

Emergency Manual



**540 Gaither Road
Rockville, Maryland 20850**

December 2019

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Preface

This plan is generic in nature to account for general emergency situations. Not all items in this plan will apply to all properties. When developing the plan for your property edit the its

In the event of a fire or other emergency, use this information as a response guide and may aid in keeping employees, tenants and patrons safe. This may also aid the recovery following a disaster. Public safety officials are often involved in the immediate response measures, follow their directions. Please note that no emergency plan can account for all of the possible factors and changing conditions. Each individual will have to decide for himself/herself what the safest action under the circumstances is.

DO NOT TAKE ANY ACTIONS THAT WILL ENDANGER YOUR SAFETY.

This emergency response plan has been prepared and approved by:

Date	Work Completed	Name and Title	Signature
12/4/2019	Initial Plan Acceptance	Catherine Costopoulos Sr. Property Manager	
	Plan Update		

Key Emergency Contacts

In the first table below, the Emergency Coordinator is the property staff member who will lead the building team's initial response. Typically, this will be the chief engineer. The Assistant Emergency Coordinator is the person who would assume the Coordinator's role if that person is away.

If you do not have on-site security or parking, delete these rows.

The Fuel, Hazards, and Impairment Monitor should be the chief engineer --this is a code-required designation, so do not delete this row.

The Regional Emergency Coordinator is the person at RMR you would need to notify in the event of a serious emergency.

Title or Role	Name	Contact Information	Work Hours
Emergency Coordinator	Ruben Mejia Chief Engineer	202-403-4289(mobile) 301-963-2019 (office) rmejia@rmrgroup.com	7 to 3
Emergency Coordinator	Derek Tichenor Building Engineer	240-459-9275 (mobile) 301-963-2023 (office) dtichenor@rmrgroup.com	7 to 3
Engineer	Ruben Mejia Chief Engineer	202-403-4289(mobile) 301-963-2019 (office) rmejia@rmrgroup.com	7 to 3
Property Manager	Catherine Costopoulos, CPM Sr Property Manager	202-437-1294 (mobile) 301-591-5626 (office)	8:30am to 5:30pm
Regional Emergency Coordinator	Mark Bova Area Director, Engineering	240-406-0952 (mobile) 301-591-5633 (office)	8:30am to 5:30pm
Area Director	Ginger Rose Area Director	240-712-0586 (mobile) 301-591-5622 (office)	8:30am to 5:30pm
Area Director/Chief Engineer	Jim Kekeris Area Chief Engineer	301-399-6783(mobile) 301-963-3609 (office) jkekeris@rmrgroup.com	7 to 3
Regional VP	Matthew Wilson Regional VP	410-960-7607 (mobile) 301-591-5621 (office)	8:30am to 5:30pm
Senior VP	Dan Melia	(443) 283-8220 (Office)	

National Engineering	Justin Norton	(301) 591-5611 (Office) (202) 365-8703 (Mobile) jnorton@rmrgroup.com	9:00AM – 5:00PM
Fuel, Hazards, and Impairment Monitor	Ruben Mejia Chief Engineer	202-403-4289(mobile) 301-963-2019 (office) rmejia@rmrgroup.com	7 to 3

In the External Contacts table below, enter the names and contact information pertinent to your property and identify the hospital that would most likely be used in an emergency at your building. If you wish, you may also list the key vendors you would call to help you restart after an emergency.

External Contacts	Name	Contact Information
Police	Police Department	911 301-570-2880 (non-emergency)
Fire	Fire Department	911 301-424-2311 (non-emergency)
Electrical Utility	Pepco	202-833-7500
Gas Utility	Washington Gas	703-750-1000
Water Department	WSSC	301-206-4001
Local Hospital	Shady Grove Hospital	911 240-826-6000 (non-emergency)
Public Health Dept.	Maryland Dept. of Health Baltimore MD	877-463-3464 or 410-767-6500
Insurance Company	Willis Towers Watson	212-915-8097 (office)
Building Automation System	Boland Trane	888-929-0301
Carpet Contractor	Shaw Carpet Darcy Lavangie	781-534-0714 (office)
Cleaning Company	Pioneer Building Services Tyler Merrill, Director of Client Development	202-499-9603 (office) 202-309-9824 (mobile)
Dumpster Service	Waste Management Stephanie Feldman, National Account Mgr.	855-895-1547 (office)
Electrical Contractor	Varcomac	301-317-7900
Electrical Supplies	Staples Business Advantage Yardi Marketplace, Home Depot	

Elevator Service Company	Otis Elevator Company Karlee Farr, Act. Mgr.	800-233-6847 (office) 667-967-3183 (mobile)
Emergency Generator	Fidelity Power Systems	410-771-9400
Environmental Contractor	Partner Engineering and Science, Inc. – Ray Lavery, Act. Mgr.	310-615-4500 (office)
Fire Alarm Monitoring Company	Kastle Systems	855-527-8531
Fire Alarm System Contractor	Adcock’s Systems LLC	301-843-3661
Fire/Flood Restoration Company	C&C - Scott Maynard	240-810-2559 (mobile) 800-307-8326 (office)
Fire Pump Contractor	Service Machine Shop, Inc.	301-881-5934
Fuel Oil Company	Griffith Energy Services	888-474-3391
General Contractor	HBW Construction	301-424-2900
Glass Repair Company	Hutchison Glass and Mirror	301-984-7500
Mechanical Contractor	NAC Mechanical Services Jason Brocato Sales Manager	240-507-9551 (mobile) 301-670-6300 (office)
Motor Supplies	Yardi Marketplace, Grainger	
Plumbing Contractor	Legacy Plumbing LLC	571-765-0001
Plumbing Supplies	Staples Business Advantage Yardi Marketplace Home Depot	
Refrigeration Contractor	NAC Mechanical Services Jason Brocato Sales Manager	240-507-9551 (mobile) 301-670-6300 (office)
Roofing Company	Alliance Roofing	410-483-7470

Security Alarm Monitoring Co.	Kastle Systems	855-527-8531
Security Alarm System Co.	Kastle Systems	855-527-8531
Snow Removal	PCM Services James Brinsky	301-595-3700 (office) 240-372-0541 (mobile)
Sprinkler Company	Adcock's Systems, LLC	301-843-3661

Emergency Team Roles and Duties

Adjust the list of building staff and reassign tasks as appropriate for your operations.

The emergency team is comprised of building staff and floor wardens on each tenant floor. The roles include:

- Emergency Coordinator
- Engineering
- Property Management
- Floor Warden Teams

Emergency Coordinator

The Emergency Coordinator holds overall responsibility for the building's life safety program. Prior to an event they ensure all team members are trained and plans are up to date. During an event they lead the initial emergency response until firefighters or other responders arrive on-site.

During an event, the Emergency Coordinator leads the initial response. Responsibilities include:

- Verify or call 911
- Set up a command post at the fire control panel
- Assign tasks to other emergency team personnel (investigate alarm floor, shut down HVAC, secure all entrances, etc.)
- Communicate with occupants and floor wardens
- Relay what is known to emergency responders

An Assistant Emergency Coordinator is properly trained to take over those duties when the Emergency Coordinator is out of the building or unable to perform them.

Property Management

In advance of an emergency, property management is responsible for:

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

During an emergency, property management staff will assist with communications where possible.

Engineering

While the emergency team should contain as many engineers as possible, it is important that at least the lead engineer (or other person with the most technical knowledge about the building's systems) participate. Engineers on the emergency team responsibilities include:

- Ensure appropriate emergency response staff members receive proper training
- Ensure that building keys, diagrams, red firefighter phones, and updated list of people requiring assistance are kept at the Fire Control Room and readily available for emergency responders
- Investigate alarm conditions and/or verbal reports
- Adjust building systems as directed by Emergency Coordinator or public safety officials
- Assist with evacuations as necessary

Floor Warden Teams

The warden teams at your property will vary based on the number of tenants on each floor and the size of your floors. While you may not have enough wardens on all floors to fill all the positions below, at least two wardens per floor. It is the tenants' responsibility to select the floor wardens and communicate this information to the Property Manager or Emergency Coordinator.

