm makes a ***whooping sound*** and strobe lights flash throughout the building in an emergency. Manual fire alarm pull stations are located at the alarm control panels and some mechanical areas. Smoke detectors are in corridors, ventilation ducts and in all elevator lobbies. There are six firefighter's control panels located throughout the building, which monitor sprinkler flow, smoke detectors, pull stations and each have a Firefighter's Override Panel. The Fire Control Center (FCC) room has a Graphic Annunciator for the entire building and is located in the main lobby near the security desk. Additional FCC rooms have Firefighter Override Panels and are located in each of the four wings and in the Rotunda.

Extinguishers

ABC fire extinguishers are located throughout the building. Please notify Sunset Development Company at 925.277.1700 if you have used an extinguisher so we can assist in replacing or serving the unit.

Lobby Door Release System

Fire-rated doors are located in the Central Facilities freight elevators lobbies. The doors are fire-rated and are equipped with magnetic hold open devices. If any alarm is activated in the building, these devices will release the doors, impeding the spread of fire and/or smoke.

First Aid Supplies

It is the responsibility of each tenant to purchase first aid supplies and ensure their employees are aware of the supply location.

Disaster Supplies

It is the responsibility of each tenant to purchase and maintain critical supplies that may be used in the event of a major disaster such as an earthquake.

Stairwells

Stairwell doors must be kept closed at all times. Please be sure stairwell doors close and latch behind you as you exit and make sure employees know the location of all emergency exit stairwells in the building.

- There are a total of twenty two fire-rated stairways in the building. Fire-rated doors and wall construction within these stairwells affords occupants required exit protection.
 - Four enclosed fire-rated stairways are located in each wing of the building (16 total).
 - Two enclosed fire-rated stairways are located in the central area of the building.
 - One enclosed fire rated stairwell located in each Tenant Lobby.
- Refuge Areas are located in the vestibule between the two sets of black fire doors at the emergency exit stairwells in the wings where occupants who need assistance wait with a buddy.

Elevator Recall and Emergency Service

There are 18 passenger elevators and three freight elevators. 10 of the passenger elevators are located in the wings near the Tenant Lobby area; they serve the 1st to 4th floors. Six passenger and two freight elevators are located in the central area and serve the basement to the 4th floor. The Rotunda has two passenger elevators serving the 1st and 2nd floors. An additional hydraulic freight elevator located in the dining facility corridor serves the basement to the 3rd floor.

- **Automatic Recall:** In each elevator lobby, there is a smoke detector that activates the recall. If any of these devices sense smoke, all elevators in that wing will close the doors and return to the main lobby, where the elevator cars will remain with doors open, until released by building or fire department personnel. This system may also be activated or bypassed manually from a key switch located in the main lobby. If the elevator lobby smoke detector on the main floor detects smoke, the elevators will recall to an alternate floor.
- **Elevator Earthquake Response:** When an earthquake of significant magnitude occurs, a seismic switch for each traction elevator car senses the motion of the building. If this motion exceeds a preset maximum, the elevator stops. It then moves to the next floor, and opens its doors. It will remain in this condition until it is thoroughly inspected and put back into service by an elevator mechanic.
- **Intercom:** Located in each elevator. Pressing the button will automatically connect you to the elevator maintenance company who will assist you in any elevator emergency.

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Location	Total Number of Elevators	Floors Served	Type of Elevator
2600 Camino Ramon (Central Facilities North)	Three	B-4	Passenger
2600 Camino Ramon (Central Facilities North)	One	B-4	Freight
2600 Camino Ramon (Central Facilities South)	Three	B-4	Passenger
2600 Camino Ramon (Central Facilities South)	One	B-4	Freight
2600 Camino Ramon (Central Facilities Kitchen)	One	B-3	Freight
2700 Camino Ramon (East Wing)	Three	1-4	Passenger
3001 Bishop Drive (South Wing)	Three	1-4	Passenger
5001 Executive Parkway (North Wing)	Two	1-4	Passenger
5005 Executive Parkway (West Wing)	Two	1-4	Passenger
2600 Camino Ramon (Rotunda)	One	1-2	Passenger

Emergency Generators

There are several emergency generators that support the building functions. These generators supply power for emergency lighting and the building life safety systems. All tenant owned emergency generator support their critical areas.

Notification Procedures

To report an emergency, call 9.1.1. Answer the dispatcher's questions in the order asked. He or she may ask:

1. WHERE IS THE EMERGENCY SITUATION?

Building, street, cross street: _____

Approximate location on floor: _____

2. WHAT PHONE NUMBER ARE YOU CALLING FROM?

3. WHAT HAPPENED? _____

4. WHAT IS BEING DONE? _____

5. NOTIFY SUNSET DEVELOPMENT COMPANY 925.277.1700.

6. WAIT FOR FURTHER INSTRUCTIONS.

The Emergency Team

During an emergency incident, Sunset Development Company personnel will respond to the location to assist and interact with emergency responders.

Tenant Floor Warden Roles and Responsibilities

The **Tenant Floor Warden Team** is comprised of those employees of each tenant who accept a special responsibility for their fellow workers. It is their duty to assist in implementing emergency procedures that assure everyone's safety in a time of crisis. Floor Warden Team members must:

- Know the physical layout of the floor and suite.
- Know the location of the nearest stair exit, alternate stair exit and the direct route to each.
- Know the location, condition, and usage of the fire extinguishers.
- Know the location of first aid kits and disaster supplies.
- Know the names and work locations of persons with physical disabilities. Assign an employee to the disabled to assist them during an emergency.
- Know emergency telephone numbers and procedures.
- Know how to assume control, maintain calm and prevent panic.
- Instruct co-workers in their emergency roles.
- Know how to notify Fire Department of the location of disabled persons.
- Know the meeting place in the premises to meet during an emergency.

Tenant Floor Warden Emergency-Specific Response Roles

The Floor Wardens may ask fellow employees for assistance in performing the following duties in an emergency:

- **Searching the area:** Always work in pairs and search all work areas, break rooms, copy rooms, conference rooms and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is and inform the Fire Department when you exit the building.
- **Elevator lobby:** Assume a position in front of the elevator to direct people away from the elevator and to the exit stairs.
- **Assisting the Disabled:** If the disabled person is on the first floor, the Floor Warden is responsible for assisting them out of the building to the evacuation area (see map of evacuation areas in Appendix D). If they are on floors above or below ground level, move them to a refuge area vestibule located between the two sets of black fire doors (see map of Refuge Areas in Appendix E).
 - In most cases, if able to go down stairs, wait for the stairs to clear and then begin to move down. If unable to manage stairs, stay with the disabled person in the stairwell and send a runner to the ground floor to inform a fire fighter that an individual needs evacuation, along with their location in the stairwell. Disabled persons unable to negotiate the stairs are to enter the stairwell refuge area once it is safe to do so (and fairly empty) and stay there for evacuation by the Fire Department. A firefighter will move the disabled person down the stairs.
 - If the individual is on the first floor of the north or west wing, they will have to go up

one level to exit at the building “Tenant Lobby” or move to the Central Facility Lobby on the first floor (if a smoke free route is available).

Employees’ Roles and Responsibilities

- Review and understand the emergency procedures and know the Floor Warden members in their company.
- Know the most direct route to the nearest emergency exit and an alternate emergency exit.
- Leave the building when an alarm sounds.
- Know the proper persons to notify during emergencies and the procedures to follow during emergencies.
- In the event of an evacuation, notify a Floor Warden or Sunset Development Company of any missing co-worker(s).
- Never attempt to return to your vehicle during a fire alarm.

Evacuation Procedures

If an evacuation is called for, all Tenant Floor Wardens are to meet at the designated meeting place in their wing, department or suite. Wait for up to 45 seconds for the team to assemble before beginning your emergency duties. If there are not enough members to complete the jobs, immediately recruit fellow employees to help. The searchers should complete the search and then pick up the elevator and stairwell person before exiting the building.

