

Emergency Procedures Manual

Dominion Towers



Hines

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Building Emergency Team Roles and Duties

The property's Response Team is comprised of building staff and tenant floor wardens on each occupied floor. The roles include:

- Life Safety Director – Gary Cardenas
- Assistant Life Safety Director – Diane Martin
- Safety Brigade (typically the engineering staff)
- Security Supervisor (or Security Director) and Staff
- Floor Wardens

Team Roles and Duties for **Dominion Towers**

Life Safety Director

In advance of an emergency, the Life Safety Director is responsible for:

- Emergency plan development and maintenance
- Staff training
- Recruiting and training floor wardens
- Overseeing regular drills and occupant instruction

During an event, the Life Safety Director leads the initial response and will execute or direct the following actions:

- Set up a command post at the emergency Command Center
- Verify or call 911
- Assign tasks to other emergency team personnel (investigate alarm floor, shut down HVAC, secure all entrances, etc.)
- Communicate with occupants via PA system
- Communicate with floor wardens
- Ensure that pertinent information is relayed to emergency responders, and building master keys and diagrams are provided

Assistant Life Safety Director

This person serves as an assistant to the Life Safety Director and takes over those duties when the Life Safety Director is out of the building or unable to perform them. The Assistant Life Safety Director will also help coordinate communications with other Response Team members. The Plan Development Team will want to designate a highly qualified staff member who is able to direct the Response Team in the absence of the director.

Engineers

They:

- Serve on the Safety Brigade
- Investigate alarm conditions and/or verbal reports
- Adjust building systems as directed by Life Safety Director

- Assist with evacuations as necessary
- Assist with elevator recall and operation
- Provide Fire Department with information as needed

Security

The security team consists of:

- **Security Supervisor.** The Security Supervisor assists the Life Safety Director during regular business hours and oversees emergency response efforts in the absence of the director, assistant director, or Engineering Manager. The supervisor will call 911 and notify the Property Manager when directing the emergency response. The head of security also conducts the following duties:
 - Escorts emergency responders to the Emergency Command Center
 - Directs security officers
 - Monitors, secures, and restricts building ingress and egress as needed
 - Makes PA announcements after hours in the absence of the director and assistant director
- **Security Officers.** The security officers on the emergency team assist the Life Safety Director and Security Supervisor. They
 - Investigate alarm conditions and/or verbal reports
 - Monitor, secure, and restrict building ingress and egress as needed
 - Assist with elevator recall and operation
 - Assist with evacuations as necessary
 - Make PA announcements after hours in the absence of the director and assistant director
- **Parking Manager and Loading Dock Manager.** Depending on staffing and the emergency, the parking garage and/or loading dock will need to be monitored or secured.

Warden Teams

If staffing allows, the floor warden team on each floor consists of:

- **Floor/Suite Warden.** Under the direction of the Life Safety Director, the warden leads the response on his or her floor. Responsibilities include:
 - Ensures evacuation routes are clearly identified and not obstructed
 - Makes sure floor team members receive proper training
 - Notifies Life Safety Director of any change in status to special needs occupants (name, work location, phone and e-mail, and mobility needs)
 - Updates Life Safety Director on changes to floor warden team members
 - Leads the emergency response and remains in communication with Life Safety Director
 - Reports back to Life Safety Director after an evacuation to report status and roll call

- **Deputy Warden (Stairwell Monitor).** Depending on employee headcount and the size of their premises, Floor Wardens should appoint deputy wardens to assist with Floor Warden duties. The general recommendation is one deputy warden per 25 people. The deputy warden assesses stairwells, assists the floor warden as needed, and assumes floor warden duties when the warden is away. The deputy warden also helps conduct floor searches.

- **Searchers.** Upon direction to shelter in place, relocate to another floor, or evacuate, one male and one female searcher on each floor are responsible for inspecting all work areas, break rooms, bathrooms, hallways, conference rooms, and other areas to ensure everyone has heard the announcement and is responding.