The floor warden team on each floor consists of:

- **Floor Warden.** Under the direction of the Emergency Coordinator, the warden leads the response on his or her floor. Responsibilities include:
 - Familiar with evacuation routes, exit stairwells, and reassembly area(s)
 - Knows emergency numbers and response procedures
 - Ensures evacuation routes are clearly identified and are not obstructed
 - Makes sure floor team members receive proper training
 - Notifies Emergency Coordinator of any change in status to special needs occupants (name, work location, phone and e-mail, type of disability, mobility needs)
 - Updates Emergency Coordinator on changes to floor warden team members
 - Leading emergency response, including remaining in communication with Emergency Coordinator
 - Report back to Emergency Coordinator after an evacuation to report status and roll call
- **Deputy Warden.** The deputy warden assists the floor warden as needed, assumed floor warden duties when warden is away.

- **Searchers.** Upon direction to shelter in place, relocate to another floor, or evacuate the building, 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. Searchers close doors as they proceed.
- **Elevator Monitor.** Upon direction to shelter in place, relocate to another floor, or evacuate the building, the elevator monitor takes up position at the floor's elevator lobby and directs occupants to the SIP area or the stairwells.
- **Exit Stairwell Monitor.** Upon direction of floor warden, reports to stairwell and instruct employees to walk single file down the stairs, either relocating four floors below or evacuating the building. The monitor informs occupants to stay to the right and remain calm and closes the door after use to prevent smoke from entering the stairwell.
- **Mobility Impaired Assistant.** A mobility-impaired assistant and backup assistant will be assigned to a 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, one assistant helps move the person to the stairwell landing and waits there until help arrives. The other assistant notifies the FSD or emergency responder.

Internal Relocation

This section is only for **HIGH-RISE BUILDINGS** where alternate floor reentry is permitted in response to a fire alarm. If it is required to relocate occupants to an alternate floor below the alarm rather than evacuate the entire building.

In some non-fire situations, such as the threat of an external explosion or civil disturbance, occupants may be directed to move to floors below or above.

Internal relocation may be invoked in response to:

- Fire (ALWAYS BELOW)
- Hazardous material release
- Explosion threat
- Bomb threat
- Chemical, biological, radiological release
- Police activity or workplace violence
- Civil disturbance
- Flooding

Staff Response

Fire Safety Director

- Report to Fire Control Room
- Verify 911 has been called. Call with updates
- Notify:
 - Security
 - Occupants – inform them
 - What is known
 - Steps being taken
 - What they should do – move to relocation floors, remain quiet, and listen for instructions
 - Relocation floor – inform them that floors above will be arriving
- Determine if HVAC should be shut down
- Ensure incident information, building diagrams, and master keys are provided to responding emergency personnel
- Confirm mobility impaired occupants have moved to designated floor
- Update occupants often and instruct them not to return to their floor until an “all clear” has been issued

Engineering

- Assess the situation and report findings to the Fire Safety Director
- Shut down HVAC as instructed
 - Close dampers and turn off fans as warranted

- Shut down building systems and utilities as warranted

Entire Response Team

- Assist with internal relocation
- Close interior doors if necessary
- Report injuries to 911

Warden Team Response

- Put on warden team vest/hat/armband
- Begin moving floor occupants to relocation floor
- Stairwell monitors inspect stairwell for presence of smoke or other hazards
- Searchers inspect all areas of floor. Close but do not lock doors
- Instruct occupants on where to go.
- Remind occupants:
 - Close office doors when leaving but do not lock them
 - Do not carry beverages, laptops, purses, or other objects
 - Women should remove high-heeled shoes before descending the stairs
 - Stay to the right to make room for firefighters to access the stairs
 - Descend quickly but do not run
 - Hold on to the railing and allow others to merge in an orderly fashion
 - Remain quiet and listen for instructions
 - Continue to assembly area
 - Do not return until an “all clear” has been issued
- Mobility impaired monitors move persons needing assistance to stairwell landing, one awaits help while the other notifies the Fire Safety Director or emergency personnel. Do not block stairwells
- Report floor status to Fire Safety Director upon reaching relocation floor

Evacuation Procedures

While tenants are free to select their own external assembly areas, each property must identify an external assembly area where occupants can gather after an evacuation. These should be in a safe location away from the building, with sufficient room for all occupants. Typical good assembly areas are parks, parking lots, and open courtyards.

You should also designate a secondary assembly area in a different direction from the primary.

Building evacuations can be partial (only those on certain floors leave) or full (everyone in the building leaves). Only stairwells may be used in evacuations. Depending on the emergency, the Emergency Coordinator may direct all occupants to leave the building in an orderly flow, or a staged evacuation could be ordered with occupants on certain or the most critical floors evacuating first.

The primary designated assembly area is **the upper parking lot**, the secondary assembly area is **parking lot next to parking garage**. Occupants shall not return to the building until an “all clear” has been issued.

Staff Response

Emergency Coordinator

- Report to Fire Control Room
- Confirm elevators have been recalled to the lobby before making announcement
- Notify:
 - 911
 - Security and building staff
- Instruct occupants to begin evacuation
 - Report what is known, and steps being taken
 - Indicate which stairwells may be used
 - Remind occupants:
 - Do not carry beverages, laptops, purses, or other objects
 - Stay to the right to make room for firefighters to ascend the stairs
 - Remain quiet and listen for instructions
 - Exit the building, proceed to designated assembly area, and do not return until an “all clear” has been issued
- Confirm location and status of mobility impaired occupants
- Ensure incident information, building diagrams, and master keys are provided to responding emergency personnel
- Direct engineer to confirm proper shutdown procedures as needed
- Collect roll call from wardens on their way out of building

Engineering

- Assess the situation and report findings to the Emergency Coordinator
 - Conduct search as directed
- Close dampers and turn off fans
- Shut down building systems and utilities as warranted

Warden Team Response

- Put on warden team vest/hat/armband
- Begin moving floor occupants nearest exit stairwell
- Stairwell monitors inspect stairwell for presence of smoke or other hazards
- Searchers inspect all areas of floor. Close but do not lock doors.
- Instruct occupants on where to go (exit building and head to assembly area).
Remind occupants:
 - Close office doors when leaving but do not lock them
 - Do not carry beverages, laptops, purses, or other objects
 - Stay to the right to make room for firefighters to access the stairs
 - Descend quickly but do not run
 - Hold on to the railing and allow others to merge in an orderly fashion
 - Remain quiet and listen for instructions
 - Continue to muster point/assembly area
 - Do not return until an “all clear” has been issued
- People assisting mobility impaired persons should move mobility impaired persons needing assistance to stairwell landing, one awaits help while the other notifies the Emergency Coordinator or emergency personnel. Do not block stairwells.
- Report floor status to Emergency Coordinator at the Fire Control Room upon exiting the building and proceed to external muster point/assembly area

Shelter in Place Procedures

Shelter in Place means remaining inside the building, either at your work area or moving to an area of relative safety (typically near the building's core). Used when it is safer inside than outside the building, shelter in place may be invoked in response to:

- Civil disturbance
- Bomb threat (external)
- Hazardous material release - see [EPA SPILL PREVENTION, CONTROL AND COUNTERMEASURES \(SPCC\)](#)
- Tornado, hurricane, or high winds
- Chemical, biological, or radiological release
- Police activity
- Earthquake

Shelter in place can take two forms:

1. Occupants remain at their work area
2. Moving 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.

Tenants should identify their internal refuge areas in advance. Elevator lobbies, stairwell landings, interior conference rooms, storage or file rooms, corridors, kitchens, and break rooms can all make good refuge areas. Access to bathrooms and water is recommended. 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.)