Emergency Duties

- **Searcher Duties:** Work in pairs to search all work areas, break rooms, copy rooms, conference rooms, and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is located and inform the Fire Department when you exit the building.
- **Elevator Duties:** Assume a position in front of the elevator to direct people away from the elevator and to the exit stairs.
- **Disabled Duties:** If the disabled person is on the first floor, assist them out of the building to the evacuation area. (See map of evacuation areas in Appendix D). If they are on floors above ground level, move them to a smoke-free enclosed stairwell located between the two sets of black fire doors. (See map of areas of Refuge Areas in Appendix E). If able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with person in stairwell and send a runner down to the first floor to inform a fire fighter that an individual needs evacuation. Disabled persons unable to negotiate the stairs are to enter the stairwell once it is safe to do so (and fairly empty) and stay there for evacuation by the Fire Department. A firefighter will move the person down the stairs.
 - If the individual is on the first floor of the north or west wing they will have to go up one level to exit at the building “Tenant Lobby” or move to the Central Facility Lobby on the first floor (if a smoke free route is available).
- When all above jobs are completed (which could take 3 or 4 minutes), make sure all Floor Warden Team members are accounted for and exit together.
- Keep employees together at the evacuation area (See map in Appendix D).

Reminders:

- The evacuation meeting area is at a designated exterior location that is at least 100 feet away from any entrance to the building. (See map of evacuation areas in Appendix D).
- Never attempt to return to your vehicle during a fire alarm.
- Any employee who notices something of importance (i.e., a trapped person, an employee who refuses to leave, etc.) should report to Sunset Development or Fire Department staff.

When Evacuating, Use Caution When Approaching a Closed Door

- Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the doorknob. If it is hot, proceed to an alternate exit.
- Brace yourself and open the door slowly if it is cool to the touch, as you may need to shut it quickly if you encounter flames or smoke.
- Enter the area carefully and close the door behind you if you find it filled with smoke. If the smoke is too intense, stay where you are.
- Drop to your hands and knees and keep your face near the floor whenever there is heavy smoke.
- Follow the wall to the nearest exit and leave the building.

What to Do If Trapped In a Building

- First of all, stay calm. Try to go to a room with an outside window and stay there. A second alternative is a room with a door and a phone.
- Use a cell phone or if there is a working telephone in the room, call the Fire Department 9.1.1 and tell them exactly where you are, even if you see fire trucks.
- To help rescuers find you, stay where they can see you and wave something bright and light-colored to attract their attention.
- To keep smoke out of your refuge area, use clothing, towels, newspapers, etc., to stuff the cracks around the door and cover the ventilators.
- Do not break a window; this will bring more smoke into the space.
- Above all, think before you act and be patient until help arrives. Rescue will take time, and rescuers will try to begin with those who are in the most immediate danger.

Fire

If You Smell a Suspicious Smoke-Like Odor

- Call Sunset Development Company 925.277.1700.

If You See Smoke or See Fire

- Call the Fire Department 9.1.1.
 - Remain calm and identify yourself.
 - Report the location and nature of the emergency.
- Notify Sunset Development Company 925.277.1700.
- Warn others in the immediate area.
- Use an extinguisher only if it is a small fire and you are trained to use the extinguisher.
- Begin evacuation procedures:
 - **All Floor Wardens:** Meet at the designated meeting place in each wing, department or suite. Wait for up to 45 seconds for the team to assemble before beginning your emergency duties. If there are not enough members to complete the jobs, immediately recruit fellow employees to help.
 - **Searcher Duties:** Work in pairs to search all work areas, break rooms, copy rooms, conference rooms, and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is and inform the Fire Department when you exit the building.
 - **Elevator Duties:** Assume a position in front of the elevator to direct people away from the elevator and to the exit stairs.
 - **Disabled Duties:** If the disabled person is on the first floor, assist them out of the building to the evacuation area (See map of evacuation areas in Appendix D). If they are on floors above ground level, move them to a smoke-free enclosed stairwell between the black fire doors (see map of areas of refuge in Appendix E). If able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with person in stairwell and send a runner down to first floor to inform a fire fighter that an individual needs evacuation. Disabled persons unable to negotiate the stairs are to enter the stairwell once it is safe to do so (and fairly empty) and stay there for evacuation by the Fire Department. A firefighter will move the person down the stairs.
 - If individual is on the first floor of the north or west wing, they will have to go up one level to exit at the building “Tenant Lobby” or move to the Central Facility Lobby on the first floor (if a smoke free route is available).
- When all above jobs are completed (which could take 3 or 4 minutes), make sure all team members are accounted for and go down the stairs together.

- Keep employees together at the evacuation area.

Reminders:

- The evacuation meeting area is at a designated exterior location that is at least 100 feet away from any entrance to the building. (See map of evacuation areas in Appendix D).
- Never attempt to go to your vehicle during a fire alarm.
- Any employee who notices something of importance (i.e., a trapped person, an employee who refuses to leave, etc.) should report to Sunset Development Company staff or Fire Department staff.

If You Hear the Fire Alarm

- Begin evacuation procedures:
 - **All Floor Wardens:** Meet at the designated meeting place in each wing, department or suite. Wait for up to 45 seconds for the team to assemble before beginning to search. If there are not enough members to complete the jobs, immediately recruit fellow employees to help.
 - **Searcher Duties:** Work in pairs to search all work areas, break rooms, copy rooms, conference rooms, and rest rooms to confirm that everyone heard the fire alarm and is beginning to evacuate. Be certain that no one is left on the floor. Close all doors as you proceed. Once the area is deemed empty, the entire team will then exit together. If you encounter someone who will not leave, make a notation as to where the person is and inform the Fire Department when you exit the building.
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 - If individual is on the first floor of the north or west wing they will have to go up one level to exit at the building “Tenant Lobby” or move to the Central Facility Lobby on the first floor (if a smoke free route is available).
- When all above jobs are completed (which could take 3 or 4 minutes), make sure all team members are accounted for and go down the stairs together.
- Keep employees together at the evacuation area.

Reminders:

- The evacuation meeting area is at a designated exterior location that is at least 100 feet away from any entrance to the building. (See map of evacuation areas in Appendix D).
- Never attempt to go to your vehicle during a fire alarm.

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- Any employee who notices something of importance (i.e., a trapped person, an employee who refuses to leave, etc.) should report to Sunset Development or Fire Department staff.

Medical Emergencies

- Stay calm and gather as much information as you can.
- Activate Emergency Services by calling 9.1.1.
- Identify yourself and your location.
- Describe the emergency situation.
- Call Sunset Development Company 925.277.1700.
- Send an employee to the front of the building to escort emergency responders.
- Secure the area. The Floor Wardens should provide as much privacy to the victim as possible. Re-route walk paths and/or keep others away as necessary.
- Assist victim(s) to the degree you are trained. First aid supplies should be located in each Tenant space.
 - If blood or other bodily fluids are present, always wear latex or nitrile gloves (found in first aid kits).
 - Be certain to give a pair of gloves to other employees who may be assisting or may come in contact with the blood or bodily fluids.

Earthquakes

Earthquake Preparedness

- Learn first aid and cardiopulmonary resuscitation (CPR).
 - Maintain those skills.
- Know where flashlights, first aid kits, and other emergency supplies and equipment are located.
- Keep personal supplies at your desk.

Once the Shaking Starts

- If indoors, stay there. Duck, cover, and stay under a hard surface like a desk or table until the shaking stops.
- Face away from any windows.
- Stay clear of tall objects that may tilt and topple over.
- Stay in the building. Do not run outside.
- If outdoors, get into open areas, away from buildings, trees, and power lines.