- **Mobility-Impaired Monitor.** Depending on state and local code requirements, one or two mobility-impaired assistants will be assigned to every person needing help in an evacuation or relocation. Responsibilities include helping the person prepare for shelter in place, internal relocation, or evacuation. In an evacuation or internal relocation, the special needs assistant(s) will help move the person to the stairwell landing and wait with them until help arrives.

Core Response Procedures

Nearly every emergency involves one of three core procedures – evacuation, internal relocation, or shelter in place. As information becomes available or emergency conditions change, the core response may be altered, and in certain situations, a combination of responses might be used.

Note: For additional property specific response procedures, see specific directives listed in each emergency section.

Evacuation

Used when it is safer outside the building than in, evacuations can be partial (only some occupants leave) or full (everyone in the building leaves). During an evacuation, floor wardens should sweep their floor, closing doors behind them once clear. Be sure to check all areas including but not limited to restrooms, kitchens, terraces, copy areas and storage rooms. Instruct all occupants to exit the building via stairwells. Do not use elevators.

Upon exiting the building, a floor warden representative must communicate floor status to a member of the Building Emergency Team (wearing a yellow safety vest for quick identification). The Command Post is located in the surface parking lot on the rear East side of the building.

It is the responsibility of Floor Wardens to communicate the floor status to a member of Building Emergency Team at the Command Post. Building Management will not take an active “roll call” at the Command Post or at a tenant elected assembly area. It is at the discretion of each tenant to identify an assembly area for their employees. Denver Fire Department recommends moving to a pre-determined safe zone of at least 300 feet away from the building.

The all-clear notification will be sent out via email and text communication. It is the responsibility of the Floor Warden to ensure contact information on file in the Management office is current.

For further information in developing a specific evacuation plan for your company, you may find helpful resources here: <https://www.denvergov.org/content/denvergov/en/office-of-emergency-management/emergency-preparedness.html>

Partial or full evacuation may be invoked in response to:

- Fire
- Hazardous material release or spill
- Explosion or threat thereof
- Bomb threat or suspicious package
- Gas leak
- Forecasted natural disaster (hurricane, flooding, etc.)
- Extended utility outage

The following protocol can be used when it is necessary to implement partial or full evacuation

Floor Warden Team Evacuation Procedures

Floor Warden	Deputy Wardens	Searchers	Warden Team (Other)
<p>Direct Warden Team and floor occupants</p> <p>Move floor occupants to nearest exit stairwell. Instruct them to exit the building and report to their assembly area for roll call</p> <p>Confirm mobility-impaired occupants are receiving assistance and update Life Safety Director (LSD) of their status. Request assistance as needed</p> <p>Inform LSD of any hazards and report any injuries</p> <p>Relay floor status report to LSD</p>	<p>Make sure evacuation routes and exit doors are unobstructed.</p> <p>Inspect stairwells for presence of smoke or other hazards. If smoke is present in stairwell, direct occupants to alternate stairwell and notify Life Safety Director.</p>	<p>Visually inspect all areas of floor. Inform occupants to exit the building and proceed to assembly area.</p> <p>Close doors, but do not lock them. Place a sticky note on the lower half of doors to indicate room has been searched.</p> <p>Do not search areas that appear unsafe. Inform Warden of these areas</p> <p>Close but do not lock doors</p>	<p>Warden Team (all members): Put on emergency identification (i.e., hat, vest, armband)</p> <p>Listen to instructions from Life Safety Director (LSD), Assistant LSD, or emergency personnel</p> <p>Mobility-Impaired Monitors: Move persons needing assistance to stairwell landing and await emergency personnel. Do not block stairwell</p> <p>Do not return to the building until an “all clear” has been issued</p>
<p>Remind occupants</p>			
<ul style="list-style-type: none"> • Close office doors when leaving, but do not lock them • When in the stairwells <ul style="list-style-type: none"> ○ Do not carry beverages, laptops, purses, or other objects ○ Women should remove high-heeled shoes ○ Stay to the right to allow room for firefighters to ascend the stairs ○ Hold on to the railing ○ Allow others to merge in an orderly fashion ○ Descend quickly but do not run ○ Remain quiet and listen for instructions ○ Continue to assembly area <p>Do not return to the building until an “all clear” has been issued</p>			

Shelter in Place

Shelter in Place means remaining inside the building and possibly moving to an area of relative safety, typically near the building's core. Historically, shelter in place was used for chemical spills and earthquake response, but in today's security climate, shelter in place has become an increasingly important response. It is now considered a standard component of any building emergency plan.