Staff Response

Emergency Coordinator

- Report to Fire Control Room
- Direct staff to investigate the situation
- If the incident involves a hazardous substance inside the building
 - Ensure elevators are recalled
 - Instruct engineer to shut down HVAC if warranted
- Notify:
 - 911
 - Security and building staff

- Occupants – Using fire alarm voice evacuation annunciator (if equipped), inform them
 - What is known
 - Steps being taken
 - What they should do – stay at their workstation or move to pre-defined refuge areas on their floor
- Ensure incident information, building diagrams, and master keys are provided to responding emergency personnel
- Confirm mobility impaired occupants have moved to shelter area on their floor
- Confirm parking roll gate door is closed if applicable
- Update facility team and/or occupants often

Engineering

- Recall elevators to lobby
- Assess the situation and report findings to the Emergency Coordinator
- Shut down HVAC if warranted

Warden Team Response

- Put on warden team vest/hat/armband
- Depending on the incident, direct floor occupants to remain at their workstations or to move to pre-determined shelter in place areas on the floor
 - Listen to instructions from the Emergency Coordinator
- Take shelter in place supplies
- Report problems to Emergency Coordinator

Shelter in Place Supplies

The following **recommended** supplies should be stored in easy-to-access locations and inspected semiannually. Make sure supplies are easily accessible and portable.

Warden Team Supplies (Tenant Responsibility)

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

- Flashlights and batteries
- First aid kit
- Sanitary wipes
- Toilet paper
- Garbage bags
- Work gloves
- Duct tape

Recommended Engineering/Property Management/Janitorial Staff Supplies

The following recommended building emergency team supplies are in addition to individual supplies. Staff should maintain their own individual supplies, including medications.

- Flashlights and batteries
- First aid kit
- Sanitary wipes
- Toilet paper
- Garbage bags
- Plastic sheeting
- Duct tape
- Work gloves
- Basic tools (for earthquake search and rescue)

Emergency Scenarios

Fire

If the building is full sprinklered and fitted with floor pressurization and smoke control systems, partial evacuation in response to a fire alarm may be appropriated. Upon activation of a single fire alarm, only the alarm floor, floor above and floor below will relocate to safe floor below. For a multiple-fire-alarm incident and buildings that are not fully sprinklered and have floor pressurization and smoke control systems, a full-building evacuation will be conducted.

Staff Response

Emergency Coordinator

- Report to Fire Control Room
- Call 911
- Ensure elevators have been recalled and fail-safe doors have been released
- Initiate partial evacuation or internal relocation
- Notify retail tenants
- Silence alarms and allow building to be reoccupied only upon authorization from Fire Department
- If fire is outside the building, set up a safety perimeter, restrict egress, and adjust HVAC if necessary

Engineering

- Engineers investigate by responding to the alarm area and confirming the status of the alarm
 - Use the stairwells
 - Determine size and location of the fire and how fast it is spreading
 - Update Emergency Coordinator via Firefighter Phones or cell phone
 - Meet fire department at the fire department response location

Warden Response

Upon hearing an alarm,

- Put on warden identification
- Begin evacuation/relocation
- Report floor status to Emergency Coordinator in Fire Control Room on the way out

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.

Staff Response

Emergency Coordinator

- Confirm 911 call has been made
- Recall freight elevator for responding medical units. Place elevator car into Fire Fighter Response mode.
 - Once on floor, hold elevator there for use on the return trip down
- Provide assistance as needed
- Inquire as to which hospital will be used

Warden Team Response

- Have a floor warden remain with the person. Keep the individual calm and comfortable
- Have a floor warden wait in the floor's elevator lobby to usher emergency responders to the affected person
- Ensure employee's supervisor has been notified

Bomb Threat

While most bomb threats are hoaxes, take all threats seriously. Never touch a suspicious object. Avoid use of radios, cell phones, and other mobile devices or transmitters in the vicinity when a bomb threat is credible.

If you receive a bomb threat via a phone 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 – where the bomb is, when will it detonate, what’s it made of, why did you plant it, etc.
- Write down all details (use the bomb threat checklist)
 - Caller’s age, gender, accent
 - Background noises
 - Whether the caller agitated, calm, etc.
- Upon completion of the call, immediately relay information to the Emergency Coordinator and complete a bomb threat checklist

Emergency Coordinator

- Call 911 and provide
 - Building name and street address
 - Type of threat
 - Details from call or visual description
- Notify security and building staff
- Notify tenant contacts that a bomb threat has been received and police have been notified
- If a highly credible bomb threat is received and a suspicious object is found, update 911 and prepare for a full building evacuation

Search Team

- If suspicious item is found
 - Do not use light switches or electronic communication devices
 - Update 911, Emergency Coordinator, and await bomb squad or other responders
 - If object is outside the building, instruct occupants to move away from windows and initiate shelter in place or restrict egress to the other side of the building
 - If object is near a window or door, make sure egress route and assembly area are not within the possible blast zone

Warden Response

- **If a suspicious package or item is found, do not touch it.** Clear the immediate area and notify the Security and/or the Emergency Coordinator via landline phone, emergency intercom, or runner
- Turn off and do not use cell phones, radios, pagers, or other personal electronic devices
- If your organization chooses to evacuate, upon arrival at the external assembly area, floor wardens check for other suspicious packages
- Confirm mobility-impaired persons have relocated safely
- Do not reenter the building until instructed to do so by a lawful authority

Bomb Threat Checklist

Follow these guidelines if you receive a telephone bomb threat:

- Keep the caller on the line as long as possible
- Ask him/her to repeat the message
- If possible, record every word spoken by the caller
- Inform the caller that the building is occupied
- Pay particular attention to background noises

Ask the caller the following questions, if possible:

When is the bomb going to explode? _____
 Where is it right now? _____
 What does it look like? _____
 What kind of bomb is it? _____
 What will cause it to explode? _____
 Did you place the bomb? _____
 Why? _____
 What is your address? _____
 What is your name? _____

Record the exact wording of the threat:

Gender of caller: _____ Local or foreign accent: _____ Approximate age: _____

Threat Language

- Well-spoken Incoherent Educated Taped
 Foul Irrational Scripted Message

Voice of Caller:

- Calm Nasal Angry Stutter Excited
 Lisp Rapid Raspy Soft Deep
 Loud Ragged Laughter Clearing Throat Crying
 Deep Breathing Normal Cracking Voice Distinct Disguised
 Slurred Whispered Accent
 Familiar; if voice is familiar, whom did it sound like? _____

Background Sounds:

- Street Noises Factory Machines Voices House Noises PA System
 Static Music Office Noises Animal Noises Motor
 Other, describe: _____

Date and time of threat:	
Name and position of person who took the threat:	
Number at which threat was received:	

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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 an earthquake.**

Precautions: Keep drawers and cabinets latched. Heavy objects should be secured or remain low to the floor. Secure larger shelves or furniture to the wall or floor. 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.

Communications: Individual employees should have an updated personal emergency phone list and a cell phone.

Staff Response

All Building Occupants

- 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
 - Protect your head and neck

ONCE TREMORS HAVE CEASED

Emergency Coordinator

- Report to Fire Control Room
- Notify 911 ***only to report serious injuries, fire, or gas leak***
- Initiate shelter in place – relocate occupants to building core
- Check fire command panel to see if a fire has broken out. If fire or gas leak conditions exist, initiate
- Direct engineers and security to begin immediate inspection of building systems
 - Confirm that sprinkler system has water pressure
 - Check elevators for possible entrapment
 - Inspect stairwells to see if they are safe to use. Confirm stairwell exit doors open. If power has failed, verify that emergency egress lighting is on.
 - If power is out, disconnect the main power feed until circuits can be inspected for ground faults
 - Check emergency generator and fuel oil system if applicable

- Prepare for aftershocks and secondary effects (fires, flooding, hazardous materials releases)
- If building damage jeopardizes occupant safety, initiate partial or full evacuation if safe to do so.
 - As a precaution for aftershocks when outside, stay in open areas, away from buildings, street lights, and utility wires
- Confirm mobility-impaired occupants have relocated to safe area
- Collect roll call information from warden teams
- Tune in to local news media for up-to-date information
- Update occupants as information becomes available

Engineering

- Check elevators for possible entrapment
- Inspect stairwells to see if they are safe to use. Confirm stairwell exit doors open. If power has failed, verify that emergency egress lighting is on.
- Visually inspect building for structural integrity
 - Inspect building exterior for broken glass
- Assess building systems and conduct search
 - Confirm that sprinkler system has water pressure
 - If power is out, disconnect the main power feed until circuits can be inspected for ground faults
- Check emergency generator if applicable
 - Check fuel oil system for leaks and integrity
- Report findings to Emergency Coordinator
- Shut down building systems and utilities as warranted

Warden Response

- 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.
- In a major earthquake, when shaking stops, relocate occupants to the building core
- Conduct search and check for injuries; report damage and injuries to Emergency Coordinator
- Send stairwell monitor or warden into stairwell to check conditions should evacuation be ordered
- Prepare to shelter in place, relocate to a different floor, or evacuate as directed
 - Gather shelter in place supplies
 - Be prepared for aftershocks
 - Open doors carefully and proceed cautiously during internal relocation or evacuation
 - Be aware of other dangers from falling debris, down power lines, holes in the floor, etc.
 - Confirm mobility-impaired occupants have relocated safely

Named Storm Event

When the National Hurricane Center issues a five-day weather outlook that includes a tropical cyclone, hurricane, winter storm/blizzard, and/or polar vortex the safety of our employees and tenants is the most important factor.