Once the Initial Shocks Have Subsided

- Remain calm, be prepared for aftershocks.
- After the quake subsides, retrieve flashlights. Even if the power is still on, it may not stay on for long.
- Institute a thorough search of your suite.
- Gather the occupants of the suite together. Determine if everyone is accounted for by performing a head count. Account for all people in your work area. Notify supervisors and emergency responders of any trapped or missing persons.
- Check for injuries and give first aid. Employees have no duty to come to the aid of a stricken person; however, you may voluntarily assist the victim to the degree that you are trained. If blood or other bodily fluids are present, always wear latex or nitrile gloves.
 - Be certain to give a pair of gloves to other employees who may be assisting or may come in contact with the blood or bodily fluids.
- Floor Wardens should prepare a condition report for their suite and provide it to Sunset Development Company. This report should contain:
 - The number of people in your suite.
 - The number of injured people in your suite, with a brief description of their injuries.
 - A brief description of any apparent structural damage in your suite (i.e. ceiling collapsed, large cracks in core walls, broken glass).
 - Any other immediate needs you have.
- Take out and turn on a battery-operated radio. Assign someone to keep track of what is going on in the rest of the area.
- DO NOT use the telephone except in extreme emergencies.

- DO NOT use the elevator.
- DO turn off any lighting or electrical devices if the power has failed. This will help to prevent a power surge when the power returns.
- If evacuation is ordered or appears appropriate, assist any injured or people with disabilities.

Personal Preparedness

In preparation for an emergency, Floor Wardens should remind all employees to establish a personal plan that addresses the following issues:

- Keep your personal contact information and emergency contact information up to date.
- Communications with family. Have phone numbers at home, work, school, and day care, and include e-mail addresses where applicable. If possible, choose an out-of-town family member or friend to serve as a focal point for updates.
- Establish meeting places (primary and alternate) where family members should gather if family communications can't be established (consider such places as home, neighbor, relative, place of worship, day care center, hotel, etc.)
- Understand the school emergency plans of your children. Keep contact numbers and email addresses up to date.
- Have a transportation plan to get home in the event roads are damaged or transit is unavailable.
- Have an emergency supply of cash on hand. Do not rely on ATMs.
- For more information, go to www.ready.gov

Earthquake Supplies and Provisions

All employees are encouraged to maintain a personal survival kit. As a minimum, the kits should include the following items:

- Food and water for a minimum of 72 hours.
- Flashlight with extra batteries.
- Whistle (to be used if trapped to identify location for rescue workers).
- Sturdy walking shoes.
- Space blanket.
- Prescription medications for a minimum of 72 hours.
- Personal hygiene items.
- Small portable radio with extra batteries.
- Emergency phone numbers, including an out-of-state relative designated for family members to call to report their location and status.

The following web sites offer valuable earthquake information:

- Association of Bay Area Governments: www.abag.org
- 72 Hours (a preparation site): www.SF72.org

- Ready.Gov / FEMA: www.ready.gov

Bomb Threat

- Remain calm and keep the caller on the line.
- Ask questions.
- Using a bomb threat checklist to gather information, determine as much about the caller as you can. (See sample checklist on next page.)
- Listen carefully for background noises.
- Record the exact wording of the threat.
- Notify your supervisor.
- Call 9.1.1
- Notify Sunset Development Company 925.277.1700.
- Wait calmly for further instructions.
- Do not mention the call to anyone other than your supervisor and Sunset Development Company.

Bomb Threat Checklist

Questions to ask:

- 1) When is the bomb going to explode?
- 2) Where is it right now?
- 3) What does it look like?
- 4) What kind/size of bomb is it?
- 5) What will cause it to explode?
- 6) Did you place the bomb?
- 7) Why?
- 8) What is your address?
- 9) What is your name?

Caller's voice:

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

Sex of the caller: Race:

Age: Length of call:

Time the call ended:

Date:

Phone number where call was received:

Threat language:

Well-spoken	Incoherent
Foul	Irrational
Righteous	Grammar
Choice of words	Taped
Message read	

Background sounds:

Street noise	Booth
Cafe/Bar	Voices
PA system	Music
House noises	Motor
Animal noises	Office
Clear	Static
Long distance	Local
Factory machinery	Other
Any words or phrases that stood out?	

Exact wording of the threat:

Suspicious Mail or Package?

Signs include: sloppy package, stamps instead of a postage meter, no return address, heavy for its size, stains, chemical odor, misspelled words, poor handwriting and/or references to "confidential, open only by (name of recipient)."

If a suspicious mail item contains a powdery or granular substance,

– **DO NOT SHAKE OR SMELL THE ITEM.**

– **IMMEDIATELY ISOLATE AND COVER IT.**

Hazardous Materials Release (Outdoor or Indoor Release)

It is important to be prepared and know what to do in the event of an emergency, including a hazardous material release or potential terrorist attack. This material provides the procedures that will be followed if an incident occurs, as well as some personal preparedness steps you can take.

In some cases, Sunset Development Company may implement a procedure known as “shelter-in-place.” This means taking refuge in a building in which external doors and windows have been closed and the HVAC system (heating/air-conditioning) has been turned off. This procedure is commonly used during hazardous materials incidents such as chemical releases, which could most commonly be caused from an industrial release or overturned chemical truck on the freeway.

For emergency response purposes, chemical release events have been divided into two categories:

1. Those that occur somewhere in the area, but do not directly affect this building.
2. Those that have a direct impact on this building.

Area Event

When notified of a potential threat or event, Sunset Development Company, in coordination with local law enforcement authorities, will evaluate the threat to determine if it poses an immediate danger to staff and facilities.

Scenario One: No immediate threat exists

- Security will secure the area as appropriate.

Scenario Two: An immediate threat exists

- A shelter-in-place protocol will be implemented, when it is decided that it may not be safe to go outside.
- Floor Wardens will station themselves at exit doors advising employees to not exit. Tell employees that if they exit, they may not be allowed to re-enter the building.
- Depending on the situation, Floor Wardens may be asked to move employees to interior corridors, offices, or conference rooms away from exterior windows and walls.
- Floor Wardens should advise employees that the ventilation system in the building may be shut down to prevent contaminated air from entering.

An Event Affecting this Building

If the building is damaged or directly impacted:

- You may be instructed to evacuate the building. Floor Wardens will implement evacuation procedures and lead workers out.
- Use the stairways away from the affected area. Assist injured persons.
- Emergency rescue and medical services will be available to assist.

If the building is **not** damaged:

- A shelter-in-place protocol will be implemented.

Outdoor Release – Shelter-in-Place Instructions

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

- Station a Floor Warden member at each stairwell telling people not to go outside, but do not physically attempt to stop anyone. Inform anyone leaving that they will not be allowed to re-enter the building.
- Close all interior and exterior doors.
- Move people to the inner part of the building, preferably someplace with no windows to the outside.
 - The rooms should have doors that are fairly effective at preventing airflow from the hallways (e.g., they should have no gap or only a very small gap at the bottom of the door). Stuff fabric or paper into any cracks or crevices.
 - Bathrooms are a poor shelter-in-place choice, because they often have an exhaust duct that leads directly to the outside. If the exhaust fan is left on, air will be drawn into the bathroom from other parts of the building, which will become contaminated.
- Remain calm.
- Use phones only for emergency calls.

Indoor Release – Evacuation Instructions

- Evacuate the building. Floor Wardens will implement evacuation procedures and lead workers out.
- Use stairwells leading away from the impacted release area for evacuation.
- At the direction of emergency personnel, set up evacuation areas upwind of the building. This may be a different location than the “usual” evacuation area due to the nature of a hazardous material incident.
 - Segregate people who have been exposed, as this avoids them contaminating others via contact with clothes or skin. Tag or mark these people for medical treatment and decontamination. Floor Wardens may be asked to assist.

Civil Disorder

- Should you witness an unruly crowd or one that threatens your safety, immediately dial 9.1.1.
- Call Sunset Development Company 925.277.1700.