Used when it is safer inside than outside the building, shelter in place may be invoked in response to:

- Civil disturbance
- Armed intruder
- Active Shooter
- Bomb threat
- Hazardous material release
- Tornado, hurricane, or high winds
- Chemical, biological, or radiological release
- Police activity
- Earthquake

Shelter in place can take two forms:

1. Asking occupants to remain at their work area or
2. Instructing them to move to an internal refuge area on their floor.

In some situations, such as a civil disturbance or an outdoor fire, it is sufficient to simply have people remain inside the building. Other scenarios, such as the threat of an explosion outside the building, require occupants to move to an area of relative safety away from windows (*see Appendix C for recommended shelter-in-place supplies*).

Tenants should identify internal shelter areas in advance. Elevator lobbies and interior conference rooms, corridors, kitchens, and break rooms can all make good refuge areas. Access to bathrooms and water is recommended. Ideally, allow at least 10 square feet per person. If no safe refuge areas exist on a floor, designate appropriate spaces on nearby floors. (Note, however, that elevator lobbies are not good places to shelter when you have a hazardous material release inside the building. Elevator shafts continually draw air upwards, which may spread contaminants. In the event of a chemical, biological, or radiological release that has spread inside the building, instruct occupants to seek shelter in offices, conference rooms, and other contained areas with relatively few ventilation ducts.)

Floor Warden Team Shelter-in-Place Procedures

Floor Warden	Deputy Wardens	Searchers	Warden Team (Other)
<p>Direct Warden Team and floor occupants</p> <p>Instruct floor occupants to stay at their workstation or report to their shelter area as directed</p> <p>Confirm mobility-impaired occupants are receiving assistance and update Life Safety Director (LSD) of their status. Request assistance as needed</p> <p>Inform LSD of any hazards and report any injuries</p>	<p>Make sure pathways are unobstructed</p> <p>Instruct floor occupants to stay at their workstation or report to their shelter area as directed</p> <p>Gather emergency supplies</p>	<p>Visually inspect all areas of floor. Inform occupants to proceed to shelter area as directed</p> <p>Do not search areas that appear unsafe. Inform Warden of these areas</p> <p>Close but do not lock doors</p>	<p>Warden Team (all members): Put on emergency identification (i.e., hat, vest, armband)</p> <p>Listen to instructions from Life Safety Director (LSD) or emergency personnel. Remain in place until an “all clear” has been issued, and be prepared to move if so ordered</p> <p>Mobility-Impaired Monitors: Move persons needing assistance to shelter area as directed</p>
Remind occupants			
<p>Close office doors when leaving, but do not lock them</p> <p>Remain quiet and listen for instructions</p> <p>Stay put until an “all clear” has been issued, and be prepared to move if so ordered</p>			

Emergency Scenarios

Fire

Most U.S. cities have requirements for fire planning and training, though those requirements differ widely. Knowing what is required in your area is a critical first step in the plan development process.

Upon activation of an alarm, strobe lights will flash and an audible alarm tone will ring on the alarm floor, the floor above, and the floor below. When an alarm is triggered, an outside monitoring company will notify the Fire Department. All stairwell doors will automatically unlock. When a fire occurs outside the building, set up a 300-foot safety perimeter, restrict egress, and adjust HVAC as necessary.