Please download and review the Major Casualty Event Instructions and the tracking sheets (Property Report – Major Casualty Event and Insurance Tracking Report – Major Casualty Event) from SharePoint [SharePoint>Policies>RES Policies and Procedures>Emergency Response>Named Storm Event](#)

With that in mind the following actions should be scheduled:

Five – Seven Days in Advance

- Area Director/Property Manager
 - Use the Geo1 Property Map tool on your PC to determine which buildings are in the forecast cone
 - Communicate plans and activities with tenants
 - Report tenant response to RES Senior Leadership
- National Engineering
 - Identify which properties are susceptible to inundation by flood waters
- Regional Vice President
 - Schedule meeting to coordinate response plan activities
 - Identify response team members and roles
 - Brief RMR Executives of response plan
- Response Team
 - Identify a communication protocol
 - Identify a local command center
 - Interview national response providers to determine who will support the investigation and response efforts
 - Coordinate with Risk Management and insurance providers
 - Have restoration vendor survey building(s) to determine the appropriate response required

Two – Three Days in Advance

- Response Team
 - Review leases for rent abatements and insurance requirements related to storms and a loss of building services
 - Provide a list of lease abstracts related to the storm event to RES Senior Leadership and National Engineering
 - Select response providers
 - Determine the need for rental emergency response equipment
 - Determine the need for emergency response personnel
 - Determine the need for restoration vendor to preposition required equipment and personnel

- If necessary reserve equipment and personnel (will require a material expense)
 - Conduct twice daily conference calls to keep everyone up to date on the track of the storm and preparations
- Area Chief Engineer
 - Conduct photo survey of flood susceptible areas
 - Mobilize and photo document building flood control equipment

Day of Event (and ongoing as needed)

- Use the Major Casualty Event / Communication Process and Forms found in SharePoint ([SharePoint>Policies>RES Policies and Procedures>Emergency Response>Named Storm Event](#)).
- Daily (end of day) updates to be provided on damaged assets
- Area Chief Engineer
 - Host update calls as determined by the communication protocol
 - Status report of RMR personnel
 - Status of buildings
 - Accessible or inaccessible
 - Impacted or not impacted
 - If impacted and accessible provide a brief description of the impacts and response team activities
 - Brief description of vendor activities where mobilized
 - Determine the need for additional response personnel
- National Engineering
 - Coordinate with Area Chief Engineer to determine the need for industrial hygiene professional oversight of the restoration vendor
 - Coordinate with Area Chief Engineer to determine the need for additional design professionals (structural engineer, electrical engineer, etc.)
- Area Director/Property Manager
 - Communicate building status with tenants
 - Communicate plans and activities with tenants
 - Report tenant response to RES Senior Leadership
 - Provide summary updates to Risk Management
 - Coordinate insurance adjustor activities
- RES Senior Leadership
 - Communicate with RMR Executives

Flooding

Regional flooding typically arrives with advance warning, allowing occupants to evacuate safely before floodwaters arrive. Some floods, however, can occur without warning. Consider identifying appropriate vendors in advance to prevent or clean up mold or other environmental hazards and designate alternate locations for business continuity should the building become temporarily inaccessible.

Other precautions can be taken to help lessen the damage in the event of flooding, such as surveying your building and roof regularly for leaks, and repair as needed using specialized vendors. Also, routinely inspect the condition of the plumbing and pipes, and repair and replace as needed. Check and clear debris from drains in the building, on the roof, and in nearby surroundings, including parking garages. Check door and window seals as well to ensure airtight conditions.

See RMR Guidelines for Handling Water Leaks and Floods for post event activities in SharePoint here: [Water Leaks and Floods](#)

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.
- Mobilize and photo document building flood control equipment

Depending on your property, sandbags or coffer dams can be helpful in minimizing water damage. Place them in areas that might take overflow water.

Security will assist with containment of incoming water. Containment tools are to be located on the first floor.

Staff Response

Emergency Coordinator

- Report to Fire Control Room
- Notify 911
- Update occupants as information becomes available
- For an internal flood
 - Identify source of leak
 - Initiate evacuation or shelter in place as conditions warrant (*see Evacuation or Shelter in Place section*)
- For an external flood
 - Monitor media, city and county officials, and other sources of information to determine recommended evacuation routes
 - Inform occupants that evacuation may be necessary. Encourage occupants to work from home when flood risk increases.
 - If evacuation is impossible, initiate shelter in place as conditions warrant
- Direct staff to move documents and critical equipment to safe location

Engineering

- Secure elevators as warranted. To minimize water damage to the cars, consider securing above ground.
- For an internal flood
 - Identify source of leak, assess building systems, and report findings to Emergency Coordinator
 - Shut off water control valves as necessary
 - If threat of electrocution exists, shut off power
- For an external flood
 - If threat of electrocution exists, shut off power
- Shut down all nonessential computers and electrical equipment

Warden Response

- Put on emergency identification
- Be prepared to initiate evacuation, internal relocation, or shelter in place as conditions warrant
 - For evacuation, instruct occupants to shut down all nonessential computers and electrical equipment, and secure private offices and/or equipment rooms when time permits
 - Confirm mobility-impaired occupants have relocated safely
 - Conduct roll call and update Emergency Coordinator as necessary

Tornado or High Winds

Tornados 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.

Staff Response

Emergency Coordinator

- Notify occupants of current conditions (tornado watch or warning) as warranted
- Initiate shelter in place when you receive a message from The Emergency Broadcast System or other public agency emergency notifications (*see Shelter in Place section*)
 - Seek refuge away from windows
 - Instruct occupants on wide open floors to relocate to floors offering more protection
- Anticipate power and utility failure

Engineering

- Secure elevators
- Be prepared for power and utility failure
- If time allows, secure outdoor items on terrace and bring smaller items indoors

Warden Response

- Put on emergency identification
- Be prepared to move occupants to shelter in place areas or relocate to a different floor as directed
 - Draw blinds, if safe to do so, before moving to interior locations
- Should a tornado strike, remain inside, move away from windows, and stay as low as possible

Severe Winter Storm

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 walk-off mats 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.

Staff Response

Determine: What is the storm's direction and how quickly is it moving? Has the building already been damaged from the storm? What, if anything, are authorities instructing people to do?

Tune in to local news media for up-to-date information and take the necessary steps when building evacuation is not warranted

- Clear walkways and driveways (building entrances and parking garages)
- Remove snow from emergency exit doors to prevent blockage
- Keep areas around fire hydrants, sprinkler valves, and standpipe connections clear
- Have roof contractor check and clear roof of snow loads if appropriate and safe to do so
- Check and clear down spouts and street drains
- Monitor temperature and water pipes in unoccupied areas

Follow the instructions from public officials and emergency personnel

- Take necessary precautions, including early evacuation if directed
- Shut down utilities and close building as directed
- Open garage gates
- Develop a list of anyone remaining inside the building, their location, and contact info

Emergency Coordinator: Communicate with tenants and retail

- Instruct tenants to draw curtains or blinds before building evacuation

Gas Leak

Retain this section in your plan even if your building does not use natural gas, as a leak in a gas line outside your building could pose a hazard.

