

WOODSIDE OFFICE CENTER

Tenant Information Handbook

Section 2: Emergency Procedures

Cushman & Wakefield U.S., Inc.

Operator for

Ellis Partners – Mach II Woodside, LLC

Building Management Phone: **415-464-8646**

Afterhours Emergency Phone: (888) 638-1729 – **To be used only during an afterhours emergency.**

Emergency Calls

The primary concern in the event of an emergency situation is to minimize the potential danger to all occupants of Woodside Office Center.

In all emergency situations, the Novato Fire Protection District or the Novato Police Department may be responsible for providing supplementary directions and guidance in the implementation of these procedures. The primary method to contact the Novato Fire Department or the Novato Police Department is to dial 911.

In addition, enclosed is a copy of the Bomb Threat Phone Call Form at the end of this document, which we recommend be placed within reach of all telephone receptionists and operators.

If there is an afterhours emergency, please call (888) 638-1729. This line should only be used afterhours and if it is an emergency and needs immediate attention.

Systems

Incorporated into Woodside Office Center are various systems specifically designed to detect smoke, report fires, and if necessary, provide a means for safe exit of occupants.

A. Fire Alarm Control Panel (FACP)

- a. In the event of an emergency fire situation, the **Fire Alarm Control Panel (FACP)**, .
- b. The **FACP** identifies all fire alarm devices.

B. Smoke Detection System

- a. Upon detection of smoke, the *smoke detectors located in air handling units* will:
 - i. Automatically shut down the air handling units to prevent the spread of smoke.
 - ii. Provide initial warning of smoke at the **FACP**.
 - iii. Activate audible and visual devices on each floor.
- b. Smoke detectors in all elevator corridors will:
 - i. Provide initial warning of smoke at the **FACP**.
 - ii. Activate audible and visual devices in the building.
 - iii. Activate automatic recall of elevators. **Elevator fire service emergency operation.** The elevators will be recalled to the primary or secondary

landing zones in the event of a fire. Do not attempt to use the elevators. They will be out of service to prevent them from being called to the fire floor. Firefighters will be able to take control of the elevators for firefighting operations.

C. Manual Fire Alarm Pull Boxes

- a. Each floor has two **Manual Fire Alarm Pull Boxes**.
- b. These boxes will cause an audible/visible alarm to be activated in the building.
- c. In addition, an alarm indicating the floor affected will be displayed at the **FACP**.

D. Fire Extinguishers

- a. All **Fire Extinguishers** in the common areas of Woodside Office Center are Class ABC. They are located in the Fire Extinguisher Cabinets. Operational instructions are on the extinguishers.
- b. For additional **Fire Extinguisher** information, see Appendix #5.

E. Sprinkler System

Sprinkler systems are installed on all floors of Woodside Office Center.

F. Fire Exits

- a. Each floor is serviced by two exit stairways, see evacuation maps at elevators.
- b. Twenty-four hours per day, doors on the second and third floors are designed so that individuals can enter the stairways from any floor but cannot normally exit onto another floor. In a fire alarm condition, the stairway doors will unlock so you can get from one exit stairway to another.
- c. The emergency exit from the West stairwell exits to the West parking lot or to the lobby and to the South parking lot. The emergency exit from the East stairwell exits to the East parking lot or to the lobby and to the South parking lot. The center stairwell between the first and second floors exits into the Building lobby and to the South parking lot.

Fire Emergency Procedures

If smoke or fire is **sighted**, the following actions/procedures should be followed:

- A. ***Pull the handle at the Manual Fire Alarm Pull Box and exit the building.*** This alarm will:
 - a. Activate audible and visual devices in the building.

- b. Call 911 after you have exited the area and are in a safe location. If possible, call *the Building Office at (415) 464-8646* to provide details of the emergency.