Floor Warden Response to Fire

Floor Warden Team

Begin floor evacuation or relocation (*see Evacuation or Internal Relocation section*) when evidence of smoke or fire, when alarm sounds, or as directed by the Life Safety Director (LSD)

If smoke is present in stairwell, direct occupants to alternate stairwell

Inform LSD when help is needed to relocate occupants requiring assistance

Convey floor status report to LSD via emergency phone or runner

- Report any persons remaining behind on the floor
- Report any injuries and provide as much information as possible
- Update LSD on location and status of mobility-impaired persons

Inform LSD of unsafe areas on the floor that were not searched

Additional Fire Procedures

Upon discovering a fire

- Confine the fire by closing doors
- Begin immediate floor evacuation. Pull the fire alarm if possible.
- From a safe location, call 911, then call building engineer
- Use fire extinguisher to put out the fire only if the fire is small and it is safe to do so
 - Have back to exit when using extinguisher
 - Close doors if fire cannot be extinguished

If you become trapped by a fire

- Barricade yourself in a room on the perimeter of the floor with a window. Close door and stuff cloth or other materials underneath door.
- Call 911 and report your exact location
- Tape a sign on the window to help signal your location.
- If smoke enters the room, breathe through a wet cloth
- Do not break a window, except as a last resort

Bomb Threat

This section deals with verbal or written bomb threats. For a suspicious package, see the Suspicious Package section.

While most bomb threats are hoaxes, take all threats seriously. Never touch a suspicious object.

If you receive a call:

- Keep the caller on the line as long as possible
- If you can, signal to a co-worker to call building security
- Ask specific questions, including: Where is the bomb? When will it detonate? What is it made of? Why did you plant it?
- Write down all details. Use the bomb threat checklist provided at the end of this section
 - Caller's age, gender, accent, and tone (agitated, calm, nervous, joking, etc.)
 - Background noises
- Upon completion of the call, immediately relay information to the Life Safety Director and complete a bomb threat checklist

In general, call 911 and notify tenants of the threat. Initiate a search when appropriate. The search team turns off all cell phones and two-way radios and inspects the following areas:

- Inside the building, check lobbies and/or reception areas, mechanical rooms, closets, corridors, restrooms, planters, disturbed ceiling tiles, garbage cans, and roof
- Tenants are responsible for any search proceedings within their space unless determined otherwise by local authorities
- Outside the building, inspect garbage cans, parked cars, public spaces, planters, and outbuildings
- **Do not touch a suspicious item.** Call 911 immediately.

If authorities have not ordered an evacuation, allow tenants the option to evacuate at their own discretion and provide them with the safest evacuation route. Tenants should consult with the Property Manager, Life Safety Director, or security officer on duty to ensure the safest route out of the building.

Floor Warden Response to Bomb Threat

Warden Team
<p>If you receive a bomb threat, take it seriously.</p> <ul style="list-style-type: none">• Call 911, then call security or property management• Complete a Bomb Threat Checklist (below)• Be alert for suspicious objects or packages. If a suspicious package or item is found, do not touch it. Clear the immediate area and call 911 and security. <p>Follow instructions from emergency responders and Life Safety Director</p>

Bomb Threat Checklist

INSTRUCTIONS: Be calm and curious. Do not interrupt the caller.

Your Name: _____ Time: _____ a.m./p.m.

Exact words of caller:

Caller identity: (circle one) Male/Female Adult/Child

Voice characteristics: (circle all that apply) Type of Accent: _____

Slow/Fast Deep/High Angry/Normal Loud/Quiet

Background noise:

PRETEND DIFFICULTY WITH HEARING. Keep caller talking. If caller seems agreeable to further conversation, ask questions like:

When will it go off: _____ Certain hour: _____ Time remaining: _____

Where is it located: _____ Building: _____ Area: _____

What kind of bomb is it: _____

Where are you now: _____

How do you know so much about the bomb: _____

What is your name and address:

Does the caller appear familiar with the building by their description of the bomb location? Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this sheet.

Explosion

Explosions can be caused by gas or fuel leaks, over-pressurized containers, or bombs. The airborne contaminants generated by an explosion can be as harmful as the initial blast and require significant remediation and cleanup. A large blast may disrupt key egress routes and building systems.