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 the 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. All staff should avoid creating any sort of spark. Do not turn appliances or light switches on and off, including flashlights. Do not use cell phones, telephones, radios, or electronic devices in affected areas. Use radios only when it is deemed safe.

Staff Response

Emergency Coordinator

- Report to Fire Control Room
- Direct engineers to determine source of leak (location, whether it is a building or tenant system or outside the building)
- Verify 911 has been called
- Notify all building staff and property management office
- Contact gas company if appropriate
- If leak is outside the building
 - Initiate shelter in place if threat of explosion exists (*see Shelter in Place section*). Move occupants away from windows.
 - Ensure HVAC and all air intakes are shut off
 - Prepare for gas shutoff
 - If smell of gas enters building, initiate evacuation if warranted and safe
- If leak is inside the building
 - Evacuate affected and adjacent floors (*See Evacuation section*). Consider full building evacuation if warranted and safe to do so.
 - Shut off natural gas supply to building as needed
 - Inform all staff and occupants to not use light switches, matches or lighters, flashlights, cell phones, radios, or electronic devices in affected areas

Engineering

- Determine source of leak (location, whether it is a building or tenant system or outside the building)
 - If leak is confirmed, call 911
 - Update Emergency Coordinator
- If leak is outside the building
 - Shut down HVAC and all air intakes
 - Prepare for gas shutoff
- If leak is inside the building
 - Shut off natural gas supply to building as needed
- Secure elevators as warranted

Warden Response

- Initiate shelter in place or evacuation as directed
- Do not use anything that could create a spark, including appliances, light switches, matches or lighters, flashlights, cell phones, radios, or electronic devices, in affected areas

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 significant blast may disrupt key egress routes and building systems. Do not use radios, cell phones, or other transmitters in the vicinity. Use radios only when it is deemed safe.

Staff Response

Emergency Coordinator

- Report to Fire Control Room
- Determine
 - Was the explosion inside or outside the building?
 - Are there any casualties?
 - What was the source?
 - Are there airborne hazards?
 - Is there a threat of a second explosion?
 - Were any building systems damaged (electrical, water, elevators, gas, fire pumps)?
- Notify
 - 911
 - All building staff and property management office
- Make initial announcement to occupants. Convey:
 - What is known
 - Steps being taken
 - What they should do

- If explosion was outside the building
 - Direct those outside to seek shelter
 - Consider implementing shelter in place (*see Shelter in Place section*)
 - Shut down HVAC system
 - Close all dampers and air intakes
 - Instruct security to implement lockdown
- If explosion was inside the building
 - Call 911
 - Initiate partial or full evacuation (*see Evacuation section*)
 - Instruct occupants to open doors carefully and watch for falling debris
 - Close natural gas supply line if needed
 - Ensure HVAC is shut down on affected floor(s). If contaminants are confirmed inside building, ensure air flow is adjusted to purge internal air.
 - Do not allow elevators to be used if airborne contaminants are present or if elevators could have been damaged by the blast
- Report injuries to 911. Inquire which hospital will be used.

Engineering

- Investigate the situation and keep Emergency Coordinator informed
- If explosion was inside the building
 - Recall elevators
 - Shut down HVAC on isolated floor(s). If contaminants are confirmed inside building, adjust air flow to purge internal air.
 - Close natural gas supply line as directed

Warden Response

If an explosion occurs on your floor

- Call 911 and building security. Report any injuries.
- Immediately evacuate the floor. Don't wait for instructions
 - Instruct occupants to open doors carefully and watch for falling debris
 - Be alert to possible second explosion

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 an SDS (Safety Data Sheet) for each at the Fire Control Room. If staff is not trained to safely clean up a substance stored on site, identify a vendor to call in case of a spill.

For a hazmat spill outside the building, the best response is usually to remain inside. The Emergency Coordinator will inform all occupants to remain indoors via the PA system. Close all doors and windows to the facility and shut down HVAC.

Emergency Coordinator

- Notify building staff, tenants, retail and property management office.
- Initiate full or partial evacuation if necessary (*see Evacuation section*)
- Call 911 if there are any injuries

Engineering

- Recall freight elevator for responding medical units (a gurney will not fit in the passenger elevator)
 - Hold elevator at lobby level for use by emergency responders
 - Hold elevator on incident floor to transport emergency responders and victim(s) to lobby
 - If there is a risk of airborne transmission, recall all elevators
- If the spill is inside, investigate and halt spread of material if safe to do so
- Proceed with cleanup if staff is trained for that substance. If not, call specialized vendor or 911
 - Booms can be used for diesel, oil, or coolant spills
 - Activate a buddy system
- If there is a risk of airborne transmission, shut down HVAC
- Shut down electrical equipment or other building systems if spill threatens an explosion, fire, or equipment contamination

Warden Response

- Alert Security and/or the Emergency Coordinator
- Put on emergency identification
- If someone is overcome by fumes or has injuries, call 911
 - If safe to do so, a designated member waits at elevator lobby to usher emergency responders to injured person(s)
- Evacuate part or all of floor as necessary, closing doors. Prevent people from approaching the substance
 - Ensure mobility-impaired occupants relocate safely

- If safe to do so, determine the quantity of released material and whether the spill is contained or spreading

Underground Storage Tank (UST) Overfills, Spills, and Leaks

Emergency Response Coordinator

Notify the Class A or Class B UST operator at the facility or call the facility manager or owner at the first sign of any release. Alert coworkers and enlist their help.

- Locate the source of the release. It could be from dispensing equipment or from the UST itself.
- Turn off any leaking equipment right away using the emergency stop button or the emergency shutoff depending on the source of the release.
- Locate the facility spill kit and take it to the spill site. The spill kit should supply:
 - Containment devices, such as booms, dikes, and pillows.
 - Absorbent materials to soak up as much spilled fuel as possible.
 - Mats or other materials to keep the spills out of nearby storm drains.
 - Spark-free tools and buckets.
 - Caution tape, traffic cones, and warning signs.
 - Personal protective equipment, or PPE, to protect you from contact with the hazardous substance.
- If authorized, wear appropriate PPE from the spill kit and clean up the spill.
- Dispose of cleanup materials properly in a closed metal container. They are a fire hazard as well as being hazardous waste and must be disposed of properly.
- If an overfill of the UST occurs, the spill bucket should contain small amounts of fuel. If fuel overflows the spill bucket or is spilled on the pavement surrounding the fill pipe, however, use the spill kit to clean up the overfill.
- If the release is large and spreading, call the fire department immediately. Releases of more than 25 gallons—and in some states, less than 25 gallons—must also be reported to the state department of environmental protection. Know your state's requirements.
- Fill out a spill log.

Above Ground Storage Tank (AST) Overfills, Spills, and Leaks

Emergency Response Coordinator

Notify the operator at the facility or call the facility manager or owner at the first sign of any release. Alert coworkers and enlist their help.

- Locate the source of the release. It could be from dispensing equipment or from the AST itself.
- Turn off any leaking equipment right away using the emergency stop button or the emergency shutoff depending on the source of the release.
- Locate the facility spill kit and take it to the spill site. The spill kit should supply:
 - Containment devices, such as booms, dikes, and pillows.
 - Absorbent materials to soak up as much spilled fuel as possible.
 - Mats or other materials to keep the spills out of nearby storm drains.
 - Spark-free tools and buckets.
 - Caution tape, traffic cones, and warning signs.
 - Personal protective equipment, or PPE, to protect you from contact with the hazardous substance.
- If authorized, wear appropriate PPE from the spill kit and clean up the spill.
- Dispose of cleanup materials properly in a closed metal container. They are a fire hazard as well as being hazardous waste and must be disposed of properly.
- If an overflow of the AST occurs, the spill bucket should contain small amounts of fuel. If fuel overflows the spill bucket or is spilled on the pavement surrounding the fill pipe, however, use the spill kit to clean up the overflow.
- If the release is large and spreading, call the fire department immediately. Releases of more than 25 gallons—and in some states, less than 25 gallons—must also be reported to the state department of environmental protection. Know your state's requirements.
- Fill out a spill log.

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.