Civil disorders are an unlikely occurrence. However, if a riot situation developed, here are some suggestions to help ensure your safety:

If You Are Inside the Building

- Close all drapes in exterior rooms and then avoid window areas. You could become a target.
- Lock all doors.
- Remain within the building; stay in your suite and move to the core area of the building (away from the exterior of the building) if at all possible.
 - If you are instructed to leave by the police, follow their directions.
 - Do not travel to other buildings, unless you are directed to do so by the police.
- Use good judgment and remain calm.
- Do nothing to antagonize the crowd. Inform all other personnel to do likewise.
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Secure all valuable materials in a safe place or at least out of sight.

If You Are Outside the Building

- Focus your attention away from the incident. If possible, leave the area of disturbance to prevent injury or possible arrest.
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Secure your valuables out of sight.

If Demonstrators Enter the Premises

- Keep calm, be courteous, and avoid an incident.
- Avoid actions or verbal responses that may provoke the situation. In particular, avoid arguments, provocative statements or entering into a debate with a participant.
 - They have entered the building to propagandize, confront, or agitate the building's occupants. Let them make their point. Frustrating them is dangerous and provocative. Do not try to reason with them.
- Call the police to have the individual removed if you can do so without incident.
- Cooperate.
- If you can do so without incident, or are told to by the police, withdraw from the area until it is

safe again.

Workplace Violence / Active Shooter

Identify Behavior Requiring Intervention

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

Common Sense Rules in a Dangerous Situation

- Trust your instincts. If you are afraid, you probably have a good reason.
- Take all threats seriously.
- Physically give the person personal space.
- Provide for your own personal safety.
- Don't be afraid to ask for help.

If a person's behavior becomes inappropriate

- If you feel you are in personal danger, leave the area if possible.
- Call 9.1.1.

Active Shooter¹

Definition: An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an Active Shooter Situation:

- Victims are selected at random.
- The event is unpredictable and escalates quickly.
- Law enforcement is usually required to end an active shooter situation.

¹ DHS: Active Shooter: How to Respond Booklet

There are three options on how to respond when an active shooter is in your vicinity. You must evaluate the situation you are faced with and make the best decision at the time. Remember the simple phrase: *Run, Hide, Fight.*

Option One: Evacuate (Run)

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.
- Call 9.1.1 when safe to do so.

Option Two: Shelter-in-Place (Hide)

- Hide in an area out of the shooter's view.
- Get under a desk, in a room (ideally without a window) with a lock on the door if possible.
- Block entry to your hiding place and lock the door if possible.
- Silence your cell phone and/or pager.
- Call 9.1.1 when safe to do so.

Option Three: Take Action (Fight)

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the active shooter.
- Call 9.1.1 when safe to do so.

How to Respond When Law Enforcement Arrives

- Remain calm and follow instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating.

What You Need to Tell 9.1.1 When You Call

- Location of the active shooter.
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by shooters.

- Number of potential victims at the location.

General Security Guidelines

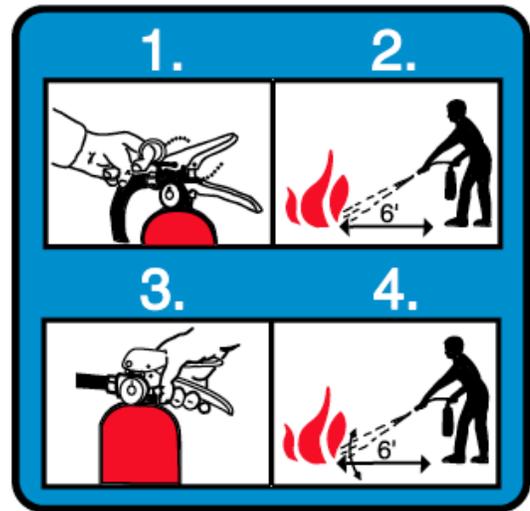
- Don't allow persons unknown to you into the office.
- Secure personal belongings out of sight. Lock up wallets, purses, and other items of value.
- Keep all confidential and sensitive materials locked up when not in use.
- If you see an unescorted visitor, check with them as to who they are there to see.

Appendix A: Fire Emergencies

Use of Extinguishers

Dry chemical fire extinguishers are located at strategic points around the building. They are the first line of defense against fires. Each extinguisher is the proper type for the fire that will most likely occur in that vicinity. If a fire is discovered while it is still small enough for the extinguisher to be effective follow these instructions:

- Remove the extinguisher from its place and hold it upright. Stand back 8 to 10 feet from the fire. Follow the acronym **P A S S**.
 - **1. Pull** the retaining pin.
 - **2. Aim** the nozzle at the base of the flames.
 - **3. Squeeze** the handle completely, which will discharge the extinguishing agent at the fire. Use a sweeping motion from side-to-side.
 - **4. Sweep** from side to side. Go slightly beyond the fire area with each pass. Once the fire is out, wait before leaving the area. You may need to make a further application, in case the fire reignites.
- If possible cover your mouth and nose with a wet cloth. (A wet towel or piece of clothing wrapped around your nose/mouth will enable you to keep both hands free.) When you extinguish a fire, a great amount of smoke may be generated, so be very careful. The smoke may also generate noxious fumes, so exercise caution. Smoke inhalation is the major cause of fire deaths in this country.
- If it is not feasible to use an extinguisher:
 - Begin evacuation procedures.
 - Close as many doors and windows behind you as possible to contain the fire to the smallest area.



Sprinklers

- Independently activated sprinkler heads may release as much as 50 gallons of water every minute. If fire spreads to other areas, a different sprinkler head will automatically turn on.
- The action of a single sprinkler head is often sufficient to contain 95% of all fires. For a sprinkler to be fully effective there must be at least 18 inches between the ceiling and the top of any object. This allows for the widest coverage of water and minimizes the chance of fire spreading.
 - If there are boxes or equipment stacked high enough to impede the effectiveness of any sprinkler, they must be moved.

Fire Prevention

- Do not accumulate discarded files and paper trash in your office or storage areas.
 - Pay special attention to housekeeping in areas that produce a lot of trash such as storage areas, copy areas or kitchens.
- Keep electrical cords in good repair.
 - Inspect periodically and report frayed cords to your office manager.
- In areas with sprinklers, there must be at least an 18-inch clearance from the bottom of the sprinkler head to the top of any object underneath the sprinkler head.
- Leave all hallways free of boxes and trash.
 - They must be kept open to provide for a quick exit.
- Propping fire doors open is a direct violation of the Fire Code and will allow smoke and fire to spread throughout the floor. (Fire doors include: Exterior doors, doors leading to stairwells, doors near elevator lobbies.)
- Check electrical equipment at the end of the day to make sure it is turned off.
 - This includes coffee pots.
- Only use extension cords for short-term use, with “short-term” being defined as less than 24 hours. Always use surge protectors with built in circuit breakers for longer-term use.