Floor Warden Response to Explosion

Warden Team
<p>If an explosion occurs on your floor, evacuate the floor immediately. Don't wait for instructions</p> <p>Call 911 and security</p> <p>Direct occupants to not use anything that could cause a spark, including electronic communications devices</p> <p>Inform occupants to open doors carefully and look out for falling debris Administer first aid if necessary (and if properly trained) Update Life Safety Director upon completion of evacuation. Inform LSD of any injuries or unsafe areas</p>

CBRN Release

Chemical, biological, radiological, and nuclear releases can be intentional, though they are far more likely to be accidental, such as a tanker truck spill or release from a medical research facility.

Biological releases typically take several days to generate symptoms, while chemical spills tend to create visible symptoms immediately – eye or skin irritation, trouble breathing, nausea, etc. In many chemical spills, simply removing contaminated clothes and rinsing with water can remove 90 percent of the harmful agent.

Radiation diminishes quickly with distance, so the best response is to leave the affected area. Contaminated individuals should remove clothes and rinse with water.

For releases outside the building, the best response is usually to remain inside.

Floor Warden Response to CBRN Release

Floor Warden Team
Call 911 and security
Relay details on any injuries
Clear people from the immediate area. Do not allow non-emergency responders back into the area
Do not allow anyone who was present when a package or letter was opened to leave the area – this can cause further contamination. Instruct all possibly contaminated individuals to move to a quarantine area.
If conditions permit, have potentially contaminated individuals wash hands, face, and other exposed skin with soap and water

Hazardous Materials Spill

Hazardous materials include many common items, such as paint thinners, solvents, hydraulic fluid, etc. **Do not attempt to clean up a hazardous material spill unless specifically trained to do so.**

Know in advance what hazardous materials are stored on site and keep a Material Safety Data Sheet (MSDS) for each in the Command Center. If staff is not trained to safely clean up a substance stored on site, identify a vendor to call in case of a spill.

Floor Warden Response to Hazardous Materials Spill

Floor Warden Team
<p>Alert security. Call 911 for major spills or injuries.</p> <p>Evacuate all or part of affected floor (and adjacent floors) as necessary. Prevent people from approaching the substance</p> <p>If safe to do so, determine the quantity of released material and whether the spill is contained or spreading</p> <p>If someone is overcome by fumes or has injuries, call 911, then building security. Apply first aid only if the nature of the threat is known and there is no risk of personal injury. Otherwise, wait for emergency responders to provide aid</p>

Utility Failure

Plan ahead to be prepared in the event of a power failure. Check building security systems in advance to see how they would function during power loss. If any locking systems should fail, additional security staffing may be needed at the onset of a power failure. Also verify that exit-door locking mechanisms would unlock during a power failure.

Routinely inspect and test emergency lighting, including in parking garages, and repair or replace as necessary. Keep flashlights in several locations, and ensure batteries are adequately stocked and expiration dates are current. Emergency glow sticks (with current expiration dates) could also be used during a power outage.

Routinely inspect and test the emergency generator, and compile a list of items that are connected to it. Make sure repeaters, radios, and the building management telephone system are on emergency power, as well as at least one building computer. Maintain a sufficient supply of fuel, and keep supplier(s) phone numbers in a readily accessible location.

Floor Warden Response to Utility Failure

Floor Warden Team
Prepare to evacuate, relocate to another floor, or shelter in place as directed

Elevator Entrapment

As required, adhere to the rigorous maintenance and operation program, including all timetables, checklists, and logs for inspections, testing, and maintenance. Keep all certifications, permits, and licenses current. Post/maintain a current list of phone numbers for response personnel for elevator emergencies at the Command Center.

In the event of an elevator entrapment, the primary concern is for passenger safety. Establish and maintain communications with trapped passengers to monitor the urgency of the situation. Try to find out how many people are trapped and if anyone has a health condition (asthma, diabetes, heart ailment, etc.) or has been injured. Call 911 immediately if there is any indication of a medical emergency.