Staff Response

Emergency Coordinator

- Report to Fire Control Room
- Verify or call 911
- Determine
 - Was the release inside or outside the building?
 - What was the source or substance?
 - Are there any casualties?
 - Are there airborne hazards?
 - Wind direction?
 - Is it safer inside or outside the building?
- Initiate evacuation or shelter in place as appropriate (*see Evacuation or Shelter in Place section*)
- Begin decontaminating exposed occupants if conditions warrant
- Determine which hospitals will be used, if any
- Contact appropriate vendors for cleanup as needed

Engineering

- Recall elevators
- Assess, conduct search, and report findings to Emergency Coordinator and property management office
 - Go in pairs and do not enter areas that appear unsafe
- If release is outside
 - If HVAC is to be shut down, close all air intakes and dampers
- If release is inside
 - Close all air intakes and dampers, including exhaust dampers, as appropriate
 - Shut down HVAC units

Warden Response

- Put on emergency identification
- Call 911 to report any injuries
- Call Security and/or Emergency Coordinator and property management office
Relay details on any injuries.
- Clear occupants from the immediate area. Do not allow non-emergency responders back into the area.
- Do not allow occupants who were exposed to leave the area – this can cause further contamination. Inform all possibly contaminated individuals to move to a quarantine area
- If conditions permit, have potentially contaminated individuals wash their hands, face, and other exposed skin with soap and water

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 Fire Control Room.

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 whether anyone has a health condition (asthma, diabetes, heart ailment, etc.) or has been injured. Call 911 immediately when someone's health appears at risk or if there is any indication of danger, including occupant panic.

What to do: If an elevator is cleared before the contractor arrives, allow the vendor to assess the cause of the trap and make repairs. If the trap 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.

Staff Response

Emergency Coordinator

- Determine through remote monitoring system the following:
 - Where car is stuck
 - How long it has been stuck
 - How many people are inside the car
- Also determine whether there are any injuries or medical conditions
 - **Call 911 or medical unit if there is any indication of danger, including occupant panic**
- Confirm contractor has been called and request estimated time of arrival
- Ensure someone is maintaining communication with and stays near those trapped
 - Explain what is being done and encourage calm

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.

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 phone numbers in an accessible location.

Staff Response

Emergency Coordinator

- Determine:
 - Does outage affect one floor? Entire building? Neighboring buildings?
 - Is occupant safety jeopardized?
- Notify appropriate utility
- Make initial announcement to tenants. Explain what is known, what is being done, and what they should do.
- In power outage, ensure backup generator is in service and fuel supply is adequately stocked
- Initiate evacuation or shelter in place if warranted (*see Evacuation or Shelter in Place section*)

Engineering

- Assess the situation
 - Confirm generator is operating during power outage. Start manually if necessary.
 - Monitor generator's fuel supply
- Contact utility company for information on when power might be restored

Warden Response

- Prepare to evacuate or shelter in place as directed

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.

Staff Response

Emergency Coordinator

- Monitor events via visual inspection, media reports, and police
- Report any injuries to 911
- Notify Security, tenants, retail, and adjacent properties as warranted as well as property management office.

- Initiate shelter in place (remain at workstations) or lockdown as necessary. If threat of explosion or broken glass exists, move occupants to pre-defined shelter in place areas (*see Shelter in Place section*)
 - Instruct occupants to draw blinds, if safe to do so, before moving to interior locations
 - Advise them not to return to their workstations until an “all clear” has been issued

Engineering

- Be prepared to shut down HVAC if necessary

Warden Response

- Put on emergency identification as warranted
- Prepare to initiate shelter in place if instructed to do so
 - Close blinds if safe to do so prior to moving to interior locations
- If demonstrators appear on your floor, alert security
 - Maintain a neutral position and move away from the area

Workplace Violence/Threatening Situation

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 employees to keep Property Management and HR advised of any potential violent behavior and any orders of protection. 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 (*see Active Shooter*)
- Rage or severe mood swings
- Drug or alcohol induced state

NOTE: Consider implementing building lockdown when perpetrator(s) are outside the building, on the move, or their location is unknown. 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. Then, if appropriate, call 911, then notify the Property Management Office.
- 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
- 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, when safe to do so follow the outline for *Active Shooter*.
- When police arrive, keep your hands visible, avoid sudden movements, and follow instructions. Answer questions and do not argue or resist. Wait until the chaos subsides.

Emergency Coordinator

- Call 911
- Try to determine:
 - Number of perpetrators
 - Is it a visitor or building occupant?
 - Has anyone been injured?
 - Are weapons present?
 - Are there hostages or demands?
- Notify the Property Management Office
- Alert floor wardens of situation
- Be prepared to initiate evacuation, shelter in place, or lockdown as appropriate (*see Evacuation or Shelter in Place sections*)
- Call 911 and provide updates as situation unfolds

Floor Wardens

- If a threatening encounter occurs on your floor, call 911 and immediately alert the Emergency Coordinator as well as the Property Management Office
- Move employees to positions of safety away from the event
- See *General Response* above

Pandemic Flu or Staph Infection

Antibiotic-resistant staph infections are an increasingly common public health concern. Untreated staph infections can lead to lifelong impairment or death. During an outbreak, the following protocols can help contain the spread of infection.

General Response

- Wash hands often; dry with disposable towels.
- Use a hand sanitizer with at least 62 percent alcohol
- Do not touch nose, eyes, or mouth
- When coughing, cover mouth with your elbow, not your hand
- If you are ill, stay home
- If you have a staph infection, keep it covered. Seek treatment immediately

Staff Response

- Escalate cleaning protocols. Assemble a stockpile of disinfectants in advance.
- Conduct training or education campaigns for occupants
- Consider setting up hygiene stations in the lobby, entrances to cafeterias, and other gathering places
- In a pandemic, prepare for mass staff and occupant absenteeism in every category – security, engineering, property management, accounting, etc.
- In a pandemic, consider securing supplies adequate for several months, as transit and supply chain disruptions may make many staples unavailable
- Discourage public meetings

Fire Protection System Emergencies

Fire emergencies are situations that fire protection/suppression systems are unexpectedly impaired due to damage or malfunction. Having a fire system not working properly can lead to unsafe conditions if an actual fire were to take place so responding to a fire system emergency quickly is important.

General Response

Processes all fire alarms and/or sprinkler water flow alarms as fire emergencies until information is received verifying that water flow is related to a system malfunction (*see the Fire section under Emergency Scenarios of this Manual*).

Emergency Coordinator

- Collects available information including:
 - Location of problem;
 - Name of person making report and phone number;
 - Method of detection (visual, noise, instrumentation, etc.); and
 - Equipment/systems involved.
- Notify Property Manager

- Notify Chief Engineer/Building Engineer

Engineering

- Responds to area and investigates situation and verifies that flow was not the result of a fire situation.
- Isolates discharge by closing control valves.
- Opens local auxiliary drain valves.
- Resets fire pumping and fire alarm system(s) as directed.
- Assesses system damage and reports to MOD concerning system restoration. checks all special sprinkler systems.
- Creates Impairment in Building Engines.
- Restores system after completion of repairs and resets all system components as required.

Property Manager

- Consults with fire officials if they have responded.
- Contacts cleaning contractor for water removal/extraction equipment and personnel.
- Contacts Area Director.
- Authorizes repairs of system by Engineering or contacts sprinkler contractor.

Water System Emergencies

This is different from flooding from a natural disaster, rather this relates to a damaged or malfunctioning water delivery system. A problem with the water system could lead to other issues including impairment of fire/life safety systems, flooding and contamination. It is for these reasons it is important to quickly address and remedy a water system emergency.

Emergency Coordinator

- Notify Property Manager
- Notify Chief Engineer/Building Engineer

Engineering

- Determine scope of problem.
- Contacts water utility to determine problem and duration.
- Isolate service to area involved utilizing cross-connections if available.

NOTE: Systems that are cross connected should be flushed prior to use.

- Check operations and pressure of pumps and other mechanical equipment.
- Check fire protection equipment.
- Evaluate Pressure Reducing Valve Stations, cooling towers and all flushometers for proper operations.
- Monitor all related building systems for proper pressure and operation.