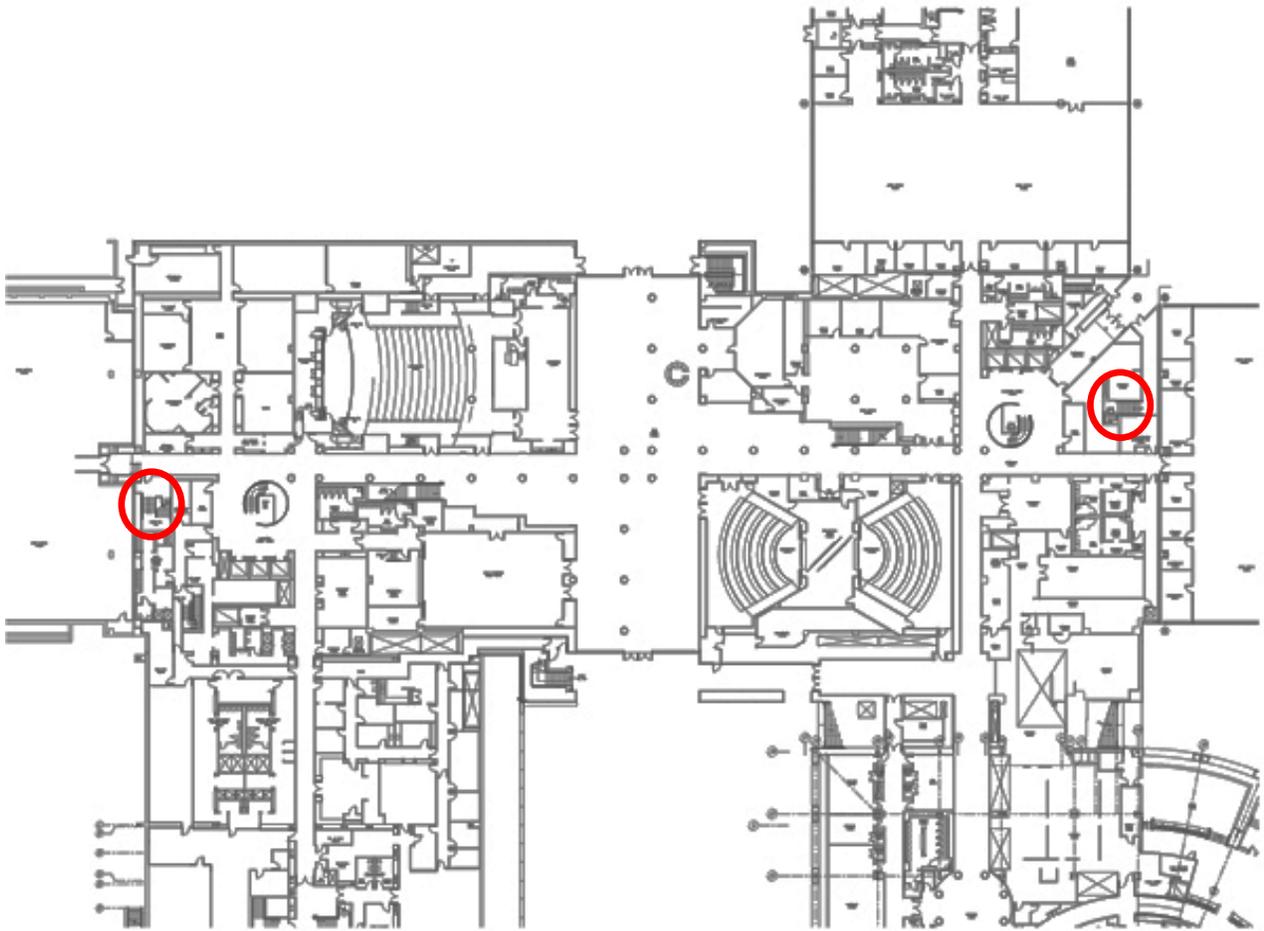
Appendix B: Medical Support

Care of Disabled or Injured Persons in an Emergency

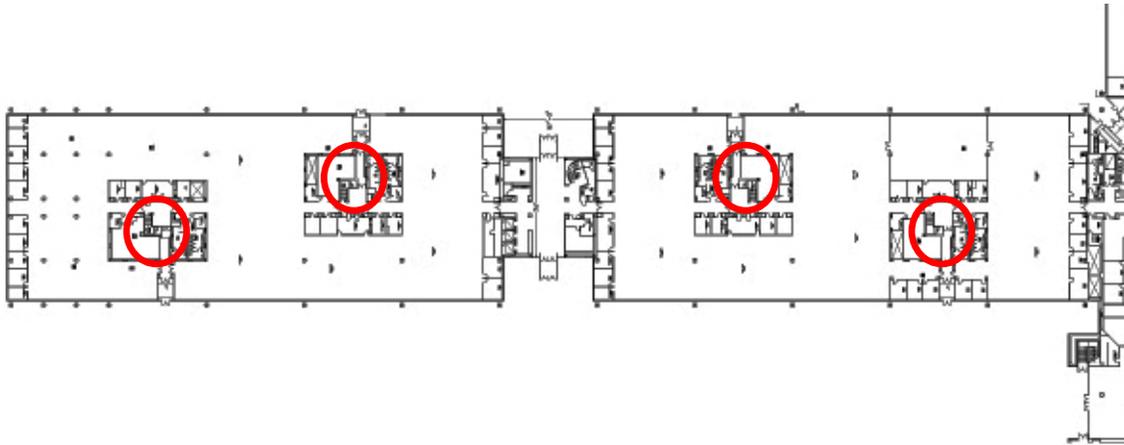
In an emergency, disabled persons may need additional assistance. This disability may be permanent, temporary or people who are injured in the emergency. The following information will assist you:

- Prevent injury and further damage to a victim. Ensure safety for yourself and others.
- Your response to an injured person is on a volunteer basis.
- If it is necessary to attract attention, do so by waving or flashing a light source or your hand. Yell to attract attention.
- Try to keep a level head. A demand for immediate action often translates into insecurity and fear.
 - Keep your focus and concentrate.
 - Be patient.
 - Speak clearly and directly about the emergency.
- When responding to assist a disabled person, identify yourself and your purpose for being there. Allow the individual the opportunity to establish your position before you continue. Describe your actions before you do them and as you do them.
- Use "clock-face" directions to orient people. For example: "The door is at 3 o'clock."
- Use a pad and pencil as an alternative method to language. It enables you to describe a message in pictures.
 - Be simple and clear.
 - Write slowly and give yourself plenty of room for comments.
- Isolate hysterical people and deal with them in simple, firm, and clear language.
 - Emergency situations can be disorienting because of unexpected circumstances and lack of control.
- Wheelchairs are an exceptional challenge. An inexperienced person should only attempt to move a person in a wheelchair as a last resort, except in a fire evacuation situation. The Fire Department will evacuate a person from a stairwell in most situations.
 - If you need to move a person in a wheelchair, secure the chair by setting the brakes anytime you attempt to move them in or out of the chair and if you plan to leave them unattended for even a moment.
 - If there is a seat belt, secure it around the person in the chair.