B. When a fire is discovered:

- a. Close the door to the fire area. It is extremely important to close doors to keep smoke and flames from spreading.
- b. Pull the closest Fire Alarm. Pull stations are located near the stairwells of each floor, and will automatically notify the Fire Department.
- c. Call 911. (Do Not Call from the Fire Floor) and Provide the following information:
 - Your Name
 - Your Company's Name
 - Your Suite Number and Floor Number
 - What is on Fire – Exact Location of the Fire
 - Your Telephone Number
 - **DO NOT HANG UP UNTIL TOLD TO DO SO**

This operator should relay this information to the Fire and Police Departments.

C. When an audible/visual alarm is activated:

- a. The **Building Manager** and **Engineer** will proceed immediately to the **Fire Alarm Control Panel (FACP)**.
- b. With the assistance of the **Tenant Deputy Safety Coordinator** and **Tenant Searchers**, all occupants of each floor should proceed to their floor's elevator lobby and await instructions from the **Tenant Safety Coordinator**.

Life Safety Personnel

A. Novato Fire Protection District

Upon arrival, the **Fire Department Incident Commander** will be in command of all emergency fire operations.

B. Safety Director

The **Safety Director** coordinates the Life Safety Program, and in emergency situations, acts as the liaison between Woodside Office Center and local public safety agencies, i.e., local fire department, local police department.

C. Tenant Safety Coordinator

Each floor of Woodside Office Center will be under the direction of a designated **Tenant Safety Coordinator**, who will assume responsibility for:

- a. Checking availability of designated personnel on the “**Floor Emergency Organization Chart**” (Appendix 1) on a regular basis, and providing an alternate when a position on the chart is not covered.
- b. Keeping the “Personnel Requiring Assistance during Evacuation” Form (Appendix 4) updated.
- c. Activating the **Manual Fire Alarm Pull Box**, if required.
- d. When directed, overseeing the orderly exit of occupants via their stairway.

D. Tenant Deputy Safety Coordinator

- a. Two **Tenant Deputy Safety Coordinators** will be assigned on each floor, one for the East end and the other for the West end.
- b. Deputies will be responsible for:
 - i. Assisting the **Tenant Safety Coordinators** in any or all of their assignments.
 - ii. Ensuring office spaces are promptly cleared when an order to evacuate is given.

E. Tenant Searchers

One male and one female tenant searcher will be assigned to each floor to inspect restrooms and lounge areas to insure that personnel are informed of an emergency situation.

F. Search Teams

- a. The number of **Search Teams** will be determined by staffing boundaries on each particular floor.
- b. **Search Teams** will be assigned to areas that they occupy, or with which they are familiar.

Evacuation Procedures

Some situations may require the evacuation of all or part of the building.

- A. Depending on the circumstances, an evacuation order may be delivered through the building fire alarm system.
- B. Persons may be instructed to evacuate Woodside Office Center.
- C. Depending on the circumstances, only fire stairways, or a combination of fire stairways and elevators will be utilized in an evacuation. NOTE: The elevators may not be available if they have been automatically recalled due to detection of smoke.
- D. Each tenant should have a prearranged assembly point away from the building where employees should gather and await further instructions.
- E. Occupants will not be permitted to return to the building until it has been declared safe by the **Novato Fire Protection District or Police Department or the Safety Directors**.
- F. It must be noted that fire department personnel will be assigned to search for missing person or persons. It is critical the accounting method is accurate so the fire department personnel are not looking for someone that has exited the building, but did not report to their assigned meeting area. This would pull firefighting efforts or other rescue operations to look for someone that is not in need of help.

Fire Prevention

For your protection, please help by observing the following:

- Building Management must approve all contractors working in a lessee's leased premises. Notification and a copy of a contractor's Certificate of Insurance are required prior to the commencement of work.
- Make sure all coffee makers are turned off at the end of the day.
- Do not block any stairwells with boxes, trash, etc.
- Call the Building Office if you have any concerns about the emergency systems, blocked exits, fire extinguishers, exit lights, etc.
- Space heaters are prohibited due to the strong possibility of causing fire.
- Smoking is prohibited except in the designated areas only.
- Do not store items in the electrical closets or phone rooms. This is a Building Fire Code Regulations violation. These rooms can get very hot and cause spontaneous combustion.