What to do: If an elevator is cleared before the contractor arrives, allow the vendor to assess the cause of the entrapment and make repairs. If the entrapment is a false alarm, notify the appropriate personnel and vendor without delay.

What not to do: Make no attempt to force open the elevator doors and rescue passengers, as injuries may occur. Only emergency personnel or the elevator contractor should try to free the trapped passengers.

Gas Leak

Routinely inspect and service natural gas systems, equipment, and valves as a preventive measure. Replace aging equipment and parts, and consider placing protective barriers around piping.

Keep instructions, building systems information, and emergency contact numbers for gas company in several locations, including near shutoff valves, storage tanks, and equipment. Provide directions on emergency shutdown and relighting of equipment with gas pilot lights, and store a wrench near each shutoff valve.

A confirmed or suspected natural gas leak requires an immediate response.

Floor Warden Response to Gas Leak

Floor Warden Team
Notify security. For a heavy smell of gas, call 911, then call security. Oversee evacuation, relocation to another floor, or shelter in place as directed Do not use anything that could cause a spark, including light switches, matches or lighters, telephones, cell phones, or electronic devices in affected areas

Theft or Criminal Activity

Preventive: Routinely inspect lighting in and around the building, including the garage, and repair and replace as necessary. Also consider adding lighting to unlit areas where criminal activity could occur.

You may want to gather information from the police department or a security vendor on any recent criminal activity in the area. Neighboring buildings and area associations might also be able to provide information on current criminal trends.

Document any suspicious activity in or around the building. Tenants should confirm with property management if someone enters a tenant space claiming to be working for the building.

Workplace Violence

Be alert to early warning signs of violence, such as angry outbursts, combativeness, and overreaction to seemingly minor issues. Indications of drug or alcohol abuse and displays of intolerance or social withdrawal are also early warning signs. Encourage tenants to keep property management advised of any potential violent behavior and any orders of protection for their employees. Should you feel threatened by an angry or suspicious person, remove yourself from the situation and call security.

Indicators of when to call 911:

- Verbal or written threats that would cause harm to a person or property
- Physical threats or acts of violence to a person or property
- Threat or evidence of a weapon
- Rage or severe mood swings
- Drug- or alcohol-induced state

What to do if a weapon is displayed:

- Follow the instructions of the perpetrator and avoid arguing
- Try to remain calm and move slowly
- Consider talking to the perpetrator to learn as much as possible about the individual
- If several people are involved, focus on one individual
- Avoid political or ideological discussions
- If a firearm goes off, take cover on the floor
 - Duck behind equipment or furniture if possible

Laws concerning concealed handguns vary from state-to-state. The Property Manager should verify that the building rules and regulations comply with current state and local weapons laws. Also consider surveying the PA system to determine zoned coverage and audibility.

NOTE: Consider implementing shelter in place or building lockdown when perpetrator(s) are outside the building, on the move, or their location is unknown. If your building requires building lockdown, check with local authorities on formal lockdown procedures and incorporate them into your plan in addition to shelter-in-place procedures.

NOTE: Consider implementing partial or full evacuation when perpetrators are stationary and evacuation can be executed safely.

General Response

- Quickly and quietly remove yourself from a situation where someone becomes excessively angry and you are concerned for your safety. Alert your supervisor or building security as appropriate.
- If you cannot remove yourself from the situation, listen quietly and do not argue
- Remain observant but do not stare
- In a hostage situation:

- Remain calm and nonthreatening
- Move slowly
- Comply with demands. Eat food if it is offered
- Engage in conversation so long as it does not provoke the hostage taker; do not engage in political or ideological discussions
- Stay low if possible
- Do not attempt to escape unless there is an extremely safe opportunity that is highly likely to succeed
- Should shooting erupt, immediately lie flat on the floor in a prone position. Move to a safer location when possible.
- In a rescue situation, you may be mistaken for a hostage taker. Do not argue or resist. Wait until the chaos subsides

Floor Warden Response to Workplace Violence

Floor Warden Team
<p>If a violent encounter occurs on floor, immediately alert security and call 911 if safe to do so Move occupants to positions of safety away from the event <i>See General Response</i></p>

Active Shooter

Active Shooter Profile

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters usually will continue to move throughout building or area until stopped by law enforcement, suicide, or other intervention.