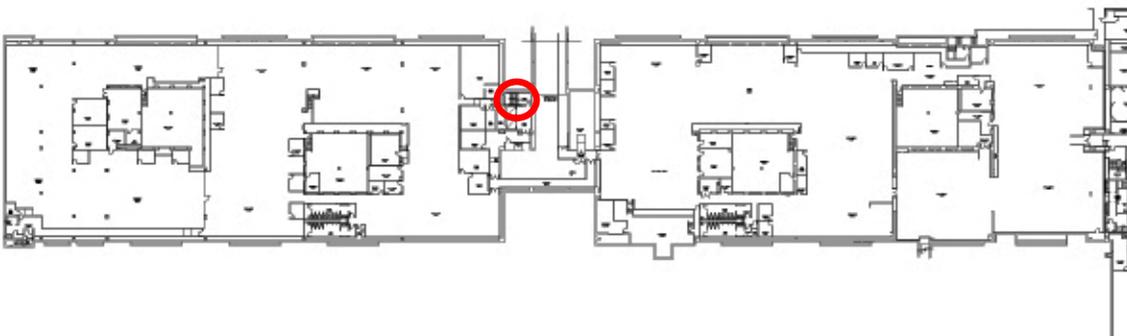
Appendix C: Floor Plans



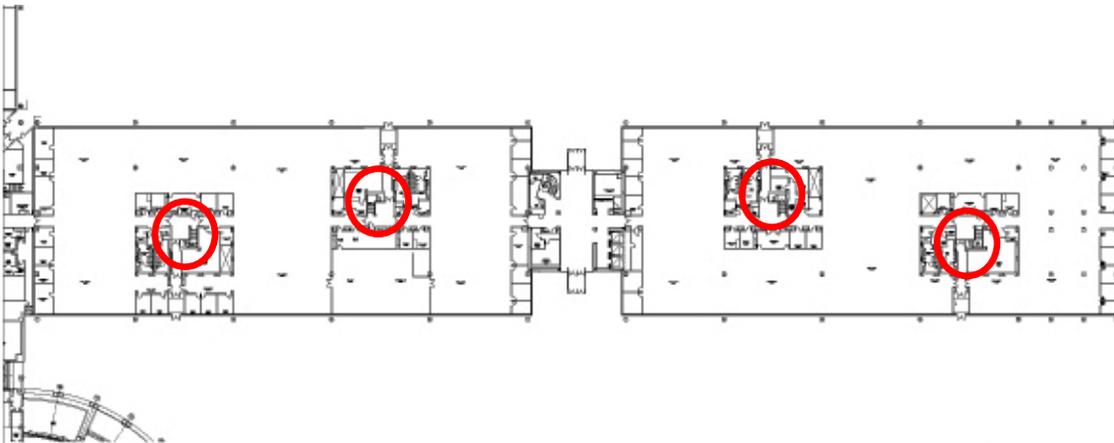
First Floor Central Facilities



First Floor East Wing

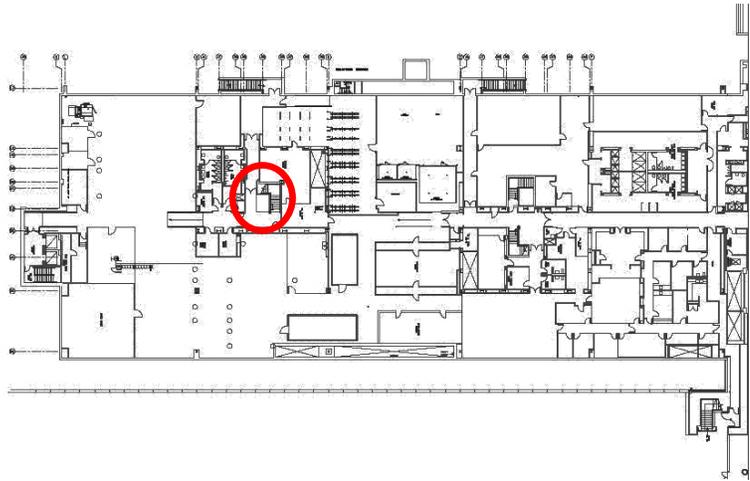
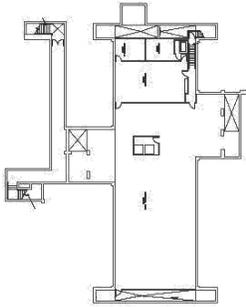