- The elevator lobby should be kept clear of boxes, trash, and particularly combustibles.
- Keep all items at least 18 inches from the ceiling. All storage should be maintained at least 18 inches below the ceiling. This will allow the sprinkler system to work properly.
- Extension cords are prohibited. Power strips with a 15 amp breaker or fuse must be used and should be replaced every 3-4 years.

Bomb Threats

Most bomb threats come to light as the result of a telephone call. In most instances, the telephone operator will be the one to receive the threat, and should be prepared to get basic information and take certain steps after the call is received. (See the attached “Bomb Threat Report Form”).

- A. If a bomb threat is received by telephone, the person receiving the call should:
 - a. Stay calm. *Do Not* upset the caller. *Do Not* hang up on the caller. The bomb threat caller is the best source of information and a calm response may result in obtaining critical information.
 - b. Keep the caller on the line as long as possible.
 - i. Ask them to repeat the message.
 - ii. Record every word spoken by the person.
 - c. If the caller does not indicate the location of the bomb or the time of possible detonation, ask the caller for this information.
 - d. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
 - e. Pay particular attention to background noises, such as, motors running, music, or any other noise which may give a clue as to the location of the caller.
 - f. Listen closely to the voice (male, female), voice quality (calm, excited), accent, and speech (impediments).
- B. After the bomb threat call is complete or if a bomb threat is received by any other means:
 - a. Immediately notify the Novato Police Department at 911 and the Building Office at **(415) 464-8646**
 - b. Remain available, as law enforcement personnel may want to interview the person receiving the call.

Bomb Threat Report Form

INSTRUCTIONS: This form is to be filled out when talking to the person reporting a bomb threat. Be calm, be courteous, listen, and do not interrupt the caller. Notify your supervisor while caller is on the line.

Receiver of Call: _____ Date: _____ Exact Time of Call: _____
Length of Call: _____ Sex of Caller: _____ Race of Caller: _____
Age of Caller: _____

Exact words of caller:

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of a bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb? _____
6. What would cause the bomb to explode? _____
7. Did you place the bomb? _____
8. Where are you calling from? _____
9. What is your address? _____
10. What is your name? _____

Try to determine (circle)

Voice: Loud Soft High Pitch Deep Raspy Pleasant Other

Accent: Local Not Local Foreign Region

Speech: Fast Slow Distinct Distorted Stutter Nasal Slurred Lisp

Language: Well Spoken Educated Foul Irrational Incoherent

Manner: Calm Angry Rational Irrational Deliberate Emotional Righteous
Laughing Disguised Excited

If the voice is familiar, who does it sound like? _____

Were there any background noises? _____

If so, what kind? _____

Telephone number on which call was received: _____

Earthquake

1. The following information provides some basic answers on the procedures to be taken in case of an earthquake. There are no rules which can eliminate all earthquake danger. However, damage and injury can be greatly reduced by following the simple rules contained in these procedures.
2. Be calm, do not panic. An earthquake can come suddenly and may not last very long.
3. Move away from windows, glass partitions, and from beneath light fixtures. An earthquake can shake these items loose and cause serious injury.
4. Do not stand next to bookcases, large open files, or anything that might topple over in an earthquake.
5. If possible, position yourself underneath a heavy desk or table and remain there until the earthquake has stopped.
6. When the earthquake has stopped, occupants of the building should follow the same procedures as in the case of a fire or tornado.
7. If the building is evacuated following an earthquake, stay away from objects that may topple (brick walls, power lines, etc.), designate a safe refuge area away from the building, if possible.

Other Items to Remember

1. No Smoking! No open flames! Gas leaks are not uncommon after an earthquake.
2. Even after an earthquake has stopped, it is likely that aftershocks will occur. Be prepared.