- [when normal service is restored] closes cross-connection and restores systems to normal operations (Equipment to be Checked Following an Interruption in Water Service on next page).
- Inspects/evaluates all related system pressures and operations; flushes all locations and inspects strainers.

Property Manager

[if problem involves system leakage]

- Contacts cleaning contractor for water removal/extraction equipment and personnel as required.
- Contacts Area Manager Director.
- Authorizes repairs by Engineering or contacts contractor
- Notifies tenants of situation; provides available information so they can evaluate their operations

EQUIPMENT TO BE CHECKED
FOLLOWING AN INTERRUPTION IN WATER SERVICE
(The following is an example only. Customize for each building)

1. Shut down any jockey or fire pump that is contributing to the intensity of the leakage (this will not be necessary if the leakage is in the suction/supply side of the fire pump system).
2. Isolate the break in the water main by using appropriate sectional control valves. This would include post indicator control valves, curb box (road) control valves, or other valving. Consult the insurance diagram or the facility's utility site plans to determine the locations and piping controlled by outside valving. These valves should also be documented on the diagrams prepared for the "Program Development" section of this manual.

Operation of exterior curb box (road) control valves whether on your property or not may have to be done by the local water company (public works). Consult the emergency telephone list within the "Emergency Response Plan" section of this manual for guidance.

3. Minimize the scope of the impairment. If possible utilize sectional control valves so that only part of the underground water main system is out of service. Consult your utility site plan or insurance diagram to determine whether this is possible. The intent is to maintain as much protection as possible until repairs can be made

Sewer/Septic Backup Emergencies

Emergency Coordinator

- Collects available information including:
 - Location of problem;
 - Name of person making report and phone number;
 - Method of detection (visual, noise, instrumentation, etc.); and
 - Equipment/systems involved.
- Notify Property Manager
- Contacts Engineering to determine the scope of the problem

Engineering

- Responds to area and investigates to determine the scope of the problem.
- Calls utility company to determine the scope of the backup and expected duration.
- Updates Property Manager of situation
- Determines actions to be taken to reduce scope of problem (i.e., shut off water supply, domestic water and/or redirect waste).
- Provides detailed information about building systems to MOD; supports emergency operations.
- Restores and checks systems for proper operation once problem has been resolved.

Property Manager

- Contacts Area Direct.
- Determines if tenant notifications should be initiated and sends communication if needed.
- Contacts cleaning contractor for water removal/extraction equipment and personnel.
- Coordinates efforts of water/sewer utility and Engineering.

Ventilation Emergencies

Emergency Coordinator

- Collect available information including:
 - Location of problem;
 - Name of person making report and phone number;
 - Method of detection (visual, noise, instrumentation, etc.); and
 - Equipment/systems involved.
- Contact Property Manager
- Contact Engineering to determine the scope of the problem

Engineering

- Respond to determine the scope of the problem.
- Provide information to MOD about the situation; determines actions to be taken.
- Provide detailed information about building systems to MOD; supports emergency operations.
- Restore and checks systems for proper operation once problem has been resolved.

Property Manager

- Visit area; meet with and interview tenants affected by the problem.
- Determine if fire department is required
 - If source of problem is related to fire or uncontrolled environmental release initiate response using the Fire, Explosion and/or Hazardous Materials Spill sections under the Emergency Scenarios of this Manual
- Notify Area Director
- Keep tenants informed

Appendices

Appendix A – Building Systems Information

This portion of your plan contains key building systems data that may be needed during or after an emergency. Most of this information can be found in your Building Information Card; if you prefer, you can delete the tables in this section and replace them with “Please refer to the Building Information Card in Appendix L.”

Key Building Data

Year Completed	2003
Number of Floors	6 above grade (10 plus Penthouse)
Height	85 feet
Square Footage	133,895 square feet
Occupancy Type	General office
Occupancy Load	400 during normal business hours (7 to 5) 2 security officers after hours
Construction Type/Class	Steel and concrete
Owner	The RMR Group

Stairwells

Stairwell	Floors Served	Pressurized	Standpipe	Notes
1A	1 to 6	Yes	Yes	Exits to first floor
2B	1 to PH	Yes	Yes	Exits to first floor Provides roof access
3C	1 to 6	Yes	Yes	Exits to first floor

Elevators

Bank	Cars	Floors Served	Notes
Main	2 plus 1 (freight)	1 to 6	Shaft not pressurized. Elevators only recall upon activation of a smoke detector in an elevator lobby. They do not recall automatically when a pull station is used.

Alarm System

Feature	Notes
System	Notifier by Honeywell E3 series
Control Panel	In Fire Control Room located within the main electric room immediately within the loading dock
Activation	Via pull stations and smoke, heat, duct, and flow detectors
Alarm Floors	General evacuation upon activation of alarm
Alarm Signals	Voice activation and strobes throughout all floors
Fire Dept. Notification	Via independent monitoring company (Kastle)

Fire Protection Systems

Feature	Location	Notes
Standpipe Locations	Stairwells 1A, 2B, and 3C	
Standpipe Isolation Valves	In Fire Pump Room by loading dock entry on the 1 st floor.	
Fire Department Connections	In front of the building to the left of the main entry	
Sprinklered	Fully	
PRV Valves	None	
Fire Pump Locations	In Fire Control Room located within the main electric room immediately within the loading dock	500 gpm
Chemical Suppression Systems	Tenant Halon system	Tenant LAN room
Smoke Detectors	Throughout building	
Pull Stations	At lobby level entry door, and near every stairwell door	
Extinguishers	Throughout building	Located in mechanical rooms
Hoses	None	

Ventilation

If your building has openable windows and/or air handling units controlled by tenants, add to the response protocols throughout your plan that the Emergency Coordinator should “Notify tenants to close windows and shut down AHUs whenever building HVAC system is shut down.”

Ventilation

Feature	Location	Notes
HVAC System	PH (7)	Variable outside air fan percent OA system located in PH
HVAC Zones	None	Can isolate each floor
Smoke Management or Purge Capability	None	Can only do a full-building air purge
Tenant HVAC Systems	Servicing LAN Room	
Mechanical Rooms	Each floor and mechanical penthouse	
Openable Windows	None	

Emergency Equipment & Systems

Feature	Location	Notes
Generator	Loading dock	660-gallon belly tank Consumption 12.5 gal/hr.
Egress Lighting	In stairwells	Runs off generator only
Shelter in Place Kits	None	
Evacuation Chairs	None	
Eyewash Station	PH (7) mechanical room	Squeeze bottle

Utilities

Feature	Location	Notes
Natural Gas	N/A	
Fuel Oil	Loading dock	Belly tank of the generator
Communications	Main telco room next to fire pump room in the loading dock	
Water	Fire pump room	Shutoff at both NE corner of P1 and outside building on north wall
Electric	Main switchgear room in loading dock on the first floor	

Communications

Feature	Location	Notes
PA System	N/A	
Firemen's Phones	In cabinets in each elevator lobby and stairwell landing	Connects to FCR
Emergency Phones	None	
Emergency Intercom	N/A	
Elevator Car Phones	Wireless call buttons located in each cab	Connected to Kastle
Two-way Radios	None	

Hazards

Source	Location	Quantity & Notes	DOT Class
Water treatment chemicals	PH (7) mechanical room	3 50-gallon drums	
Generator Fuel Oil Tank	Outside the loading dock	660 gallons	

Local External Hazards

Source	Location	Notes
Underground storage tanks from corner gas station	Gas station adjacent to the building	

Occupancies and Special Uses

Type	Floors	Notes
General office	1 to 6	
Fitness Center	1	
Conference Rooms	1	

Appendix B –Command Posts & Assembly Areas

Incident Command Posts

	Primary	Secondary
Incident Command Posts	Fire Control Room	Courtyard

External Assembly Areas and Site Plan

	Primary	Secondary
External Assembly Areas	Upper parking lot nearest to Gaither Road entrance	Parking lot/drive lane behind the north wall of the garage (behind the 520 building)



Appendix C – Rosters

Rosters should be updated every six months, upon the arrival/departure of a new tenant or an occupant with a mobility impairment. Keep a printout of up-to-date rosters with this plan in the Fire Control Room.