First Floor North Wing

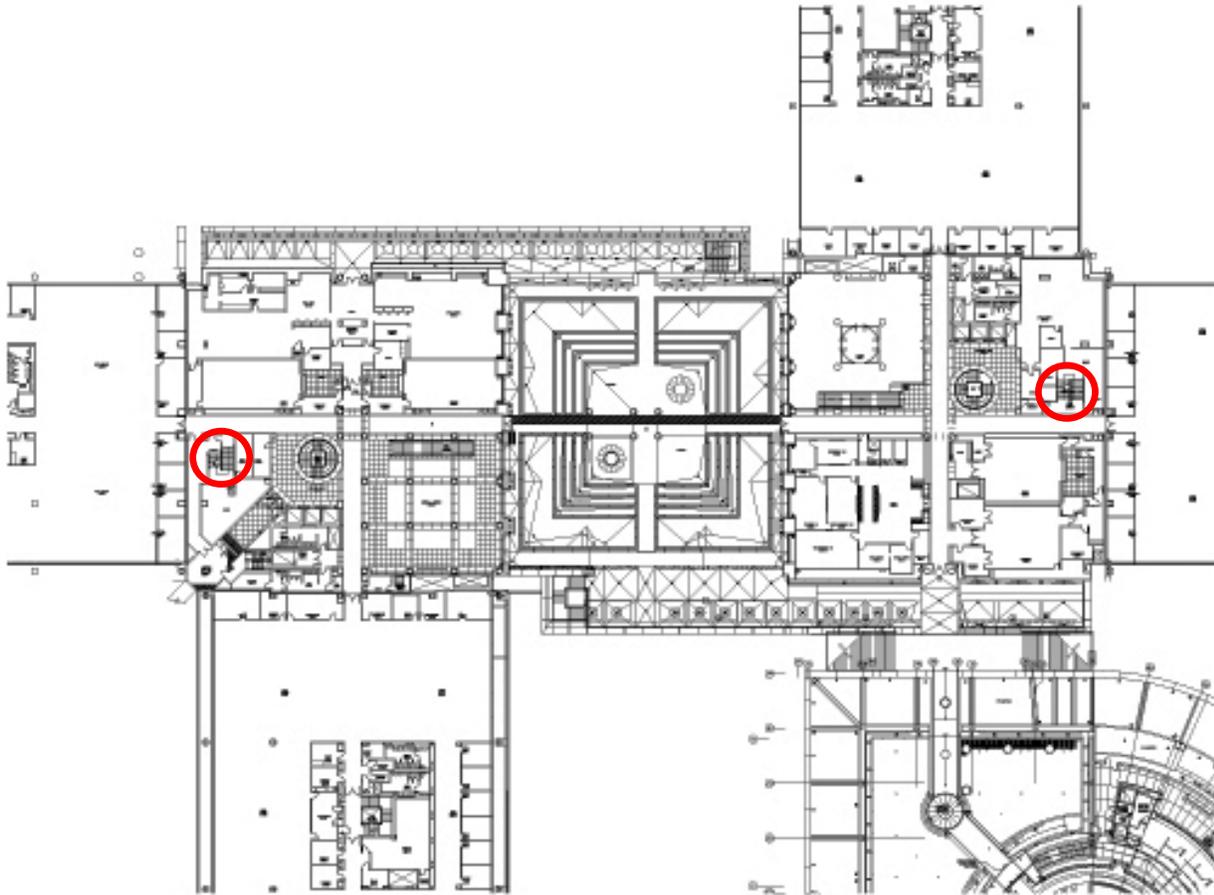


First Floor South Wing

Lakeside
Emergency Procedures Manual

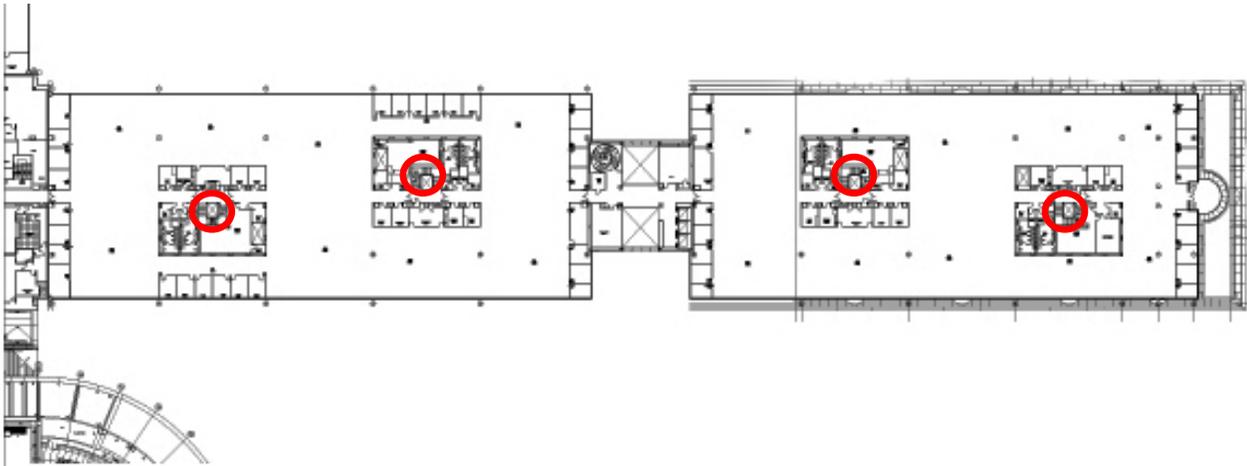


First Floor West Wing

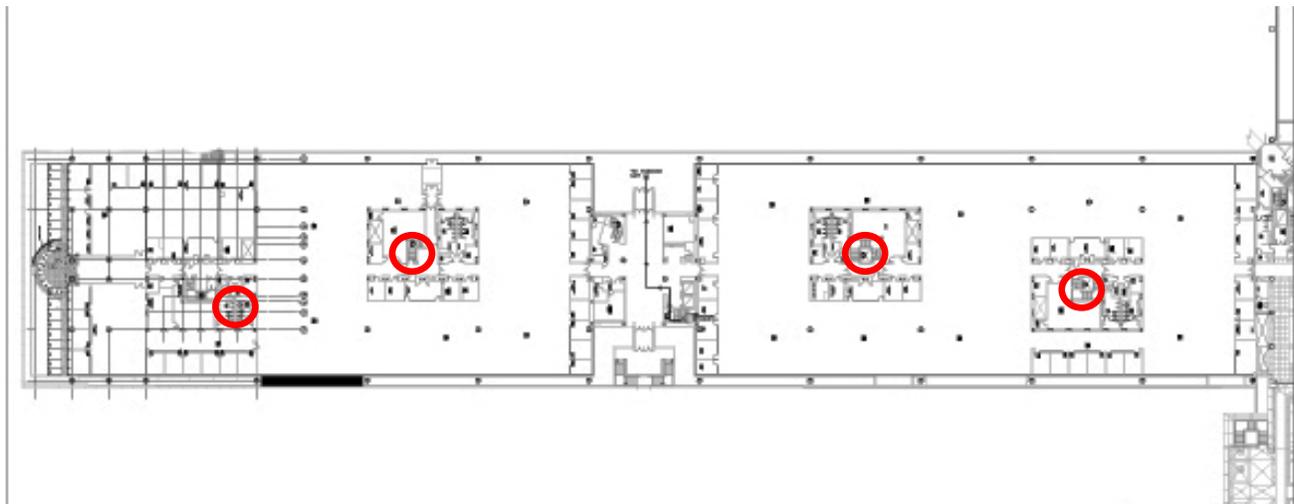


Second Floor Central Facilities

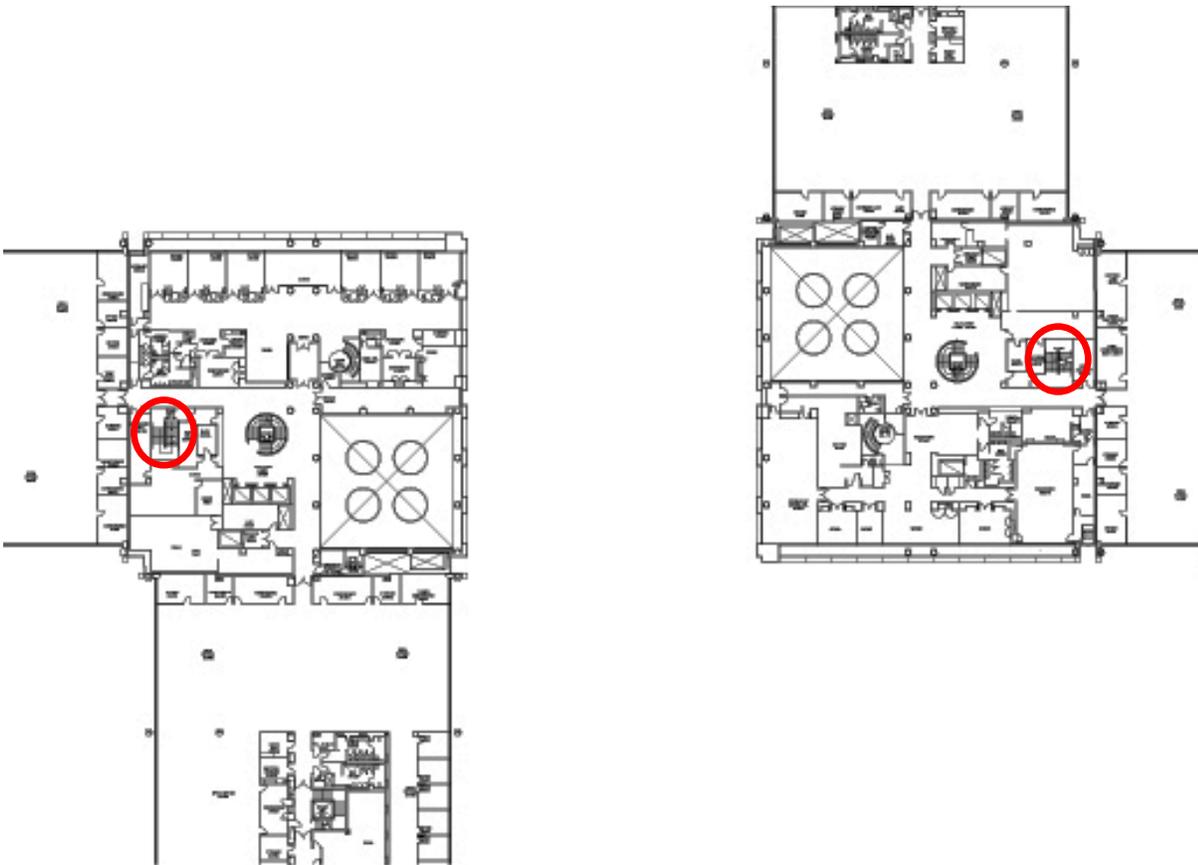
Lakeside
Emergency Procedures Manual



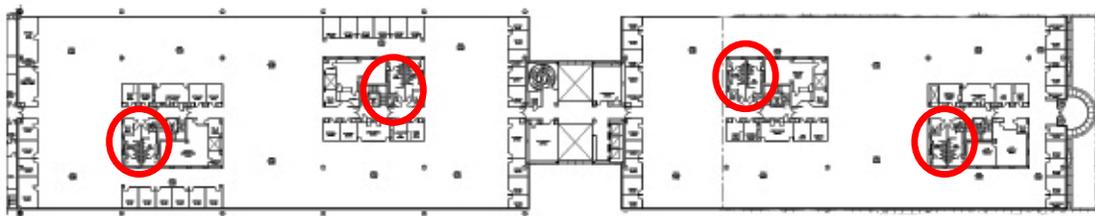
Second Floor South and East Wings



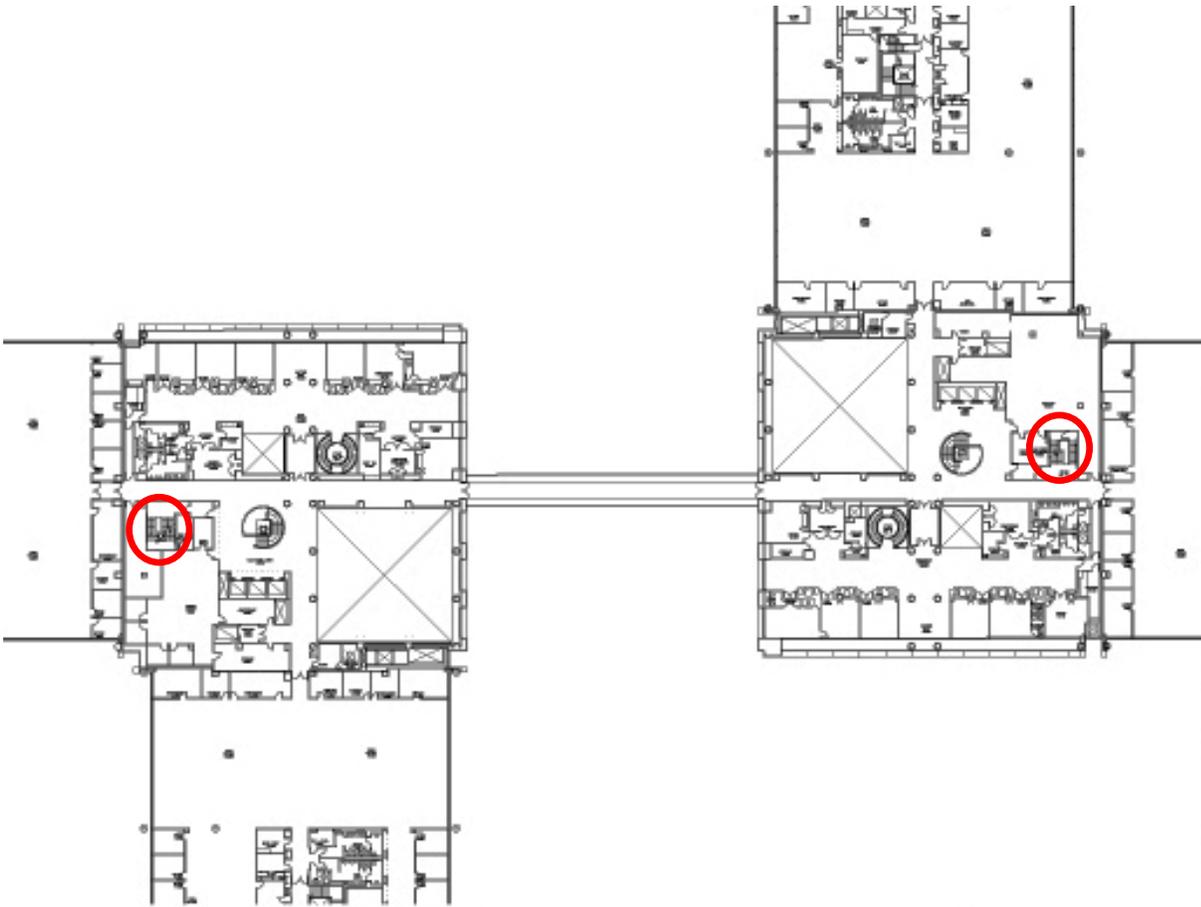
Second Floor North and West Wings



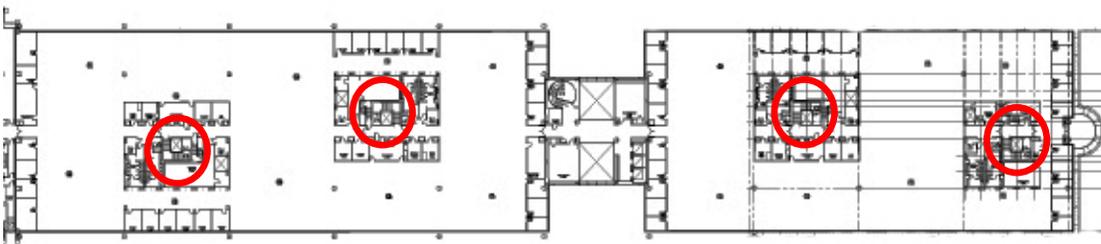
Third Floor Central Facilities



Third Floor Wings

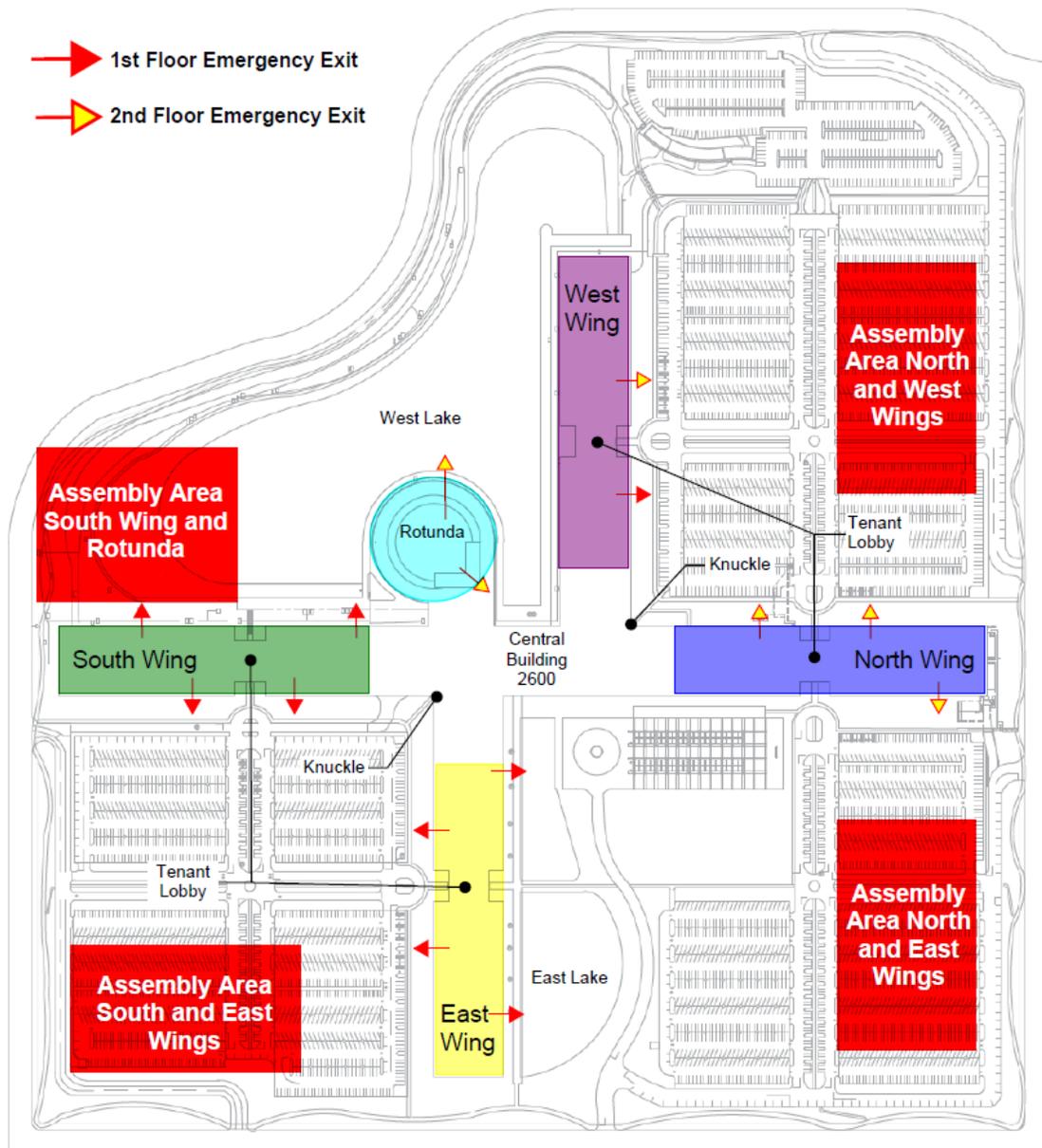


Fourth Floor Central Facilities



Fourth Floor Wings

Appendix D: Evacuation Areas



Terminology

“Tenant Lobby”
Lobby of each wing

“Assembly Area”
Outside evacuation meeting place for each wing’s occupants

“Knuckle”
Central Facilities North & South Entrances

“Assembly Area Rotunda”
Outside evacuation meeting place for occupants of the Rotunda

Appendix E: Areas of Refuge

Sample generic floor plan of building wings with interior areas of refuge at emergency stairwells.

Space located between the two pairs of black fire doors at the emergency evacuation stairwells where employees who need assistance wait with an assigned “buddy”. Note Four (4) are located within each wing on floors not at grade level.