General Response

- If you suspect a potential active shooter situation, you must quickly determine the most reasonable way to protect your own life. Do not wait for instructions or a police response.
- The current best practice is to Run, Hide, or Fight, in that order
 - **Run.** If there is an accessible escape path, evacuate the premises. Move far from the building. Do not stop for belongings. Always have an escape route and plan in mind even if you are just visiting.
 - **Hide.** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Block entry to your hiding place and lock the doors. Use heavy items to barricade yourself if possible. And, remember to remain quiet and silence your cell phone or pager. If there are others in the room with you, spread out.
 - **Fight.** As a last resort, and only when your life is in imminent danger, attempt to incapacitate the shooter by acting with physical aggression and throwing items at the gunman. Call 911 when it is safe to do so.
- If you are a manager or uniformed official, employees and customers are likely to follow your lead. So, it's essential that you remain calm and take immediate action. The key is to be aware of your environment and any possible dangers.
- **Call 911 WHEN IT IS SAFE TO DO SO!**

When Police Arrive

- Keep your hands visible at all times with fingers spread apart. Do not carry anything in your hands.
- Do not run or yell at officers
- Immediately comply with all demands

Floor Warden Response to Active Shooter

Floor Warden Team

If an active shooter event occurs on floor, quickly determine the best way to protect your own life. Call 911 if safe to do so.

Move occupants to positions of safety away from the event.

See Staff Response below

Civil Disturbance

Office buildings are occasionally the location for civil demonstrations, rallies, and protests. In some cases security may need to restrict access to the building and/or ask occupants to remain inside.

Never argue with demonstrators. Maintain a neutral position and remove yourself from the area.

Floor Warden Response to Civil Disturbance

Floor Warden Team
Prepare to initiate shelter in place if instructed to do so Do not argue with demonstrators. Maintain a neutral position and move away from the area If demonstrators appear on your floor, alert security

Natural Disasters

Earthquake

The safest place to be during a quake is underneath a protective object near the building's core.
Never try to exit a building during a quake.

In a significant earthquake, emergency responders may not be available for many hours, so the effectiveness of your response will rely on how well you have trained your staff, floor wardens, and occupants. Having emergency supplies (including basic search and rescue tools) on hand can also make a critical difference.

Floor Warden Response to Earthquake

Floor Warden Team
<p>Duck, Cover, and Hold: Immediately get under a desk, table, or other sturdy object away from windows. Hold on to a table or desk leg to prevent being shaken into the open. Remain in place until all tremors cease</p> <p>Do not attempt to leave the building during a quake. Areas immediately around tall buildings are among the most dangerous places to be in an earthquake</p> <p>In a major quake, when shaking stops, relocate occupants to the building core</p> <p>Check for injuries; report damage and injuries to Life Safety Director</p> <p>Administer first aid if necessary (and if properly trained)</p>

Flooding

During a flood watch:

- Review evacuation routes
- Check that all emergency equipment is operating properly
- Make sure all emergency supplies are on hand and available, including fuel for emergency generators.
- Check operations of sewage and sump pumps.
- Inspect the outside of the building, including the garage and roof levels and any cooling tower areas, for loose materials, cables, containers, etc.

Floor Warden Response to Flooding

Floor Warden Team
Be prepared to initiate evacuation, internal relocation, or shelter in place as conditions warrant Consider instructing occupants to move documents and equipment to safe location on higher floors

Tornado or High Winds

Tornadoes can strike with little warning and cause catastrophic damage. Take tornado watches and warnings seriously:

- Tornado Watch: Conditions are right for tornado formation
- Tornado Warning: A tornado has been spotted or detected on radar

To help lessen the damage, maintain landscaping and remove any dead branches. When safe to do so before a storm arrives, secure outside items and bring small items inside, including from roof areas. Keep battery-powered or hand-crank radios in several easily accessible locations, and assemble a list of emergency radio stations.