Tenant Warden Team Roster

Roster maintained in fire control room binder.

Floor	Name	Tenant	Role	Contact	Hours

Mobility-Impaired Roster

Roster maintained in fire control room binder.

Floor	Name	Tenant	Contact	Hours	Assigned Monitor

Appendix D – Announcements and Notifications

In an emergency, people need to hear from building staff quickly. When alarms are going off, if occupants do not hear from you, they will begin making their own decisions as to how to respond, and invariably they will start doing things that will complicate the situation.

A few principles concerning communications in an emergency:

- Make an announcement as quickly as possible, even when you do not have all the facts
- Do not speculate. If you do not know the cause or other critical details, relay what you do know, and tell people you will make more announcements as information becomes available.
- Focus primarily on what you want the occupants to do, not on the cause of the situation
- Model calm. Panic is infectious. A calm, clear, authoritative announcement goes a long way toward maintaining a calm response throughout the building.
- Update tenants often. You cannot over-communicate in an emergency.

Fire

May I have your attention please. May I have your attention, please. This is your Emergency Coordinator. A fire emergency has been reported in the building. Please proceed to your nearest exit stairwell and follow the instructions of your floor warden team. Please remain calm, move quickly, and remain quiet in the stairwells in order to hear future announcements. Thank you.

Full Evacuation

May I have your attention please. May I have your attention, please. This is your Emergency Coordinator. We are experiencing a situation that requires a full building evacuation. [Briefly describe situation.] Please proceed to your nearest exit stairwell and follow the instructions of your floor warden team. Please remain calm, move quickly, and remain quiet in the stairwells in order to hear future announcements. Thank you.

Partial Evacuation

May I have your attention please. May I have your attention, please. This is your Emergency Coordinator. We are experiencing a situation that requires an evacuation of floor(s) _____. [Briefly describe situation.] Please proceed to your nearest exit stairwell and follow the instructions of your floor warden team. Please remain calm, move quickly, and remain quiet in the stairwells in order to hear future announcements. Thank you.

Shelter in Place

Remain in Place

May I have your attention please. May I have your attention, please. This is your Emergency Coordinator. We are experiencing a situation that requires that tenants remain at your workplace. [Briefly describe situation.] For your safety, please do not exit the building at this time. Thank you.

Move to Shelter in Place Area

May I have your attention please. May I have your attention, please. This is your Emergency Coordinator. We are experiencing a situation that requires that tenants relocate to the shelter in place area on each floor. [Briefly describe situation.] Please proceed to your shelter in place area and follow the instructions of your floor warden team. Thank you.

All Clear

May I have your attention, please. May I have your attention, please. This is your Emergency Coordinator. The situation reported earlier has been resolved. [*Briefly explain resolution here – it was a false alarm, the demonstrators have left, etc.*] You may now return to your office. [*Note if elevators are back in service, there are areas of the building to avoid, etc.*] Thank you.

Workplace Violence Notification

As directed and if safe to do so, send notification out to tenants, such as: “Intruder in building – whereabouts unknown. Evacuate at your own risk or seek shelter in locked room, until an ‘all clear’ has been issued.”

Appendix E – Media Guidelines and Procedures

Whenever possible, direct press inquiries to Timothy Bonang at First Potomac's corporate office. For questions, contact:

- Timothy Bonang 617-796-8149 tbonang@rmrgroup.com

Appendix F – Fire Drill Log and Evaluation Form

Schedule

Fire drills must be conducted annually on all occupied floors

Fire Drill Log

Log maintained in fire control room binder.

Date	Floors	Drill Instructor	Notes

Fire Drill Evaluation Form

The following form is required to be completed after every fire drill.

Completed forms maintained in fire control room binder

Date and Time of Drill	
Floors Participating	
Person Conducting Drill	
Participating Staff	
Notification Method	
Special Conditions Simulated	
Problems Encountered	
Number of Occupants Evacuated	
Time Required for Complete Evacuation	
Weather Conditions	

Appendix G – Training Log

Schedule

Warden team and building staff training must be conducted annually

Fire Training Log

Log maintained in fire control room binder.

Date	Floors/Tenants	Instructor	Type of Training

Appendix H – After Hours Procedures

Responding to an emergency after hours can pose significant challenges due to lower staffing levels. The following emergency response protocol can be used in the event that an emergency occurs after regular business hours. The table below contains generalized response procedures. Additional incident-specific instructions are listed after the table.

These after-hours response procedures should be customized to reflect your staffing and building systems.

Security

- Report to Fire Command Center
- Verify or call 911 as warranted. Provide new or additional information and report any injuries.
- Notify Emergency Coordinator or Property Manager, who will determine whether someone should report to the site
- Recall elevators and unlock fail-safe doors via override switch as necessary
- Depending on incident, make PA announcement to initiate evacuation, internal relocation, or shelter in place (*see Evacuation, Internal Relocation, or Shelter in Place section*)
- Open parking exit gates if needed
- Await arrival of emergency responders
- Provide incident information, building diagrams, and master key
- Assist as needed
- Confirm any mobility-impaired persons have relocated safely
- After the incident, prepare an incident report for property management, including actions taken and any special problems or incidents encountered
- Isolate witness(es) as appropriate and review security camera footage if available
- Document all events carefully and take photos where appropriate

Appendix I – Procedures for Full-Building Shutdown

In certain situations, such as a regional flood, major earthquake, or other large scale disaster, it may be necessary to close and leave the property for several days. The following full-building shutdown checklist can serve as a guide to preparing for an extended closure. The startup checklist can serve as a guide for re-opening the building.

Shutdown

- Notify
 - Property Management Team
 - Tenants (provide a contact number for building reopening information)
 - Vice President of Property Management
 - Security vendor
 - Utility suppliers (gas, electric)
- Assist occupants with evacuation as needed, especially mobility-impaired
 - Monitor radio, online, and television for information on safe evacuation routes
 - Confirm from wardens that all occupants have evacuated safely
- Secure exterior systems and property if time allows and it is safe to do so
 - Rooftop furniture and fixtures
- Shut down all building systems
 - HVAC
 - Engage mushroom stop switch in penthouse to secure ERU
 - Shut down power to all penthouse pumps, fans, and all associated equipment
 - Shut down all chillers at local disconnect
 - Secure cooling tower power and water feed
 - Close all main chiller valves
 - Close all main condenser water valves
 - Lock and tag out all secured switches
 - Gas -- Shut down main gas, lock and secure café main
 - Water
 - Leave fire protection live and secure domestic water
 - Other -- Park all elevators on appropriate floor, given the situation
- Close and secure loading dock
- Leave contact information at lobby desk so that authorities can reach critical staff
- Gather personal belongings, emergency contact lists
- Electrical -- Trip all main switchgear to off position, except emergency switch
- Lock all doors and depart

Appendix J – Incident Command System

Emergency responders at the state and federal level employ the Incident Command System (ICS), a framework that allows state, local, and federal emergency responders to speak the same language and coordinate their activities.

Most emergencies in office buildings are handled by staff or local police and fire responders, and the ICS will not come into play. However, in major emergencies involving multiple responders, the ICS will be employed. Key building emergency staff should be familiar with ICS structure and concepts to understand their role in the larger response framework. Several ICS training resources are available online.

The following overview of ICS was prepared by FEMA:

The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private
- Establishes common processes for planning and managing resources

ICS is flexible and can be used for incidents of any type, scope, and complexity. ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents.

ICS is used by all levels of government – Federal, State, tribal, and local – as well as by many nongovernmental organizations. ICS is also applicable across disciplines. It is typically structured to facilitate activities in five major functional areas: Command, Operations, Planning, Logistics, and Finance/Administration. All of the functional areas may or may not be used based on the incident needs. Intelligence/Investigations is an optional sixth functional area that is activated on a case-by-case basis.

More information on ICS can be found at:

<http://www.fema.gov/incident-command-system>

Appendix K – Floor Plan Diagrams

See following pages.

Appendix L – Building Information Card (BIC)

See following pages.