Weather Alerts/Tornadoes

If severe weather produces dangerous conditions, such as a tornado warning, notification will be issued to all tenants via the Public Address System. The Marin County Emergency Management Division activates the Public Warning Sirens under the following circumstances: 1) A Tornado Warning is issued by the National Weather Service, or 2) when a funnel cloud is sighted, or 3) when the County is under a Tornado Watch and a severe thunderstorm warning is issued by the National Weather Service, or 4) when directed to activate the sirens by the Emergency Management Division. The Public Warning Siren is to encourage people outdoors to seek indoor shelter immediately and turn on their radios and televisions for more detailed information about the tornado.

There are two types of Severe Weather Warnings:

Tornado Watch: Conditions are favorable for a tornado. Precautionary Alert. Listen to radio or television.

Tornado Warning: Tornado has been spotted in the area. Seek Shelter.

If a Tornado is sighted in the area and the Marin County Emergency Management Division activates the sirens, Building Management will direct occupants through the fire alarm system to take safety measures. Safety measures that may be considered taken in the event of a Tornado Warning are as follows:

1. Close blinds in all exterior offices.
2. Close all doors of offices that lead to the outside or have exterior windows or glass.
3. Move quickly and calmly - Do not stop to look out windows.
4. When the severe weather condition is no longer a threat, Building Management will give an "All Clear" message over the Emergency Communication System.
5. After the "All Clear" is given, inspect your office area for any damage. If no damage is found, you may return to your work area. Report any emergencies such as fires, leaks, structural damage, or safety hazards to the Building Office at (415) 464-8646.

Civil Disorder

1. During periods of civil disorder, the Building Manager or his/her designated Representative will be in charge.
2. If there is a potential for violence the Building Manager or his/her designate shall notify the Novato/Marin Police Department by dialing 911.
3. Should it become advisable to lock the tenant areas, elevators, and stairway doors, occupants will be advised by a telephone call &/or a visit from Building Management.
4. Any announcement shall be presented in a calm and professional manner to avoid panic and confusion.
5. All tenants will be asked to remain in their suites until the danger has passed.
6. The Building Manager will coordinate with the Novato/Marin Police Department to determine when normal building operations may be resumed.

Hazardous Materials

- A. An incident occurring INSIDE the building.
 - a. Immediately notify the Building Office at (415) 464-8646 and give the following information.
 - i. Floor and area.
 - ii. Information concerning the type of substance that has spilled or is leaking, the quantity involved, and any cautions.
 - b. The Building Manager will notify the Novato/Marin Fire Protection District by dialing 911 and relay the information given.
 - c. If evacuation is ordered, the Building Manager or his/her designate will activate the nearest fire alarm pull station.
- B. An incident occurring OUTSIDE the building.
 - a. The situation will be assessed by the Fire Department to determine any danger to building occupants.
 - b. Building Management will turn off all fans bringing outside air into the building.
 - c. Various chemicals have different characteristics. The same procedure will not always be used. The Fire Department will determine the proper course of action.
 - d. If a vapor cloud is created and is heavier than air, it will be safer to stay in the building where there are no open windows, and doors will be kept closed.
 - e. If the vapor cloud is lighter than air and becomes a threat to the building, instructions from the Fire Department will be forthcoming.

Elevators

Elevators are one of the safest modes of transportation that there is. However, from time to time they will malfunction due to their sophisticated automatic controls. The following information provides some basic procedures to follow in the event of a malfunction.

- Remain Calm
- Use the phone in the elevator car to call for help.
- Make noise if there is not a phone available.
- **Do Not** attempt to crawl out of the elevator cab when the doors are open between floors. Remain in the cab or serious injury may result.
- **Do Not** try to force open an elevator door.

- The elevator service provider or the Novato/Marin Fire Protection District will secure the elevator and safely remove the trapped individual(s).

Elevator fire service emergency operation. The elevators will be recalled to the primary or secondary landing zones in the event of a fire. Do not attempt to use the elevators. They will be out of service to prevent them from being called to the fire floor. Firefighters will be able to take control of the elevators for firefighting operations.