Floor Warden Response to Tornado or High Winds

Floor Warden Team
Be prepared to move occupants to shelter in place areas or relocate to a different floor as directed
Do not open windows. Draw curtains or blinds, if safe to do so
Remain inside, move away from windows, and stay as low as possible

Severe Winter Storms

Severe winter storms can be crippling. Several measures can be taken to help reduce the degree of impact. Keep snow removal equipment in good working condition and maintain salt or sand supplies. Check and maintain the fuel oil supply for the emergency generator should the power go out. Survey building roofs and repair as needed using specialized vendors. Inspect door and window seals often to ensure airtight conditions. Inspect and clear debris from drains around the building, on the roof, and in nearby areas, including parking garages, so that melting ice and snow can drain easily. Place rugs in lobby areas to absorb tracked-in snow and lessen the risk of slips.

Severe winter storm definitions include the following:

- Winter Storm Watch: Heavy snow and/or ice may occur within 12 to 36 hours
- Winter Storm Warning: Hazardous winter weather is occurring, imminent, or likely
- Blizzard: Heavy snowstorm, strong winds of at least 35 mph, and poor visibility (1/4 mile or less) for 3 hours or more.

Medical Emergency

Tenants, wardens, and staff should administer first aid only if trained and if there is no risk of injury. Be particularly careful of contamination by blood-borne pathogens. Do not administer CPR or use an AED unless specifically trained.

Plan ahead by documenting where your emergency supplies and first aid kits are kept. Check regularly to ensure that these supplies are adequately stocked and their expiration dates are current. To prevent contact with bodily fluids, consider stocking latex gloves and protective glasses. Maintain any building equipment, and encourage your tenants to acquire and maintain emergency equipment and supplies. Also encourage them to provide first aid training.

Take medical precautions and report any exposure to emergency personnel. Anyone who comes into contact with bodily fluids should wash the exposed area immediately with soap and water, and use water or saline solution to irrigate the eyes. Cleaning personnel are required to have and be trained with blood-borne pathogen kits.

Floor Warden Response to Medical Emergency

Floor Warden Team
Floor Warden: Alert security and ensure 911 has been called. Provide first aid if properly trained
Warden Team member: Remain at incident, keeping victim(s) calm and comfortable. Reassure victim(s) help is on the way
Another team member: Wait at elevator to usher emergency responders to scene

Appendixes

Appendix A – Fire-Life Safety Information

Fire-Life Safety Information Sheet (See Attached)

To be completed and returned to marquelle.sanchez@hines.com or diane.martin@hines.com.

Appendix B – Building Diagrams

Site Plan Diagram (See Attached)

The 2009 International Fire Code, which many jurisdictions have adopted, requires a site plan diagram showing:

- The location of the building in relation to adjoining roads
- Fire hydrants
- Typical access for fire department vehicles

Appendix C – Recommended Shelter in Place Supplies

Occupants and building staff should be prepared to remain on-site, with no outside help, for up to 72 hours after a major disaster. The following **recommended** supplies should be stored in easy-to-access locations and inspected semiannually. Replenish food, water, batteries, and any other perishable items as necessary. Make sure supplies are easily accessible and portable.

Individual Occupant Supplies

- Water bottles
- Food (snack bars)
- Hand sanitation gel
- Flashlight and batteries
- 72-hour supply of medicine
- Change of clothes, comfortable shoes

Warden Team Supplies

The following recommended warden team supplies are in addition to each warden's individual supplies:

- Extra food and water to last several days (1 gallon of water per person per day)
- Flashlights and batteries
- Radio and batteries
- First aid kit
- Sanitary wipes
- Toilet paper
- Garbage bags
- Can opener (if storing canned food)
- Evacuation mask
- Changes of clothes
- Work gloves
- Duct tape
- Glow sticks